Pag	ge Table	Title	Base Description	Base
• 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	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	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	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	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	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	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	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

Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

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



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



Table 1 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

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

 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



Page 3

Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base None of these

Don't know

	GEN	IDER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAD	ÞΕ
Total	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)
2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
45 <i>2</i> %	21 <i>2</i> %	24 2%	1 *	7 2%	-	5 1%	7 2%	11 5%	14 7%	8 1%	12 1%	25 6%	4 *	41 4%	2 *	10 1%	33 5%
18	46%	<i>54%</i> 10	3%	15%e	-	10%	16%e	25%cde f	32%cde fg	18%	26%	56%jk 8	8%	92%m 15	4%	23%	73%op
1%	1% 42%	1% 58%	* 3%	-	3%	1% 11%	2% 38%cde	2% 19%de	2% 26%cde	t 3%	1% 52%i	2% 45%i	15%	1% 85%m	* 4%	1% 35%	2% 61%op

KANTAR MEDIA

Table 1

Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

			COUN	ITRY						GO	VERNMENT	REGIONS					1
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
Laptop\Desktop\Netbook computer	1525 71%	1288 <i>72%</i> <i>85%</i>	126 <i>69%</i> <i>8%</i>	72 68% 5%	38 77% 2%	49 64% 3%	181 73% 12%	121 <i>65%</i> <i>8%</i>	99 <i>66%</i> 7%	123 <i>66%</i> <i>8</i> %	156 <i>75%</i> 10%m	206 77% 14%egh im	245 80% 16%efgh imno	107 <i>63%</i> <i>7%</i>	72 68% 5%	126 <i>69%</i> <i>8%</i>	38 <i>77%</i> 2%m
Tablet e.g. iPad, Samsung Galaxy	1079 50%	916 <i>51%</i> <i>85</i> %	89 49% 8%	51 48% 5%	22 44% <i>2</i> %	43 57% 4%	132 53% 12%	83 45% 8%	68 45% 6%	88 47% <i>8</i> %	133 <i>64%</i> 12%fgh iklmno p	138 <i>52%</i> 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 <i>60%</i>	1109 <i>62%</i> 86%c	98 <i>54%</i> <i>8%</i>	50 47% 4%	26 54% 2%	47 <i>61%</i> 4%m	157 <i>63%</i> 12%mn	98 <i>53%</i> <i>8%</i>	93 <i>62%</i> 7%mn	106 <i>57%</i> <i>8%</i>	141 <i>67%</i> 11%gim no	190 <i>71%</i> 15%gim nop	200 <i>65%</i> 16%gmn	78 46% o 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 <i>19%</i> 14%efhjm	15 10% 6%	26 <i>14%</i> 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 <i>9</i> %	149 8% 81%	20 <i>11%</i> 11%d	14 <i>13%</i> 8%d	1 2% *	4 6% 2%	24 10% 13%p	10 5% 5%	8 5% 4%	19 <i>10%</i> 10%p	12 6% 6%	17 6% 9%	30 <i>10%</i> 16%p	25 <i>15%</i> 13%gh p	14 <i>13%</i> jk 8%ghjl	20 11% sp 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 <i>18%</i> 8%a	10 <i>20%</i> 4%a	12 <i>16%</i> 5%jk	32 <i>13%</i> 14%k	15 <i>8%</i> 6%k	11 <i>7%</i> 5%k	25 <i>13%</i> 10%k	15 <i>7%</i> 6%k	7 2% 3%	44 <i>14%</i> 19%hjk	24 <i>15%</i> 10%hjk	19 <i>18%</i> 3 8%ghji	22 <i>12%</i> x 9%k	10 <i>20%</i> 4%ghjk
An e-reader e.g. Kindle\Kindle Fire or Kobo	383 18%	328 <i>18%</i> 86%d	36 <i>20%</i> 9%d	14 14% 4%	4 8% 1%	17 <i>22%</i> 4%gp	55 <i>22%</i> 14%gkp	17 9% 0 4%	24 16% 6%	31 <i>17%</i> 8%g	35 <i>17%</i> 9%g	36 14% 9%	81 <i>27%</i> 21%ghij knp	32 19% 8%g	14 14% 4%	36 <i>20%</i> 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



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

			COUN	ITRY						GOV	ERNMENT F	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 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 <i>64%</i>	1164 65% 85%	105 58% 8%	67 63% 5%	37 <i>76%</i> 3%b	41 54% 3%	179 <i>72%</i> 13%egh	91 49% nkmo 7%	93 <i>61%</i> 7%g	127 <i>68%</i> 9%egm	140 <i>67%</i> 10%gm	164 <i>61%</i> 12%g	242 <i>79%</i> 18%efgl ijkmno	87 <i>52%</i> n <i>6%</i>	67 <i>63%</i> 5%g	105 <i>58%</i> <i>8%</i>	37 <i>76%</i> 3%eghl
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217 10%	177 <i>10%</i> 82%d	21 <i>12%</i> 10%d	18 <i>17%</i> 8%ad	1 <i>2%</i> I *	6 8% 3%	38 <i>15%</i> 18%hkli	32 <i>17%</i> mp 15%hijklr p	12 <i>8%</i> n <i>5%</i>	17 9% 8%	20 <i>9%</i> 9%p	17 6% 8%	28 <i>9%</i> 13%p	8 5% 4%	18 <i>17%</i> 8%hik p	21 <i>12%</i> lm 10%mp	1 <i>2</i> % *
Fixed landline telephone	1461 <i>68%</i>	1222 68% 84%	120 <i>66%</i> <i>8%</i>	81 <i>76%</i> <i>6</i> %	38 78% 3%	42 55% 3%	189 <i>76%</i> 13%egk	109 <i>59%</i> kmo <i>7%</i>	106 <i>70%</i> 7%egk	125 <i>67%</i> 9%k	155 <i>74%</i> 11%egk	148 56% 10%	236 77% 16%egik mo	112 <i>66%</i> x 8%k	81 <i>76%</i> 6%egl	120 <i>66%</i> k 8%k	38 <i>78%</i> 3%egk
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media) SUMMARY CODES	906 <i>42</i> %	750 <i>42%</i> <i>83%</i>	79 43% 9%	52 49% 6%	25 <i>52%</i> <i>3</i> %	25 33% 3%	125 <i>50%</i> 14%egk	56 30% 6%	61 41% 7%	88 47% 10%egk	95 <i>45%</i> 10%gk	83 31% 9%	147 <i>48%</i> 16%egk	71 <i>42%</i> 8%gk	52 <i>49%</i> 6%egl	79 <i>43%</i> k 9%gk	25 <i>52%</i> 3%egk
ANY MOBILE\SMARTPHONE	1797 <i>84</i> %	1530 <i>85%</i> 85%b	139 77% 8%	84 79% 5%	43 <i>89%</i> 2%b	62 82% 3%	227 <i>91%</i> 13%ghj	147 <i>79%</i> mno <i>8%</i>	119 <i>79%</i> <i>7%</i>	163 <i>87%</i> 9%mo	171 82% 10%	228 <i>85%</i> 13%0	280 <i>92%</i> 16%egh kmno	132 <i>78%</i> j <i>7</i> %	84 79% 5%	139 <i>77%</i> <i>8%</i>	43 <i>89%</i> 2%0
ANY SMARTPHONE	1468 <i>69%</i>	1266 <i>70%</i> 86%bc	110 61% 8%	58 54% 4%	33 67% 2%	49 64% 3%	179 <i>72%</i> 12%mn	129 <i>69%</i> o 9%mn	104 <i>69%</i> 7%mn	127 <i>68%</i> 9%mn	151 <i>72%</i> 10%mno	214 80% 15%efg himnop	225 <i>73%</i> 15%mnd	89 53% 0 6%	58 54% 4%	110 <i>61%</i> <i>8%</i>	33 <i>67%</i> 2%m
ANY STANDARD PHONE	410 19%	328 18% 80%	39 22% 10%	32 30% 8%a	10 21% 3%	16 <i>21%</i> 4%k	54 <i>22%</i> 13%ghj	25 <i>14%</i> k <i>6</i> %	19 13% 5%	43 <i>23%</i> 11%ghjk	26 13% 6%	24 9% 6%	72 <i>24%</i> 18%ghj k	48 <i>29%</i> 12%gh	32 <i>30%</i> jk 8%ghj	39 <i>22%</i> k 10%hjk	10 <i>21%</i> 3%k

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



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

			COUN	ITRY						GO\	/ERNMENT I	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
ANY MOBILE\SMARTPHONE ON CONTRACT	1412 66%	1215 <i>68%</i> 86%c	111 61% 8%	59 55% 4%	27 56% 2%	49 65% 3%	178 <i>71%</i> 13%gn	106 57% nnop 7%	101 <i>67%</i> <i>7%</i>	119 <i>64%</i> <i>8</i> %	148 <i>71%</i> 11%gmi p	198 <i>74%</i> n 14%gim nop	216 <i>71%</i> 15%gmn p	99 <i>58%</i> o <i>7</i> %	59 55% 4%	111 61% 8%	27 56% 2%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636 <i>30%</i>	517 29% 81%	55 30% 9%	46 <i>44%</i> 7%ab	18 <i>36</i> % <i>3</i> %	20 26% 3%	78 <i>31%</i> 12%jk	56 <i>30%</i> 9%jk	33 22% 5%	65 <i>35%</i> 10%hjk	42 20% 7%	54 20% 8%	106 <i>35%</i> 17%hjk	63 <i>37</i> % 10%hjk	46 44% 7%efghj o	55 <i>30%</i> k 9%jk	18 <i>36%</i> 3%hjk
None of these	45 2%	36 <i>2%</i> <i>80%</i>	6 3% 14%	3 2% 6%	-	3 3% 6%	1 * 3%	7 <i>4%</i> 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 <i>3%</i> 14%fl	
Don't know	18 <i>1</i> %	14 1% 77%	1 1% 7%	3 <i>3%</i> 16%a	-	2 <i>2</i> % 9%fl	-	3 1% 14%	- - -	- - -	3 1% 14%	5 <i>2</i> % 29%fl	-	2 1% 11%	3 <i>3%</i> 16%fil	1 1% 7%	- - -

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

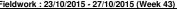
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		0	.1 PHONE C	WNERSHIE)			0.1 INTERNET		Q.1 LAN	IDI INE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
Laptop\Desktop\Netbook computer	1525 71%	1327 71% 87%	184 76% 12%	210 56% 14%	1281 <i>75%</i> 84%c	1086 <i>85%</i> 71%fgh	189 <i>74%</i> 12%h	129 <i>70%</i> 8%h	123 <i>52%</i> <i>8%</i>	1210 <i>82%</i> 79%j	1381 <i>77%</i> 91%	1174 85% 77%	186 <i>86%</i> 12%	1224 85% 80%	1102 <i>75%</i> 72%0	422 63% 28%	738 <i>81%</i> 48%q	787 64% 52%
Tablet e.g. iPad, Samsung Galaxy	1079 <i>50%</i>	947 50% 88%	128 <i>52%</i> 12%	137 <i>37%</i> <i>13%</i>	919 <i>54%</i> 85%c	812 <i>63%</i> 75%fgh	138 <i>54%</i> 13%h	94 <i>51%</i> 9%h	67 29% 6%	894 <i>61%</i> 83%j	990 <i>55%</i> 92%	841 <i>61%</i> <i>78%</i>	147 68% 14%	876 61% 81%	825 <i>56%</i> 76%o	254 38% 24%	583 <i>64%</i> 54%q	496 40% 46%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract\pay monthly	1283 <i>60%</i>	1096 58% 85%	178 <i>73%</i> 14%a	138 <i>37</i> % <i>11</i> %	1119 <i>66%</i> 87%c	1283 <i>100%</i> 100%fgh	70 <i>28%</i> 5%h	56 <i>30%</i> 4%h	21 9% <i>2</i> %	1283 <i>87%</i> 100%j	1283 71% 100%	988 72% 77%	172 <i>79%</i> 13%km	1031 <i>72%</i> <i>80%</i>	892 61% 70%	391 <i>58%</i> <i>30%</i>	664 <i>73%</i> 52%q	619 50% 48%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	217 12% 85%	33 14% 13%	42 11% 16%	206 12% 81%	70 5% 28%	255 100% 100%egh	18 10% 7%e	17 7% 7%	255 <i>17%</i> 100%j	255 14% 100%	175 13% 69%	42 <i>20%</i> 17%km	185 13% 73%	178 12% 70%	76 11% 30%	102 11% 40%	152 12% 60%
Standard mobile phone (that can't access the internet) - Contract\pay monthly	184 <i>9</i> %	172 9% 93%b	12 5% 7%	48 <i>13%</i> 26%d	129 8% 70%	56 4% 30%	18 7% 10%	184 <i>100%</i> 100%efh	10 4% 5%	57 4% 31%	184 <i>10%</i> 100%i	123 9% <i>67</i> %	21 10% 11%	129 9% 70%	156 <i>11%</i> 85%o	28 4% 15%	81 9% 44%	103 8% 56%
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	224 <i>12%</i> 95%b	11 5% 5%	75 <i>20%</i> 32%d	155 9% 66%	21 <i>2%</i> 9%	17 <i>7%</i> 7%e	10 <i>5%</i> 4%e	236 100% 100%efg	31 2% 13%	236 <i>13%</i> 100%i	134 <i>10%</i> 57%l	11 5% 5%	136 9% 58%	185 <i>13%</i> 79%o	50 7% 21%	83 9% 35%	153 <i>12%</i> 65%p
An e-reader e.g. Kindle\Kindle Fire or Kobo	383 18%	358 <i>19%</i> 94%b	25 10% 6%	64 17% 17%	307 18% 80%	295 <i>23%</i> 77%h	53 21% 14%	45 <i>25%</i> 12%h	35 15% 9%	317 <i>22%</i> <i>83%</i>	360 <i>20%</i> 94%	335 24% 88%	60 28% 16%	345 24% 90%	305 <i>21%</i> 80%o	78 12% 20%	229 <i>25%</i> 60%q	154 13% 40%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



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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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		C	Q.1 PHONE (OWNERSHI	P		Q	.1 INTERNET	-	Q.1 LAN	IDLINE	Q.1 PA SERV	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 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 <i>65%</i> <i>88%</i>	151 <i>62%</i> 11%	204 54% 15%	1146 <i>67%</i> 83%c	988 <i>77%</i> 72%fgh	175 <i>69%</i> 13%h	123 <i>67%</i> 9%h	134 57% 10%	1108 <i>75%</i> 81%j	1288 72% 94%	1374 <i>100%</i> 100%lm	150 69% 11%	1374 <i>95%</i> 100%l	1136 <i>78%</i> 83%o	238 35% 17%	780 <i>86%</i> 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 <i>11%</i> <i>83</i> %	172 <i>13%</i> 79%h	42 <i>17%</i> 20%h	21 <i>11%</i> 10%h	11 5% 5%	190 <i>13%</i> <i>87%</i>	199 11% 92%	150 11% 69%	217 <i>100%</i> 100%km	217 <i>15%</i> 100%k	158 11% 73%	59 9% 27%	121 <i>13%</i> 56%q	96 8% 44%
Fixed landline telephone	1461 <i>68%</i>	1318 <i>70%</i> 90%b	134 <i>55%</i> <i>9%</i>	277 <i>74%</i> 19%d	1150 <i>68%</i> <i>79%</i>	892 70% 61%	178 <i>70%</i> 12%	156 <i>85%</i> 11%ef	185 <i>79%</i> 13%ef	1015 <i>69%</i> <i>69%</i>	1279 <i>71%</i> 88%	1136 <i>83%</i> 78%l	158 <i>73%</i> 11%	1167 <i>81%</i> 80%l	1461 <i>100%</i> 100%o	-	788 <i>87%</i> 54%q	673 55% 46%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 <i>42%</i>	807 43% 89%	92 38% 10%	153 41% 17%	737 43% 81%	664 <i>52%</i> 73%fh	102 40% 11%	81 44% 9%	83 <i>35%</i> <i>9%</i>	732 50% 81%	840 47% 93%	780 <i>57%</i> <i>86%</i>	121 56% 13%	806 <i>56%</i> <i>89%</i>	788 <i>54%</i> 87%0	118 17% 13%	906 <i>100%</i> 100%q	
SUMMARY CODES																		1
ANY MOBILE\SMARTPHONE	1797 <i>84%</i>	1571 84% 87%	212 87% 12%	280 74% 16%	1480 <i>87%</i> 82%c	1283 100% 71%	255 100% 14%	184 100% 10%	236 100% 13%	1468 100% 82%	1797 100% 100%	1288 <i>94%</i> <i>72%</i>	199 <i>92%</i> 11%	1342 93% 75%	1279 <i>88%</i> 71%o	518 <i>77%</i> <i>29%</i>	840 <i>93%</i> 47%q	956 <i>78%</i> <i>53%</i>
ANY SMARTPHONE	1468 <i>69%</i>	1253 <i>67%</i> <i>85%</i>	201 <i>82%</i> 14%a	172 46% 12%	1268 <i>75%</i> 86%c	1283 <i>100%</i> 87%gh	255 <i>100%</i> 17%gh	57 <i>31%</i> 4%h	31 <i>13%</i> <i>2%</i>	1468 <i>100%</i> 100%j	1468 <i>82%</i> 100%	1108 <i>81%</i> <i>75</i> %	190 <i>87%</i> 13%km	1159 <i>80%</i> <i>79%</i>	1015 <i>69%</i> <i>69%</i>	453 <i>67%</i> 31%	732 <i>81%</i> 50%q	735 60% 50%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

		ETHNIC	ODICINI	Q.13 LON DISAB ILLN	BILITY			0.1 PHONE C	NAVNEDOLIII	n		0	.1 INTERNE	т	Q.1 LAN	ום ואב	Q.1 P/ SER\	
		ETHINIC	ORIGIN	ILLIN	ESS			Standar	Standar		ANY SMARTPH	G	.I INTERNE	ı	Q.T LAN	IDLINE	SER	/ICE
			Minori			Smartph one on	Smartph	mobile on	mobile	ANY	ONE/ STANDAR	Fixed	Mobile	Anv				
			ty			contrac	one pay as you	contrac	on pay as you	SMARTPH	D	Broadba	Broadba	interne				
	Total	White (a)	Ethnic (b)	Yes (c)	No (d)	t (e)	go (f)	t (g)	go (h)	ONE (i)	MOBILE (j)	nd (k)	nd (l)	t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
ANY STANDARD PHONE	410 19%	386 <i>21%</i> 94%b	24 10% 6%	120 <i>32</i> % 29%d	279 16% 68%	71 <i>6%</i> 17%	28 11% 7%e	184 100% 45%ef	236 100% 57%ef	81 <i>6%</i> 20%	410 <i>23%</i> 100%i	249 18% 61%	27 13% 7%	256 18% 62%	334 <i>23%</i> 82%o	76 11% 18%	159 18% 39%	251 20% 61%
ANY MOBILE\SMARTPHONE ON CONTRACT	1412 <i>66%</i>	1220 <i>65%</i> <i>86%</i>	183 <i>75%</i> 13%a	179 48% 13%	1201 <i>71%</i> 85%c	1283 <i>100%</i> 91%fh	72 <i>28%</i> 5%h	184 <i>100%</i> 13%fh	25 10% <i>2</i> %	1285 <i>88%</i> 91%j	1412 <i>7</i> 9% 100%	1063 77% 75%	177 82% 13%	1109 <i>77%</i> <i>79%</i>	998 <i>68%</i> 71%o	413 61% 29%	709 <i>78%</i> 50%q	703 <i>57%</i> <i>50%</i>
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636 <i>30%</i>	578 <i>31%</i> 91%b	54 22% 8%	156 <i>42</i> % 25%d	465 27% 73%	123 10% 19%	255 100% 40%e	184 <i>100%</i> 29%e	236 100% 37%e	307 21% 48%	636 <i>35%</i> 100%i	400 29% 63%	58 27% 9%	414 29% 65%	489 <i>33%</i> 77%o	147 22% 23%	246 27% 39%	391 <i>32%</i> 61%p
None of these	45 2%	45 <i>2%</i> 100%b	-	15 <i>4%</i> 35%d	26 <i>2%</i> 58%	- - -	-	- - -	-	- - -	-	-	-	-	-	45 <i>7%</i> 100%n	-	45 4% 100%p
Don't know	18 1%	14 1%	4 2%	4 1%	10 1%	-	-	-	-	-	-	-	-	-	-	18 <i>3</i> %	-	18 1%
		79%	21%	21%	57%	-	-	-	-			-	-	-		100%n	-	100%p



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	IY DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Laptop\Desktop\Netbook computer	1525 <i>71%</i>	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 <i>50%</i>	592 <i>63%</i> <i>55%</i>	67 44% <i>6</i> %	799 <i>52%</i> 74%	7 27% 1%	10 <i>32%</i> <i>1%</i>	14 <i>42%</i> <i>1%</i>
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract\pay monthly	1283 <i>60%</i>	663 71% 52%	86 <i>57%</i> <i>7%</i>	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% <i>2</i> %	5 15% 2%	5 15% 2%
Standard mobile phone (that can't access the internet) - Contract\pay monthly	184 <i>9</i> %	90 10% 49%	14 9% 8%	136 <i>9%</i> 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 <i>64%</i>	822 88% 60%	100 66% 7%	988 65% 72%	11 45% 1%	22 70% 2%	24 70% 2%





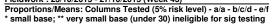
Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f
* small base; ** very small base (under 30) ineligible for sig testing



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	EBT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217 10%	104 11% 48%	11 <i>7%</i> 5%	165 11% 76%	:	5 15% <i>2</i> %	5 16% 3%
Fixed landline telephone	1461 <i>68%</i>	843 90% 58%	92 61% 6%	1077 <i>71%</i> 74%b	12 47% 1%	15 46% 1%	25 <i>73%</i> 2%e
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 <i>42%</i>	598 64% 66%	68 45 % 7%	645 <i>42%</i> 71%	9 38% 1%	13 40% 1%	17 51% 2%
SUMMARY CODES							
ANY MOBILE\SMARTPHONE	1797 <i>84</i> %	876 94% 49%	133 <i>88%</i> <i>7%</i>	1286 <i>84%</i> <i>72%</i>	22 86% 1%	30 94% 2%	31 90% <i>2</i> %
ANY SMARTPHONE	1468 <i>69%</i>	739 79% 50%	109 <i>72%</i> <i>7%</i>	1023 <i>67%</i> <i>70%</i>	12 47% 1%	27 84% 2%	26 77% <i>2</i> %
ANY STANDARD PHONE	410 19%	180 19% 44%	27 18% 7%	321 <i>21%</i> <i>78%</i>	11 <i>43%</i> <i>3%</i>	4 13% 1%	5 14% 1%
ANY MOBILE\SMARTPHONE ON CONTRACT	1412 <i>66%</i>	722 77% 51%	100 <i>66%</i> <i>7%</i>	1002 <i>66%</i> 71%	11 43 % 1%	26 <i>82%</i> <i>2%</i>	23 67% <i>2</i> %
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636 <i>30%</i>	275 29% 43%	50 <i>33%</i> <i>8</i> %	469 31% 74%	15 <i>58%</i> <i>2%</i>	8 25% 1%	10 <i>2</i> 9% <i>2</i> %
None of these	45 2%	- - -	3 2% 8%	26 2% 59%	2 7% 4%	- - -	- - -







Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base

Don't know

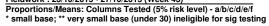
	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
18	-	-	7	-	-	-
1%	-	-	38%		-	-



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
Laptop\Desktop\Netbook computer	1525 71%	18 70% 1%	14 50% 1%	23 <i>52%</i> 1%	20 53% 1%	23 78% 1%	26 68% 2%
Tablet e.g. iPad, Samsung Galaxy	1079 <i>50%</i>	10 <i>39%</i> <i>1%</i>	11 39% 1%	15 <i>36%</i> <i>1%</i>	11 28% 1%	10 <i>36%</i> 1%	21 <i>57%</i> 2%d
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract\pay monthly	1283 <i>60%</i>	- - -	17 60% 1%	17 39 % 1%	9 23% 1%	13 44% 1%	25 <i>66%</i> 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 <i>23%</i> <i>3%</i>	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 <i>6%</i> *	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







Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

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





Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f
* small base; ** very small base (under 30) ineligible for sig testing



Q.1 Which of these devices or services do you have? - [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base

Don't know

			Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
18 1%	-	-	-	1 3%	-	-
1 /0				6%	-	



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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

Unweighted Base Weighted Base Yes No

Don't know

	GEN	DER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAI	DE
Total	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)
1618 1656	761 809	857 847	211 235	306 323	255 274	259 310	206 241	228 165	153 108	517 558	720 825	381 273	779 891	839 765	308 340	820 906	490 410
936 <i>56%</i>	451 <i>56%</i> 48%	484 57% 52%	100 43% 11%	184 <i>57%</i> 20%ci	180 <i>65%</i> 19%cdi	181 <i>58%</i> 19%ci	147 <i>61%</i> 16%ci	94 <i>57%</i> 10%c	50 47% 5%	284 51% 30%	508 <i>62%</i> 54%jl	144 53% 15%	506 57% 54%	429 56% 46%	179 <i>53%</i> 19%	527 58% 56%	229 56% 24%
665 40%	335 41% 50%	330 <i>39%</i> <i>50%</i>	108 <i>46%</i> 16%e	135 <i>42%</i> 20%e	87 32% 13%	122 39% 18%	90 37% 14%	69 <i>42%</i> 10%e	55 <i>51%</i> 8%efg	242 <i>43%</i> 36%k	299 36% 45%	124 <i>45%</i> 19%k	352 40% 53%	313 41% 47%	152 45% 23%	344 38% 52%	168 41% 25%
56 <i>3%</i>	23 3% 42%	33 4% 58%	27 <i>12%</i> 48%defg hi	5 1% 9%	8 3% 14%	7 2% 12%	4 2% 8%	3 2% 5%	3 2% 5%	32 <i>6%</i> 57%kl	19 2% 34%	5 2% 9%	33 4% 59%	23 3% 41%	9 3% 16%	34 4% 61%	13 3% 23%

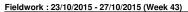
 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



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

Unweighted Base Weighted Base Yes No

		COUN	ITRY						GO	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
1618	1351	123	82	62	48	205	127	108	146	151	185	263	118	82	123	62
1656	1400	128	83*	45*	51*	209	138	111	151	164	192	271	114	83*	128	45*
936 <i>56%</i>	796 <i>57%</i> <i>85%</i>	65 50% 7%	46 55% 5%	29 65% 3%	23 46% 3%	117 56% 13%	87 <i>63%</i> 9%	67 61% 7%	81 <i>53%</i> <i>9</i> %	84 51% 9%	101 53% 11%	167 <i>62%</i> 18%jo	67 59% 7%	46 55% 5%	65 50% 7%	29 <i>65%</i> <i>3%</i>
665 40%	558 40% 84%	57 44% 9%	36 43% 5%	14 31% 2%	27 <i>54%</i> 4%hlp	79 38% 12%	51 <i>37%</i> <i>8</i> %	40 <i>36%</i> <i>6%</i>	69 <i>45%</i> 10%l	72 <i>44%</i> 11%l	85 <i>44%</i> 13%l	90 33% 14%	46 40% 7%	36 43% 5%	57 44% 9%	14 31% 2%
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%gim	-	7%g	4%	15%g	9%	23%g	2%	3%	12%g	3%g



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



Unweighted Base Weighted Base

Yes

No

Don't know

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

	ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		Q.1 PHONE OWNERSHIP				C	Q.1 INTERNET		Q.1 LANDLINE		Q.1 PAY TV SERVICE		
Total	White	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
1618 1656	1444 1471	165 176	293 273	1301 1356	1037 1132	205 219	176 163	237 204	1180 1280	1507 1556	1309 1366	187 211	1363 1426	1357 1373	261 284	856 899	762 757
936 <i>56%</i>	844 <i>57%</i> 90%b	85 48% 9%	168 <i>62%</i> 18%d	748 55% 80%	663 <i>59%</i> 71%fh	108 49% 12%	90 55% 10%	94 46% 10%	739 <i>58%</i> <i>7</i> 9%	876 56% 94%	822 <i>60%</i> 88%l	104 49% 11%	852 <i>60%</i> 91%l	843 <i>61%</i> 90%o	93 33% 10%	598 <i>67%</i> 64%q	337 45% 36%
665 40%	582 40% 88%	81 46% 12%	92 34% 14%	567 <i>42</i> % 85%c	423 <i>37%</i> <i>64%</i>	103 <i>47%</i> 16%e	69 42% 10%	104 <i>51%</i> 16%e	492 <i>38%</i> 74%	626 40% 94%	497 36% 75%	102 <i>48%</i> 15%km	526 <i>37%</i> <i>79%</i>	487 35% 73%	178 <i>63%</i> 27%n	268 30% 40%	397 <i>52%</i> 60%p
56 <i>3%</i>	44 3% 79%	10 6% 18%	12 4% 21%	41 <i>3%</i> <i>73</i> %	45 4% 81%	7 3% 13%	4 2% 6%	6 3% 10%	49 <i>4%</i> <i>87%</i>	54 3% 97%	47 3% 84%	5 2% 8%	48 <i>3%</i> 86%	43 3% 77%	13 5% 23%	33 4% 59%	23 3% 41%

 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$

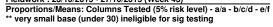


Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code] Base: All with more than one device or service

Unweighted Base Weighted Base Yes No Don't know

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
1618	911	111	1182	15	25	26
1656	936	116	1200	14**	25**	27**
936 <i>56%</i>	936 100% 100%	83 <i>72%</i> 9%c	687 <i>57%</i> <i>73%</i>	9 65% 1%	18 70% 2%	21 76% 2%
665	-	31	503	5	7	7
40%	-	27% 5%	<i>42%</i> 76%b	35% 1%	30% 1%	24% 1%
56	-	1	10	-	-	-
3%	-	1%	1%		-	-
	-	3%	18%	-	-	-



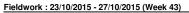


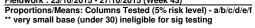


Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code] Base: All with more than one device or service

Unweighted Base Weighted Base
Yes
No
Don't know

			Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
1618	13	19	11	11	17	25
1656	12**	18**	11**	10**	18**	28**
936	8	11	3	4	9	16
56%	66% 1%	62% 1%	23%	39% *	50% 1%	56% 2%
665	4	7	9	6	9	12
40%	34% 1%	38% 1%	77% 1%	61% 1%	50% 1%	44% 2%
56	-	-	-	-	-	-
3%	-	-	-	-	-	-
1	-	-	-	-	-	-





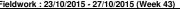


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Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? [Prompted - Single code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base
I am the primary decision-maker in my household
I share in the responsibility
Others make the decisions
SUMMARY CODE ANY RESPONSIBILITY
Don't know

	GENI	DER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRA	ΣE
Total	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)
2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
941 <i>44%</i>	441 43% 47%	500 45% 53%	60 20% 6%	155 <i>38%</i> 16%c	151 <i>45%</i> 16%c	172 <i>47</i> % 18%cd	155 <i>51%</i> 16%cd	125 56% 13%cde f	124 <i>65%</i> 13%cde	215 30% 23%	477 <i>47%</i> 51%j	249 <i>60%</i> 26%jk	431 41% 46%	510 <i>47%</i> 54%m	169 43% 18%	443 40% 47%	329 <i>52%</i> 35%0
765 <i>36%</i>	415 <i>40%</i> 54%b	350 <i>32%</i> 46%	86 29% 11%	170 41% 22%cgh i	145 <i>43%</i> 19%cgh i	142 <i>39%</i> 19%ci	101 <i>33%</i> 13%i	76 <i>34%</i> 10%i	45 24% 6%	256 <i>36</i> % 33%l	388 <i>38%</i> 51%l	121 29% 16%	436 <i>41%</i> 57%n	329 31% 43%	159 <i>40%</i> 21%q	452 <i>41%</i> 59%q	155 <i>25%</i> <i>20%</i>
414 19%	171 17% 41%	242 <i>22%</i> 59%a	152 <i>51%</i> 37%def ghi	85 <i>21%</i> 21%efh i	42 12% 10%	50 14% 12%	45 15% 11%	22 10% 5%	18 10% 4%	237 <i>33%</i> 57%kl	137 <i>14%</i> 33%l	40 10% 10%	189 18% 46%	224 21% 54%	65 17% 16%	209 19% 51%	140 <i>22%</i> 34%0
1706 <i>80%</i>	857 <i>83%</i> 50%b	850 77% 50%	146 <i>4</i> 9% 9%	325 <i>79%</i> 19%c	296 <i>87%</i> 17%cd	314 <i>86%</i> 18%cd	255 <i>84%</i> 15%c	201 <i>89%</i> 12%cd	169 <i>89%</i> 10%cd	471 66% 28%	865 <i>86%</i> 51%j	370 <i>89%</i> 22%j	867 <i>82%</i> <i>51%</i>	839 78% 49%	328 <i>83%</i> 19%q	894 <i>80%</i> <i>52%</i>	484 77% 28%
16 1%	9 1% 54%	7 1% 46%	2 1% 13%	1 * <i>6</i> %	1 * <i>6</i> %	2 1% 12%	6 <i>2%</i> 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%



 $\frac{Fieldwork: 23/10/2015-27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% \ risk \ level) - a/b - c/d/e/t/g/h/i - j/k/l - m/n - o/p/q}$



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

			COUN	NTRY						GO'	VERNMENT	REGIONS					
	Total	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 (I)	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	941 44%	788 44%	86 <i>47%</i>	50 <i>47%</i>	17 34%	37 49%	108 <i>43%</i>	94 51%	74 49%	87 46%	87 <i>42</i> %	97 <i>36%</i>	121 40%	83 49%	50 <i>47</i> %	86 <i>47%</i>	17 34%
household	1 4470	84%	9%	5%	2%	4%	12%	10%klp	8%k	9%k	9%	10%	13%	9%klp	5%	9%k	2%
I share in the	765	659	44	36	27	19	98	60	52	70	80	94	123	62	36	44	27
responsibility	36%	<i>37</i> % 86%b	24% 6%	33% 5%	<i>54%</i> 3%abc	25% 2%	<i>39%</i> 13%eo	33% 8%	34% 7%	<i>37%</i> 9%o	<i>39%</i> 11%eo	<i>35%</i> 12%o	<i>40%</i> 16%eo	<i>37%</i> 8%o	33% 5%	24% 6%	54% 3%efghijklr
Others make the	414	342	48	19	5	20	44	29	25	31	38	73	61	21	19	48	5
decisions	19%	19%	26%	18%	11%	26%	18%	16%	17%	16%	18%	27%	20%	12%	18%	26%	11%
		83%	12%ad	5%	1%	5%mp	11%	7%	6%	7%	9%	18%fgh ijlmp	15%m	5%	5%	12%fghim	1%
SUMMARY CODE		İ															İ
ANY RESPONSIBILITY	1706 <i>80%</i>	1447 <i>80%</i> 85%b	130 <i>72%</i> <i>8%</i>	86 81% 5%	43 <i>89%</i> 3%b	56 74% 3%	206 <i>82%</i> 12%ko	154 <i>83%</i> 9%ko	125 <i>83%</i> 7%ko	157 <i>84%</i> 9%ko	168 <i>80%</i> 10%k	191 <i>72%</i> 11%	244 <i>80%</i> 14%k	146 <i>86%</i> 9%eko	86 81% 5%	130 <i>72%</i> <i>8%</i>	43 <i>89%</i> 3%eko
Don't know	16	11	3	2	-	-	-	2	-	-	3	3	1	2	2	3	-
	1%	1% 67%	2% 21%	2% 12%	-	-	-	1% 10%	-	-	2% 20%	1% 17%	6%	1% 14%	2% 12%f	2% 21%f	-

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



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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

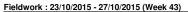
		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		C).1 PHONE (OWNERSHIF	o		C).1 INTERNE	Т	Q.1 LAI	NDLINE	Q.1 PA SERV	
						Smartph	Smartph	Standar d mobile	Standar d mobile		ANY SMARTPH ONE/							
	Total	White	Minori ty Ethnic	Yes	No	one on contrac	one pay as you	on contrac	,	ANY SMARTPH ONE	STANDAR D MOBILE	Fixed Broadba nd	Mobile Broadba nd	Any interne	Yes	No	Yes	No
	Total	(a)	(b)	(c)	(d)	(e)	go (f)	(g)	go (h)	(i)	(j)	(k)	(l)	(m)	(n)	(0)	(p)	(q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
I am the primary decision-maker in my household	941 <i>44</i> %	852 <i>45%</i> 90%b	80 <i>33%</i> <i>9%</i>	217 <i>58%</i> 23%d	700 41% 74%	497 39% 53%	117 <i>46%</i> 12%e	76 41% 8%	131 <i>56%</i> 14%efg	588 40% 63%	769 43% 82%	549 40% 58%	79 36% 8%	574 40% 61%	647 44% 69%	294 44% 31%	342 38% 36%	599 <i>49%</i> 64%p
I share in the responsibility	765 <i>36%</i>	687 <i>37%</i> <i>90%</i>	76 31% 10%	99 26% 13%	651 <i>38%</i> 85%c	507 <i>40%</i> 66%fh	77 30% 10%	78 <i>42%</i> 10%fh	76 32% 10%	555 38% 73%	665 <i>37%</i> <i>87%</i>	545 40% 71%	99 46% 13%	572 40% 75%	534 <i>37%</i> <i>70%</i>	231 34% 30%	374 <i>41%</i> 49%q	391 <i>32%</i> <i>51%</i>
Others make the decisions	414 19%	324 17% 78%	85 <i>35%</i> 20%a	56 15% 14%	346 <i>20%</i> 84%c	275 <i>21%</i> 67%h	61 <i>24%</i> 15%gh	28 15% 7%	27 11% 6%	320 <i>22%</i> <i>77%</i>	355 20% 86%	278 20% 67%	39 18% 9%	292 20% 71%	275 19% 66%	139 <i>21%</i> <i>34%</i>	188 <i>21%</i> <i>45%</i>	226 18% 55%
SUMMARY CODE																		i
ANY RESPONSIBILITY	1706 <i>80%</i>	1539 <i>82%</i> 90%b	156 <i>64%</i> <i>9</i> %	316 <i>84%</i> 19%d	1350 <i>79%</i> <i>79%</i>	1004 <i>78%</i> <i>59%</i>	194 <i>76%</i> 11%	154 <i>84%</i> 9%	207 <i>88%</i> 12%ef	1143 <i>78%</i> <i>67%</i>	1434 80% 84%	1093 <i>80%</i> <i>64%</i>	178 <i>82%</i> 10%	1146 <i>80%</i> <i>67%</i>	1181 <i>81%</i> <i>69%</i>	525 78% 31%	716 <i>7</i> 9% <i>42</i> %	990 <i>80%</i> <i>58%</i>
Don't know	16 1%	13 1% 82%	3 1% 18%	3 1% 22%	6 * <i>35</i> %	4 * 26%	- - -	2 1% 10%	1 1% 9%	4 * 26%	7 * 46%	2 * 15%	- - -	2 * 15%	4 * 28%	11 <i>2%</i> 72%n	1 * 9%	14 <i>1%</i> 91%p

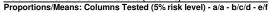
 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \, (Week \, 43)}{Proportions/Means: \, Columns \, Tested \, (5\% \, risk \, level) - a/b - c/d - e/t/g/h - i/j - k/l/m - n/o - p/q}$



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

		Q.2 BUNDLERS	Q.5 HAVE AN	NY DIFFICULTIES AFFORI	DING COMMS	Q.7 HAVE BEEN D	EBT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
I am the primary decision-maker in my household	941 <i>44%</i>	397 42% 42%	97 <i>64%</i> 10%c	824 54% 88%	19 74% 2%	22 69% 2%	26 77% 3%
I share in the responsibility	765 <i>36%</i>	376 40% 49%	54 36% 7%	699 <i>46%</i> 91%b	7 26% 1%	10 31% 1%	8 23% 1%
Others make the decisions	414 19%	163 17% 39%	- - -	- - -	- - -	-	-
SUMMARY CODE	İ					İ	
ANY RESPONSIBILITY	1706 <i>80%</i>	773 83% 45%	152 100% 9%	1522 100% 89%	25 100% 1%	32 100% 2%	34 100% 2%
Don't know	16 1%	- - -	- - -	- - -	- - -	- - -	- - -



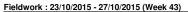


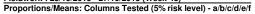
^{*} small base; ** very small base (under 30) ineligible for sig testing



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

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



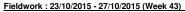


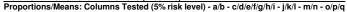
^{*} small base; ** very small base (under 30) ineligible for sig testing



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]

		GEN	DER				AGE					AGE		SOCIAL	GRADE	SOC	IAL GRAD	Ē
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(p)
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 i																	l
No difficulties being	1522	775	747	125	284	270	277	221	184	161	409	769	345	791	731	310	808	404
able to afford	89%	90%	88%	85%	87%	91%	88%	87%	91%	95%	87%	89%	93%	91%	87%	94%	90%	84%
communications services	l l	51%	49%	8%	19%	18%	18%	15%	12%	11%cd	27%	50%	23%jk	52%n	48%	20%pq	53%q	27%
in the last year	l l									g								
One or two difficulties	127	59	67	18	31	20	25	18	10	4	49	63	14	58	68	13	66	48
being able to afford	7%	7%	8%	12%	10%	7%	8%	7%	5%	3%	10%	7%	4%	7%	8%	4%	7%	10%
communications services	'	47%	53%	14%hi	25%hi	16%i	20%i	15%i	8%	4%	39%l	50%l	11%	46%	54%	10%	52%	38%0
in the last year	i i																	
•	25	44	45		•		0		2			40	3	-	40	2	7	17
More frequent	1%	11	15 <i>2</i> %	2 1%	3 1%	1%	8 <i>3</i> %	6 2%	2 1%		40/	18 <i>2</i> %	1%	10/	18 <i>2</i> %	2 1%	1%	
difficulties being able	1%	1% 42%	2% 58%	1% 7%	11%	1%	3% 34%	2% 22%	1%	2%	1% 17%	2% 71%	12%	1% 28%	2% 72%m	1% 7%	1% 28%	<i>3%</i> 66%op
to afford communications services in the last		42%	58%	1%	11%	15%	34%	22%	10%	2%	17%	71%	12%	28%	/2%m	7%	28%	66%0p
year																		
SUMMARY CODE	l l																	1
ANY DIFFICULTIES	152	70	82	20	34	24	33	24	12	5	53	81	17	65	86	15	73	64
7.1.1. 2.1. 1.0021.20	9%	8%	10%	13%	10%	8%	11%	9%	6%	3%	11%	9%	5%	8%	10%	4%	8%	13%
	i i	46%	54%	13%hi	22%i	16%i	22%i	16%i	8%	3%	35%l	53%l	11%	43%	57%	10%	48%0	42%op
Don't know	32	12	20	2	7	2	3	10	5	3	9	15	9	10	22	3	13	15
Dontinon	2%	1%	2%	1%	2%	1%	1%	4%	3%	2%	2%	2%	2%	1%	3%	1%	2%	3%
	-~	37%	63%	5%	22%	6%	10%	30%e	16%	11%	27%	46%	27%	32%	68%m	10%	42%	48%p



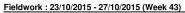




Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, 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

			COUN	ITRY						GO'	VERNMENT F	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
No difficulties being able to afford communications services in the last year	1522 <i>89</i> %	1295 90% 85%	113 <i>87%</i> <i>7%</i>	74 86% 5%	40 92% 3%	55 <i>99%</i> 4%gik Imno	196 <i>95%</i> 13%gil	127 <i>83%</i> xmno <i>8%</i>	118 <i>94%</i> 8%gkm	139 <i>89%</i> <i>9%</i>	157 <i>94%</i> 10%gkm n	163 86% 1 11%	220 <i>90%</i> 14%gm	120 <i>82</i> % <i>8</i> %	74 86% 5%	113 <i>87%</i> <i>7</i> %	40 92% 3%
One or two difficulties being able to afford communications services in the last year	127 <i>7</i> %	104 7% 82%	11 8% 9%	8 10% 7%	4 8% 3%	- - -	9 5% 7%	17 11% 13%efj	8 6% 6%	12 <i>8%</i> 9%ej	4 2% 3%	18 <i>9%</i> 14%ej	22 <i>9%</i> 17%ej	14 <i>10%</i> 11%ej	8 10% 7%ej	11 <i>8%</i> 9%ej	4 <i>8%</i> 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 <i>4%</i> 21%fh	2 2% 7%	4 <i>3%</i> 17%h	-
SUMMARY CODE		İ															
ANY DIFFICULTIES	152 <i>9</i> %	123 8% 81%	15 12% 10%	10 12% 7%	4 8% 2%	- - -	10 5% 7%	19 <i>12%</i> 12%efj	8 <i>6%</i> <i>5</i> %	16 <i>10%</i> 11%ej	6 4% 4%	20 11% 13%efj	24 <i>10%</i> 16%ej	20 <i>14%</i> 13%efj	10 <i>12%</i> 7%ej	15 <i>12%</i> 10%efj	4 <i>8%</i> 2%e
Don't know	32 <i>2</i> %	28 2% 88%	2 1% 6%	2 2% 6%	- - -	1 1% 2%	-	8 <i>5%</i> 26%fhil		1 1% 3%	4 2% 13%f	7 4% 23%fhl	1 * 3%	6 <i>4%</i> 19%fhl	2 <i>2</i> % 6%f	2 1% 6%	-



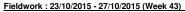
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

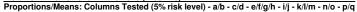
* small base



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]

				Q.13 LON DISAE	BILITY												Q.1 P/	
		ETHNIC	ORIGIN	ILLN	ESS			2.1 PHONE (<u>P</u>		C	.1 INTERNE	Т	Q.1 LAN	NDLINE	SER	/ICE
								Standar d	Standar d		ANY SMARTPH							
			Minori tv			Smartph one on contrac	Smartph one pay as you	mobile on contrac	mobile on pay as you	ANY SMARTPH	ONE/ STANDAR D	Fixed Broadba	Mobile Broadba	Any interne				
	Total	White (a)	Ethnic (b)	Yes (c)	No (d)	t (e)	go (f)	t (g)	go (h)	ONE (i)	MOBILE (j)	nd (k)	nd (I)	t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
No difficulties being able to afford communications services in the last year	1522 89%	1380 90% 91%	136 <i>87%</i> 9%	268 <i>85%</i> 18%	1230 <i>91%</i> 81%c	907 90% 60%	166 <i>86%</i> 11%	136 <i>88%</i> <i>9%</i>	192 <i>92%</i> 13%f	1023 89% 67%	1286 90% 84%	988 90% 65%	165 <i>92%</i> 11%	1039 91% 68%	1077 <i>91%</i> 71%0	445 85% 29%	645 90% 42%	878 89% 58%
One or two difficulties being able to afford communications services in the last year	127 <i>7</i> %	108 7% 86%	15 9% 12%	31 10% 24%	91 <i>7%</i> <i>72%</i>	79 <i>8%</i> 63%h	20 <i>10%</i> 16%h	10 7% 8%	7 3% 5%	97 8% 77%	111 8% 88%	88 <i>8%</i> 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 <i>4%</i> 46%d	11 1% 43%	7 1% 28%	5 <i>3%</i> 19%e	4 2% 15%e	7 3% 29%e	12 1% 47%	22 2% 86%	11 1% 45%	-	11 1% 45%	12 1% 47%	13 <i>3%</i> 53%n	9 1% 38%	16 2% 62%
SUMMARY CODE																		İ
ANY DIFFICULTIES	152 <i>9%</i>	130 8% 86%	18 12% 12%	42 <i>13</i> % 28%d	102 <i>8%</i> <i>67</i> %	86 <i>9%</i> <i>57</i> %	25 <i>13%</i> 16%h	14 9% 9%	14 7% 9%	109 <i>10%</i> <i>72%</i>	133 <i>9%</i> <i>88%</i>	100 <i>9%</i> <i>66%</i>	11 <i>6%</i> <i>7%</i>	101 <i>9%</i> <i>66%</i>	92 8% 61%	60 <i>11%</i> 39%n	68 <i>9%</i> 45%	84 8% 55%
Don't know	32 <i>2</i> %	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

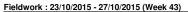


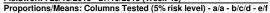




Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, 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]

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DI	EBT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
No difficulties being able to afford communications services in the last year	1522 <i>89%</i>	687 89% 45%	- - -	1522 <i>100%</i> 100%b	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	127 <i>7</i> %	74 10% 58%	127 <i>83%</i> 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 <i>17%</i> 100%c	- - -	25 100% 100%	5 14% 18%	7 19% 26%
SUMMARY CODE							
ANY DIFFICULTIES	152 <i>9</i> %	83 11% 55%	152 <i>100%</i> 100%c	- - -	25 100% 17%	32 100% 21%	34 100% 22%
Don't know	32 <i>2</i> %	3 * <i>9</i> %	- - -	- - -	-	- - -	- - -



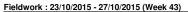


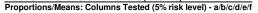
^{*} small base; ** very small base (under 30) ineligible for sig testing



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				Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
No difficulties being able to afford communications services in the last year	1522 <i>8</i> 9%	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 <i>9</i> %	9 34% 6%	6 22% 4%	15 34% 10%	10 <i>27%</i> <i>7%</i>	7 26% 5%	8 22% 5%
Don't know	32 <i>2</i> %	-	1 3% 3%	1 1% 2%	1 1% 2%	1 4% 3%	2 4% 5%





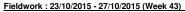
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Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), 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

		GENI	DER				AGE					AGE			GRADE	SOC	CIAL GRAD	
	Total	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	35-64 (k)	65+ (I)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
				- ` 				(0)			U)							
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	1522	775	747	125	284	270	277	221	184	161	409	769	345	791	731	310	808	404
able to afford	71%	75%	68%	42%	69%	80%	76%	73%	82%	85%	58%	76%	83%	75%	68%	79%	73%	64%
communications services in the last year		51%b	49%	8%	19%c	18%cdg	18%c	15%c	12%cdg	11%cd	f 27%	50%j	23%jk	52%n	48%	20%pq	53%q	27%
One or two difficulties	127	59	67	18	31	20	25	18	10	4	49	63	14	58	68	13	66	48
being able to afford	6%	6%	6%	6%	8%	6%	7%	6%	4%	2%	7%	6%	3%	5%	6%	3%	6%	8%
communications services	0,0	47%	53%	14%	25%i	16%i	20%i	15%i	8%	4%	39%	50%l	11%	46%	54%	10%	52%	38%0
in the last year				İ														
More frequent	25	11	15	2	3	4	8	6	2	1	4	18	3	7	18	2	7	17
difficulties being able	1%	1%	1%	1%	1%	1%	2%	2%	1%		1%	2%	1%	1%	2%	*	1%	3%
to afford communications	i l	42%	58%	7%	11%	15%	34%	22%	10%	2%	17%	71%	12%	28%	72%m	7%	28%	66%op
services in the last	1			İ						l								1
year				1						l								l
SUMMARY CODE																		İ
ANY DIFFICULTIES	152	70	82	20	34	24	33	24	12	5	53	81	17	65	86	15	73	64
	7%	7%	7%	7%	8%	7%	9%	8%	5%	3%	8%	8%	4%	6%	8%	4%	7%	10%
		46%	54%	13%	22%i	16%i	22%i	16%i	8%	3%	35%l	53%l	11%	43%	57%	10%	48%	42%op
Don't know	32	12	20	2	7	2	3	10	5	3	9	15	9	10	22	3	13	15
	2%	1%	2%	1%	2%	1%	1%	3%	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%
		37%	63%	5%	22%	6%	10%	30%ce	16%	11%	27%	46%	27%	32%	68%	10%	42%	48%
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%0
				ghi	_ I													



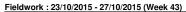
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



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

		COUNTRY					I GOVERNMENT REGIONS											
	Total	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 (I)	South West (m)	Wales (n)	Scotland (0)	Northern Ireland (p)	
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*	
No difficulties being able to afford communications services in the last year	1522 <i>71%</i>	1295 <i>72%</i> 85%b	113 <i>62%</i> <i>7%</i>	74 69% 5%	40 <i>82%</i> 3%b	55 73% 4%	196 <i>78%</i> 13%gko	127 69% o 8%	118 <i>78%</i> 8%ko	139 <i>74%</i> 9%ko	157 <i>75%</i> 10%ko	163 61% 11%	220 <i>72%</i> 14%ko	120 <i>71%</i> 8%k	74 69% 5%	113 <i>62%</i> <i>7</i> %	40 <i>82%</i> 3%ko	
One or two difficulties being able to afford communications services in the last year	127 <i>6</i> %	104 6% 82%	11 6% 9%	8 8% 7%	4 7% 3%	- - -	9 4% 7%	17 <i>9%</i> 13%efj	8 5% 6%	12 <i>6%</i> 9%ej	4 2% 3%	18 <i>7%</i> 14%ej	22 <i>7%</i> 17%ej	14 <i>9%</i> 11%efj	8 <i>8%</i> 7%ej	11 <i>6%</i> 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 <i>3%</i> 21%fhl	2 2% 7%	4 2% 17%	-	
SUMMARY CODE																		
ANY DIFFICULTIES	152 <i>7</i> %	123 7% 81%	15 8% 10%	10 9% 7%	4 7% 2%	- - -	10 4% 7%	19 <i>10%</i> 12%efj	8 5% 5%	16 <i>9%</i> 11%ej	6 3% 4%	20 <i>8%</i> 13%ej	24 <i>8%</i> 16%ej	20 <i>12%</i> 13%eft	10 <i>9%</i> nj 7%ej	15 <i>8%</i> 10%ej	4 7% 2%e	
Don't know	32 <i>2</i> %	28 <i>2%</i> 88%	2 1% 6%	2 2% 6%	-	1 1% 2%	-	8 <i>4%</i> 26%fhil	-	1 1% 3%	4 <i>2%</i> 13%f	7 <i>3%</i> 23%fhl	1 * 3%	6 <i>4%</i> 19%fhi	2 2% 6%f	2 1% 6%	- -	
Not asked	430 20%	352 20% 82%	51 <i>28%</i> 12%ad	21 19% 5%	5 11% 1%	20 <i>26%</i> 5%mp	44 18% 10%	31 17% 7%	25 17% 6%	31 16% 7%	41 20% 10%	76 <i>28%</i> 18%fgl ijlmp	62 20% 1 14%	23 14% 5%	21 19% 5%	51 <i>28%</i> 12%fghir	5 11% mp 1%	



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

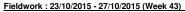
* small base



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

		ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP							Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)	
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230	
No difficulties being able to afford communications services in the last year	1522 <i>71%</i>	1380 <i>74%</i> 91%b	136 <i>56</i> % <i>9</i> %	268 71% 18%	1230 <i>72%</i> <i>81%</i>	907 71% 60%	166 <i>65%</i> 11%	136 <i>74%</i> <i>9%</i>	192 <i>81%</i> 13%ef	1023 70% 67%	1286 <i>72%</i> <i>84%</i>	988 <i>72%</i> <i>65%</i>	165 <i>76%</i> 11%	1039 <i>72%</i> <i>68%</i>	1077 <i>74%</i> 71%0	445 66% 29%	645 71% 42%	878 71% 58%	
One or two difficulties being able to afford communications services in the last year	127 <i>6</i> %	108 6% 86%	15 6% 12%	31 <i>8%</i> 24%d	91 <i>5%</i> 72%	79 <i>6%</i> 63%h	20 <i>8%</i> 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 <i>3%</i> 46%d	11 1% 43%	7 1% 28%	5 <i>2%</i> 19%e	4 <i>2%</i> 15%e	7 <i>3%</i> 29%e	12 1% 47%	22 1% 86%	11 1% 45%	-	11 1% 45%	12 1% 47%	13 <i>2%</i> 53%n	9 1% 38%	16 1% 62%	
SUMMARY CODE																			
ANY DIFFICULTIES	152 <i>7</i> %	130 7% 86%	18 7% 12%	42 11% 28%d	102 <i>6%</i> <i>67%</i>	86 <i>7%</i> 57%	25 10% 16%	14 8% 9%	14 6% 9%	109 <i>7%</i> <i>72%</i>	133 <i>7%</i> <i>88%</i>	100 <i>7%</i> <i>66%</i>	11 <i>5%</i> <i>7</i> %	101 <i>7%</i> <i>66%</i>	92 6% 61%	60 <i>9%</i> 39%n	68 7% 45%	84 7% 55%	
Don't know	32 <i>2</i> %	28 <i>2</i> % 88%	3 1% 9%	6 2% 19%	18 <i>1%</i> <i>57</i> %	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 <i>3%</i> 62%n	4 * 12%	28 <i>2%</i> 88%p	
Not asked	430 <i>20%</i>	337 18% 79%	88 <i>36%</i> 20%a	60 16% 14%	351 <i>21%</i> 82%c	279 <i>22%</i> 65%h	61 <i>24%</i> 14%h	30 16% 7%	28 1 <i>2</i> % <i>7</i> %	324 22% 75%	363 <i>20%</i> <i>84%</i>	281 <i>20%</i> <i>65%</i>	39 18% 9%	295 20% 69%	280 19% 65%	150 <i>22%</i> <i>35%</i>	190 21% 44%	240 20% 56%	



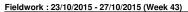
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

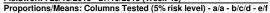


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Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
No difficulties being able to afford communications services in the last year	1522 71%	687 73% 45%	- - -	1522 <i>100%</i> 100%b	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	127 <i>6</i> %	74 8% 58%	127 <i>83%</i> 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 <i>17%</i> 100%c	:	25 100% 100%	5 14% 18%	7 19% 26%
SUMMARY CODE							
ANY DIFFICULTIES	152 <i>7</i> %	83 <i>9%</i> <i>55%</i>	152 <i>100%</i> 100%c	:	25 100% 17%	32 100% 21%	34 100% <i>22</i> %
Don't know	32 <i>2</i> %	3 * 9%	- - -	· ·	- - -	- - -	- - -
Not asked	430 20%	163 <i>17%</i> <i>38%</i>	- - -		- - -	- - -	- - -





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

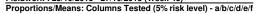


Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, 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

				Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
No difficulties being able to afford communications services in the last year	1522 <i>71%</i>	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	1						
ANY DIFFICULTIES	152 <i>7</i> %	9 3 4 % 6%	6 22% 4%	15 34% 10%	10 27% 7%	7 26% 5%	8 22% 5%
Don't know	32 <i>2</i> %	-	1 3% 3%	1 1% 2%	1 1% 2%	1 4% 3%	2 4% 5%
Not asked	430 20%	- - -	- - -	- - -	- - -	- - -	- - -





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



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

		GEN	DER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAD	DE
	Total	Male	Female	16-24	25-34	35-44	45-54 (f)	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE (~)
	H	(a)	(b)	(c)	(d)	(e)		(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(0)	(p)	(q)
Unweighted Base	150 152	64 70*	86 82*	18 20**	35 34*	24 24**	29 33**	22 24**	15 12**	7 5**	53 53*	75 81*	22 17**	55 65*	95 86*	13 15**	63 73*	74 64*
Weighted Base	152	70-	82"	20**	34*	24**	33**	24**	12**	5**	53*	81-	1/	65	86-	15**	/3-	64-
Smartphone (i.e. a phone	35	16	19	10	5	8	8	2	1	-	16	18	1	16	19	3	22	11
with internet access,	23%	23% 46%	23% 54%	52% 29%	16% 15%	35% 24%	23% 22%	10% 7%	9% 3%	-	29% 45%	23% 52%	6% 3%	24% 46%	22% 54%	18% 7%	30% 62%	17% 30%
access to emails, apps etc)				29%		24%				-			3%			7%	62%	
Standard mobile phone	9	2	7	-	1	-	4	3	1	-	1	7	1	4	5	-	4	5
(that can't access the	6%	3% 24%	8% 76%	-	2% 6%	-	13% 49%	13% 37%	5% 7%	-	1% 6%	9% 86%	4% 7%	6% 42%	6% 58%	-	5% 42%	8% 58%
internet)														1				1
Fixed landline	23 15%	13 18%	10 <i>12%</i>	2 8%	1 4%	3 14%	9 <i>26%</i>	4 17%	3 <i>24%</i>	1 21%	3 <i>5</i> %	16 <i>20%</i>	4 23%	10 16%	13 <i>15%</i>	3 20%	9 12%	11 <i>17</i> %
	15%	56%	44%	7%	4% 6%	15%	26% 38%	18%	13%	21% 5%	12%	70%i	23% 18%	45%	55%	13%	39%	48%
Fixed broadband internet	37	16	21	4	10	4	11	6	1		14	22	1	19	18	3	21	13
access - Through either	24%	23%	26%	20%	30%	18%	34%	26%	8%	-	26%	27%	6%	29%	21%	19%	28%	21%
a phone line or cable	i i	43%	57%	10%	28%	12%	31%	17%	3%	-	38%	59%	3%	51%	49%	8%	56%	36%
service that you pay a	i i													İ				
monthly subscription fee																		
for (including home Wi- Fi e.g. through your																		
tablet computer)																		
Mobile broadband	4	-	4	3	1	-	-	-	-	-	4	-	-	2	2	-	4	-
internet access -	3%	-	5%	15% 73%	3% 27%	-	-	-	-	-	<i>8%</i> 100%k	-	-	3% 52%	2%	-	6% 100%	-
Through a dongle or USB stick		-	100%	73%	21%	-	-	-	-	-	100%K	-	-	52%	48%	-	100%	-
Tablet with internet	5	4	1	-	-	2	2	-	1	-	-	4	1	2	3	-	2	3
access (i.e. through a	3%	6%	1%	-	-	9%	7%	-	5%	-	-	6%	4%	3%	3%	-	3%	4%
mobile connection such		88%	12%	-	-	43%	45%	-	12%	-	-	88%	12%	45%	55%	-	45%	55%
as 3G or 4G, rather than																		
via home Wi-Fi)																_		
TV service with	37 24%	18 <i>25%</i>	19 <i>24%</i>	1 5%	10 <i>30%</i>	5 20%	9 <i>28%</i>	8 31%	3 <i>28%</i>	1 24%	11 20%	22 <i>27%</i>	5 <i>26%</i>	16 <i>24%</i>	21 <i>24</i> %	5 36%	15 <i>21%</i>	16 <i>25%</i>
additional channels you pay to receive (e.g.	24%	25% 48%	24% 52%	5% 2%	30% 27%	20% 13%	28% 25%	31% 20%	28% 9%	24% 3%	20% 29%	27% 58%	26% 12%	24% 43%	24% 57%	36% 14%	21% 42%	25% 44%
Sky, BT Vision or Virgin	ł ł	4078	JZ /6	2 /0	21 /0	1070	2576	2078	370	378	2376	30 /6	12/0	4070	37 78	1470	42 /0	4470
Media)																		
Calls using a public	3	1	2	-	1	-	1	-	1	-	1	1	1	1	2	1	1	1
payphone	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%



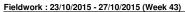
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



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

		GEN	DER	İ			AGE					AGE			GRADE		CIAL GRAD	
	Total	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 Weighted Base	150 152	64 70*	86 82*	18 20**	35 34*	24 24**	29 33**	22 24**	15 12**	7 5**	53 53*	75 81*	22 17**	55 65*	95 86*	13 15**	63 73*	74 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 19%	13 19% 45%	16 19% 55%	4 19% 13%	8 22% 26%	9 37% 31%	3 9% 11%	4 16% 14%	1 8% 3%	1 13% 2%	11 21% 39%	16 20% 55%	2 9% 6%	12 18% 40%	17 20% 60%	2 15% 7%	14 19% 48%	13 20% 44%
Other	1 1%	1 1% 100%		- - -	-	-	-	1 4% 100%	-	-	-	1 1% 100%	-	-	1 1% 100%	-	- -	1 1% 100%
SUMMARY CODES				İ														
ANY MOBILE/SMARTPHONE	41 27%	18 <i>26%</i> 44%	23 29% 56%	10 52% 25%	6 17% 14%	8 35% 20%	10 29% 23%	6 23% 14%	2 14% 4%	-	16 30% 39%	24 29% 57%	2 10% 4%	18 28% 45%	23 27% 55%	3 18% 6%	24 33% 59%	15 23% 35%
ONLY 1 SERVICE	92 <i>61%</i>	45 64% 49%	47 58% 51%	15 78% 17%	19 <i>55%</i> 20%	16 69% 18%	17 50% 18%	17 69% 18%	7 58% 8%	2 32% 2%	34 63% 37%	50 61% 54%	9 50% 9%	42 64% 46%	50 58% 54%	9 64% 10%	47 64% 51%	36 <i>56%</i> 39%
2 SERVICES	25 17%	10 14% 40%	15 18% 60%	2 8% 6%	7 21% 28%	6 24% 23%	6 17% 23%	2 8% 7%	3 22% 11%	1 13% 3%	8 16% 34%	13 16% 53%	3 19% 13%	12 18% 48%	13 15% 52%	4 27% 16%	15 20% 59%	6 10% 25%
3 SERVICES	10 <i>7</i> %	4 6% 43%	6 7% 57%	2 10% 20%	2 6% 19%	-	5 16% 52%	1 4% 9%		-	4 8% 39%	6 8% 61%	-	3 5% 29%	7 9% 71%	-	3 4% 29%	7 12% 71%
4 SERVICES	3 <i>2</i> %	2 3% 61%	1 2% 39%	-	-	1 4% 28%	1 3% 34%	1 5% 39%	-	-	-	3 4% 100%	:	2 4% 72%	1 1% 28%	-	2 3% 72%	1 1% 28%
5 OR MORE SERVICES	-	- - -	- - -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131 <i>86</i> %	61 <i>88%</i> <i>47%</i>	70 <i>85%</i> <i>53%</i>	19 96% 14%	28 82% 21%	23 97% 18%	29 87% 22%	21 86% 16%	10 80% 7%	2 45% 2%	46 87% 35%	73 90% 55%	12 70% 9%	59 91% 45%	72 83% 55%	13 90% 10%	67 <i>92%</i> 51%q	51 79% 39%
None	-	- - -	- -	- - -	-	-	-	-	-	-	-	-	-		-	-	-	-



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



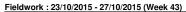
Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

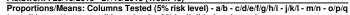
Base: All with any difficulties paying for communication services in the last year

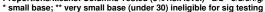
Unweighted Base Weighted Base

Don't know

	GEN	IDER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRA	DE
Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
21 14%	9 12% 42%	12 15% 58%	1 4% 4%	6 18% 30%	1 3% 4%	4 13% 21%	3 14% 16%	2 20% 12%	3 55% 13%	7 13% 34%	8 10% 41%	5 30% 25%	6 9% 29%	15 17% 71%	1 10% 7%	6 8% 27%	14 21% 66%p



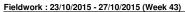






Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code] Base: All with any difficulties paying for communication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

			COUN	ITRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	150 152	122 123	15 15**	9 10**	4 4**	- _**	10 10**	18 19**	8 8**	15 16**	7 6**	21 20**	22 24**	21 20**	9 10**	15 15**	4 4**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>23</i> %	30 24% 86%	3 19% 8%	1 14% 4%	1 19% 2%	- - -	2 24% 7%	5 26% 14%	5 62% 14%	5 28% 13%	-	5 23% 13%	5 22% 15%	4 18% 10%	1 14% 4%	3 19% 8%	1 19% 2%
Standard mobile phone (that can't access the internet)	9 <i>6</i> %	7 5% 77%	2 13% 23%	-	-	- - -	1 9% 11%	1 5% 11%	-	-	1 15% 11%	3 13% 30%	1 5% 13%	-	-	2 13% 23%	- - -
Fixed landline	23 15%	19 <i>15%</i> <i>82%</i>	4 28% 18%	-	-	-	2 20% 9%	3 14% 11%	1 17% 6%	- - -	1 15% 4%	4 20% 18%	3 14% 14%	4 23% 19%	-	4 28% 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 24%	32 26% 86%	4 23% 10%		2 48% 5%	- - -	5 44% 12%	7 40% 20%	3 40% 8%	1 6% 3%	2 37% 6%	4 18% 10%	5 22% 14%	4 22% 12%		4 23% 10%	2 48% 5%
Mobile broadband internet access - Through a dongle or USB stick	4 3%	3 2% 73%	1 7% 27%	- - -	-	- - -	- - -	-	1 11% 21%	-	-		2 9% 52%	- - -	- - -	1 7% 27%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 <i>3</i> %	4 3% 69%	2 10% 31%	- - -	-	- - -	- - -	-	-		- -	2 11% 45%	- - -	1 6% 25%	- - -	2 10% 31%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 24%	26 21% 71%	6 41% 17%	4 38% 10%	1 19% 2%	- - -	3 27% 7%	5 26% 13%	1 10% <i>2</i> %	6 36% 16%	1 21% 4%	3 14% 8%	4 17% 11%	4 21% 11%	4 38% 10%	6 41% 17%	1 19% 2%



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



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

			COUN	ITRY						GO	VERNMENT	REGIONS					1
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	150 152	122 123	15 15**	9 10**	4 4**	**	10 10**	18 19**	8 8**	15 16**	7 6**	21 20**	22 24**	21 20**	9 10**	15 15**	4 4**
Calls using a public payphone	3 <i>2</i> %	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 <i>7</i> %	9 <i>7%</i> <i>85%</i>	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	-	- - -	- - -		- - -	-	-	- - -	- - -	- - -	- - -	-	-	-	-	- - -	- - -



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

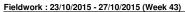


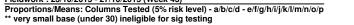
Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

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

Unweighted Base Weighted Base ANY COMMUNICATIONS SERVICE None

		COUN	ITRY						GO	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
152	123	15**	10**	4**	.**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
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%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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%	-





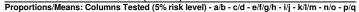


Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE (OWNERSHI	P		C).1 INTERNE	т	Q.1 LAN	NDLINE	Q.1 PA SERV	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>23%</i>	29 22% 82%	6 36% 18%	6 14% 17%	28 27% 80%	25 28% 70%	8 31% 22%	-	1 4% 1%	31 29% 89%	32 24% 91%	21 21% 60%	5 47% 15%	22 22% 63%	19 <i>21%</i> 56%	16 26% 44%	13 19% 36%	22 27% 64%
Standard mobile phone (that can't access the internet)	9 <i>6</i> %	6 5% 72%	2 13% 28%	3 8% 37%	4 4% 49%	2 2% 25%	1 5% 13%	2 13% 22%	3 20% 33%	3 <i>3</i> % <i>38</i> %	8 6% 93%	4 4% 51%	1 9% 11%	4 4% 51%	4 5% 51%	4 7% 49%	1 2% 13%	7 9% 87%
Fixed landline	23 15%	17 13% 72%	4 22% 17%	8 18% 34%	14 14% 62%	9 10% 38%	4 17% 18%	5 36% 22%	3 21% 13%	13 12% 56%	21 16% 90%	17 17% 74%	4 32% 15%	17 17% 74%	20 <i>21%</i> 86%o	3 6% 14%	9 13% 37%	14 17% 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 24%	32 25% 88%	2 11% 5%	8 18% 21%	28 28% 77%	22 25% 58%	9 36% 24%	4 29% 11%	4 29% 11%	31 28% 83%	36 27% 96%	28 28% 76%	4 33% 10%	29 29% 79%	27 30% 74%	10 16% 26%	16 23% 42%	21 <i>25%</i> <i>58%</i>
Mobile broadband internet access - Through a dongle or USB stick	4 3%	3 2% 79%	1 5% 21%	- - -	3 3% 73%	3 4% 79%	1 4% 21%	-	-	4 4% 100%	4 3% 100%	4 4% 100%	-	4 4% 100%	-	4 <i>7%</i> 100%n	1 1% 21%	3 4% 79%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 <i>3</i> %	5 4% 100%	- - -	1 3% 25%	3 3% 57%	4 5% 88%	- - -	- - -	- - -	4 4% 88%	4 3% 88%	4 4% 88%	1 10% 22%	4 4% 88%	4 5% 88%	1 1% 12%	2 3% 41%	3 4% 59%



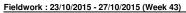


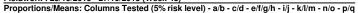


Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

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

		Q.13 LONG TERM DISABILITY ETHNIC ORIGIN ILLNESS					(Q.1 PHONE (OWNERSHI	P		C	.1 INTERNE	т	Q.1 LAN	NDLINE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (0)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 24%	31 <i>24%</i> <i>84</i> %	4 20% 10%	14 34% 39%	21 20% 56%	23 26% 61%	9 35% 24%	3 20% 8%	3 23% 8%	31 29% 85%	35 <i>27%</i> 96%	28 28% 74%	1 10% 3%	28 27% 74%	27 29% 73%	10 17% 27%	25 <i>36%</i> 67%q	12 15% 33%
Calls using a public payphone	3 <i>2</i> %	2 2% 73%	1 5% 27%	-	3 3% 100%	1 1% 30%	1 <i>6%</i> <i>43%</i>	- - -	-	2 2% 73%	2 2% 73%	2 2% 57%	-	2 2% 57%	3 4% 100%	-	1 1% 27%	2 3% 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 19%	29 22% 100%		8 19% 28%	20 19% 68%	17 19% 58%	5 21% 18%	5 34% 17%	3 24% 12%	21 19% 72%	26 20% 90%	22 22% 77%	3 23% 9%	23 23% 81%	17 19% 60%	12 19% 40%	18 <i>27%</i> 63%q	11 13% 37%
Other	1 1%	-	1 5% 100%	1 2% 100%	-	-	-	-	1 7% 100%	-	1 1% 100%	- - -	-	-	- - -	1 2% 100%	1 1% 100%	
SUMMARY CODES																		1
ANY MOBILE/SMARTPHONE	41 <i>27</i> %	33 25% 79%	9 49% 21%	9 22% 22%	30 29% 72%	26 30% 62%	8 31% 18%	2 13% 4%	3 24% 8%	32 30% 78%	37 28% 90%	23 23% 56%	5 47% 13%	24 24% 59%	22 24% 52%	20 33% 48%	13 19% 30%	29 <i>34%</i> 70%p
ONLY 1 SERVICE	92 61%	80 61% 87%	12 68% 13%	23 53% 24%	68 <i>66%</i> 73%	59 69% 64%	14 55% 15%	7 49% 7%	8 57% 8%	71 <i>65%</i> <i>77%</i>	84 63% 91%	62 62% 67%	7 66% 8%	62 61% 67%	56 61% 61%	36 60% 39%	44 65% 48%	48 57% 52%
2 SERVICES	25 17%	22 17% 86%	4 20% 14%	4 11% 18%	18 18% 73%	14 16% 55%	5 18% 18%	2 13% 7%	2 15% 8%	18 17% 73%	22 17% 89%	18 18% 71%	-	18 18% 71%	16 18% 64%	9 15% 36%	9 14% 37%	16 19% 63%





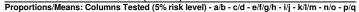


Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

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

		ETHNIC	Q.13 LONG TERM DISABILITY ETHNIC ORIGIN ILLNESS				(Q.1 PHONE	OWNERSHI	P		G	.1 INTERNE	Г	Q.1 LAN	IDLINE	Q.1 PA SER\	
	Total	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 Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
3 SERVICES	10 <i>7</i> %	7 5% 67%	1 5% 9%	4 10% 40%	6 <i>6</i> % <i>60</i> %	4 4% 37%	6 23% 54%	1 7% 9%	2 13% 18%	10 9% 91%	10 8% 100%	8 <i>8</i> % 74%	2 19% 20%	9 9% 85%	8 <i>8%</i> 74%	3 5% 26%	5 7% 47%	6 7% 53%
4 SERVICES	3 <i>2</i> %	3 3% 100%	-	1 3% 39%	1 1% 34%	2 2% 61%	-	1 9% 39%	- - -	2 2% 61%	3 3% 100%	3 3% 100%	1 10% 34%	3 3% 100%	3 4% 100%	-	2 3% 61%	1 2% 39%
5 OR MORE SERVICES	-	-		- - -	-	-	-	-	- - -	-	-	- - -	- - -	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131 <i>86</i> %	112 86% 85%	17 93% 13%	33 77% 25%	93 <i>92%</i> 71%c	79 92% 60%	24 96% 18%	11 78% 8%	12 85% 9%	101 93% 77%	120 90% 91%	91 91% 69%	11 95% 8%	92 91% 70%	84 91% 64%	48 79% 36%	60 89% 46%	71 84% 54%
None	-	-	-	- - -	-	-	-	-	-	- - -	-	- - -	- - -	-	-	-	-	-
Don't know	21 14%	19 14% 90%	1 7% 6%	10 <i>23%</i> 48%d	8 8% 41%	7 8% 35%	1 4% 4%	3 22% 15%	2 15% 10%	8 7% 39%	13 10% 64%	9 <i>9%</i> 43%	1 5% 3%	9 9% 43%	8 9% 40%	12 21% 60%	7 11% 35%	13 16% 65%

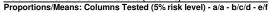






		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DI	EBT IN LAST YEAR
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base Weighted Base	150 152	80 83*	150 152	- _**	27 25**	32 32*	34 34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>23</i> %	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 <i>6</i> %	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 <i>2</i> 9% 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 <i>3</i> %	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%



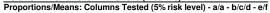


^{*} small base; ** very small base (under 30) ineligible for sig testing



		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	150 152	80 83*	150 152	- _**	27 25**	32 32*	34 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 <i>26%</i> 51%	41 27% 100%	- - -	8 32% 20%	16 <i>52%</i> 40%	13 37% 30%
ONLY 1 SERVICE	92 61%	51 <i>62%</i> <i>56%</i>	92 61% 100%	- - -	13 51% 14%	22 69% 24%	21 <i>63%</i> <i>23%</i>
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	-	-	-	- - -	- - -	-	- - -





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

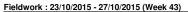


Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

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

Unweighted Base Weighted Base ANY COMMUNICATIONS SERVICE None

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
150	80	150		27	32	34
152	83*	152	_**	25**	32*	34*
131	77	131	-	19	32	33
86%	93%	86%	-	76%	100%	97%
- 1	59%	100%	-	15%	24%	25%
-	-	-	-	-	-	-
-	-	-	-	-	-	-
- 1	-	-	-	-	-	-
21	6	21	-	6	-	1
14%	7%	14%	-	24%	-	3%
	27%	100%	-	29%	- ·	4%





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

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	150 152	9 9**	7 6**	16 15**	12 10**	8 7**	9 8**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>23%</i>	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 <i>6</i> %	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%

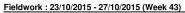


Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f ** very small base (under 30) ineligible for sig testing



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

				Q.10 DON'T HAVE SERVIO	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	150 152	9 9**	7 6**	16 15**	12 10**	8 7**	9 8**
Calls using a public payphone	3 <i>2</i> %	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 <i>7</i> %	1 11% 9%	1 15% 9%	3 18% 26%	3 26% 26%	2 22% 15%	:
4 SERVICES	3 <i>2</i> %	1 <i>15%</i> <i>39%</i>	-	- - -	- - -	- - -	- - -
5 OR MORE SERVICES	-	- - -	- - -	- - -	- - -	- - -	- - -

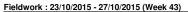


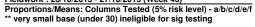
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f ** very small base (under 30) ineligible for sig testing



Unweighted Base Weighted Base
ANY COMMUNICATIONS SERVICE
None
Don't know

			Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
150	9	7	16	12	8	9
152	9**	6**	15**	10**	7**	8**
131	8	6	13	10	7	8
86%	89%	100%	90%	100%	100%	100%
	6%	5%	10%	8%	6%	6%
-	-	-	-	-	-	-
-	-	-	-	-	-	-
	-	-	-	-	-	-
21	1	-	1	-	-	-
14%	11%	-	10%	-	-	-
1	5%	-	7%	-	-	-

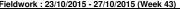






Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code] Base: All with some responsibility for communications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

		GEN	DER	AGE							AGE		SOCIAL	GRADE	SC	CIAL GRA	DE	
	Total	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 Weighted Base	1719 1706	829 857	890 850	133 146	306 325	274 296	263 314	221 255	283 201	239 169	439 471	758 865	522 370	773 867	946 839	306 328	826 894	587 484
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2%</i>	16 2% 46%	19 2% 54%	10 <i>7%</i> 29%dfg hi	5 2% 15%	8 <i>3%</i> 24%i	8 <i>2</i> % 22%i	2 1% 7%	1 1% 3%	- - -	16 <i>3%</i> 45%l	18 <i>2%</i> 52%l	1 * 3%	16 2% 46%	19 <i>2%</i> 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 * <i>7</i> %	-	1 * <i>6</i> %	7 1% 86%	1 * <i>7</i> %	4 * 42%	5 1% 58%	- - -	4 * 42%	5 1% 58%
Fixed landline	23 1%	13 <i>2%</i> 56%	10 1% 44%	2 1% 7%	1 * 6%	3 1% 15%	9 <i>3%</i> 38%d	4 2% 18%	3 1% 13%	1 1% 5%	3 1% 12%	16 <i>2%</i> 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 <i>2%</i>	16 2% 43%	21 2% 57%	4 3% 10%i	10 <i>3%</i> 28%hi	4 1% 12%	11 <i>4%</i> 31%hi	6 <i>2%</i> 17%i	1 * 3%		14 <i>3%</i> 38%l	22 <i>3%</i> 59%l	1 * 3%	19 2% 51%	18 2% 49%	3 1% 8%	21 2% 56%	13 <i>3</i> % <i>36</i> %
Mobile broadband internet access - Through a dongle or USB stick	4 *	- - -	4 * 100%	3 <i>2%</i> 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 <i>2</i> %	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 * <i>27%</i>	1 * 43%	2 * 57%	1 * 43%	1 * 27%	1 * 30%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% \ risk \ level) - a/b - c/d/e/t/g/h/i - j/k/l - m/n - o/p/q}$



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

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAI	Œ
	Total	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 Weighted Base	1719 1706	829 857	890 850	133 146	306 325	274 296	263 314	221 255	283 201	239 169	439 471	758 865	522 370	773 867	946 839	306 328	826 894	587 484
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 <i>2</i> %	13 <i>2%</i> 45%	16 2% 55%	4 3% 13%	8 2% 26%	9 <i>3%</i> 31%hi	3 1% 11%	4 2% 14%	1 * 3%	1 * 2%	11 <i>2%</i> 39%l	16 <i>2%</i> 55%l	2 * 6%	12 1% 40%	17 2% 60%	2 1% 7%	14 2% 48%	13 3% 44%0
Other	1 *	1 * 100%	-	- - -	-	-	-	1 * 100%	-	-	-	1 * 100%	-	- - -	1 * 100%	-	- - -	1 * 100%
SUMMARY CODES														ŀ				
ANY MOBILE/SMARTPHONE	41 2%	18 2% 44%	23 <i>3%</i> 56%	10 <i>7%</i> 25%dgh i	6 2% 14%	8 <i>3%</i> 20%i	10 <i>3%</i> 23%i	6 <i>2</i> % 14%i	2 1% 4%	-	16 <i>3%</i> 39%l	24 <i>3%</i> 57%l	2 * 4%	18 2% 45%	23 3% 55%	3 1% 6%	24 3% 59%	15 <i>3%</i> 35%0
ONLY 1 SERVICE	92 <i>5</i> %	45 <i>5%</i> 49%	47 6% 51%	15 <i>10%</i> 17%hi	19 <i>6%</i> 20%i	16 <i>6%</i> 18%i	17 <i>5%</i> 18%i	17 <i>7</i> % 18%i	7 4% 8%	2 1% 2%	34 <i>7</i> % 37%l	50 <i>6%</i> 54%l	9 2% 9%	42 5% 46%	50 6% 54%	9 3% 10%	47 5% 51%	36 <i>7%</i> 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 <i>2%</i> <i>59%</i>	6 1% 25%
3 SERVICES	10 1%	4 1% 43%	6 1% 57%	2 1% 20%	2 1% 19%	-	5 <i>2%</i> 52%e	1 * 9%	-	-	4 1% 39%	6 1% 61%	-	3 * 29%	7 1% 71%	-	3 * 29%	7 <i>2%</i> 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 <i>8</i> %	61 <i>7%</i> 47%	70 8% 53%	19 <i>13%</i> 14%hi	28 <i>8%</i> 21%i	23 <i>8%</i> 18%i	29 <i>9%</i> 22%i	21 <i>8%</i> 16%i	10 <i>5%</i> 7%i	2 1% 2%	46 10% 35%l	73 <i>8%</i> 55%l	12 <i>3%</i> <i>9%</i>	59 7% 45%	72 9% 55%	13 4% 10%	67 <i>7%</i> 51%o	51 10% 39%o



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% \ risk \ level) - a/b - c/d/e/t/g/h/i - j/k/l - m/n - o/p/q}$



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

Unweighted Base Weighted Base None Don't know

Not asked

	GEN	DER	AGE							AGE		SOCIAL	GRADE	SOC	CIAL GRAD	ĴΕ	
Total	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)
1719 1706	829 857	890 850	133 146	306 325	274 296	263 314	221 255	283 201	239 169	439 471	758 865	522 370	773 867	946 839	306 328	826 894	587 484
-	- - -	- - -	-	-				-	-				-	-	- - -	-	-
21 1%	9 1% 42%	12 1% 58%	1 1% 4%	6 2% 30%	1 * 4%	4 1% 21%	3 1% 16%	2 1% 12%	3 2% 13%	7 1% 34%	8 1% 41%	5 1% 25%	6 1% 29%	15 2% 71%	1 * <i>7</i> %	6 1% 27%	14 <i>3%</i> 66%op
1555 91%	787 92% 51%	768 90% 49%	127 <i>87%</i> <i>8</i> %	291 90% 19%	272 92% 17%	281 89% 18%	231 91% 15%	189 <i>94%</i> 12%c	164 <i>97</i> % 11%cde fg	418 89% 27%	784 91% 50%	353 <i>95%</i> 23%jk	802 <i>92%</i> <i>52%</i>	753 90% 48%	313 <i>96%</i> 20%pq	822 <i>92%</i> 53%q	420 87% 27%



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

			COUN	ITRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2</i> %	30 2% 86%	3 2% 8%	1 2% 4%	1 2% 2%	- - -	2 1% 7%	5 <i>3%</i> 14%j	5 <i>4%</i> 14%j	5 <i>3</i> % 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 <i>3%</i> 19%i	:	4 <i>3%</i> 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 <i>5%</i> 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 1% 25%	- - -	2 1% 31%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 <i>2</i> %	26 2% 71%	6 <i>5%</i> 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 <i>5%</i> 17%j	1 2% 2%

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

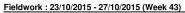
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p



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

			COUN	ITRY						GO'	VERNMENT	REGIONS					
	Total	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 (I)	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	3	2	-	1	-	-	-	-	1	-	-	-	-	1	1	-	-
payphone		* 70%	-	1% 30%	-	-	-	-	1% 43%	-	-	-	-	1% 27%	1% 30%	-	-
One of my services	29	21	3	3	2	_	2	6	-	2	1	1	4	5	3	3	2
within a bundle from one	2%	1%	2%	4%	4%	-	1%	4%	-	1%	1%	1%	2%	3%	4%	2%	4%
supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)		72%	10%	11%	6%	-	5%	21%hk	-	7%	3%	4%	15%	18%h	11%h	10%	6%fhjk
Other	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	1 *	100%	-	-	-	-	-	-	-	-	-	100%		-	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	41 2%	34 2% 83%	5 4% 12%	1 2% 3%	1 2% 2%	-	2 1% 6%	6 4% 14%	5 4% 12%	5 3% 11%	1 1% 2%	7 4% 17%	5 2% 12%	4 2% 9%	1 2% 3%	5 4% 12%	1 2% 2%
ONLY 1 SERVICE	92	74	9	7	3		7	8	5	11	4	11	16	12	7	9	3
ONET I GERVIOE	5%	5% 80%	7% 10%	8% 7%	7% 3%	-	4% 8%	5% 9%	4% 5%	<i>7</i> % 12%ej	2% 4%	6% 12%	6% 17%	8% 12%ej	8% 7%e	7% 10%	7% 3%e
2 SERVICES	25	21	2	1	-	-	2	3	2	-	-	4	4	6	1	2	-
	1%	1% 85%	2% 9%	2% 6%	-	-	1% 8%	2% 14%	1% 7%	-	-	2% 16%	2% 15%	4% 24%ij	2% 6%	2% 9%	-
3 SERVICES	10	9	1	-	1	-	1	4	1	1	1	-	1	-	-	1	1
	1%	1% 85%	1% 9%	-	2% 6%	-	9%	<i>2%</i> 36%k	1% 13%	1% 9%	1% 9%	-	*	-	-	1% 9%	2% 6%
4 SERVICES	3	1	2	-	-	-	-	-	-	-	-	1	-	-	-	2	-
		34%	<i>2%</i> 66%a	-	-	-	-	-	-	-	-	1% 34%	-	-	-	2% 66%	-
5 OR MORE SERVICES	_	-	-	-	-		-		-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	- [
		-		-	-	-			-				-	-			-



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



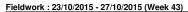
Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

Unweighted Base Weighted Base ANY COMMUNICATIONS SERVICE None

Not asked

		COUN	NTRY						GO'	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
131 <i>8</i> %	105 7% 80%	14 11% 11%	8 9% 6%	4 8% 3%	- - -	10 5% 8%	16 <i>10%</i> 12%ej	8 <i>6%</i> <i>6%</i>	12 <i>8%</i> 9%ej	5 3% 4%	16 <i>8%</i> 12%ej	21 <i>8%</i> 16%ej	18 <i>12%</i> 13%efj	8 <i>9%</i> 6%ej	14 <i>11%</i> 11%ej	4 8% 3%e
-	-	-	-	- - -	- - -	-	- - -	-	- - -	-	-	-	-	-	-	-
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%	-
1555 91%	1324 92% 85%	115 <i>88%</i> <i>7%</i>	76 88% 5%	40 <i>92%</i> <i>3</i> %	56 100% 4%gik Imnop	196 <i>95%</i> 13%gkm	136 88% 9%	118 <i>94%</i> <i>8%</i>	140 90% 9%	162 <i>96%</i> 10%gik Imno	171 89% 11%	220 90% 14%	126 <i>86%</i> <i>8%</i>	76 88% 5%	115 88% 7%	40 <i>92%</i> <i>3%</i>



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



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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		C	Q.1 PHONE (OWNERSHI	P		C	.1 INTERNE	Т	Q.1 LAI	NDLINE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2%</i>	29 2% 82%	6 4% 18%	6 2% 17%	28 2% 80%	25 <i>2%</i> 70%h	8 4% 22%gh	-	1 * 1%	31 <i>3%</i> <i>89%</i>	32 2% 91%	21 2% 60%	5 3% 15%	22 2% 63%	19 <i>2%</i> 56%	16 <i>3%</i> 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 * <i>38%</i>	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 <i>2%</i> 34%d	14 1% 62%	9 1% 38%	4 2% 18%	5 <i>3%</i> 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 <i>2%</i> 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 <i>1%</i> 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%

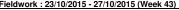


 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/t/g/h - i/j - k/l/m - n/o - p/q}$



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

		ETHNIC	ORIGIN	Q.13 LON DISAB ILLN	ILITY		(Q.1 PHONE	OWNERSHI	P		C	.1 INTERNE	т	Q.1 LAI	NDLINE	Q.1 PA	
	Total	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 Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 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 <i>5%</i> 39%d	21 <i>2%</i> 56%	23 2% 61%	9 5% 24%	3 2% 8%	3 2% 8%	31 3% 85%	35 <i>2%</i> 96%	28 <i>3%</i> 74%	1 1% 3%	28 <i>2%</i> 74%	27 2% 73%	10 2% 27%	25 <i>3%</i> 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 <i>2</i> %	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 <i>2%</i> 90%	22 2% 77%	3 1% 9%	23 2% 81%	17 1% 60%	12 2% 40%	18 <i>3%</i> 63%q	11 1% 37%
Other	1 *	-	1 <i>1%</i> 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 <i>6</i> % 21%a	9 <i>3%</i> <i>22%</i>	30 2% 72%	26 3% 62%	8 4% 18%	2 1% 4%	3 2% 8%	32 <i>3%</i> 78%	37 <i>3%</i> 90%	23 2% 56%	5 3% 13%	24 2% 59%	22 2% 52%	20 <i>4%</i> 48%n	13 <i>2%</i> 30%	29 3% 70%
ONLY 1 SERVICE	92 <i>5</i> %	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 <i>6%</i> <i>77%</i>	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 <i>2%</i> <i>73%</i>	22 <i>2%</i> 89%	18 <i>2%</i> 71%		18 <i>2%</i> 71%	16 1% 64%	9 <i>2%</i> 36%	9 1% 37%	16 2% 63%

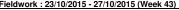


 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/t/g/h - i/j - k/l/m - n/o - p/q}$



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

				Q.13 LON DISAE	BILITY												Q.1 PA	
		ETHNIC	ORIGIN	ILLN	ESS			2.1 PHONE (<u>P</u>		С	.1 INTERNE	T	Q.1 LAN	NDLINE	SER\	/ICE
								Standar d	Standar d		ANY SMARTPH							
			Minori ty			Smartph one on contrac	Smartph one pay as you	mobile on contrac	mobile on pay as you	ANY SMARTPH	ONE/ STANDAR D	Fixed Broadba	Mobile Broadba	Any interne				
	Total	White (a)	Ethnic (b)	Yes (c)	No (d)	t (e)	go (f)	t (g)	go (h)	ONE (i)	MOBILE (j)	nd (k)	nd (I)	t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
3 SERVICES	10 1%	7 * 67%	1 1% 9%	4 1% 40%	6 * <i>60%</i>	4 * 37%	6 <i>3%</i> 54%e	1 1% 9%	2 1% 18%	10 1% 91%	10 1% 100%	8 1% 74%	2 1% 20%	9 1% 85%	8 1% 74%	3 1% 26%	5 1% 47%	6 1% 53%
4 SERVICES	3	3 * 100%	-	1 * 39%	1 * 34%	2 * 61%		1 1% 39%	-	2 * 61%	3 * 100%	3 * 100%	1 1% 34%	3 * 100%	3 * 100%	-	2 * 61%	1 * 39%
5 OR MORE SERVICES	-	-	-	- - -	-	- - -	-	-	-	-	-	- - -	-	-	- - -	-	-	-
ANY COMMUNICATIONS SERVICE	131 <i>8</i> %	112 <i>7</i> % <i>85</i> %	17 11% 13%	33 <i>10%</i> 25%d	93 <i>7</i> % 71%	79 8% 60%	24 <i>12%</i> 18%h	11 <i>7</i> % <i>8</i> %	12 6% 9%	101 9% 77%	120 8% 91%	91 <i>8%</i> <i>69%</i>	11 <i>6%</i> <i>8%</i>	92 <i>8%</i> 70%	84 7% 64%	48 9% 36%	60 <i>8%</i> 46%	71 <i>7%</i> 54%
None	-	-	-	-	-	- - -	-	-	- - -	- - -	-	- - -	-	-		-	-	-
Don't know	21 1%	19 1% 90%	1 1% 6%	10 <i>3%</i> 48%d	8 1% 41%	7 1% 35%	1 * 4%	3 2% 15%	2 1% 10%	8 1% 39%	13 1% 64%	9 1% 43%	1 * 3%	9 1% 43%	8 1% 40%	12 <i>2%</i> 60%n	7 1% 35%	13 1% 65%
Not asked	1555 <i>91%</i>	1409 <i>92%</i> 91%	138 <i>88%</i> 9%	274 87% 18%	1248 <i>92%</i> 80%c	917 <i>91%</i> <i>59%</i>	169 <i>87%</i> 11%	140 91% 9%	194 <i>93%</i> 12%f	1034 <i>90%</i> <i>67%</i>	1301 91% 84%	994 91% 64%	167 94% 11%	1045 91% 67%	1089 <i>92%</i> 70%o	465 89% 30%	649 91% 42%	906 <i>92%</i> <i>58%</i>

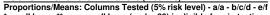


 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \, (Week \, 43)}{Proportions/Means: \, Columns \, Tested \, (5\% \, risk \, level) - a/b - c/d - e/t/g/h - i/j - k/l/m - n/o - p/q}$



		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2</i> %	20 3% 57%	35 <i>23%</i> 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 <i>6%</i> 100%c	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 1%	14 2% 60%	23 <i>15%</i> 100%c	:	4 17% 18%	4 13% 18%	10 <i>2</i> 9% <i>43</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%	24 3% 65%	37 <i>2</i> 4% 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 <i>3%</i> 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 <i>2</i> %	27 3% 73%	37 <i>24%</i> 100%c	- - -	6 22% 15%	5 16% 14%	10 29% 27%



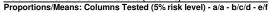


^{*} small base; ** very small base (under 30) ineligible for sig testing



		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
Calls using a public payphone	3 *	3 * 100%	3 <i>2%</i> 100%c	- - -	- - -	- - -	1 <i>3%</i> <i>30%</i>
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 <i>2</i> %	18 <i>2%</i> 62%	29 19% 100%c	-	3 13% 11%	10 32% 36%	6 17% 20%
Other	1 *	- - -	1 <i>1%</i> 100%c	- - -	1 4% 100%	- - -	1 3% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 <i>2</i> %	21 3% 51%	41 <i>27%</i> 100%c	- - -	8 32% 20%	16 <i>52%</i> 40%	13 <i>37%</i> <i>30%</i>
ONLY 1 SERVICE	92 <i>5</i> %	51 <i>7%</i> <i>56%</i>	92 <i>61%</i> 100%c	- - -	13 51% 14%	22 69% 24%	21 <i>63%</i> <i>23%</i>
2 SERVICES	25 1%	15 <i>2%</i> <i>59%</i>	25 <i>17%</i> 100%c	- - -	3 14% 14%	3 9% 12%	4 12% 17%
3 SERVICES	10 1%	8 1% 76%	10 <i>7%</i> 100%c	:	3 11% 27%	7 22% 66%	4 12% 40%
4 SERVICES	3 *	3 * 100%	3 <i>2%</i> 100%c	- - -		- - -	3 10% 100%
5 OR MORE SERVICES	-	-	-	- - -	- - -	-	- - -

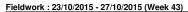


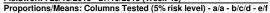


^{*} small base; ** very small base (under 30) ineligible for sig testing



		Q.2 BUNDLERS	Q.5 HAVE AN	IY DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN D	EBT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
ANY COMMUNICATIONS SERVICE	131 <i>8%</i>	77 10% 59%	131 <i>86%</i> 100%c	- -	19 <i>76%</i> <i>15%</i>	32 100% 24%	33 97% 25%
None	-	- - -	- - -	- -	- - -	- - -	-
Don't know	21 1%	6 1% 27%	21 <i>14%</i> 100%c	- - -	6 24% 29%	- - -	1 3% 4%
Not asked	1555 91%	690 <i>89%</i> 44%	- - -	1522 <i>100%</i> 98%b	- - -	-	-



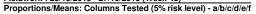


^{*} small base; ** very small base (under 30) ineligible for sig testing



				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2%</i>	2 6% 5%	2 8% 7%	4 10% 13%	2 5% 5%	1 2% 2%	3 7% 7%
Standard mobile phone (that can't access the internet)	9 1%	2 9% 26%	1 3% 11%	1 2% 11%	- - -	1 3% 11%	1 3% 11%
Fixed landline	23 1%	3 12% 14%	1 3% 4%	2 5% 10%	3 7% 12%	1 3% 4%	1 1% 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 2%	4 14% 10%	1 3% 2%	3 7% 8%	4 11% 12%	:	1 1% 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 9% 7%	2 8% 6%	4 9% 10%	7 17% 18%	3 12% 9%	2 5% 5%





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



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

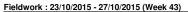
				Q.10 DON'T HAVE SERVIO	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
Calls using a public payphone	3 *	1 3% 27%	- - -	- - -	- - -	- - -	- - -
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 <i>2</i> %	- - -	1 3% 3%	4 9% 13%	2 5% 6%	4 13% 13%	1 3% 4%
Other	1 *	1 4% 100%	- - -	1 2% 100%	1 2% 100%	1 3% 100%	1 2% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 2%	4 15% 9%	2 8% 6%	5 12% 13%	2 5% 4%	2 6% 4%	4 10% 9%
ONLY 1 SERVICE	92 5%	4 16% 4%	5 16% 5%	9 21% 10%	5 1 4 % 6%	6 20% 6%	8 20% 8%
2 SERVICES	25 1%	1 6% 6%	1 3% 3%	1 3% 6%	2 6% 9%	- - -	1 1% 2%
3 SERVICES	10 1%	1 4% 9%	1 3% 9%	3 6% 26%	3 7% 26%	2 6% 15%	:
4 SERVICES	3	1 <i>5%</i> 39%	- - -	- - -	- - -	- - -	
5 OR MORE SERVICES	-	- - -	- - -	- - -	- - -	<u> </u>	- - -

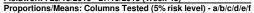


Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f



				Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
ANY COMMUNICATIONS SERVICE	131 <i>8</i> %	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	1555 91%	17 66% 1%	22 78% 1%	28 <i>66%</i> <i>2%</i>	28 <i>73%</i> <i>2</i> %	21 <i>74%</i> <i>1%</i>	29 78% 2%





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



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

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRA	DE
	Total	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 Weighted Base	2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2%</i>	16 2% 46%	19 2% 54%	10 <i>3%</i> 29%ghi	5 1% 15%	8 <i>2%</i> 24%i	8 <i>2%</i> 22%i	2 1% 7%	1 * 3%	- - -	16 <i>2%</i> 45%l	18 <i>2%</i> 52%l	1 * 3%	16 2% 46%	19 <i>2%</i> 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 * <i>7</i> %	-	1 * <i>6</i> %	7 1% 86%	1 * <i>7</i> %	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 <i>2%</i> 38%d	4 1% 18%	3 1% 13%	1 1% 5%	3 * 12%	16 <i>2%</i> 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 <i>2%</i>	16 2% 43%	21 2% 57%	4 1% 10%	10 <i>2%</i> 28%hi	4 1% 12%	11 <i>3%</i> 31%hi	6 <i>2%</i> 17%i	1 * 3%	-	14 <i>2%</i> 38%l	22 <i>2%</i> 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 <i>2</i> %	18 <i>2%</i> 48%	19 <i>2%</i> <i>52%</i>	1 * <i>2</i> %	10 2% 27%c	5 1% 13%	9 <i>3%</i> 25%c	8 <i>2</i> % 20%c	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 * <i>27%</i>	1 * 43%	2 * 57%	1 * 43%	1 * 27%	1 * 30%

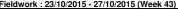


 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% \ risk \ level) - a/b - c/d/e/t/g/h/i - j/k/l - m/n - o/p/q}$



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

		GEN	IDER				AGE					AGE		SOCIAL		SC	CIAL GRAD	
	Total	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 Weighted Base	2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
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 <i>3%</i> 31%hi	3 1% 11%	4 1% 14%	1 * 3%	1 * <i>2</i> %	11 2% 39%	16 <i>2%</i> 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%	-	-	1 * 100%	-	-	1 * 100%
SUMMARY CODES	i																	i
ANY MOBILE/SMARTPHONE	41 2%	18 <i>2%</i> 44%	23 2% 56%	10 3% 25%hi	6 1% 14%	8 <i>2%</i> 20%i	10 <i>3%</i> 23%i	6 2% 14%	2 1% 4%	-	16 <i>2%</i> 39%l	24 <i>2%</i> 57%l	2 * 4%	18 <i>2%</i> 45%	23 <i>2</i> % 55%	3 1% 6%	24 2% 59%	15 2% 35%
ONLY 1 SERVICE	92 4%	45 4% 49%	47 4% 51%	15 <i>5%</i> 17%i	19 <i>5%</i> 20%i	16 <i>5%</i> 18%i	17 <i>5%</i> 18%i	17 <i>5%</i> 18%i	7 3% 8%	2 1% 2%	34 <i>5%</i> 37%l	50 <i>5%</i> 54%l	9 2% 9%	42 4% 46%	50 5% 54%	9 2% 10%	47 4% 51%	36 <i>6%</i> 39%o
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 <i>6</i> %	61 <i>6%</i> <i>47%</i>	70 <i>6%</i> <i>53%</i>	19 <i>6%</i> 14%i	28 <i>7%</i> 21%i	23 <i>7%</i> 18%i	29 <i>8%</i> 22%i	21 <i>7</i> % 16%i	10 <i>4%</i> 7%i	2 1% 2%	46 7% 35%l	73 <i>7%</i> 55%l	12 3% 9%	59 6% 45%	72 7% 55%	13 3% 10%	67 6% 51%	51 <i>8%</i> 39%o
None	-	- - -	-	-	-	-	-		-		-	-	-	-	-	-	-	-



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



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

Unweighted Base Weighted Base Don't know

Not asked

	GEN	DER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD	DE
Total	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)
2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
21 1%	9 1% 42%	12 1% 58%	1 * 4%	6 2% 30%	1 * 4%	4 1% 21%	3 1% 16%	2 1% 12%	3 1% 13%	7 1% 34%	8 1% 41%	5 1% 25%	6 1% 29%	15 1% 71%	1 * <i>7</i> %	6 1% 27%	14 <i>2%</i> 66%op
1984 93%	966 93% 49%	1018 93% 51%	281 93% 14%	377 92% 19%	314 93% 16%	333 91% 17%	281 92% 14%	213 95% 11%	185 <i>97%</i> 9%de g	658 92% f 33%	929 <i>92%</i> 47%	398 <i>96%</i> 20%jk	996 94% 50%	988 <i>92%</i> <i>50%</i>	380 <i>96%</i> 19%q	1039 <i>93%</i> 52%q	566 90% 29%



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

			ITRY		GOVERNMENT REGIONS												
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2</i> %	30 2% 86%	3 2% 8%	1 1% 4%	1 1% 2%	-	2 1% 7%	5 <i>3%</i> 14%j	5 <i>3%</i> 14%j	5 <i>2%</i> 13%j	-	5 2% 13%	5 2% 15%	4 <i>2%</i> 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 <i>3%</i> 19%i	-	4 <i>2%</i> 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 * <i>3</i> %	2 1% 6%	4 1% 10%	5 2% 14%	4 3% 12%	-	4 2% 10%	2 <i>3%</i> 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% 25%	-	2 1% 31%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 <i>2%</i>	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/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p



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

		COUNTRY							GO	VERNMENT	REGIONS						
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
Calls using a public payphone	3 *	2 * 70%	-	1 1% 30%	-	- - -	-	- - -	1 1% 43%	- - -	-	-	-	1 1% 27%	1 1% 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% 72%	3 2% 10%	3 3% 11%	2 4% 6%	-	2 1% 5%	6 <i>3%</i> 21%hk	-	2 1% 7%	1 * <i>3</i> %	1 * 4%	4 1% 15%	5 <i>3%</i> 18%hk	3 <i>3%</i> : 11%hk	3 2% 10%	2 4% 6%fhjk
Other	1 *	1 * 100%	-	-	- - -	-	-	- - -	- - -	-	-	1 * 100%	-	-	-	-	- - -
SUMMARY CODES	ŀ																İ
ANY MOBILE/SMARTPHONE	41 2%	34 2% 83%	5 3% 12%	1 1% 3%	1 1% 2%	-	2 1% 6%	6 <i>3%</i> 14%	5 3% 12%	5 2% 11%	1 * 2%	7 3% 17%	5 2% 12%	4 2% 9%	1 1% 3%	5 3% 12%	1 1% 2%
ONLY 1 SERVICE	92 <i>4%</i>	74 4% 80%	9 5% 10%	7 6% 7%	3 6% 3%	-	7 3% 8%	8 5% 9%	5 3% 5%	11 <i>6%</i> 12%ej	4 2% 4%	11 4% 12%	16 5% 17%	12 <i>7%</i> 12%ej	7 <i>6%</i> 7%ej	9 5% 10%	3 <i>6%</i> 3%e
2 SERVICES	25 1%	21 1% 85%	2 1% 9%	1 1% 6%	-	-	2 1% 8%	3 2% 14%	2 1% 7%		- - -	4 2% 16%	4 1% 15%	6 4% 24%ij	1 1% 6%	2 1% 9%	- - -
3 SERVICES	10	9 * <i>85%</i>	1 1% 9%	-	1 1% 6%	-	1 * 9%	4 <i>2%</i> 36%k	1 1% 13%	1 * 9%	1 * <i>9</i> %	-	1 * 8%	- 1	-	1 1% 9%	1 <i>1%</i> 6%k
4 SERVICES	3 *	1 * 34%	2 1% 66%a		-	-	-	- - -	- - -	- - -	-	1 * 34%	:			2 1% 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



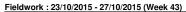
Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Unweighted Base
Weighted Base
ANY COMMUNICATIONS
SERVICE
None
Don't know

Not asked

		COUN	ITRY						GO'	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
131 <i>6</i> %	105 6% 80%	14 8% 11%	8 8% 6%	4 7% 3%	- - -	10 4% 8%	16 <i>8%</i> 12%ej	8 5% 6%	12 <i>7</i> % 9%ej	5 2% 4%	16 <i>6%</i> 12%e	21 <i>7%</i> 16%ej	18 <i>10%</i> 13%efj	8 <i>8%</i> 6%ej	14 <i>8%</i> 11%ej	4 7% 3%ej
-	- - -	-	- - -	- - -	- -	-	- - -	- - -	- - -	-	-	-	- - -	-	-	- - -
21 1%	18 1% 86%	1 * 4%	2 2% 10%	- - -	- - -	-	3 2% 14%	- - -	4 2% 18%f	2 1% 8%	4 2% 20%	3 1% 16%	2 1% 10%	2 2% 10%f	1 * 4%	- - -
1984 <i>93%</i>	1676 93% 84%	166 <i>92%</i> <i>8</i> %	97 91% 5%	45 93% 2%	76 100% 4%gik Imnop	239 <i>96%</i> 12%gm	167 90% 1 8%	143 <i>95%</i> 7%m	171 91% 9%	203 <i>97%</i> 10%gik Imno	247 92% 12%	282 92% 14%	149 <i>88%</i> <i>8</i> %	97 91% 5%	166 92% 8%	45 93% 2%

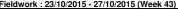


Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p



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

		Q.13 LONG TERM DISABILITY ETHNIC ORIGIN ILLNESS			Q.1 PHONE OWNERSHIP					Q.1 INTERNET		т	Q.1 LAN	NDLINE	Q.1 PA			
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2</i> %	29 2% 82%	6 3% 18%	6 2% 17%	28 2% 80%	25 <i>2%</i> 70%	8 <i>3%</i> 22%gh	-	1 * 1%	31 <i>2%</i> 89%	32 <i>2</i> % 91%	21 2% 60%	5 2% 15%	22 2% 63%	19 1% 56%	16 2% 44%	13 1% 36%	22 2% 64%
Standard mobile phone (that can't access the internet)	9	6 * 72%	2 1% 28%	3 1% 37%	4 * 49%	2 * 25%	1 * 13%	2 1% 22%e	3 1% 33%e	3 * 38%	8 * 93%	4 * 51%	1 * 11%	4 * 51%	4 * 51%	4 1% 49%	1 * 13%	7 1% 87%
Fixed landline	23 1%	17 1% 72%	4 2% 17%	8 <i>2%</i> 34%d	14 1% 62%	9 1% 38%	4 2% 18%	5 <i>3%</i> 22%e	3 1% 13%	13 1% 56%	21 1% 90%	17 1% 74%	4 2% 15%	17 1% 74%	20 1% 86%	3 * 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 4% 24%	4 2% 11%	4 2% 11%	31 <i>2%</i> <i>83</i> %	36 2% 96%	28 2% 76%	4 2% 10%	29 <i>2%</i> 79%	27 2% 74%	10 1% 26%	16 2% 42%	21 2% 58%
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 * 79%	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%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



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

		ETHNIC	ORIGIN	Q.13 LON DISAB ILLNI	ILITY		(Q.1 PHONE (OWNERSHI	P		C	.1 INTERNE	Т	Q.1 LAI	NDLINE	Q.1 PA SER\	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 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 <i>4%</i> 39%d	21 1% 56%	23 2% 61%	9 <i>3%</i> 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 <i>3%</i> 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 <i>2%</i> 63%q	11 1% 37%
Other	1 *	- - -	1 * 100%a	1 * 100%d	:	- - -	-	-	1 * 100%e	-	1 * 100%	- - -	-	-	- - -	1 * 100%	1 * 100%	-
SUMMARY CODES		İ																į
ANY MOBILE/SMARTPHONE	41 2%	33 <i>2%</i> <i>7</i> 9%	9 4% 21%	9 2% 22%	30 <i>2%</i> 72%	26 <i>2%</i> <i>62%</i>	8 3% 18%	2 1% 4%	3 1% 8%	32 <i>2%</i> 78%	37 <i>2%</i> 90%	23 2% 56%	5 2% 13%	24 2% 59%	22 1% 52%	20 <i>3%</i> 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 <i>5%</i> <i>6</i> 4%	14 5% 15%	7 4% 7%	8 3% 8%	71 <i>5%</i> 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%

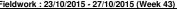


 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \, (Week \, 43)}{Proportions/Means: \, Columns \, Tested \, (5\% \, risk \, level) - a/b - c/d - e/t/g/h - i/j - k/l/m - n/o - p/q}$



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

		Q.13 LONG TERM DISABILITY ETHNIC ORIGIN ILLNESS			(Q.1 PHONE (OWNERSHI	P		C).1 INTERNE	Т	Q.1 LAN	IDLINE	Q.1 PAY TV SERVICE			
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
3 SERVICES	10	7 * 67%	1 * 9%	4 1% 40%	6 * <i>60%</i>	4 * 37%	6 <i>2%</i> 54%e	1 1% 9%	2 1% 18%	10 1% 91%	10 1% 100%	8 1% 74%	2 1% 20%	9 1% 85%	8 1% 74%	3 * 26%	5 1% 47%	6 * 53%
4 SERVICES	3 *	3 * 100%	-	1 * 39%	1 * 34%	2 * 61%	-	1 1% 39%	-	2 * 61%	3 * 100%	3 * 100%	1 1% 34%	3 * 100%	3 * 100%		2 * 61%	1 * 39%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
ANY COMMUNICATIONS SERVICE	131 <i>6%</i>	112 6% 85%	17 7% 13%	33 <i>9%</i> 25%d	93 <i>5%</i> 71%	79 6% 60%	24 9% 18%	11 <i>6</i> % <i>8</i> %	12 <i>5</i> % <i>9</i> %	101 <i>7%</i> <i>77%</i>	120 7% 91%	91 <i>7</i> % <i>69</i> %	11 <i>5</i> % <i>8</i> %	92 <i>6%</i> 70%	84 <i>6%</i> <i>64%</i>	48 7% 36%	60 7% 46%	71 6% 54%
None	-	-	- -	-	-	- - -	-	-	-	-	- - -	- - -	-	-	-	- - -		-
Don't know	21 1%	19 1% 90%	1 1% 6%	10 <i>3%</i> 48%d	8 * 41%	7 1% 35%	1 * 4%	3 2% 15%	2 1% 10%	8 1% 39%	13 1% 64%	9 1% 43%	1 * <i>3</i> %	9 1% 43%	8 1% 40%	12 <i>2%</i> 60%n	7 1% 35%	13 1% 65%
Not asked	1984 <i>93%</i>	1746 93% 88%	226 93% 11%	333 89% 17%	1600 <i>94%</i> 81%c	1197 93% 60%	230 90% 12%	170 <i>92%</i> <i>9</i> %	222 94% 11%	1359 <i>93%</i> <i>68%</i>	1664 93% 84%	1274 93% 64%	206 95% 10%	1340 <i>93%</i> <i>68%</i>	1369 <i>94%</i> 69%o	615 91% 31%	838 93% 42%	1146 <i>93%</i> <i>58%</i>

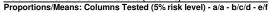


 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \, (Week \, 43)}{Proportions/Means: \, Columns \, Tested \, (5\% \, risk \, level) - a/b - c/d - e/t/g/h - i/j - k/l/m - n/o - p/q}$



	Q.2 BUNDLERS Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2</i> %	20 2% 57%	35 <i>23%</i> 100%c	- - -	5 21% 15%	16 49% 44%	9 27% 27%
Standard mobile phone (that can't access the internet)	9	3 * 40%	9 <i>6%</i> 100%c	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 1%	14 1% 60%	23 <i>15%</i> 100%c	:	4 17% 18%	4 13% 18%	10 <i>2</i> 9% <i>43</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%	24 3% 65%	37 <i>2</i> 4% 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 <i>3%</i> 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 <i>2</i> %	27 3% 73%	37 <i>24%</i> 100%c	- - -	6 22% 15%	5 16% 14%	10 29% 27%



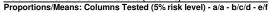


^{*} small base; ** very small base (under 30) ineligible for sig testing



		Q.2 BUNDLERS Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS		DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Calls using a public payphone	3 *	3 * 100%	3 <i>2%</i> 100%c	- - -	- - -	- - -	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 1%	18 <i>2</i> % 62%	29 19% 100%c	<u>:</u> :	3 13% 11%	10 32% 36%	6 17% 20%
Other	1 *	- - -	1 <i>1%</i> 100%c		1 4% 100%	- - -	1 3% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 <i>2</i> %	21 <i>2%</i> 51%	41 <i>27%</i> 100%c	:	8 32% 20%	16 <i>52%</i> 40%	13 37% 30%
ONLY 1 SERVICE	92 4%	51 <i>5%</i> <i>56%</i>	92 <i>61%</i> 100%c	- - -	13 51% 14%	22 69% 24%	21 <i>63%</i> <i>23%</i>
2 SERVICES	25 1%	15 <i>2%</i> <i>59%</i>	25 <i>17%</i> 100%c	:	3 14% 14%	3 9% 12%	4 12% 17%
3 SERVICES	10	8 1% 76%	10 <i>7%</i> 100%c	- - -	3 11% 27%	7 22% 66%	4 12% 40%
4 SERVICES	3 *	3 * 100%	3 <i>2%</i> 100%c	- - -		- - -	3 10% 100%
5 OR MORE SERVICES	-	-	- -	- - -	- - -	-	- - -



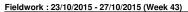


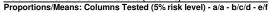
^{*} small base; ** very small base (under 30) ineligible for sig testing



Unweighted Base Weighted Base
ANY COMMUNICATIONS SERVICE
None
Don't know
Not asked

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
131 <i>6</i> %	77 8% 59%	131 <i>86%</i> 100%c	- - -	19 <i>76%</i> <i>15%</i>	32 100% 24%	33 <i>97%</i> <i>25</i> %
-	- -	-	- -	-	-	-
21 1%	- 6 1% 27%	- 21 <i>14%</i> 100%c	- - -	- 6 24% 29%	- - -	- 1 3% 4%
1984 <i>93%</i>	853 91% 43%	- -	- 1522 <i>100%</i> 77%b	- -		476 - -





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



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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

		Q.10 DON'T HAVE SERVICE BECAUSE OF COST									
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)				
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*				
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 <i>2</i> %	2 6% 5%	2 8% 7%	4 10% 13%	2 5% 5%	1 2% 2%	3 7% 7%				
Standard mobile phone (that can't access the internet)	9 *	2 9% 26%	1 3% 11%	1 2% 11%	- - -	1 3% 11%	1 3% 11%				
Fixed landline	23 1%	3 12% 14%	1 3% 4%	2 5% 10%	3 7% 12%	1 3% 4%	1 1% 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 2%	4 14% 10%	1 3% 2%	3 7% 8%	4 11% 12%	:	1 1% 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 9% 7%	2 8% 6%	4 9% 10%	7 17% 18%	3 12% 9%	2 5% 5%				



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



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

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 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%	- - -	1 3% 3%	4 9% 13%	2 5% 6%	4 13% 13%	1 3% 4%
Other	1 .	1 4% 100%	- -	1 2% 100%	1 2% 100%	1 3% 100%	1 2% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 <i>2</i> %	4 15% 9%	2 8% 6%	5 12% 13%	2 5% 4%	2 6% 4%	4 10% 9%
ONLY 1 SERVICE	92 <i>4</i> %	4 16% 4%	5 16% 5%	9 21% 10%	5 14% 6%	6 20% <i>6</i> %	8 20% 8%
2 SERVICES	25 1%	1 <i>6%</i> <i>6</i> %	1 3% 3%	1 3% 6%	2 6% 9%	- - -	1 1% 2%
3 SERVICES	10	1 4% 9%	1 3% 9%	3 6% 26%	3 7% 26%	2 6% 15%	- - -
4 SERVICES	3 *	1 <i>5%</i> <i>39%</i>	- -	- - -	- - -	-	- - -
5 OR MORE SERVICES	-	-	-	-	-	-	- - -



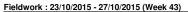
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

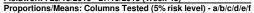
* small base; ** very small base (under 30) ineligible for sig testing



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			Q.10 DON'T HAVE SERVICE BECAUSE OF COST										
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)						
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*						
ANY COMMUNICATIONS SERVICE	131 <i>6</i> %	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 <i>93%</i>	17 66% 1%	22 78% 1%	28 66% 1%	28 73% 1%	21 <i>74%</i> <i>1%</i>	29 78% 1%						





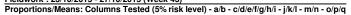
^{*} small base; ** very small base (under 30) ineligible for sig testing

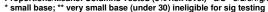


Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code] Base: All with any difficulties paying for communication services in the last year

		GEN					AGE					AGE		SOCIAL	GRADE		OCIAL GRA	
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(0)	(p)	(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*
	1																	
Smartphone (i.e. a phone	20	9	11	8	5	5	-	2	-	-	13	7	-	8	12	-	12	8
with internet access,	13%	13%	13%	39%	15%	20%	-	10%	-	-	24%	9%	-	13%	13%	-	17%	12%
access to emails, apps		46%	54%	38%	26%	24%	-	12%	-	-	65%k	35%	-	42%	58%	-	62%	38%
etc)																		
Standard mobile phone	1 1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
(that can't access the	1%	1%	-	-	-	-	-	4%	-	-	-	1%	-	-	1%	-	-	1%
internet)		100%	-	· ·	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
Fixed landline phone at	5	1	4	1	-	1	2	1	-	-	1	4	-	-	5	-	1	4
home	3%	1%	5% 81%	6% 23%	-	4% 20%	6% 38%	4% 19%	-	-	2% 23%	5% 77%	-	-	6% 100%	-	1% 20%	6% 80%
	1	19%		1					-	-	1	11%	-			-		
Fixed broadband	8 <i>6</i> %	4 5%	5 <i>6</i> %	4 19%	1 2%	1 5%	2 6%	1 <i>4%</i>	-	-	4 8%	4 5%		3 4%	6 <i>7%</i>	-	3 4%	6 <i>9</i> %
	6%	5% 44%	56%	19% 45%	2% 6%	5% 15%	23%	4% 11%		-	51%	5% 49%		31%	7% 69%		4% 31%	9% 69%
Mobile broadband	5	4	1	2	1	2	-	_	_		2	2	_	2	3	_	2	3
Wobile broadbarid	3%	5%	1%	8%	2%	9%	-	-	-	-	4%	3%	-	2%	4%	-	2%	5%
	1 1	82%	18%	33%	18%	48%	-	-	-	-	52%	48%	-	33%	67%	-	33%	67%
Tablet with internet	3	1	1	-	1	1	-	-	-	-	1	1	-	-	3	-	-	3
access	2%	2%	2%	-	4%	5%	-	-	-	-	3%	2%	-	-	3%	-	-	4%
		47%	53%	-	53%	47%	-	-	-	-	53%	47%	-	-	100%	-	-	100%
TV service with	6	3	3	1	2	1	1	1	-	-	3	3	-	-	6	-	1	5
additional channels you	4%	5% 51%	4% 49%	4% 14%	6% 31%	6% 24%	3% 15%	4% 15%	-	-	5% 45%	4% 55%	-	-	<i>7</i> % 100%m	-	1% 14%	8% 86%
pay to receive (e.g. Sky, BT Vision or Virgin		51%	49%	14%	31%	24%	15%	15%	-	-	45%	55%	-	-	100%m	-	14%	86%
Media)	ŀ			ŀ							l							
Gas	13	9	4		1	5	2	6			1	13	_	6	8	1	6	6
Gas	9%	13%	5 %		2%	20%	6%	25%			1%	16%	-	9%	9%	10%	8%	9%
		68%	32%	-	4%	37%	14%	45%	-	-	4%	96%j	-	42%	58%	11%	45%	44%
Electricity	18	11	7	-	5	7	1	6	-	-	5	14	-	5	13	1	9	8
	12%	16%	9%	-	14%	30%	3%	23%	-	-	9%	17%	-	8%	15%	10%	12%	13%
		61%	39%	-	26%	39%	5%	30%	-	-	26%	74%	-	30%	70%	8%	46%	46%
Water	25	16	9	-	5	10	2	7	1	-	5	19	1	6	18	1	9	14
	16%	23% 65%	10% 35%	-	13% 19%	42% 41%	6% 9%	28% 27%	9% 5%	-	9% 19%	<i>23%</i> 77%j	6% 5%	10% 26%	21% 74%	10% 6%	13% 38%	21% 56%
		65%	35%		19%	41%	9%	21%	5%		19%	11%	5%	26%	74%	6%	38%	26%









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

		GEN	DER				AGE					AGE			GRADE		CIAL GRAI	
	Total	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 Weighted Base	150 152	64 70*	86 82*	18 20**	35 34*	24 24**	29 33**	22 24**	15 12**	7 5**	53 53*	75 81*	22 17**	55 65*	95 86*	13 15**	63 73*	74 64*
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21 14%	10 14% 48%	11 13% 52%	8 39% 37%	5 15% 25%	5 20% 23%	-	3 14% 16%	-	-	13 <i>24%</i> 62%k	8 10% 38%	-	8 13% 40%	12 14% 60%	-	12 17% 59%	8 13% 41%
ONLY 1 COMMUNICATIONS SERVICE	22 15%	8 11% 34%	15 18% 66%	7 36% 31%	8 24% 36%	3 13% 14%	2 6% 9%	2 10% 10%	-	-	15 <i>28%</i> 67%k	7 9% 33%	-	8 12% 36%	14 16% 64%	-	12 16% 53%	10 16% 47%
2 COMMS SERVICES	4 3%	3 5% 78%	1 1% 22%	-	-	4 19% 100%			-	-	-	4 5% 100%	-	-	4 5% 100%	-	1 1% 22%	3 5% 78%
3 COMMS SERVICES	4 3%	2 2% 36%	3 <i>3%</i> <i>64%</i>	3 14% 63%	1 2% 16%		1 3% 22%	-	- - -		3 6% 78%	1 1% 22%	-	2 2% 36%	3 3% 64%	-	2 2% 36%	3 4% 64%
4 COMMS SERVICES	1 1%	1 1% 100%	- -	- - -	-	-	-	1 4% 100%	-	-	-	1 1% 100%	-	- - -	1 1% 100%	-	-	1 1% 100%
5 OR MORE COMMS SERVICES	-	- - -	- - -	-	-	-	-	-	-	-	-	-	-	- - -	-	-	-	-
GAS, ELEC OR WATER	34 <i>22%</i>	20 29% 59%	14 17% 41%	-	8 24% 24%	12 50% 35%	3 9% 9%	10 41% 29%	1 9% 3%	-	8 15% 24%	25 30% 73%	1 6% 3%	9 14% 26%	25 <i>29%</i> 74%m	1 10% 4%	14 19% 41%	19 29% 55%
ANY COMMUNICATIONS SERVICE	32 <i>2</i> 1%	14 19% 42%	18 22% 58%	10 49% 30%	9 26% 27%	7 31% 23%	3 9% 9%	3 14% 10%	-	-	18 <i>34%</i> 57%k	14 17% 43%	-	10 15% 30%	22 26% 70%	-	14 20% 45%	18 27% 55%
None of these	91 <i>60%</i>	41 59% 45%	50 61% 55%	10 51% 11%	19 <i>57%</i> 21%	9 36% 9%	26 79% 29%	12 52% 14%	10 86% 12%	4 79% 4%	29 55% 32%	47 58% 52%	14 84% 16%	50 <i>76%</i> 55%n	41 48% 45%	13 90% 15%	49 <i>68%</i> 54%q	28 44% 31%
Don't know	6 4%	2 3% 34%	4 5% 66%		2 6% 33%	1 3% 12%	1 3% 15%	1 4% 14%	1 5% 10%	1 21% 17%	2 4% 33%	3 3% 41%	2 10% 26%	-	6 <i>7%</i> 100%m	-	-	6 <i>10%</i> 100%p



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



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

			COUN	ITRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	150 152	122 123	15 15**	9 10**	4 4**	_**	10 10**	18 19**	8 8**	15 16**	7 6**	21 20**	22 24**	21 20**	9 10**	15 15**	4 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 <i>6</i> %	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 <i>8%</i> <i>76%</i>	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 <i>17%</i> <i>86%</i>	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 <i>6%</i> <i>4%</i>	- - -



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



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

			COUN	ITRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	150 152	122 123	15 15**	9 10**	4 4**	- _**	10 10**	18 19**	8 8**	15 16**	7 6**	21 20**	22 24**	21 20**	9 10**	15 15**	4 4**
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21 14%	15 12% 72%	3 21% 15%	-	3 79% 13%	-	1 9% 5%	2 12% 11%	3 41% 15%	2 15% 11%	- - -	1 7% 7%	3 14% 16%	1 6% 6%	-	3 21% 15%	3 79% 13%
ONLY 1 COMMUNICATIONS SERVICE	22 15%	17 14% 76%	2 14% 10%	1 10% 4%	2 60% 10%	-	2 19% 9%	3 17% 14%	4 50% 17%	2 15% 11%	-	4 19% 17%	2 8% 8%	-	1 10% 4%	2 14% 10%	2 60% 10%
2 COMMS SERVICES	4 3%	4 4% 100%	- - -	-	-	-	-	1 5% 21%	1 13% 22%	- - -	- - -	-	-	3 13% 56%	-	- - -	- - -
3 COMMS SERVICES	4 3%	4 3% 84%	- - -	-	1 19% 16%	-	-	1 6% 27%	-	1 <i>6%</i> <i>22%</i>	- - -	-	2 6% 36%	-	-	- - -	1 19% 16%
4 COMMS SERVICES	1 1%	- - -	1 6% 100%	-	-	-	-	- - -	-	- - -	- - -	-	-	-	-	1 6% 100%	
5 OR MORE COMMS SERVICES	-	- - -	- - -	-	-	-	-	- - -	-	- - -	-	-	-	-	-	- - -	- - -
GAS, ELEC OR WATER	34 22%	27 22% 78%	5 34% 15%	2 24% 7%	-	-	3 27% 8%	3 16% 8%	3 40% 9%	3 21% 10%	2 37% 7%	5 26% 15%	3 11% 7%	4 22% 13%	2 24% 7%	5 34% 15%	- - -
ANY COMMUNICATIONS SERVICE	32 21%	25 20% 78%	3 21% 10%	1 10% 3%	3 79% 9%	-	2 19% 6%	5 28% 16%	5 62% 15%	3 20% 10%		4 19% 12%	3 14% 11%	3 13% 8%	1 10% 3%	3 21% 10%	3 79% 9%
None of these	91 <i>60%</i>	76 <i>62%</i> 84%	8 55% 9%	6 56% 6%	1 21% 1%	-	7 64% 7%	11 57% 12%	3 38% 3%	11 67% 12%	3 51% 3%	11 54% 12%	18 75% 20%	13 67% 14%	6 56% 6%	8 55% 9%	1 21% 1%
Don't know	6 4%	5 4% 75%	1 4% 10%	1 10% 15%	- - -	-	-	1 5% 13%	-	- - -	1 12% 12%	2 11% 34%	-	1 5% 17%	1 10% 15%	1 4% 10%	- - -



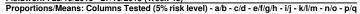
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p ** very small base (under 30) ineligible for sig testing



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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		C	0.1 PHONE (OWNERSHI	P		C	.1 INTERNE	т	Q.1 LA	NDLINE	Q.1 P/ SER\	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 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 <i>23%</i> 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%	-	- - -	-	-	1 7% 100%	-	1 1% 100%	-	-		-	1 2% 100%	-	1 1% 100%
Fixed landline phone at home	5 <i>3</i> %	5 4% 100%	-	2 4% 37%	3 <i>3</i> % <i>63</i> %	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 <i>6</i> %	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 <i>6%</i> 73%	8 6% 100%	6 <i>6</i> % 71%	3 24% 32%	7 7% 85%	3 4% 40%	5 8% 60%	5 7% 53%	4 5% 47%
Mobile broadband	5 <i>3</i> %	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 <i>2</i> %	3 2% 100%	-	2 5% 72%	1 1% 28%	2 2% 72%	- - -	-	-	2 2% 72%	2 1% 72%	2 <i>2</i> % 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 <i>4</i> %	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 <i>9</i> %	11 8% 82%	2 13% 18%	3 7% 21%	10 <i>9%</i> 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 <i>14%</i> 96%o	1 1% 4%	7 11% 54%	6 7% 46%







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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY			Q.1 PHONE	OWNERSHI	P		C	.1 INTERNE	т	Q.1 LAN	IDLINE	Q.1 PA SERV	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
Electricity	18 <i>12</i> %	16 12% 85%	3 15% 15%	4 9% 20%	13 12% 69%	13 15% 72%	2 10% 13%	1 9% 7%	1 7% 5%	16 14% 85%	18 13% 97%	15 16% 84%	4 38% 23%	15 15% 84%	15 <i>17%</i> 83%o	3 5% 17%	12 17% 63%	7 8% 37%
Water	25 16%	22 17% 88%	3 16% 12%	7 16% 27%	18 18% 73%	14 17% 59%	5 21% 21%	1 4% 2%	1 7% 4%	20 18% 80%	21 16% 87%	16 16% 66%	5 48% 22%	16 16% 66%	17 19% 71%	7 12% 29%	12 18% 49%	13 15% 51%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21 14%	16 12% 77%	4 21% 18%	4 9% 18%	16 16% 77%	16 18% 74%	3 13% 15%	1 9% 6%	1 7% 4%	18 16% 85%	20 15% 95%	11 11% 54%	4 33% 18%	12 12% 60%	6 7% 29%	15 <i>25%</i> 71%n	7 10% 34%	14 16% 66%
ONLY 1 COMMUNICATIONS SERVICE	22 15%	16 13% 74%	5 28% 22%	3 6% 12%	18 18% 83%	18 20% 79%	2 8% 8%	1 7% 4%	1 7% 4%	19 17% 83%	20 15% 92%	16 16% 71%	2 17% 9%	16 16% 71%	10 10% 43%	13 21% 57%	11 16% 49%	11 14% 51%
2 COMMS SERVICES	4 3%	4 3% 100%	-	3 6% 56%	2 2% 44%	3 4% 72%	-	1 9% 28%	-	3 <i>3%</i> 72%	4 3% 100%	3 3% 72%	-	3 <i>3%</i> 72%	3 <i>3%</i> 72%	1 2% 28%	-	4 5% 100%
3 COMMS SERVICES	4 3%	3 2% 64%	2 8% 36%	2 4% 37%	3 3% 63%	2 3% 51%	2 8% 49%	1 7% 22%	1 7% 22%	4 4% 100%	4 3% 100%	2 2% 57%	3 24% 63%	4 4% 84%	1 1% 22%	3 6% 78%	1 1% 22%	3 4% 78%
4 COMMS SERVICES	1 1%	1 1% 100%	-	1 2% 100%	-	- - -	1 4% 100%	-	-	1 1% 100%	1 1% 100%	1 1% 100%	-	1 1% 100%	1 1% 100%	-	1 1% 100%	
5 OR MORE COMMS SERVICES	-	-	-	- - -	-	-	-	-	-	-	- - -	- - -	-	-	-	-	-	
GAS, ELEC OR WATER	34 <i>22</i> %	28 22% 82%	6 33% 18%	9 21% 26%	23 23% 68%	21 24% 61%	5 21% 15%	2 13% 5%	3 20% 8%	26 24% 77%	31 <i>23%</i> <i>90%</i>	24 24% 70%	5 48% 16%	24 24% 70%	25 27% 73%	9 15% 27%	17 25% 51%	17 20% 49%



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



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

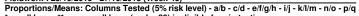
	ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE	OWNERSHI	P		(Q.1 INTERNE	т	Q.1 LAI	NDLINE	Q.1 PA	AY TV VICE
Total	White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
32 21%	25 19% 77%	7 36% 20%	8 18% 24%	23 23% 72%	23 27% 72%	5 20% 15%	3 22% 10%	2 13% 6%	27 25% 84%	30 23% 94%	22 22% 70%	5 41% 15%	23 23% 74%	15 16% 46%	17 29% 54%	13 19% 40%	19 23% 60%
91 <i>60%</i>	82 63% 91%	7 38% 8%	26 61% 29%	60 59% 66%	50 58% 55%	15 59% 16%	7 50% 8%	9 66% 10%	64 58% 70%	78 59% 86%	62 62% 68%	1 10% 1%	62 62% 68%	59 64% 65%	32 53% 35%	42 <i>62%</i> 46%	49 58% 54%
6 4%	4 3% 66%	1 7% 19%	2 5% 32%	4 3% 55%	2 2% 31%	1 4% 14%	2 15% 32%	-	3 3% 45%	5 4% 77%	1 1% 17%	-	1 1% 17%	3 3% 41%	4 6% 59%	1 2% 17%	5 6% 83%

Unweighted Base Weighted Base ANY COMMUNICATIONS SERVICE

None of these

Don't know



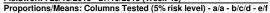




Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code] Base: All with any difficulties paying for communication services in the last year

		Q.2 BUNDLERS	Q.5 HAVE AN	IY DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	150 152	80 83*	150 152	- _**	27 25**	32 32*	34 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 <i>63%</i> 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 <i>3</i> %	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 <i>26%</i> 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 <i>6%</i> 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 <i>9</i> %	10 <i>12%</i> <i>75%</i>	13 9% 100%		3 11% 21%	5 15% 36%	13 <i>39%</i> 100%e
Electricity	18 12%	15 18% 79%	18 <i>12%</i> 100%	- - -	3 11% 15%	7 22% 39%	18 <i>54%</i> 100%e





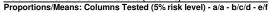
^{*} small base; ** very small base (under 30) ineligible for sig testing



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 AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	EBT 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*
Water	25 16%	14 17% 57%	25 16% 100%	:	5 19% 19%	8 24% 32%	25 <i>72%</i> 100%e
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	8	21	-	4	21	7
	14%	10% 38%	14% 100%	-	16% 19%	<i>66%</i> 100%f	21% 35%
ONLY 1 COMMUNICATIONS	22	11	22		2	22	7
SERVICE	15%	14%	15%	-	9%	70%	22%
		51%	100%	-	11%	100%f	33%
2 COMMS SERVICES	4	3	4	-	1	4	3
	3%	4% 72%	3% 100%	-	5% 28%	14% 100%	9% 72%
3 COMMS SERVICES	4	2	4	-	-	4	7276
3 COMINS SERVICES	3%	3%	3%			13%	
	0,0	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
and, leed on water	22%	25%	22%	-	26%	36%	100%
		61%	100%	-	19%	34%	100%e
ANY COMMUNICATIONS	32	18	32		5	32	12
SERVICE	21%	21%	21%	-	18%	100%	34%
		55%	100%	•	14%	100%f	36%
None of these	91 <i>60%</i>	53 <i>63%</i>	91 <i>60%</i>	-	15 <i>59%</i>	-	-
	60%	58%	100%		59% 17%		





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

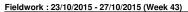


Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code] Base: All with any difficulties paying for communication services in the last year

Unweighted Base Weighted Base

Don't know

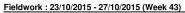
	Q.2 BUNDLERS	Q.5 HAVE AN	IY DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	EBT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
150 152	80 83*	150 152	**	27 25**	32 32*	34 34*
6 4%	1 1%	6 4%	-	1 <i>4%</i>		-
	17%	100%	-	15%	-	-





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.10 DON'T HAVE SERVIO	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	150 152	9 9**	7 6**	16 15**	12 10**	8 7**	9 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 <i>3</i> %	- - -	1 15% 20%	1 8% 23%	1 11% 23%	1 13% 19%	- - -
Fixed broadband	8 <i>6</i> %	- - -	- - -	1 8% 14%	1 11% 1 4 %	1 13% 11%	2 25% 24%
Mobile broadband	5 <i>3</i> %	-	- - -	- -	- -	1 13% 21%	2 19% 33%
Tablet with internet access	3 <i>2</i> %	-	1 12% 28%	1 5% 25%	1 <i>6%</i> <i>25%</i>	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 <i>9</i> %	2 26% 17%	- -	- - -	- -	2 25% 14%	1 7% 4%
Electricity	18 <i>12%</i>	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%

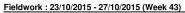


Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f ** very small base (under 30) ineligible for sig testing



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



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f ** very small base (under 30) ineligible for sig testing



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

		GEN					AGE					AGE		SOCIAL	GRADE		OCIAL GRA	
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB (o)	C1C2	DE
	\vdash	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)		(p)	(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
				ŀ							i					ł		
Smartphone (i.e. a phone	20	9	11	8	5	5	-	2	-	-	13	7	-	8	12	-	12	8
with internet access,	1%	1%	1%	5%	2%	2%	-	1%	-	-	3%	1%	-	1%	1%	-	1%	2%
access to emails, apps		46%	54%	38%def	26%f	24%f	-	12%	-	-	65%kl	35%	-	42%	58%	-	62%0	38%0
etc)				ghi														
Standard mobile phone	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
(that can't access the	*	*	-	-	-	-	-	*	-	-	-	*	-	-	100%	-	-	*
internet)	ŀ	100%	-	-	-		-	100%	-	-	-	100%	-	-		· ·		100%
Fixed landline phone at	5	1	4	1 1	-	1	2	1	-	-	1	4	-	-	5	-	1	4
home		19%	81%	1% 23%	-	20%	1% 38%	19%	-	-	23%	77%	-	-	<i>1%</i> 100%m	-	20%	1% 80%p
					-	20%			-	-		11%	-			l		•
Fixed broadband	8	4	5 1%	4 3%	1	1	2 1%	1	-	-	4 1%	4		3	6 1%		3	6 1%
		44%	1% 56%	45%dhi	6%	15%	23%	11%			51%	49%		31%	69%		31%	69%p
Mobile broadband	5	4	1	2	1	2					2	2		2	3		2	3
Mobile broadbarid	*	*		1%		1%	-	-	-	-	1%		-	*	*	-	*	1%
		82%	18%	33%	18%	48%	-	-	-	-	52%	48%	-	33%	67%	-	33%	67%
Tablet with internet	3	1	1	-	1	1	-	-	-	-	1	1	-	-	3	-	-	3
access	*	*	*	-	*	*	-	-	-	-		*	-	-	*	-	-	1%
		47%	53%	-	53%	47%	-	-	-	-	53%	47%	-	-	100%	-	-	100%p
TV service with	6	3	3	1	2	1	1	1	-	-	3	3	-	-	6	-	1	5
additional channels you	*	*	*	1%	1%	1%	*	*	-	-	1%	*	-	-	1%	-	*	1%
pay to receive (e.g.	l l	51%	49%	14%	31%	24%	15%	15%	-	-	45%	55%	-	-	100%m	-	14%	86%p
Sky, BT Vision or Virgin Media)				ł												ł		
,	13	9	4			5	2	6				13		6	8	١.,	6	6
Gas	1%	1%	4 1%	_	*	5 2%	2 1%	6 2%	-	-		1%	-	1%	8 1%	, '	1%	6 1%
	1 /6	68%	32%	-	4%	37%	14%	45%dhi	-	-	4%	96%jl	-	42%	58%	11%	45%	44%
Electricity	18	11	7	_	5	7	1	6	_	_	5	14	_	5	13	1 1	9	8
Liouridity	1%	1%	1%	-	1%	2%	*	2%	-	-	1%	2%	-	1%	2%	*	1%	2%
		61%	39%	-	26%	39%fhi	5%	30%hi	-	-	26%l	74%l	-	30%	70%	8%	46%	46%
Water	25	16	9	-	5	10	2	7	1	-	5	19	1	6	18	1	9	14
	1%	2%	1%	-	1%	3%	1%	3%	1%	-	1%	2%	*	1%	2%	*	1%	3%
		65%	35%	-	19%	41%cfh	i 9%	27%i	5%	-	19%	77%l	5%	26%	74%m	6%	38%	56%op



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



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

		GEN	IDER				AGE					AGE		SOCIAL		SO	CIAL GRAD	DΕ
	Total	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 Weighted Base	1719 1706	829 857	890 850	133 146	306 325	274 296	263 314	221 255	283 201	239 169	439 471	758 865	522 370	773 867	946 839	306 328	826 894	587 484
SUMMARY CODES																		i
ANY MOBILE/SMARTPHONE	21 1%	10 1% 48%	11 1% 52%	8 <i>5%</i> 37%def ghi	5 2% 25%f	5 2% 23%f	-	3 1% 16%	-	-	13 <i>3%</i> 62%kl	8 <i>1%</i> 38%l	-	8 1% 40%	12 1% 60%	- - -	12 1% 59%0	8 <i>2%</i> 41%o
ONLY 1 COMMUNICATIONS SERVICE	22 1%	8 1% 34%	15 <i>2%</i> 66%	7 5% 31%efg hi	8 <i>2%</i> 36%hi	3 1% 14%	2 1% 9%	2 1% 10%	-	-	15 <i>3%</i> 67%kl	7 1% 33%	-	8 1% 36%	14 2% 64%	- - -	12 1% 53%	10 <i>2%</i> 47%0
2 COMMS SERVICES	4	3 * 78%	1 * 22%	-	- - -	4 2% 100%df	:	-	-	:	- - -	4 1% 100%	-	-	4 <i>1%</i> 100%m	- - -	1 * 22%	3 1% 78%
3 COMMS SERVICES	4	2 * 36%	3 * 64%	3 <i>2%</i> 63%eg	1 * 16%	-	1 * 22%	-	-	-	3 1% 78%	1 * 22%	-	2 * 36%	3 * 64%	- - -	2 * 36%	3 1% 64%
4 COMMS SERVICES	1 *	1 * 100%	- - -	- - -	-	-	-	1 * 100%	-	-	-	1 * 100%	-	-	1 * 100%	- - -	-	1 * 100%
5 OR MORE COMMS SERVICES	-	- - -	- - -	- - -	-	- - -	-	-	-	:	-	:	-	- - -	-	- - -	-	-
GAS, ELEC OR WATER	34 <i>2</i> %	20 <i>2%</i> 59%	14 2% 41%	- - -	8 <i>3%</i> 24%i	12 <i>4%</i> 35%cfhi	3 1% 9%	10 4% 29%cfh	1 1% 3%	-	8 <i>2</i> % 24%l	25 <i>3%</i> 73%l	1 * 3%	9 1% 26%	25 <i>3%</i> 74%m	1 * 4%	14 2% 41%	19 <i>4%</i> 55%op
ANY COMMUNICATIONS SERVICE	32 <i>2</i> %	14 2% 42%	18 <i>2%</i> 58%	10 <i>7%</i> 30%fgh i	9 <i>3%</i> 27%hi	7 <i>3%</i> 23%hi	3 1% 9%	3 1% 10%	-	-	18 <i>4%</i> 57%kl	14 <i>2%</i> 43%l	-	10 1% 30%	22 <i>3%</i> 70%m	- - -	14 <i>2%</i> 45%0	18 <i>4%</i> 55%op
None of these	91 <i>5</i> %	41 5% 45%	50 <i>6%</i> 55%	10 7% 11%	19 6% 21%	9 3% 9%	26 <i>8%</i> 29%ei	12 5% 14%	10 5% 12%	4 2% 4%	29 6% 32%	47 5% 52%	14 4% 16%	50 6% 55%	41 5% 45%	13 4% 15%	49 5% 54%	28 6% 31%
Don't know	6	2 * 34%	4 1% 66%	- - -	2 1% 33%	1 * 12%	1 * 15%	1 * 14%	1 * 10%	1 1% 17%	2 * 33%	3 * 41%	2 * 26%	-	6 <i>1%</i> 100%m		-	6 1% 100%op



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

Unweighted Base Weighted Base

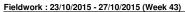
Not asked

	GEN	DER				AGE					AGE		SOCIAL	GRADE	SOC	CIAL GRAD)E
Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
	(a)	(b)	(c)	(d)	(e)	(†)	(g)	(h)	(1)	(J)	(k)	(l)	(m)	(n)	(0)	(p)	(q)
1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
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	e 27%	50%	23%jk	52%	48%	20%pq	53%q	27%
									īg								



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

			COUN	NTRY						GC	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	14 1% 70%	3 2% 16%	-	3 <i>6%</i> 14%ac	- - -	1 * 5%	2 2% 12%	3 <i>3%</i> 16%j	2 2% 12%	- - -	1 * 3%	3 1% 17%	1 1% 6%	-	3 2% 16%	3 <i>6</i> % 14%efjklmr
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 <i>2</i> % 25%a	-	-	- -	1 1% 28%	-	-	-	-	1 1% 47%		-	1 <i>2%</i> 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 <i>2%</i> 11%l
Gas	13 1%	10 <i>1%</i> <i>76%</i>	3 <i>2%</i> 24%a	-	- -	-	-	2 1% 14%	1 1% 7%	1 1% 11%	2 1% 18%	1 * 4%	1 1% 11%	1 1% 11%	-	3 <i>2%</i> 24%f	-
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 <i>4%</i> 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%	-



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



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

			COUN	NTRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21 1%	15 1% 72%	3 2% 15%	-	3 <i>6</i> % 13%ac	-	1 * 5%	2 2% 11%	3 <i>3%</i> 15%j	2 2% 11%	- - -	1 1% 7%	3 1% 16%	1 1% 6%	-	3 2% 15%	3 <i>6</i> % 13%efjklm
ONLY 1 COMMUNICATIONS SERVICE	22 1%	17 1% 76%	2 2% 10%	1 1% 4%	2 <i>5%</i> 10%a	-	2 1% 9%	3 2% 14%	4 <i>3%</i> 17%jm	2 2% 11%	- - -	4 2% 17%	2 1% 8%	-	1 1% 4%	2 2% 10%	2 <i>5%</i> 10%fjlm
2 COMMS SERVICES	4	4 * 100%	- - -	-	- - -	-	-	1 1% 21%	1 1% 22%	- - -	- - -	-	-	3 <i>2%</i> 56%l	-		
3 COMMS SERVICES	4	4 * 84%	- - -	-	1 2% 16%	-	-	1 1% 27%	- - -	1 1% 22%	- - -	-	2 1% 36%	-	-	-	1 2% 16%
4 COMMS SERVICES	1 *		1 <i>1%</i> 100%a	-	-	-	-	- - -	- - -	- - -	- - -	-	-	-	-	1 1% 100%	- - -
5 OR MORE COMMS SERVICES	-	-	-		- - -	-	-	- - -	-	- - -	-	-		-	-	-	
GAS, ELEC OR WATER	34 2%	27 2% 78%	5 4% 15%	2 3% 7%	-	- -	3 1% 8%	3 2% 8%	3 2% 9%	3 2% 10%	2 1% 7%	5 3% 15%	3 1% 7%	4 3% 13%	2 3% 7%	5 4% 15%	
ANY COMMUNICATIONS SERVICE	32 <i>2</i> %	25 2% 78%	3 2% 10%	1 1% 3%	3 <i>6</i> % 9%a	-	2 1% 6%	5 <i>3%</i> 16%j	5 <i>4%</i> 15%j	3 2% 10%	-	4 2% 12%	3 1% 11%	3 2% 8%	1 1% 3%	3 2% 10%	3 <i>6%</i> 9%efjl
None of these	91 <i>5</i> %	76 5% 84%	8 <i>6%</i> <i>9</i> %	6 7% 6%	1 2% 1%	- - -	7 3% 7%	11 <i>7%</i> 12%j	3 2% 3%	11 <i>7%</i> 12%j	3 2% 3%	11 6% 12%	18 <i>7%</i> 20%ej	13 <i>9%</i> 14%ef	6 <i>7%</i> hj <i>6%</i>	8 6% 9%	1 2% 1%
Don't know	6	5 * <i>75%</i>	1 * 10%	1 1% 15%	- - -	-	-	1 1% 13%	- - -	- - -	1 * 12%	2 1% 34%	-	1 1% 17%	1 1% 15%	1 * 10%	- - -

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

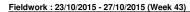


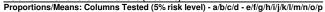
Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code] Base: All with some responsibility for communications services

Unweighted Base Weighted Base

Not asked

		COUN	ITRY						GO	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
1555 91%	1324 <i>92%</i> <i>85%</i>	115 <i>88%</i> <i>7%</i>	76 88% 5%	40 92% 3%	56 100% 4%gik Imnop	196 <i>95%</i> 13%gkm	136 <i>88%</i> no <i>9%</i>	118 <i>94%</i> <i>8</i> %	140 90% 9%	162 <i>96%</i> 10%gik Imno	171 89% 11%	220 90% 14%	126 <i>86%</i> <i>8%</i>	76 88% 5%	115 <i>88%</i> <i>7%</i>	40 92% 3%







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

		ETHNIC	ORIGIN	Q.13 LON DISAB ILLNI	ILITY		(0.1 PHONE (OWNERSHI	P		G	.1 INTERNE	Т	Q.1 LAI	NDLINE	Q.1 P/ SER\	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 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 <i>2%</i> 78%	3 2% 16%	1 1% 6%	-	18 2% 88%	19 <i>1%</i> 95%	11 1% 56%	4 2% 18%	12 1% 62%	6 1% 30%	14 <i>3%</i> 70%n	7 1% 35%	13 1% 65%
Standard mobile phone (that can't access the internet)	1 *	-	1 <i>1%</i> 100%a	1 * 100%d	-	-	-	-	1 * 100%e	-	1 * 100%	-	-	-	- - -	1 * 100%	-	1 * 100%
Fixed landline phone at home	5 *	5 * 100%	-	2 1% 37%	3 * <i>63%</i>	2 * 39%	3 <i>2%</i> 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 * <i>63%</i>
Fixed broadband	8 *	6 * 76%	2 1% 24%	4 1% 49%d	4 * 51%	3 * 38%	3 <i>2%</i> 36%e	3 <i>2%</i> 38%e	1 * 11%	6 1% 73%	8 1% 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 * <i>67%</i>	2 * 33%	- - -	5 * 100%
Tablet with internet access	3 *	3 * 100%	-	2 1% 72%d	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 <i>1%</i> 72%	9 1% 65%	2 1% 18%	1 1% 10%	1 * <i>7</i> %	11 1% 83%	13 1% 100%	12 1% 89%	3 2% 21%	12 1% 89%	13 <i>1%</i> 96%o	1 * 4%	7 1% 54%	6 1% 46%



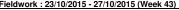
 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



Table 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

		ETHNIC	ORIGIN	Q.13 LON DISAB ILLN	ILITY		(Q.1 PHONE (OWNERSHI	IP		C	.1 INTERNE	т	Q.1 LAI	NDLINE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
Electricity	18 <i>1%</i>	16 1% 85%	3 2% 15%	4 1% 20%	13 1% 69%	13 1% 72%	2 1% 13%	1 1% 7%	1 * 5%	16 1% 85%	18 1% 97%	15 1% 84%	4 2% 23%	15 1% 84%	15 1% 83%	3 1% 17%	12 <i>2</i> % <i>63</i> %	7 1% 37%
Water	25 1%	22 1% 88%	3 2% 12%	7 2% 27%	18 1% 73%	14 1% 59%	5 3% 21%	1 * 2%	1 * 4%	20 2% 80%	21 1% 87%	16 1% 66%	5 3% 22%	16 1% 66%	17 1% 71%	7 1% 29%	12 <i>2%</i> 49%	13 1% 51%
SUMMARY CODES	i																	
ANY MOBILE/SMARTPHONE	21 1%	16 1% 77%	4 2% 18%	4 1% 18%	16 1% 77%	16 2% 74%	3 2% 15%	1 1% 6%	1 * 4%	18 <i>2%</i> <i>85%</i>	20 1% 95%	11 1% 54%	4 2% 18%	12 1% 60%	6 1% 29%	15 <i>3%</i> 71%n	7 1% 34%	14 1% 66%
ONLY 1 COMMUNICATIONS SERVICE	22 1%	16 1% 74%	5 <i>3%</i> 22%a	3 1% 12%	18 1% 83%	18 <i>2%</i> <i>79%</i>	2 1% 8%	1 1% 4%	1 * 4%	19 <i>2</i> % <i>83</i> %	20 1% 92%	16 1% 71%	2 1% 9%	16 1% 71%	10 1% 43%	13 <i>2%</i> 57%n	11 2% 49%	11 1% 51%
2 COMMS SERVICES	4	4 * 100%	-	3 1% 56%d	2 * 44%	3 * 72%	-	1 1% 28%	-	3 * 72%	4 * 100%	3 * 72%	-	3 * 72%	3 * 72%	1 * 28%		4 * 100%
3 COMMS SERVICES	4	3 * 64%	2 1% 36%	2 1% 37%	3 * <i>63</i> %	2 * 51%	2 1% 49%	1 1% 22%	1 * 22%	4 * 100%	4 * 100%	2 * 57%	3 <i>2%</i> 63%k	4 * 84%	1 * 22%	3 <i>1%</i> 78%n	1 * 22%	3 * 78%
4 COMMS SERVICES	1 *	1 * 100%	-	1 * 100%d	-	- - -	1 * 100%e	-	-	1 * 100%	1 * 100%	1 * 100%	-	1 * 100%	1 * 100%	- - -	1 * 100%	-
5 OR MORE COMMS SERVICES	-	-	-	- - -	-	- - -	-	-	-	-	-	- - -	-	-	- - -	-	-	-
GAS, ELEC OR WATER	34 <i>2</i> %	28 2% 82%	6 4% 18%	9 <i>3%</i> <i>26%</i>	23 <i>2%</i> 68%	21 <i>2%</i> 61%	5 3% 15%	2 1% 5%	3 1% 8%	26 <i>2%</i> 77%	31 <i>2%</i> 90%	24 <i>2%</i> 70%	5 3% 16%	24 <i>2%</i> 70%	25 <i>2%</i> <i>73%</i>	9 2% 27%	17 2% 51%	17 2% 49%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



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

		ETUNIO	ORIGIN	Q.13 LON DISAE ILLN	BILITY			Q.1 PHONE ()WNEDSUI	D		
	Total	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)	I Br
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	
ANY COMMUNICATIONS SERVICE	32 <i>2</i> %	25 2% 77%	7 <i>4%</i> 20%a	8 2% 24%	23 2% 72%	23 2% 72%	5 3% 15%	3 2% 10%	2 1% 6%	27 2% 84%	30 2% 94%	
None of these	91 <i>5</i> %	82 5% 91%	7 4% 8%	26 <i>8%</i> 29%d	60 4% 66%	50 <i>5%</i> <i>55%</i>	15 8% 16%	7 5% 8%	9 4% 10%	64 <i>6%</i> 70%	78 <i>5%</i> <i>86%</i>	
Don't know	6	4 * 66%	1 1% 19%	2 1% 32%	4 * 55%	2 * 31%	1 * 14%	2 1% 32%e	-	3 * 45%	5 * 77%	
Not asked	1555 91%	1409 92% 91%	138 <i>88%</i> <i>9%</i>	274 87% 18%	1248 <i>92%</i> 80%c	917 91% 59%	169 87% 11%	140 91% 9%	194 <i>93%</i> 12%f	1034 90% 67%	1301 91% 84%	

	ETHNIC	ORIGIN	DISA	NG TERM BILITY IESS		(Q.1 PHONE (OWNERSHI	Р			Q.1 INTERNE	т	Q.1 LAI	NDLINE		AY TV VICE
Total	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)		Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (0)	Yes (p)	No (q)
1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
32 <i>2</i> %	25 2% 77%	7 4% 20%a	8 2% 24%	23 2% 72%	23 2% 72%	5 3% 15%	3 2% 10%	2 1% 6%	27 2% 84%	30 2% 94%	22 2% 70%	5 3% 15%	23 2% 74%	15 1% 46%	17 <i>3%</i> 54%n	13 2% 40%	19 <i>2%</i> 60%
91 <i>5</i> %	82 5% 91%	7 4% 8%	26 <i>8%</i> 29%d	60 4% 66%	50 5% 55%	15 8% 16%	7 5% 8%	9 4% 10%	64 <i>6%</i> 70%	78 <i>5%</i> <i>86%</i>	62 <i>6</i> % 68%l	1 1% 1%	62 <i>5%</i> 68%l	59 <i>5%</i> <i>65%</i>	32 6% 35%	42 6% 46%	49 5% 54%
6	4 * 66%	1 1% 19%	2 1% 32%	4 * 55%	2 * 31%	1 * 14%	2 1% 32%e	-	3 * 45%	5 * 77%	1 * 17%	- - -	1 * 17%	3 * 41%	4 1% 59%	1 * 17%	5 1% 83%
1555 91%	1409 92% 91%	138 <i>88%</i> <i>9%</i>	274 87% 18%	1248 <i>92%</i> 80%c	917 <i>91%</i> <i>59%</i>	169 <i>87%</i> 11%	140 <i>91%</i> <i>9</i> %	194 <i>93%</i> 12%f	1034 90% 67%	1301 <i>91%</i> <i>84%</i>	994 <i>91%</i> <i>64%</i>	167 94% 11%	1045 91% 67%	1089 <i>92%</i> 70%o	465 <i>89%</i> <i>30%</i>	649 91% 42%	906 <i>92%</i> <i>58%</i>



Table 10

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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	8 1% 40%	20 <i>13%</i> 100%c	- - -	3 12% 16%	20 <i>63%</i> 100%f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 <i>1%</i> 100%c	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5	5 1% 100%	5 <i>3%</i> 100%c	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8	6 1% 67%	8 <i>6%</i> 100%c	- - -	3 11% 32%	8 <i>26%</i> 100%f	1 3% 11%
Mobile broadband	5 *	2 * 48%	5 <i>3%</i> 100%c	- - -	-	5 14% 100%	2 6% 48%
Tablet with internet access	3 *	2 * 75%	3 <i>2%</i> 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 <i>4%</i> 100%c	- - -	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 1%	10 1% 75%	13 <i>9%</i> 100%c	- - -	3 11% 21%	5 15% 36%	13 <i>39%</i> 100%e
Electricity	18 1%	15 <i>2%</i> <i>79%</i>	18 <i>12%</i> 100%c	- - -	3 11% 15%	7 22% 39%	18 <i>54%</i> 100%e



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

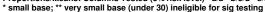




Table 10

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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	EBT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
-		-					-
Water	25 1%	14 2% 57%	25 <i>16%</i> 100%c	- - -	5 19% 19%	8 24% 32%	25 <i>72%</i> 100%e
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21 1%	8 1% 38%	21 <i>14%</i> 100%c	:	4 16% 19%	21 <i>66%</i> 100%f	7 21% 35%
ONLY 1 COMMUNICATIONS SERVICE	22 1%	11 1% 51%	22 <i>15%</i> 100%c	-	2 9% 11%	22 <i>70%</i> 100%f	7 22% 33%
2 COMMS SERVICES	4	3 * 72%	4 <i>3%</i> 100%c		1 <i>5%</i> <i>28%</i>	4 14% 100%	3 9% 72%
3 COMMS SERVICES	4	2 * 49%	4 <i>3%</i> 100%c	-	- - -	4 <i>13%</i> 100%f	- - -
4 COMMS SERVICES	1 *	1 * 100%	1 <i>1%</i> 100%c	- - -	1 4% 100%	1 3% 100%	1 3% 100%
5 OR MORE COMMS SERVICES	-	- - -	- - -	- - -	- - -	- - -	- - -
GAS, ELEC OR WATER	34 <i>2</i> %	21 3% 61%	34 <i>22%</i> 100%c	:	7 26% 19%	12 36% 34%	34 <i>100%</i> 100%e
ANY COMMUNICATIONS SERVICE	32 <i>2</i> %	18 <i>2%</i> 55%	32 <i>21%</i> 100%c	-	5 18% 14%	32 <i>100%</i> 100%f	12 <i>34%</i> <i>36%</i>
None of these	91 <i>5</i> %	53 7% 58%	91 <i>60%</i> 100%c		15 <i>59%</i> 1 <i>7%</i>	- - -	- - -



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



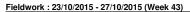
Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code] Base: All with some responsibility for communications services

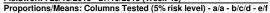
Unweighted Base Weighted Base

Don't know

Not asked

	Q.2 BUNDLERS	Q.5 HAVE A	NY DIFFICULTIES AFFOR	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)
1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
6	1 * 17%	6 <i>4%</i> 100%c	- - -	1 4% 15%		- - -
1555 <i>91%</i>	690 89% 44%	-	1522 <i>100%</i> 98%b		-	-





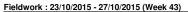
^{*} small base; ** very small base (under 30) ineligible for sig testing

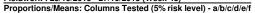


Table 10

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

		Q.10 DON'T HAVE SERVICE BECAUSE OF COST								
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)			
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 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 <i>3%</i> <i>28%</i>	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%			





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



Table 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

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



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



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

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

Unweighted Base Weighted Base

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



Table 11 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

		GEN					AGE					AGE		SOCIAL	GRADE		OCIAL GRA	
	Total	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 (i)	35-64 (k)	65+ (I)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (g)
Lipusiahtad Daga	2136	(a) 997	1139	271	(u) 393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Unweighted Base Weighted Base	2136	997 1037	1139	300	393 411	317	309 366	305	225	265 190	711	891 1010	581 415	1062	1202	363	1016	630
Wolghiod Edde											'''							
Smartphone (i.e. a phone	20	9	11	8	5	5	-	2		_	13	7	-	8	12	-	12	8
with internet access,	1%	1%	1%	3%	1%	1%	-	1%	-	-	2%	1%	-	1%	1%	-	1%	1%
access to emails, apps etc)		46%	54%	38%fhi	26%f	24%f	-	12%	-	-	65%l	35%	-	42%	58%	-	62%	38%0
Standard mobile phone	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
(that can't access the	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
internet)		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
Fixed landline phone at	5	1	4	1	-	1	2	1	-	-	1	4	-	-	5	-	1	4
home	'	19%	81%	23%	-	20%	1% 38%	19%	-	-	23%	77%	-	-	100%m	-	20%	1% 80%p
E				23%	-				-	-	l	1170		-				
Fixed broadband	8	4	5 *	1%	1	1	2 1%	1	-	-	4 1%	*	-	3	6 1%	-	3	6 1%
	i i	44%	56%	45%	6%	15%	23%	11%	-	-	51%	49%	-	31%	69%	-	31%	69%p
Mobile broadband	5	4	1	2	1	2	-	-	-	-	2	2	-	2	3	-	2	3
	*	*	*	1%	*	1%	-	-	-	-		•	-	*	*	-	*	*
		82%	18%	33%	18%	48%	-	-	-	-	52%	48%	-	33%	67%	-	33%	67%
Tablet with internet	3	1	1	-	1	1	-	-	-	-	1	1	-	-	3	-	-	3
access	*	47%	53%		53%	47%	-	-		-	53%	47%			100%	-	-	100%p
TV service with	6	3	3		2	1	1	1			3	3			6		1	5
additional channels you	*	ى *	ა *		*			*			*	*			1%		*	1%
pay to receive (e.g.	1	51%	49%	14%	31%	24%	15%	15%	-	-	45%	55%	-	-	100%m	-	14%	86%p
Sky, BT Vision or Virgin Media)																		
Gas	13	9	4	-	1	5	2	6	-	-	1	13	-	6	8	1	6	6
	1%	1%	*	-	*	1%	1%	2%		-	*	1%	-	1%	1%	*	1%	1%
		68%	32%	-	4%	37%d	14%	45%cdh	ıı -	-	4%	96%jl	-	42%	58%	11%	45%	44%
Electricity	18	11 <i>1%</i>	7 1%	-	5 1%	7 2%	1	6 <i>2</i> %	-	-	5 1%	14 <i>1%</i>	-	5	13 <i>1%</i>	1	9 1%	8
	1%	1% 61%	1% 39%	-	1% 26%	2% 39%cfh		2% 30%ch			1% 26%	7% 74%l	-	1% 30%	1% 70%	8%	1% 46%	1% 46%
Water	25	16	9	_	5	10	2	7	1		5	19	1	6	18	1	9	14
	1%	2%	1%	-	1%	3%	1%	2%	*	-	1%	2%	*	1%	2%	*	1%	2%
	1 1	65%	35%	-	19%	41%cfh	i 9%	27%ci	5%	-	19%	77%jl	5%	26%	74%m	6%	38%	56%op



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



Table 11 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

			IDER				AGE					AGE		SOCIAL	GRADE		CIAL GRAD	
	Total	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 Weighted Base	2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21 1%	10 1% 48%	11 1% 52%	8 <i>3%</i> 37%fhi	5 1% 25%f	5 1% 23%f	-	3 1% 16%	-	-	13 <i>2%</i> 62%l	8 1% 38%	-	8 1% 40%	12 1% 60%	-	12 1% 59%	8 1% 41%0
ONLY 1 COMMUNICATIONS SERVICE	22 1%	8 1% 34%	15 1% 66%	7 <i>2%</i> 31%hi	8 <i>2%</i> 36%hi	3 1% 14%	2 1% 9%	2 1% 10%	-	-	15 <i>2</i> % 67%kl	7 1% 33%	-	8 1% 36%	14 1% 64%	-	12 1% 53%	10 <i>2%</i> 47%0
2 COMMS SERVICES	4	3 * 78%	1 * 22%	- - -	-	4 1% 100%df	-	-	:	-	-	4 * 100%	-	-	4 * 100%m	-	1 * 22%	3 1% 78%
3 COMMS SERVICES	4	2 * 36%	3 * 64%	3 1% 63%	1 * 16%	-	1 * 22%	-	:	-	3 * 78%	1 * 22%	-	2 * 36%	3 * 64%	-	2 * 36%	3 * 64%
4 COMMS SERVICES	1 *	1 * 100%	- - -	- - -	- - -	- - -	-	1 * 100%	-	-	-	1 * 100%	-	-	1 * 100%	-	-	1 * 100%
5 OR MORE COMMS SERVICES	-	- - -	- -	-	- - -	-	-	-	-	-	-	-	-	- - -	-	-	-	- - -
GAS, ELEC OR WATER	34 <i>2</i> %	20 <i>2%</i> 59%	14 1% 41%	- - -	8 <i>2%</i> 24%ci	12 4% 35%cfhi	3 1% 9%	10 3% 29%cfhi	1 * 3%	-	8 1% 24%	25 <i>2%</i> 73%l	1 * 3%	9 1% 26%	25 <i>2%</i> 74%m	1 * 4%	14 1% 41%	19 <i>3%</i> 55%op
ANY COMMUNICATIONS SERVICE	32 1%	14 1% 42%	18 <i>2%</i> 58%	10 <i>3%</i> 30%fhi	9 <i>2%</i> 27%hi	7 <i>2</i> % 23%hi	3 1% 9%	3 1% 10%	-	-	18 <i>3%</i> 57%l	14 1% 43%l	-	10 1% 30%	22 <i>2</i> % 70%m	-	14 1% 45%0	18 <i>3%</i> 55%op
None of these	91 <i>4</i> %	41 4% 45%	50 <i>5%</i> 55%	10 3% 11%	19 5% 21%	9 3% 9%	26 7% 29%cei	12 4% 14%	10 5% 12%	4 2% 4%	29 4% 32%	47 5% 52%	14 3% 16%	50 5% 55%	41 4% 45%	13 3% 15%	49 4% 54%	28 5% 31%
Don't know	6	2 * 34%	4 * 66%	- - -	2 1% 33%	1 * 12%	1 * 15%	1 * 14%	1 * 10%	1 1% 17%	2 * 33%	3 * 41%	2 * 26%	-	6 <i>1%</i> 100%m	-	:	6 1% 100%p
Not asked	1984 <i>93%</i>	966 93% 49%	1018 <i>93%</i> <i>51%</i>	281 93% 14%	377 92% 19%	314 93% 16%	333 91% 17%	281 92% 14%	213 95% 11%	185 <i>97%</i> 9%de g	658 <i>92%</i> f <i>33%</i>	929 92% 47%	398 <i>96%</i> 20%jk	996 94% 50%	988 <i>92%</i> 50%	380 <i>96%</i> 19%q	1039 <i>93%</i> 52%q	566 90% 29%



Table 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

			COUN	NTRY						GC	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	14 1% 70%	3 2% 16%	:	3 <i>6%</i> 14%ac	- - -	1 * 5%	2 1% 12%	3 <i>2%</i> 16%j	2 1% 12%	- - -	1 * 3%	3 1% 17%	1 1% 6%	- - -	3 2% 16%	3 <i>6%</i> 14%efgijklr
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 * 18%	-	-	-	-	-	1 1% 19%	
Fixed broadband	8	7 * 77%	1 1% 11%	1 1% 12%		-	-	2 1% 27%	- -	1 * 11%	-	1 * <i>6</i> %	2 * 18%	1 1% 15%	1 1% 12%	1 1% 11%	- -
Mobile broadband	5 *	5 * 100%	-	-	-	-	-	2 1% 39%	- -	-	-	-	2 * 33%	1 1% 27%	-	-	-
Tablet with internet access	3 *	2 * 75%	-		1 1% 25%a	-	-	-	1 * 28%	-	-	-	-	1 1% 47%	-	-	1 1% 25%fkl
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6	5 * 74%	1 1% 15%	-	1 1% 11%	- - -	- - -	1 1% 16%	1 1% 14%	1 * 15%	-	2 1% 29%	-	-	-	1 1% 15%	1 1% 11%fl
Gas	13 1%	10 1% 76%	3 2% 24%	-		-	-	2 1% 14%	1 1% 7%	1 1% 11%	2 1% 18%	1 * 4%	1 * 11%	1 1% 11%	-	3 <i>2</i> % 24%f	
Electricity	18 1%	12 1% 64%	5 <i>3</i> % 28%a	1 1% 8%	- - -	-	-	2 1% 10%	2 2% 13%	-	1 1% 8%	3 1% 18%	1 * 8%	1 1% 8%	1 1% 8%	5 <i>3%</i> 28%fil	-
Water	25 1%	21 1% 86%	1 1% 4%	2 2% 10%	-	-	3 1% 11%	3 2% 12%	2 1% 7%	3 2% 14%	1 1% 6%	3 1% 13%	3 1% 10%	3 2% 14%	2 2% 10%	1 1% 4%	-



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



Table 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

			COUN	NTRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	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% 72%	2% 15%	-	<i>6%</i> 13%ac	-	* 5%	1% 11%	<i>2%</i> 15%j	1% 11%	-	1% 7%	1% 16%	1% 6%	-	2% 15%	6% 13%efgijkl
ONLY 1 COMMUNICATIONS	22	17	2	1	2	-	2	3	4	2	-	4	2	-	1	2	2
SERVICE	1%	1% 76%	1% 10%	1% 4%	<i>4%</i> 10%a	-	1% 9%	2% 14%	<i>3%</i> 17%jm	1% 11%	-	1% 17%	1% 8%	-	1% 4%	1% 10%	4% 10%fjlm
2 COMMS SERVICES	4	4	-	-	-	-	-	1	1	-	-	-	-	3	-	-	-
	*	100%	-		-	-	-	1% 21%	1% 22%		-	- 1	-	1% 56%l	-	-	-
3 COMMS SERVICES	4	4	-	-	1	-	-	1		1	-	-	2	-	-	-	1
	*	* 84%	-	-	1% 16%	-	-	1%	-	* 22%	-	-	* 36%	-	-	-	1% 16%fk
4.0004140.0550//050		84%		-	16%	-	-	27%		22%	-	-	36%	-	-		16%fK
4 COMMS SERVICES		-	1% 100%a	-						-	-				:	1% 100%	
5 OR MORE COMMS SERVICES	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	27	5	2	•		3	3	3	3	2	5	3	4	2	5	•
GAS, ELEC ON WATER	2%	1% 78%	3% 15%	2% 7%		-	1% 8%	2% 8%	2% 9%	2% 10%	1% 7%	2% 15%	1% 7%	3% 13%	2% 7%	3% 15%	-
ANY COMMUNICATIONS	32	25	3	1	3	_	2	5	5	3	-	4	3	3	1	3	3
SERVICE	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 4%	76 4%	8 5%	6 <i>5%</i>	1 2%	-	7 3%	11 <i>6</i> %	3 <i>2</i> %	11 <i>6%</i>	3 <i>2</i> %	11 <i>4</i> %	18 <i>6%</i>	13 <i>8%</i>	6 <i>5</i> %	8 5%	1 2%
	4%	84%	5% 9%	5% 6%	2% 1%		3% 7%	12%ej	2% 3%	12%ej	2% 3%	4% 12%	20%ej	14%efh		5% 9%	1%
Don't know	6	5	1	1	-	-	-	1	-	-	1	2	-	1	1	1	-
	*	* 75%	10%	1% 15%	-	-	-	* 13%	-	-	* 12%	1% 34%	-	1% 17%	1% 15%	* 10%	-
		/5%	10%	15%				13%			12%	34%		17%	15%	10%	

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

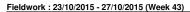


Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base

Not asked

		COUN	ITRY						GO	VERNMENT I	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
1984 <i>93%</i>	1676 93% 84%	166 <i>92%</i> <i>8</i> %	97 91% 5%	45 93% 2%	76 100% 4%gik Imnop	239 <i>96%</i> 12%gm	167 90% 8%	143 <i>95%</i> 7%m	171 91% 9%	203 <i>97</i> % 10%gik Imno	247 92% 12%	282 92% 14%	149 88% 8%	97 91% 5%	166 <i>92%</i> <i>8</i> %	45 93% 2%



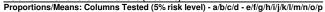
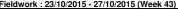




Table 11

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

				Q.13 LON DISAB													Q.1 P	
		ETHNIC	ORIGIN	ILLN	ESS			2.1 PHONE (P		С	.1 INTERNE	Т	Q.1 LAN	NDLINE	SER\	/ICE
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 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 <i>2%</i> 70%n	7 1% 35%	13 1% 65%
Standard mobile phone (that can't access the internet)	1 *	-	1 * 100%a	1 * 100%d		-		-	1 * 100%e	- - -	1 * 100%	- - -		-	- - -	1 * 100%	- - -	1 * 100%
Fixed landline phone at home	5 *	5 * 100%	-	2 * 37%	3 * <i>63%</i>	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%d	4 * 51%	3 * 38%	3 1% 36%e	3 <i>2%</i> 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 * <i>67</i> %	2 1% 33%	2 1% 46%	2 * 54%	5 * 100%	-	-	-	5 * 100%	5 * 100%	5 * 100%	2 1% 33%	5 * 100%	3 * <i>67</i> %	2 * 33%	-	5 * 100%
Tablet with internet access	3 *	3 * 100%	-	2 1% 72%d	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 * <i>7</i> %	11 1% 83%	13 1% 100%	12 1% 89%	3 1% 21%	12 1% 89%	13 1% 96‰	1 * 4%	7 1% 54%	6 * 46%



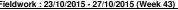
 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



Table 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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE	OWNERSHI	P		C	.1 INTERNE	т	Q.1 LAI	NDLINE	Q.1 P/ SER	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
Electricity	18 <i>1%</i>	16 1% 85%	3 1% 15%	4 1% 20%	13 1% 69%	13 1% 72%	2 1% 13%	1 1% 7%	1 * 5%	16 1% 85%	18 1% 97%	15 1% 84%	4 2% 23%	15 1% 84%	15 1% 83%	3 * 17%	12 1% 63%	7 1% 37%
Water	25 1%	22 1% 88%	3 1% 12%	7 2% 27%	18 1% 73%	14 1% 59%	5 2% 21%	1 * 2%	1 * 4%	20 1% 80%	21 1% 87%	16 1% 66%	5 3% 22%	16 1% 66%	17 1% 71%	7 1% 29%	12 1% 49%	13 1% 51%
SUMMARY CODES																		İ
ANY MOBILE/SMARTPHONE	21 1%	16 1% 77%	4 2% 18%	4 1% 18%	16 1% 77%	16 1% 74%	3 1% 15%	1 1% 6%	1 * 4%	18 <i>1%</i> <i>85</i> %	20 1% 95%	11 1% 54%	4 2% 18%	12 1% 60%	6 * 29%	15 <i>2%</i> 71%n	7 1% 34%	14 1% 66%
ONLY 1 COMMUNICATIONS SERVICE	22 1%	16 1% 74%	5 2% 22%	3 1% 12%	18 1% 83%	18 1% 79%	2 1% 8%	1 1% 4%	1 *	19 1% 83%	20 1% 92%	16 1% 71%	2 1% 9%	16 1% 71%	10 1% 43%	13 <i>2</i> % 57%n	11 1% 49%	11 1% 51%
2 COMMS SERVICES	4	4 * 100%	-	3 <i>1%</i> 56%d	2 * 44%	3 * 72%	-	1 1% 28%	-	3 * 72%	4 * 100%	3 * <i>72</i> %	-	3 * 72%	3 * 72%	1 * 28%	- - -	4 * 100%
3 COMMS SERVICES	4	3 * 64%	2 1% 36%	2 * 37%	3 * 63%	2 * 51%	2 1% 49%	1 1% 22%	1 * 22%	4 * 100%	4 * 100%	2 * 57%	3 <i>1%</i> 63%km	4 * 84%	1 * 22%	3 * 78%n	1 * 22%	3 * 78%
4 COMMS SERVICES	1 *	1 * 100%	-	1 * 100%d	-	- - -	1 * 100%e	-	-	1 * 100%	1 * 100%	1 * 100%	-	1 * 100%	1 * 100%	-	1 * 100%	
5 OR MORE COMMS SERVICES	-	-	-	- - -	-	- - -	-	-	-	-	-	-	-	-	- - -	-	- - -	
GAS, ELEC OR WATER	34 <i>2</i> %	28 1% 82%	6 2% 18%	9 <i>2%</i> <i>26%</i>	23 1% 68%	21 <i>2%</i> 61%	5 2% 15%	2 1% 5%	3 1% 8%	26 <i>2</i> % 77%	31 <i>2%</i> 90%	24 2% 70%	5 3% 16%	24 2% 70%	25 <i>2%</i> 73%	9 1% 27%	17 2% 51%	17 1% 49%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



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

Unweighted Base Weighted Base ANY COMMUNICATIONS SERVICE None of these Don't know Not asked

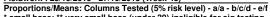
	ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE (OWNERSHI	P		C	Q.1 INTERNE	T	Q.1 LAI	NDLINE	Q.1 P. SER	AY TV VICE
Total	White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
32 1%	25 1% 77%	7 3% 20%	8 2% 24%	23 1% 72%	23 2% 72%	5 2% 15%	3 2% 10%	2 1% 6%	27 2% 84%	30 <i>2%</i> 94%	22 2% 70%	5 2% 15%	23 <i>2%</i> 74%	15 1% 46%	17 <i>3%</i> 54%n	13 1% 40%	19 <i>2%</i> 60%
91 <i>4%</i>	82 4% 91%	7 3% 8%	26 <i>7%</i> 29%d	60 4% 66%	50 4% 55%	15 6% 16%	7 4% 8%	9 4% 10%	64 4% 70%	78 4% 86%	62 <i>5%</i> 68%l	1 1% 1%	62 4% 68%l	59 4% <i>65</i> %	32 5% 35%	42 5% 46%	49 4% 54%
6	4 * 66%	1 1% 19%	2 1% 32%	4 * 55%	2 * 31%	1 * 14%	2 1% 32%e	- - -	3 * 45%	5 * <i>77</i> %	1 * 17%	- - -	1 * 17%	3 * 41%	4 1% 59%	1 * 17%	5 * 83%
1984 <i>93%</i>	1746 93% 88%	226 93% 11%	333 89% 17%	1600 <i>94%</i> 81%c	1197 <i>93%</i> <i>60%</i>	230 90% 12%	170 <i>92%</i> <i>9</i> %	222 94% 11%	1359 <i>93%</i> <i>68%</i>	1664 93% 84%	1274 93% 64%	206 <i>95%</i> 10%	1340 93% 68%	1369 <i>94%</i> 69%o	615 91% 31%	838 93% 42%	1146 93% 58%



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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	8 1% 40%	20 <i>13%</i> 100%c	· ·	3 12% 16%	20 <i>63%</i> 100%f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 <i>1%</i> 100%c	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5	5 1% 100%	5 <i>3%</i> 100%c	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8	6 1% 67%	8 <i>6%</i> 100%c	- - -	3 11% 32%	8 <i>26%</i> 100%f	1 3% 11%
Mobile broadband	5 *	2 * 48%	5 <i>3%</i> 100%c	- - -	- - -	5 14% 100%	2 6% 48%
Tablet with internet access	3 *	2 * 75%	3 <i>2%</i> 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 <i>4%</i> 100%c	· ·	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 1%	10 <i>1%</i> 75%	13 <i>9%</i> 100%c	- - -	3 11% 21%	5 15% 36%	13 <i>39%</i> 100%e
Electricity	18 1%	15 <i>2%</i> <i>79%</i>	18 <i>12%</i> 100%c	- - -	3 11% 15%	7 22% 39%	18 <i>54%</i> 100%e





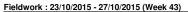
^{*} small base; ** very small base (under 30) ineligible for sig testing

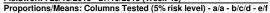


Table 11

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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	EBT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Water	25 1%	14 1% 57%	25 <i>16%</i> 100%c	- - -	5 19% 19%	8 24% 32%	25 <i>72%</i> 100%e
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21 1%	8 1% <i>38</i> %	21 <i>14%</i> 100%c	-	4 16% 19%	21 <i>66%</i> 100%f	7 21% 35%
ONLY 1 COMMUNICATIONS SERVICE	22 1%	11 1% 51%	22 <i>15%</i> 100%c	- - -	2 9% 11%	22 <i>70%</i> 100%f	7 22% 33%
2 COMMS SERVICES	4	3 * 72%	4 <i>3%</i> 100%c	-	1 5% 28%	4 14% 100%	3 9% 72%
3 COMMS SERVICES	4	2 * 49%	4 <i>3%</i> 100%c	:	-	4 <i>13%</i> 100%f	- - -
4 COMMS SERVICES	1 *	1 * 100%	1 <i>1%</i> 100%c	- - -	1 4% 100%	1 3% 100%	1 3% 100%
5 OR MORE COMMS SERVICES	-	- - -	- - -	:	-		- - -
GAS, ELEC OR WATER	34 <i>2</i> %	21 2% 61%	34 <i>22%</i> 100%c	- - -	7 26% 19%	12 36% 34%	34 100% 100%e
ANY COMMUNICATIONS SERVICE	32 1%	18 <i>2%</i> <i>55%</i>	32 <i>21%</i> 100%c	· ·	5 18% 14%	32 <i>100%</i> 100%f	12 34% 36%
None of these	91 <i>4</i> %	53 6% 58%	91 <i>60%</i> 100%c		15 <i>59%</i> 1 <i>7%</i>	- - -	- - -





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

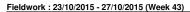


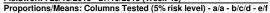
Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base

Don't know

	Q.2 BUNDLERS	Q.5 HAVE A	NY DIFFICULTIES AFFORI	DING COMMS	Q.7 HAVE BEEN DE	EBT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
6	1 * 17%	6 <i>4%</i> 100%c	- - -	1 <i>4%</i> <i>15%</i>	- - -	- - -
1984 <i>93</i> %	853 91% 43%	-	1522 <i>100%</i> 77%b		-	-





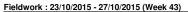
^{*} small base; ** very small base (under 30) ineligible for sig testing

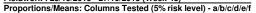


Table 11

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

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 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 <i>3%</i> <i>28%</i>	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%





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



Table 11

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

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



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



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

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

Unweighted Base Weighted Base

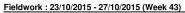
Total	Smartphone (a)	Standard mobile (b)	Q.10 DON'T HAVE SERV Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
1984 <i>93%</i>	17 66% 1%	22 78% 1%	28 66% 1%	28 73% 1%	21 74% 1%	29 78% 1%



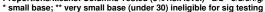
Q.8 Which of these applies to you? - [Prompted - Single code] Base: All who have had communication debt in the last year

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

	GEN	DER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRA	DE
Total	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)
32 32*	12 14**	20 18**	9 10**	9 9**	8 7**	3 3**	3 3**	**	**	18 18**	14 14**	.**	8 10**	24 22**	_**	13 14**	19 18**
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%
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%
1 3%	- - -	1 5% 100%	- - -	-	1 13% 100%	-	-	-	-	- - -	1 7% 100%	-	- - -	1 4% 100%	-	1 7% 100%	-









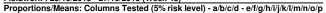
Q.8 Which of these applies to you? - [Prompted - Single code] Base: All who have had communication debt in the last year

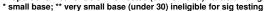
Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment

Don't know

		COUN	NTRY						GO	VERNMENT	REGIONS					-
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
32 32*	25 25**	3 3**	1 1**	3 3**	- _**	2 2**	5 5**	5 5**	3 3**	- _**	5 4**	3 3**	2 3**	1 1**	3 3**	3 3**
22 68%	16 66% 76%	2 70% 10%	1 100% 5%	2 76% 10%	- - -	2 100% 9%	1 21% 5%	3 64% 14%	3 100% 15%	- - -	2 62% 11%	3 100% 16%	1 50% 6%	1 100% 5%	2 70% 10%	2 76% 10%
9 29%	8 30% 82%	1 30% 10%	- - -	1 24% 7%	- - -	- - -	4 79% 45%	1 16% 8%	-	- - -	1 38% 16%	-	1 50% 14%	- - -	1 30% 10%	1 24% 7%
1 <i>3</i> %	1 4% 100%	-	-		-	-	-	1 21% 100%		-	-	-	-	-	-	-









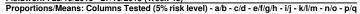
Q.8 Which of these applies to you? - [Prompted - Single code] Base: All who have had communication debt in the last year

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

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

	ETHNIC	ORIGIN	DISA	NG TERM BILITY IESS			Q.1 PHONE	OWNERSHI	P		C).1 INTERNE	т	Q.1 LA	NDLINE		AY TV VICE
Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
32	25	6	8	23	23	5	3	2	27	30	22	4	23	15	17	13	19
32*	25**	7**	8**	23**	23**	5**	3**	2**	27**	30**	22**	5**	23**	15**	17**	13**	19**
22	15	6	3	17	17	3	3	1	18	21	17	3	17	8	13	11	11
68%	62%	86%	41%	76%	72%	57%	100%	51%	68%	69%	74%	75%	71%	57%	78%	88%	55%
	70%	26%	15%	80%	76%	13%	15%	4%	85%	95%	76%	16%	76%	38%	62%	52%	48%
9	8	1	5	5	5	2	-	1	8	8	5	1	6	5	4	1	8
29%	34%	14%	59%	20%	24%	43%	-	49%	28%	28%	21%	25%	25%	36%	22%	12%	40%
	90%	10%	50%	50%	59%	23%	-	10%	82%	92%	52%	13%	64%	58%	42%	16%	84%
1	1	-	-	1	1	-	-	-	1	1	1	-	1	1	-	-	1
3%	4%	-	-	4%	4%	-	-	-	4%	3%	4%	-	4%	7%	-	-	5%
1	100%	-		100%	100%	-	-	-	100%	100%	100%	-	100%	100%	-		100%





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



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All who have had communication debt in the last year

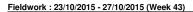
Unweighted Base Weighted Base

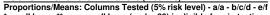
I am/have been behind with payment for this/ these services but can manage and cope with the payment I am/have been behind

with payment for this/ these services and feel

unable to manage or cope with the payment Don't know

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORI	DING COMMS	Q.7 HAVE BEEN DE	EBT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
32 32*	18 18**	32 32*	**	5 5**	32 32*	11 12**
22 68%	11 <i>62%</i> <i>51%</i>	22 68% 100%	- - -	3 60% 13%	22 68% 100%	6 53% 28%
9 <i>29%</i>	6 32% 61%	9 29% 100%	: :	2 40% 20%	9 29% 100%	4 39% 48%
1 3%	1 6% 100%	1 3% 100%		-	1 3% 100%	1 9% 100%





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



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All who have had communication debt in the last year

Unweighted Base Weighted Base

with payment for this/ these services but can manage and cope with the payment I am/have been behind with payment for this/ these services and feel

unable to manage or cope with the payment

Don't know

			Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
32 32*	1 1**	3 3**	7 7**	3 3**	3 3**	3 3**
22 68%	1 100% 5%	2 71% 9%	3 44% 14%	1 33% 4%	: :	2 79% 10%
9 29%	: : :	1 29% 8%	4 56% 42%	2 67% 20%	3 100% 28%	1 21% 6%
1 3%	-	- -	-	- -	-	-



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



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

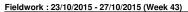
Table 13

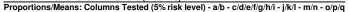
Affordability of Communications Services Measures (QS9890 - 731243)

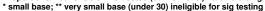
Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with any difficulties paying for communication services in the last year

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

	GEN	IDER		Ť	Ť	AGE	Ť	·			AGE	·	SOCIAL	GRADE	SO	CIAL GRAD	
Total	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)
150 152	64 70*	86 82*	18 20**	35 34*	24 24**	29 33**	22 24**	15 12**	7 5**	53 53*	75 81*	22 17**	55 65*	95 86*	13 15**	63 73*	74 64*
22 14%	9 14% 44%	12 15% 56%	7 37% 34%	6 19% 29%	4 16% 17%	3 9% 13%	1 6% 6%	-	-	14 <i>26%</i> 63%k	8 10% 37%	- - -	10 15% 44%	12 14% 56%	- - -	13 18% 62%	8 13% 38%
9 <i>6</i> %	4 6% 44%	5 6% 56%	2 12% 25%	2 7% 25%	3 12% 30%	- -	2 8% 20%	- - -	- - -	5 9% 50%	5 6% 50%	-	- - -	9 <i>11%</i> 100%m	-	-	9 <i>14%</i> 100%p
1 1%	- - -	1 1% 100%	- - -	-	1 4% 100%	-	-	- - -	-	- - -	1 1% 100%	-	- - -	1 1% 100%	- - -	1 1% 100%	-
120 <i>79%</i>	57 81% 47%	63 <i>78%</i> 53%	10 51% 8%	25 74% 21%	16 69% 14%	30 91% 25%	21 86% 17%	12 100% 10%	5 100% 4%	35 66% 29%	68 <i>83%</i> 56%i	17 100% 14%	56 85% 47%	64 74% 53%	15 100% 12%	58 80% 49%	47 73% 39%







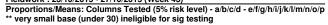


Q.8 Which of these applies to you? - [Prompted - Single code] Base: All with any difficulties paying for communication services in the last year

Unweighted Base Weighted Base I am/have been behind with payment for this/ these services but can manage and cope with the payment I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment Don't know

		COUN	ITRY						GO	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
150 152	122 123	15 15**	9 10**	4 4**		10 10**	18 19**	8 8**	15 16**	7 6**	21 20**	22 24**	21 20**	9 10**	15 15**	4 4**
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%
9 <i>6%</i>	8 6% 82%	1 6% 10%	- - -	1 19% <i>7</i> %	- - -	-	4 22% 45%	1 10% 8%	- - -	-	1 7% 16%	- - -	1 6% 14%	- - -	1 6% 10%	1 19% 7%
1 1%	1 1% 100%	-	- - -	:	-			1 13% 100%	-	-	- - -	- - -			-	-
120 <i>79%</i>	98 <i>80%</i> <i>82%</i>	12 79% 10%	9 90% 8%	1 21% 1%	-	8 81% 7%	13 72% 11%	3 38% 2%	13 <i>80%</i> 11%	6 100% 5%	17 81% 14%	20 86% 17%	17 87% 14%	9 90% 8%	12 79% 10%	1 21% 1%







Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with any difficulties paying for communication services in the last year

		ETHNIC	Q.13 LONG TERM DISABILITY HNIC ORIGIN ILLNESS				(Q.1 PHONE		P		G	.1 INTERNE	т	Q.1 LAN	NDLINE	Q.1 P. SER	AY TV VICE
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (0)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 14%	15 12% 70%	6 31% 26%	3 7% 15%	17 17% 80%	17 19% 76%	3 11% 13%	3 22% 15%	1 7% 4%	18 <i>17%</i> <i>85%</i>	21 16% 95%	17 17% 76%	3 31% 16%	17 16% 76%	8 9% 38%	13 <i>22%</i> 62%n	11 17% 52%	11 12% 48%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 <i>6</i> %	8 6% 90%	1 5% 10%	5 11% 50%	5 4% 50%	5 6% 59%	2 8% 23%	- - -	1 7% 10%	8 7% 82%	8 6% 92%	5 5% 52%	1 10% 13%	6 <i>6</i> % <i>6</i> 4%	5 6% 58%	4 7% 42%	1 2% 16%	8 9% 84%
Don't know	1 1%	1 1% 100%	-	-	1 1% 100%	1 1% 100%	-	-	-	1 1% 100%	1 1% 100%	1 1% 100%	-	1 1% 100%	1 1% 100%	-	- - -	1 1% 100%
Not asked	120 <i>79%</i>	106 <i>81%</i> 88%	11 64% 10%	35 82% 29%	79 77% 66%	63 <i>73%</i> 53%	20 80% 17%	11 78% 9%	12 87% 10%	82 75% 68%	103 77% 86%	77 78% 64%	7 59% 5%	77 77% 64%	77 84% 65%	43 71% 35%	55 81% 46%	65 77% 54%

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

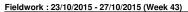
* small base; ** very small base (under 30) ineligible for sig testing

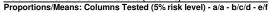


Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with any difficulties paying for communication services in the last year

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

	Q.2 BUNDLERS	Q.5 HAVE A	NY DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
150 152	80 83*	150 152	_**	27 25**	32 32*	34 34*
22 14%	11 13% 51%	22 14% 100%	: :	3 11% 13%	22 <i>68%</i> 100%f	6 18% 28%
9 <i>6</i> %	6 7% 61%	9 6% 100%	- - -	2 7% 20%	9 29% 100%	4 13% 48%
1 1%	1 1% 100%	1 1% 100%	- - - -	- - -	1 3% 100%	1 3% 100%
120 <i>79%</i>	65 79% 54%	120 79% 100%	-	21 <i>82%</i> 17%		23 <i>66%</i> 19%e





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

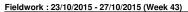


Q.8 Which of these applies to you? - [Prompted - Single code] Base: All with any difficulties paying for communication services in the last year

Unweighted Base Weighted Base I am/have been behind with payment for this/ these services but can manage and cope with the payment I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment Don't know

Not asked

			Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
150	9	7	16	12	8	9
152	9**	6**	15**	10**	7**	8**
22	1	2	3	1		2
14%	12%	29%	21%	8%	-	25%
	5%	9%	14%	4%		10%
9	-	1	4	2	3	1
6%	-	12%	26%	18%	34%	7% 6%
	-	8%	42%	20%	28%	6%
1	-	-	-	-	-	-
1%	-	-	-	-	-	-
	-		•	-	•	-
120	8	4	8	8	5	6
79%	88%	60%	53%	74%	66%	68% 5%
	6%	3%	7%	6%	4%	5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f
** very small base (under 30) ineligible for sig testing



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All with some responsibility for communications services

Unweighted Base Weighted Base
I am/have been behind with payment for this/ these services but can manage and cope with the payment
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment
Don't know
Not asked

Table 14

	GEN	IDER				AGE					AGE		SOCIAL	GRADE	SOC	CIAL GRAD)E
Total	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)
1719 1706	829 857	890 850	133 146	306 325	274 296	263 314	221 255	283 201	239 169	439 471	758 865	522 370	773 867	946 839	306 328	826 894	587 484
22 1%	9 1% 44%	12 1% 56%	7 5% 34%efg hi	6 <i>2%</i> 29%h	4 1% 17%	3 1% 13%	1 1% 6%	-	- - -	14 <i>3%</i> 63%kl	8 <i>1%</i> 37%l	-	10 1% 44%	12 1% 56%	- - -	13 2% 62%0	8 <i>2%</i> 38%0
9 1%	4 * 44%	5 1% 56%	2 <i>2</i> % 25%f	2 1% 25%	3 1% 30%	- - -	2 1% 20%	- - -	- - -	5 1% 50%l	5 1% 50%	-	- - -	9 <i>1%</i> 100%m	- - -	- - -	9 <i>2%</i> 100%o _l
1 *	- - -	1 * 100%	- - -	-	1 * 100%	-	-	-	- - -	-	1 * 100%	-	- - -	1 * 100%	-	1 * 100%	-
1674 <i>98%</i>	843 98% 50%	831 <i>98%</i> <i>50%</i>	137 93% 8%	316 97% 19%	288 97% 17%	311 <i>99%</i> 19%c	252 <i>99%</i> 15%c	201 100% 12%cde	169 100% 10%cde	453 96% 27%	851 <i>98%</i> 51%i	370 100% 22%ik	857 <i>99%</i> 51%n	817 <i>97%</i> 49%	328 100% 20%pa	880 <i>98%</i> 53%a	467 96% 28%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All with some responsibility for communications services

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

Not asked

	COUNTRY								GO	VERNMENT I	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
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 <i>5%</i> 10%fgj
9 1%	8 1% 82%	1 1% 10%	- - -	1 2% 7%	- - -	- - -	4 <i>3%</i> 45%fjl	1 1% 8%	- - -	- -	1 1% 16%	- - -	1 1% 14%	- - -	1 1% 10%	1 <i>2%</i> 7%l
1 *	1 * 100%	-	- - -	-	-	-	-	1 1% 100%	- - -	- - -	- -	-	- - -	- - -	- - -	-
1674 <i>98%</i>	1422 <i>98%</i> 85%d	127 98% 8%	85 99% 5%	40 94% 2%	56 100% 3%p	204 <i>99%</i> 12%p	149 <i>97%</i> <i>9</i> %	121 <i>96%</i> <i>7</i> %	153 <i>98%</i> <i>9%</i>	168 <i>100%</i> 10%ghp	187 98% 11%	241 <i>99%</i> 14%p	143 98% 9%	85 99% 5%	127 98% 8%	40 94% 2%



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



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All with some responsibility for communications services

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE (OWNERSHI	P		Q	.1 INTERNE	Т	Q.1 LAN	NDLINE	Q.1 P/ SER	AY TV VICE
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (0)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 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 <i>3%</i> 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 * <i>52%</i>	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 <i>98%</i>	1515 <i>98%</i> 90%b	150 <i>96%</i> <i>9</i> %	308 <i>98%</i> 18%	1327 <i>98%</i> <i>79</i> %	981 <i>98%</i> <i>59%</i>	189 <i>97</i> % <i>11</i> %	151 <i>98%</i> <i>9</i> %	206 <i>99%</i> 12%	1116 <i>98%</i> <i>67%</i>	1404 98% 84%	1071 98% 64%	174 97% 10%	1122 98% 67%	1167 <i>99%</i> 70%0	508 <i>97%</i> <i>30%</i>	704 98% 42%	971 <i>98%</i> <i>58%</i>

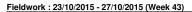
 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All with some responsibility for communications services

Unweighted Base Weighted Base I am/have been behind with payment for this/ these services but can manage and cope with the payment I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment Don't know

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	EBT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
22 1%	11 1% 51%	22 14% 100%c	- - -	3 11% 13%	22 <i>68%</i> 100%f	6 18% 28%
9 1%	6 1% 61%	9 <i>6%</i> 100%c	- - -	2 7% 20%	9 29% 100%	4 13% 48%
1 .	1 * 100%	1 1% 100%c		:	1 3% 100%	1 3% 100%
1674 <i>98%</i>	755 <i>98%</i> 45%	120 <i>79%</i> <i>7%</i>	1522 <i>100%</i> 91%b	21 <i>82</i> % 1%	-	23 <i>66%</i> 1%e



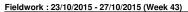


Q.8 Which of these applies to you? - [Prompted - Single code] Base: All with some responsibility for communications services

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

Not asked

<u> </u>			Q.10 DON'T HAVE SERVIO	E BECAUSE OF COST		Calls via
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	public payphones (f)
1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
22 1%	1 4% 5%	2 6% 9%	3 7% 14%	1 2% 4%	- - -	2 6% 10%
9 1%	- - -	1 3% 8%	4 9% 42%	2 5% 20%	3 9% 28%	1 1% 6%
1 .	:	- - -	:	- - -	- - -	
1674 <i>98%</i>	24 96% 1%	26 91% 2%	36 84% 2%	36 93% 2%	26 91% 2%	35 93% 2%



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



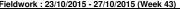
^{*} small base; ** very small base (under 30) ineligible for sig testing

Table 15

Q.8 Which of these applies to you? - [Prompted - Single code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base I am/have been behind with payment for this/ these services but can manage and cope with the payment I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment Don't know Not asked

	GEN	IDER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD	
Total	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)
2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
22 1%	9 1% 44%	12 1% 56%	7 <i>2%</i> 34%hi	6 <i>2%</i> 29%h	4 1% 17%	3 1% 13%	1 * 6%	-	- - -	14 <i>2%</i> 63%l	8 1% 37%	-	10 1% 44%	12 1% 56%	- - -	13 1% 62%0	8 1% 38%0
9 *	4 * 44%	5 * 56%	2 1% 25%	2 1% 25%	3 1% 30%	- - -	2 1% 20%	-	-	5 1% 50%	5 * 50%	-	- - -	9 <i>1%</i> 100%m	- - -	- - -	9 1% 100%op
1 *	- - -	1 * 100%	- - -	-	1 * 100%	- - -	-	-			1 * 100%	- - -	- -	1 * 100%	- - -	1 * 100%	-
2104 99%	1023 99% 49%	1081 <i>98%</i> <i>51%</i>	291 <i>97%</i> 14%	402 98% 19%	331 98% 16%	363 <i>99%</i> 17%c	302 99% 14%	225 100% 11%cde	190 100% 9%cd	693 97% e 33%	996 <i>99%</i> 47%	415 <i>100%</i> 20%jk	1052 <i>99%</i> 50%n	1052 98% 50%	394 100% 19%pq	1097 <i>99%</i> 52%q	613 <i>97%</i> <i>29%</i>



 $\frac{Fieldwork: 23/10/2015-27/10/2015~(Week~43)}{Proportions/Means:~Columns~Tested~(5\%~risk~level)-a/b-c/d/e/f/g/h/i-j/k/l-m/n-o/p/q}$



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All Adults 16+ in the UK

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

Not asked

		COUN	ITRY						GO	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
22 1%	16 1% 76%	2 1% 10%	1 1% 5%	2 <i>4%</i> 10%a	- - -	2 1% 9%	1 1% 5%	3 <i>2%</i> 14%j	3 2% 15%	- - -	2 1% 11%	3 1% 16%	1 1% 6%	1 1% 5%	2 1% 10%	2 <i>4%</i> 10%fgjl
9	8 * <i>82</i> %	1 1% 10%	- - -	1 1% 7%	- - -	- - -	4 <i>2</i> % 45%fjl	1 * 8%	:	- - -	1 1% 16%	- - -	1 1% 14%	- - -	1 1% 10%	1 1% 7%fl
1 .	1 * 100%	- - -		-	- - -	-	-	1 1% 100%	- - -	-	- -		- - -		- - -	- - -
2104 99%	1774 <i>99%</i> 84%d	178 <i>98%</i> <i>8%</i>	106 99% 5%	46 94% 2%	76 100% 4%p	248 <i>99%</i> 12%p	180 <i>97%</i> <i>9</i> %	146 <i>97%</i> <i>7</i> %	184 <i>98%</i> <i>9</i> %	209 <i>100%</i> 10%ghp	263 99% 13%p	302 <i>99%</i> 14%p	166 99% 8%	106 <i>99%</i> <i>5</i> %	178 <i>98%</i> <i>8%</i>	46 94% 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



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base I am/have been behind with payment for this/ these services but can manage and cope with the payment I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment Don't know

Not asked

	Q.13 LONG TERM DISABILITY ETHNIC ORIGIN ILLNESS		ILITY			Q.1 PHONE	OWNERSHI	P		(Q.1 INTERNE	:T	Q.1 LAI	NDLINE	Q.1 P. SER	AY TV VICE	
Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (0)	Yes (p)	No (q)
2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
2136	18//	244	3/6	1701	1283	255	184	236	1468	1797	13/4	217	1441	1461	6/5	906	1230
22	15	6	3	17	17	3	3	1	18	21	17	3	17	8	13	11	11
1%	1% 70%	2%	1%	1%	1%	1%	2% 15%	4%	1%	1% 95%	1%	2%	1%	1%	<i>2%</i> 62%n	1% 52%	1%
	70%	26%a	15%	80%	76%	13%	15%	4%	85%	95%	76%	16%	76%	38%	62%N	32%	48%
9	8	1	5	5	5	2	-	1	8	8	5	1	6	5	4	1	8
1 *	*		1%			1%	-		1%			1%			1%	-	1%
	90%	10%	50%d	50%	59%	23%	-	10%	82%	92%	52%	13%	64%	58%	42%	16%	84%
1	1	-	-	1	1	-	-	-	1	1	1	-	1	1	-	-	1
'	100%	-	-	100%	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	100%
2104	1852	237	368	1678	1260	250	181	234	1441	1767	1352	212	1417	1446	658	893	1211
99%	99%	97%	98%	99%	98%	98%	98%	99%	98%	98%	98%	98%	98%	99%	97%	99%	98%
	88%	11%	17%	80%	60%	12%	9%	11%	68%	84%	64%	10%	67%	69%0	31%	42%	58%

 $\frac{Fieldwork: 23/10/2015-27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d - e/t/g/h - i/j - k/l/m - n/o - p/q}$



Q.8 Which of these applies to you? - [Prompted - Single code] Base: All Adults 16+ in the UK

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DI	EBT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
22 1%	11 1% 51%	22 14% 100%c	- - -	3 11% 13%	22 <i>68%</i> 100%f	6 18% 28%
9	6 1% 61%	9 <i>6%</i> 100%c	- - -	2 7% 20%	9 29% 100%	4 13% 48%
1 *	1 * 100%	1 1% 100%c		:	1 3% 100%	1 3% 100%
2104 99%	918 98% 44%	120 79% 6%	1522 <i>100%</i> 72%b	21 <i>82</i> % 1%	-	23 <i>66%</i> 1%e



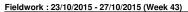


Q.8 Which of these applies to you? - [Prompted - Single code] Base: All Adults 16+ in the UK

Unweighted Base
Weighted Base
I am/have been behind
with payment for this/
these services but can
manage and cope with the
payment
I am/have been behind
with payment for this/
these services and feel
unable to manage or cope
with the payment
Don't know

Not asked

Total	Smartphone (a)	Standard mobile (b)	Q.10 DON'T HAVE SERVI Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
22 1%	1 4% 5%	2 6% 9%	3 7% 14%	1 2% 4%	:	2 6% 10%
9	:	1 3% 8%	4 9% 42%	2 5% 20%	3 9% 28%	1 1% 6%
1 *	- - -	:	- - -	- - -	:	- -
2104 99%	24 96%	26 91%	36 84%	36 93%	26 91%	35 93%



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



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

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

		GEN	DER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAI	DE
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted Base Weighted Base	150 152	64 70*	86 82*	18 20**	35 34*	24 24**	29 33**	22 24**	15 12**	7 5**	53 53*	75 81*	22 17**	55 65*	95 86*	13 15**	63 73*	74 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 <i>34</i> %	23 <i>32%</i> 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 <i>46%</i> 58%n	22 25% 42%	7 47% 14%	32 <i>44%</i> 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 <i>21%</i> 81%j	1 4% 3%	14 <i>21%</i> 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 <i>23%</i> <i>62%</i>	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 <i>24%</i> 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 <i>29%</i> 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 <i>12%</i> 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 <i>8</i> %	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



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

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAD	Œ
	Total	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 Weighted Base	150 152	64 70*	86 82*	18 20**	35 34*	24 24**	29 33**	22 24**	15 12**	7 5**	53 53*	75 81*	22 17**	55 65*	95 86*	13 15**	63 73*	74 64*
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 <i>5</i> %	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 <i>21%</i> 68%n	6 7% 32%	1 7% 5%	16 <i>23%</i> 83%q	2 4% 12%
Other	-		-	- - -	-	-	- - -	-	-	-	- - -	- - -	-	- - -	-	- - -	- - -	-
SUMMARY CODES				ŀ														i
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 <i>54%</i>	39 <i>56%</i> 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 <i>53%</i> 47%	32 50% 39%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 <i>25%</i>	17 24% 45%	20 <i>25%</i> 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 <i>6%</i> 84%	-	2 3% 31%	5 7% 69%



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

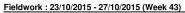


Table 16

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

			COUN	NTRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	150 152	122 123	15 15**	9 10**	4 4**	**	10 10**	18 19**	8 8**	15 16**	7 6**	21 20**	22 24**	21 20**	9 10**	15 15**	4 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 <i>31%</i> <i>86%</i>	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%	-	2 11% 18%	-		- - -



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



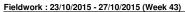
Table 16

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

			COUN	NTRY	_					GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	150 152	122 123	15 15**	9 10**	4 4**	**	10 10**	18 19**	8 8**	15 16**	7 6**	21 20**	22 24**	21 20**	9 10**	15 15**	4 4**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 <i>5</i> %	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	İ	İ				i											
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 <i>57%</i> <i>85%</i>	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%	



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

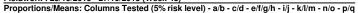


Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? - [Prompted - Multi code]

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

		ETHNIC	ODICIN	Q.13 LON DISAE ILLN	BILITY			Q.1 PHONE	OWNEDGLI	D			.1 INTERNE	T.	Q.1 LAN	IDI INE	Q.1 PA SERV	
		ETHINIC		ILLIN	<u> </u>	Smartph	Smartph	Standar d mobile	Standar d mobile		ANY SMARTPH ONE/				Q.1 LAP	NULINE	SERV	ICE
	Total	White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	one on contrac t (e)	one pay as you go (f)	on contrac t (g)	on pay as you go (h)	ANY SMARTPH ONE (i)	STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
I have decided to cancel one of my other communications services	16 10%	15 11% 94%	-	5 11% 30%	10 10% 62%	11 13% 69%	3 12% 19%	1 9% 8%	1 5% 4%	14 13% 88%	16 12% 100%	11 11% 67%	2 21% 15%	12 12% 74%	8 9% 50%	8 13% 50%	4 5% 23%	12 15% 77%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	16 12% 95%	1 5% 5%	7 16% 42%	10 10% 58%	8 9% 45%	5 18% 27%	1 9% 8%	3 18% 15%	11 10% 65%	15 11% 88%	15 15% 86%	3 23% 15%	15 14% 86%	15 <i>16%</i> 88%o	2 3% 12%	10 14% 58%	7 8% 42%
I am careful about what I buy∖spend	52 34%	46 35% 89%	6 32% 11%	14 32% 27%	38 <i>37%</i> <i>73%</i>	32 <i>37%</i> <i>62%</i>	6 24% 12%	6 41% 11%	6 45% 12%	38 <i>35%</i> 74%	49 <i>37%</i> 95%	39 <i>39%</i> <i>75%</i>	5 41% 9%	39 <i>39%</i> <i>75%</i>	34 36% 65%	18 <i>30%</i> <i>35%</i>	28 41% 54%	24 28% 46%
I go without certain larger goods\services - e.g. holidays, building an extension, etc.	21 14%	18 14% 88%	1 5% 4%	10 <i>24%</i> 49%d	10 9% 46%	11 13% 54%	5 18% 22%	3 18% 12%	3 18% 12%	16 14% 75%	21 16% 100%	16 16% 76%	3 23% 12%	16 16% 76%	16 17% 77%	5 8% 23%	12 18% 59%	8 10% 41%
I go without certain smaller goods\services - e.g. making clothes last longer	26 17%	23 18% 90%	3 15% 10%	10 24% 40%	16 15% 60%	14 17% 55%	4 16% 15%	2 16% 9%	4 31% 17%	18 17% 70%	25 19% 96%	19 19% 74%	3 23% 10%	19 19% 74%	19 20% 71%	7 12% 29%	12 18% 48%	14 16% 52%
I cut back on luxuries e.g. going out less	44 29%	39 30% 89%	3 18% 8%	18 <i>42%</i> 41%d	25 25% 57%	28 33% 64%	8 34% 19%	3 18% 6%	4 31% 10%	35 <i>32</i> % 80%	41 31% 94%	33 33% 75%	3 29% 7%	34 34% 78%	28 30% 63%	16 27% 37%	22 32% 50%	22 26% 50%
I buy cheaper goods\services e.g. branded to value range of foods	28 19%	26 20% 92%	2 13% 8%	9 22% 34%	18 17% 62%	19 <i>22%</i> 68%	3 12% 10%	4 25% 13%	3 25% 12%	22 20% 78%	28 21% 100%	20 20% 72%	3 23% 9%	20 20% 72%	18 20% 65%	10 16% 35%	18 <i>26%</i> 63%q	11 13% 37%
l borrowed from family∖friends	14 9%	13 10% 94%	-	4 9% 26%	7 7% 52%	10 12% 72%	2 7% 12%	1 9% 9%	1 7% 7%	12 11% 84%	14 11% 100%	8 <i>8</i> % <i>56</i> %	2 19% 15%	9 <i>9%</i> <i>65%</i>	6 <i>6%</i> 40%	8 14% 60%	3 5% 24%	11 13% 76%







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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE (OWNERSHI	p		0	.1 INTERNE	т	Q.1 LAN	JDI INE	Q.1 PA SERV	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (0)	Yes (p)	No (q)
Unweighted Base Weighted Base	150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
I have asked family/friends to pay the bill\accepted gifts from family and friends	12 <i>8</i> %	10 8% 85%	2 10% 15%	4 9% 32%	8 <i>8%</i> 68%	10 11% 80%	2 8% 15%	1 7% 8%	1 7% 8%	12 11% 96%	12 9% 96%	7 7% 59%	2 17% 16%	7 7% 59%	7 7% 55%	6 9% 45%	3 4% 22%	10 11% 78%
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 <i>5%</i>	8 6% 100%	-	3 7% 37%	5 5% 63%	6 7% 72%	2 9% 28%	- - -	1 8% 14%	8 8% 100%	8 6% 100%	7 7% 85%	- - -	7 7% 85%	6 7% 78%	2 3% 22%	4 6% 51%	4 5% 49%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	16 12% 95%	-	5 11% 28%	11 11% 66%	12 13% 69%	3 12% 18%	2 16% 13%	1 8% 7%	15 13% 87%	17 13% 100%	15 15% 86%	-	15 14% 86%	13 14% 76%	4 7% 24%	7 10% 41%	10 12% 59%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	17 13% 87%	3 15% 13%	4 9% 19%	14 13% 69%	15 18% 76%	3 12% 16%	- - -	1 4% 3%	17 16% 87%	18 13% 90%	15 16% 78%	3 26% 15%	15 15% 78%	16 <i>18%</i> 83%o	3 6% 17%	13 19% 63%	7 9% 37%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
USED COMMS LESS OR CANCELLED SERVICE	26 17%	24 18% 93%	1 5% 4%	9 20% 33%	16 16% 62%	14 16% 53%	8 30% 29%	1 9% 5%	3 18% 10%	20 18% 77%	24 18% 92%	18 18% 71%	4 33% 14%	19 19% 75%	17 19% 66%	9 15% 34%	10 15% 40%	16 19% 60%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 <i>54%</i>	71 <i>54%</i> <i>86</i> %	10 55% 12%	27 64% 33%	54 53% 66%	47 54% 57%	15 59% 18%	8 57% 10%	9 65% 11%	60 <i>55%</i> <i>73%</i>	76 <i>57%</i> 93%	61 <i>61%</i> 74%	7 60% 8%	62 61% 75%	53 58% 65%	29 48% 35%	43 63% 52%	40 47% 48%



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



Unweighted Base Weighted Base

Don't know

FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS None of these

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

	ETHNIC	ORIGIN	DISA	NG TERM BILITY IESS		(Q.1 PHONE	OWNERSHI	P).1 INTERNE	т	Q.1 LAI	NDLINE	Q.1 P/ SER	
Total	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 (i)	Fixed Broadba nd (k)	Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
150 152	129 130	18 18**	44 42*	99 102*	79 86*	24 25**	15 14**	16 14**	101 109*	128 133	95 100*	10 11**	96 101*	91 92*	59 60*	64 68*	86 84*
37 <i>25%</i>	35 27% 93%	2 10% 5%	11 26% 29%	23 23% 62%	25 28% 66%	8 31% 21%	4 31% 12%	3 22% 8%	32 30% 87%	37 28% 99%	25 25% 67%	3 28% 8%	26 26% 70%	22 24% 58%	16 26% 42%	12 17% 32%	26 30% 68%
23 15%	19 15% 81%	4 20% 15%	5 12% 22%	18 18% 78%	9 11% 40%	3 13% 13%	2 16% 9%	2 16% 10%	13 12% 54%	17 13% 73%	11 11% 46%	1 5% 2%	11 11% 46%	11 12% 45%	13 21% 55%	5 8% 22%	18 <i>22%</i> 78%p
7 4%	7 5% 100%	-	2 5% 31%	4 4% 57%	2 2% 26%	-	2 15% 31%	-	2 2% 26%	4 3% 56%	1 1% 16%	-	1 1% 16%	3 3% 40%	4 7% 60%	1 2% 16%	6 7% 84%

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

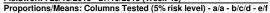


Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? - [Prompted - Multi code]

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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	150 152	80 83*	150 152	**	27 25**	32 32*	34 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 <i>37%</i> <i>60%</i>	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 <i>39%</i> 52%e
I cut back on luxuries e.g. going out less	44 29%	30 <i>36%</i> <i>67%</i>	44 29% 100%	- - -	8 34% 19%	10 <i>31%</i> <i>23%</i>	13 <i>37%</i> <i>28%</i>
I buy cheaper goods\services e.g. branded to value range of foods	28 19%	21 <i>25%</i> <i>75%</i>	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 <i>2</i> 9% <i>66</i> %	4 13% 32%
I have asked family\friends to pay the bill\accepted gifts from family and friends	12 <i>8</i> %	6 7% 48%	12 8% 100%	- - -	- - -	7 21% 55%	5 13% 37%





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



Table 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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	150 152	80 83*	150 152	_**	27 25**	32 32*	34 34*
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 <i>5</i> %	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 <i>54%</i>	52 <i>63%</i> <i>63%</i>	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 <i>25%</i>	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%



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



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

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	150 152	9 9**	7 6**	16 15**	12 10**	8 7**	9 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% <i>6</i> %	1 <i>23%</i> <i>3%</i>	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 <i>8</i> %	1 6% 4%	2 30% 16%	- - -	- - -	- - -	1 7% 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f ** very small base (under 30) ineligible for sig testing



Table 16

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

				Q.10 DON'T HAVE SERVI	ICE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	150 152	9 9**	7 6**	16 15**	12 10**	8 7**	9 8**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 <i>5</i> %	- - -	- - -	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%		:	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f ** very small base (under 30) ineligible for sig testing



Table 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

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAI	DΕ
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(0)	(p)	(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
																		1
Smartphone (i.e. a phone	26	12	13	5	3	1	5	6	5	1	8	12	5	8	18	1	14	11
with internet access,	1%	1%	2%	3%	1%	*	2%	2%	2%	*	2%	1%	1%	1%	2%	*	2%	2%
access to emails, apps etc)		48%	52%	18%ei	12%	5%	20%	24%	19%e	2%	30%	49%	21%	30%	70%m	2%	56%	41%0
Mobile phone (that can't	29	12	16	4	7	5	5	4	2	2	12	13	4	12	17	6	13	10
access the internet)	2%	1%	2%	3%	2%	2%	1%	2%	1%	1%	3%	2%	1%	1%	2%	2%	1%	2%
		43%	57%	15%	26%	16%	16%	13%	8%	6%	41%	45%	14%	42%	58%	20%	45%	35%
Fixed Landline	43	21 <i>2</i> %	22 3%	9	8 <i>2</i> %	7 2%	6 <i>2%</i>	6 2%	5 2%	2 1%	17	19 <i>2</i> %	7 2%	13 <i>2</i> %	30	1	18 <i>2</i> %	24 5%
	3%	2% 49%	3% 51%	6% 22%dfi	2% 18%	2% 16%	2% 14%	2% 14%	2% 11%	1% 5%	4% 40%	2% 44%	2% 16%	31%	4% 69%m	3%	2% 41%	56%op
Fixed broadband -	38	18	20	4	4	6	10	10	3	1	8	26	4	16	22	8	14	16
Through either a phone	2%	2%	2%	3%	1%	2%	3%	4%	2%	1%	2%	3%	1%	2%	3%	3%	2%	3%
line or cable service		48%	52%	10%	12%	16%	26%	26%i	8%	3%	22%	67%l	11%	42%	58%	21%	36%	43%p
that you pay a monthly				İ														- 1
subscription fee for																		
(including home Wi-Fi																		
e.g. through your tablet computer)				ł														1
' '	29	19	10	2	6	7	5	8	1	_	7	21	1	9	20	3	10	10
Mobile broadband - Through a dongle or USB	29	2%	1%	1%	2%	2%	2%	。 3%	1%		2%	2%	*	1%	2%	1%	13 1%	13 <i>3</i> %
stick	270	65%	35%	5%	19%	24%i	19%	29%hi	4%	-	25%	71%	4%	31%	69%m	9%	45%	46%
Calls using a public	38	23	15	3	15	7	2	6	4		18	15	4	16	21	3	18	16
payphone	2%	3%	2%	2%	5%	2%	1%	3%	2%	-	4%	2%	1%	2%	3%	1%	2%	3%
раурноне		61%	39%	9%i	40%fi	18%i	5%	17%i	11%i	-	49%kl	40%	11%	44%	56%	8%	48%	44%o
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54	25	30	9	11	6	10	10	7	2	20	25	9	20	35	6	27	21
	3%	3% 45%	4% 55%	6% 17%ei	3% 19%	2% 11%	3% 18%	4% 18%	4% 13%	1% 4%	4% 36%	3% 47%	3% 17%	2% 36%	<i>4%</i> 64%m	2% 12%	3% 50%	4% 38%
ONLY 4 CERVICE	150	79	71	20	35	25	26	25	15	3	56	76	19	67	83	19	80	51
ONLY 1 SERVICE	150 9%	79 9%	/1 8%	14%	35 11%	25 8%	26 8%	25 10%	15 <i>8</i> %	3 2%	12%	76 9%	19 <i>5</i> %	8%	83 10%	19 6%	80 9%	51 11%
	378	53%	47%	14%i	24%i	17%i	17%i	17%i	10%i	2%	37%l	50%l	12%	45%	55%	13%	53%	34%0
2 SERVICES	15	8	7	2	2	4	2	2	2	1	4	8	4	4	12	1	4	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	2%
		55%	45%	13%	11%	25%	15%	13%	16%	7%	25%	52%	23%	24%	76%m	8%	24%	68%op





Table 17

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

Unweighted Base Weighted Base 3 OR MORE SERVICES ANY COMMUNICATIONS SERVICE None of these Don't know

	GEN	DER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD)E
Total	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+ (I)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
1719 1706	829 857	890 850	133 146	306 325	274 296	263 314	221 255	283 201	239 169	439 471	758 865	522 370	773 867	946 839	306 328	826 894	587 484
6	3 * 45%	3 * 55%	1 1% 15%	2 * 25%	-	1 * 15%	3 1% 45%	-	- - -	2 1% 40%	4 * 60%	-	- - -	6 <i>1%</i> 100%m	-	1 * 15%	5 1% 85%p
171 10%	90 11% 53%	81 10% 47%	23 <i>16%</i> 14%hi	39 <i>12%</i> 23%i	29 <i>10%</i> 17%i	29 <i>9%</i> 17%i	29 <i>12%</i> 17%i	18 <i>9%</i> 10%i	4 3% 3%	62 <i>13%</i> 36%l	87 <i>10%</i> 51%l	22 6% 13%	71 8% 42%	100 <i>12%</i> 58%m	20 6% 12%	84 9% 49%	66 <i>14%</i> 39%op
1497 <i>88%</i>	749 <i>87%</i> <i>50%</i>	748 <i>88%</i> <i>50%</i>	121 <i>83%</i> <i>8%</i>	279 86% 19%	263 89% 18%	282 90% 19%	219 <i>86%</i> <i>15%</i>	178 88% 12%	155 <i>92%</i> 10%cd	400 <i>85%</i> <i>27%</i>	764 88% 51%	333 <i>90%</i> 22%j	784 <i>90%</i> 52%n	713 <i>85%</i> 48%	303 <i>92%</i> 20%q	795 <i>89%</i> 53%q	399 <i>82%</i> <i>27%</i>
38 <i>2</i> %	18 2% 47%	20 2% 53%	2 1% 5%	7 2% 19%	4 1% 10%	3 1% 9%	7 3% 18%	5 3% 14%	10 <i>6%</i> 26%cde f	9 2% e 24%	14 2% 36%	15 <i>4%</i> 40%k	11 1% 30%	27 <i>3%</i> 70%m	4 1% 11%	15 2% 40%	18 <i>4%</i> 48%op



Table 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

			COUN	TRY						GO	VERNMENT	REGIONS					1
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 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 <i>2</i> %	24 <i>2%</i> 85%	3 3% 12%	1 1% 4%	-	1 2% 3%	3 1% 9%	7 <i>4%</i> 24%jl	3 <i>3%</i> 12%j	4 2% 13%	-	4 2% 14%	2 1% 6%	1 1% 4%	1 1% 4%	3 <i>3%</i> 12%j	-
Fixed Landline	43 <i>3</i> %	33 <i>2%</i> 76%	6 4% 13%	2 2% 4%	3 <i>6%</i> 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 <i>4%</i> 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 <i>8%</i> 28%fghij Im	1 2% ik 2%
Mobile broadband - Through a dongle or USB stick	29 <i>2%</i>	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 <i>3</i> % 14%j	3 <i>3%</i> 10%j	5 <i>3%</i> 16%j	1 2% 2%
Calls using a public payphone	38 <i>2%</i>	28 <i>2%</i> 76%	7 <i>5%</i> 18%a	2 3% 7%	-	-	5 2% 13%	7 <i>5%</i> 19%jlm	6 <i>5%</i> 15%jlm	2 1% 6%	1 1% 2%	4 2% 12%	3 1% 7%	1 1% 2%	2 3% 7%	7 <i>5%</i> 18%jlm	
SUMMARY CODES	İ																
ANY MOBILE/SMARTPHONE	54 <i>3</i> %	43 <i>3%</i> 79%	7 6% 14%	4 5% 7%	-	1 2% 2%	4 2% 8%	10 <i>6%</i> 18%j	6 <i>5%</i> 10%j	5 3% 9%	1 1% 2%	6 3% 12%	6 2% 10%	5 3% 8%	4 5% 7%j	7 <i>6%</i> 14%j	- -
ONLY 1 SERVICE	150 <i>9%</i>	106 7% 71%	31 <i>24%</i> 21%acd	11 12% 7%	2 5% 1%	2 4% 1%	13 7% 9%	23 <i>15%</i> 15%efijk Im	17 <i>13%</i> 11%jl	10 <i>6%</i> <i>7</i> %	5 3% 3%	14 8% 10%	13 <i>5%</i> <i>9</i> %	9 6% 6%	11 <i>12%</i> 7%jl	31 <i>24%</i> 21%efhij Imnp	2 5% k 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



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

			COUN	TRY						GO'	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
2 SERVICES	15 1%	13 1% 86%	2 2% 14%	-	- - -	-	2 1% 11%	2 1% 14%	1 1% 5%	1 1% 9%	1 1% 7%	1 1% 7%	2 1% 14%	3 2% 18%	-	2 2% 14%	- - -
3 OR MORE SERVICES	6	4 * 74%	- - -	1 1% 15%	1 2% 11%	- - -	1 * 14%	-	:	1 1% 15%	-	1 * 15%	1 * 15%	1 1% 15%	1 1% 15%	- - -	1 2% 11%
ANY COMMUNICATIONS SERVICE	171 10%	124 9% 72%	33 <i>25%</i> 19%acd	11 13% 7%	3 6% 2%	2 4% 1%	16 8% 9%	25 <i>16%</i> 15%efijk I	17 <i>14%</i> 10%ejl	12 8% 7%	6 4% 4%	16 9% 10%	16 <i>7%</i> 9%	13 9% 7%	11 <i>13</i> % 7%j	33 <i>25%</i> 19%efhijk Imnp	3 6% c 2%
None of these	1497 <i>88%</i>	1288 <i>89%</i> 86%b	95 <i>73%</i> <i>6%</i>	74 <i>85%</i> 5%b	40 <i>94%</i> 3%b	53 <i>95%</i> 4%go	188 <i>91%</i> 13%go	124 80% 8%	107 <i>86%</i> 7%o	143 <i>91%</i> 10%go	155 <i>92%</i> 10%go	165 <i>87%</i> 11%o	226 <i>93%</i> 15%gho	126 <i>86%</i> 0 8%0	74 <i>85%</i> 5%o	95 <i>73%</i> <i>6%</i>	40 <i>94%</i> 3%go
Don't know	38 <i>2</i> %	35 2% 92%	2 2% 5%	1 1% 3%	- - -	1 1% 2%	2 1% 5%	5 3% 13%	1 1% 2%	1 1% 4%	7 <i>4%</i> 18%l	9 <i>5%</i> 24%fhil	2 1% 6%	7 <i>5%</i> 19%fhil	1 1% 3%	2 2% 5%	- -

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



Table 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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY			Q.1 PHONE (P		C).1 INTERNE	Г	Q.1 LAI	NDLINE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	21 1% 80%	5 3% 20%	10 <i>3%</i> 39%d	14 1% 56%	- - -	- - -	4 <i>3%</i> 16%ef	7 4% 29%ef	- - -	12 <i>1%</i> 46%i	12 1% 46%	1 * 3%	13 1% 50%	10 1% 40%	15 <i>3%</i> 60%n	6 1% 23%	20 2% 77%
Mobile phone (that can't access the internet)	29 <i>2</i> %	22 1% 75%	6 4% 22%a	3 1% 10%	26 2% 90%	17 2% 60%	4 2% 13%	-	- - -	21 <i>2%</i> <i>73%</i>	21 1% 73%	16 1% 54%	2 1% 5%	16 1% 54%	13 1% 44%	16 <i>3%</i> 56%n	6 1% 22%	22 <i>2%</i> 78%p
Fixed Landline	43 <i>3</i> %	37 2% 85%	5 3% 13%	14 <i>4%</i> 32%d	29 <i>2</i> % <i>68</i> %	17 2% 39%	7 4% 16%	2 1% 5%	8 4% 17%	24 2% 55%	33 <i>2%</i> 77%	8 1% 18%	4 2% 9%	9 1% 20%	- - -	43 <i>8%</i> 100%n	7 1% 16%	36 <i>4%</i> 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%e	4 2% 12%	17 2% 46%	28 2% 73%	-	3 <i>2%</i> 9%km	3 * 9%	7 1% 19%	31 <i>6%</i> 81%n	5 1% 12%	34 <i>3%</i> 88%p
Mobile broadband - Through a dongle or USB stick	29 <i>2</i> %	28 2% 97%	1 1% 3%	6 2% 19%	22 2% 77%	13 1% 44%	10 <i>5%</i> 34%e	3 2% 11%	6 3% 20%	19 <i>2%</i> <i>66%</i>	25 <i>2%</i> 88%	17 2% 58%	- - -	17 1% 58%	15 1% 51%	14 <i>3%</i> 49%n	13 2% 46%	16 2% 54%
Calls using a public payphone	38 <i>2</i> %	30 2% 80%	7 <i>5%</i> 20%a	10 <i>3%</i> <i>26%</i>	27 2% 72%	25 2% 66%	8 4% 20%	2 2% 6%	4 2% 11%	30 3% 79%	35 <i>2%</i> 93%	24 2% 63%	7 4% 19%	25 2% 67%	22 2% 58%	16 <i>3%</i> 42%	17 2% 45%	21 2% 55%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 <i>3</i> %	42 3% 78%	11 <i>7%</i> 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 <i>6%</i> 58%n	12 2% 22%	42 4% 78%p

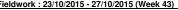


 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE	OWNERSHI	P		C	.1 INTERNE	Т	Q.1 LAN	IDLINE	Q.1 PA SER\	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
ONLY 1 SERVICE	150 <i>9</i> %	126 8% 84%	23 <i>15%</i> 15%a	28 9% 19%	117 9% 78%	69 7% 46%	24 <i>12%</i> 16%e	12 8% 8%	16 8% 11%	89 <i>8%</i> 59%	112 8% 75%	69 6% 46%	12 <i>7</i> % <i>8</i> %	74 6% 49%	60 5% 40%	90 <i>17%</i> 60%n	42 6% 28%	108 <i>11%</i> 72%p
2 SERVICES	15 1%	14 1% 94%	-	5 2% 32%	10 1% 68%	5 * 31%	3 2% 19%	2 1% 13%	3 1% 20%	6 1% 42%	11 1% 75%	3 * 22%	3 1% 17%	5 * 30%	3 * 21%	12 <i>2%</i> 79%n	4 1% 26%	11 1% 74%
3 OR MORE SERVICES	6	5 * 85%	1 1% 15%	3 <i>1%</i> 56%d	3 * 44%	1 * 11%	2 1% 29%e	1 1% 15%	2 1% 30%e	2 * 40%	5 * <i>85</i> %	- - -	-	-	-	6 <i>1%</i> 100%n	1 * 15%	5 1% 85%
ANY COMMUNICATIONS SERVICE	171 10%	146 9% 85%	24 15% 14%a	36 12% 21%	130 10% 76%	74 7% 43%	29 <i>15%</i> 17%e	15 10% 9%	21 10% 12%	98 9% 57%	129 <i>9%</i> <i>75%</i>	72 7% 42%	14 8% 8%	78 7% 46%	63 5% 37%	108 <i>21%</i> 63%n	46 6% 27%	125 <i>13%</i> 73%p
None of these	1497 <i>88%</i>	1359 88% 91%	129 <i>83%</i> <i>9%</i>	273 86% 18%	1195 <i>89%</i> <i>80%</i>	919 <i>92%</i> 61%f	160 83% 11%	135 88% 9%	186 <i>89%</i> 12%	1031 90% 69%	1287 90% 86%	1014 93% 68%	160 90% 11%	1060 <i>92%</i> <i>71%</i>	1102 <i>93%</i> 74%o	395 <i>75%</i> <i>26%</i>	664 <i>93%</i> 44%q	833 84% 56%
Don't know	38 <i>2</i> %	34 2% 89%	3 2% 8%	7 2% 18%	26 <i>2%</i> 67%	10 1% 27%	5 3% 14%	4 3% 11%	1 1% 3%	14 1% 37%	18 1% 47%	7 1% 19%	4 2% 11%	8 1% 21%	15 1% 41%	23 <i>4%</i> 59%n	6 1% 16%	32 <i>3%</i> 84%p



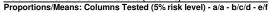
 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	8 1% 31%	9 <i>6%</i> 34%c	17 1% 66%	3 11% 11%	1 3% 4%	5 14% 19%
Mobile phone (that can't access the internet)	29 <i>2</i> %	11 1% 39%	6 4% 22%c	21 1% 74%	1 4% 3%	3 8% 9%	2 5% 6%
Fixed Landline	43 3%	3 * <i>6</i> %	15 <i>10%</i> 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 <i>2</i> %	9 1% 32%	7 <i>5%</i> 26%c	20 1% 70%	4 15% 13%	3 8% 9%	6 16% 19%
Calls using a public payphone	38 <i>2</i> %	16 <i>2%</i> 41%	8 <i>5%</i> 22%c	28 <i>2%</i> 74%	3 13% 9%	3 8% 7%	4 13% 11%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	19 <i>2%</i> 35%	15 <i>10%</i> 28%c	38 <i>3%</i> 70%	4 1 4 % 7%	4 12% 7%	6 19% 12%
ONLY 1 SERVICE	150 <i>9</i> %	44 6% 29%	29 <i>19%</i> 19%c	116 <i>8%</i> <i>78%</i>	6 23% 4%	12 39% 8%	9 <i>26%</i> <i>6%</i>





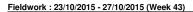
^{*} small base; ** very small base (under 30) ineligible for sig testing

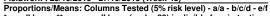


Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code] Base: All with some responsibility for communications services

Unweighted Base Weighted Base
2 SERVICES
3 OR MORE SERVICES
ANY COMMUNICATIONS SERVICE
None of these
Don't know

ļ.	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DEI	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
15 1%	3 * 21%	5 4% 35%c	10 1% 65%	1 4% 6%	2 6% 13%	1 <i>3%</i> <i>6</i> %
6	-	4 <i>3%</i> 70%c	2 * 30%	3 11% 45%	1 2% 11%	3 8% 44%
171 10%	47 6% 28%	38 <i>25%</i> 22%c	128 <i>8%</i> <i>75%</i>	9 38% 6%	15 47% 9%	13 <i>37%</i> <i>7</i> %
1497 <i>88%</i>	720 93% 48%	109 <i>72%</i> <i>7%</i>	1378 <i>91%</i> 92%b	15 59% 1%	17 53% 1%	20 57% 1%
38 <i>2</i> %	6 1% 15%	5 <i>3%</i> 12%	16 1% 43%	1 4% 3%	:	2 6% 5%





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



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

				Q.10 DON'T HAVE SERVIO	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 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 <i>2</i> %	:	29 100% 100%	3 7% 11%	2 5% 7%	1 3% 3%	1 2% 3%
Fixed Landline	43 <i>3</i> %	5 19% 11%	3 11% 7%	43 <i>100%</i> 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 <i>2</i> %	1 4% 3%	1 3% 3%	4 10% 16%	3 9% 12%	29 100% 100%	4 11% 14%
Calls using a public payphone	38 <i>2</i> %	2 7% 5%	1 3% 2%	5 11% 12%	2 5% 5%	4 14% 11%	38 <i>100%</i> 100%cd
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 <i>3</i> %	26 100% 47%	29 100% 53%	8 18% 15%	6 15% 11%	2 6% 3%	3 7% 5%
ONLY 1 SERVICE	150 <i>9</i> %	20 78% 13%	25 85% 16%	26 60% 17%	27 72% 18%	22 77% 15%	30 79% 20%



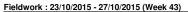
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

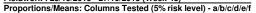


^{*} small base; ** very small base (under 30) ineligible for sig testing

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

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





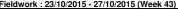
^{*} small base; ** very small base (under 30) ineligible for sig testing



Table 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

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAI	DΕ
	Total	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 Weighted Base	2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
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 <i>2%</i> 19%e	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%0
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 <i>2%</i> 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 <i>3%</i> 69%m	1 * 3%	18 2% 41%	24 <i>4%</i> 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 <i>2%</i>	18 2% 48%	20 2% 52%	4 1% 10%	4 1% 12%	6 2% 16%	10 3% 26%	10 <i>3%</i> 26%i	3 1% 8%	1 1% 3%	8 1% 22%	26 3% 67%l	4 1% 11%	16 2% 42%	22 2% 58%	8 2% 21%	14 1% 36%	16 <i>3%</i> 43%p
Mobile broadband - Through a dongle or USB stick	29 1%	19 <i>2%</i> <i>65%</i>	10 1% 35%	2 1% 5%	6 1% 19%	7 <i>2</i> % 24%i	5 1% 19%	8 <i>3%</i> 29%hi	1 * 4%	-	7 1% 25%	21 <i>2%</i> 71%l	1 * 4%	9 1% 31%	20 2% 69%	3 1% 9%	13 1% 45%	13 2% 46%
Calls using a public payphone	38 <i>2</i> %	23 2% 61%	15 1% 39%	3 1% 9%	15 4% 40%fi	7 <i>2%</i> 18%i	2 1% 5%	6 <i>2%</i> 17%i	4 <i>2</i> % 11%i	-	18 3% 49%	15 1% 40%	4 1% 11%	16 2% 44%	21 <i>2</i> % 56%	3 1% 8%	18 <i>2</i> % 48%	16 3% 44%0
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	25 2% 45%	30 <i>3%</i> 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 <i>3%</i> 64%	6 2% 12%	27 2% 50%	21 3% 38%
ONLY 1 SERVICE	150 7%	79 8% 53%	71 <i>6%</i> 47%	20 7% 14%i	35 <i>9%</i> 24%i	25 <i>7%</i> 17%i	26 <i>7%</i> 17%i	25 <i>8%</i> 17%i	15 <i>7%</i> 10%i	3 2% 2%	56 <i>8%</i> 37%l	76 <i>7%</i> 50%l	19 4% 12%	67 <i>6%</i> 45%	83 <i>8%</i> 55%	19 5% 13%	80 <i>7%</i> 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 <i>2%</i> 68%p



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns \ Tested \ (5\% \ risk \ level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q}$



Table 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

Unweighted Base Weighted Base 3 OR MORE SERVICES ANY COMMUNICATIONS SERVICE None of these Don't know Not asked

	GEN	DER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAI	
Total	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)
2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
6	3 * 45%	3 * 55%	1 * 15%	2 * 25%	-	1 * 15%	3 1% 45%	-	- - -	2 * 40%	4 * 60%	-	-	6 <i>1%</i> 100%m	- - -	1 * 15%	5 <i>1%</i> 85%p
171 <i>8</i> %	90 <i>9%</i> <i>53%</i>	81 <i>7</i> % 47%	23 <i>8%</i> 14%i	39 <i>9%</i> 23%i	29 <i>8%</i> 17%i	29 <i>8%</i> 17%i	29 <i>10%</i> 17%i	18 <i>8%</i> 10%i	4 2% 3%	62 <i>9%</i> 36%l	87 <i>9%</i> 51%l	22 5% 13%	71 <i>7</i> % 42%	100 <i>9%</i> 58%m	20 5% 12%	84 8% 49%	66 <i>11%</i> 39%op
1497 <i>70%</i>	749 <i>72%</i> 50%b	748 <i>68%</i> <i>50%</i>	121 40% 8%	279 <i>68%</i> 19%c	263 <i>78%</i> 18%cd	282 77% 19%cd	219 <i>72%</i> 15%c	178 <i>79%</i> 12%cdg	155 <i>82%</i> 10%cdg	400 56% 27%	764 <i>76%</i> 51%j	333 <i>80%</i> 22%jk	784 <i>74%</i> 52%n	713 <i>66%</i> 48%	303 <i>77%</i> 20%q	795 <i>71%</i> 53%q	399 <i>63%</i> <i>27%</i>
38 <i>2%</i>	18 2% 47%	20 2% 53%	2 1% 5%	7 2% 19%	4 1% 10%	3 1% 9%	7 2% 18%	5 2% 14%	10 5% 26%cde f	9 1% 24%	14 1% 36%	15 <i>4%</i> 40%jk	11 1% 30%	27 <i>2%</i> 70%m	4 1% 11%	15 1% 40%	18 <i>3%</i> 48%p
430 20%	180 17% 42%	250 <i>23%</i> 58%a	154 <i>51%</i> 36%def ghi	86 <i>21%</i> 20%efh i	43 13% 1 10%	52 14% 12%	50 16% 12%	24 11% 6%	20 11% 5%	240 <i>34%</i> 56%kl	145 14% 34%	44 11% 10%	195 18% 45%	235 <i>22%</i> <i>55%</i>	67 17% 15%	217 20% 51%	146 <i>23%</i> 34%0

 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week \ 43)}{Proportions/Means: Columns Tested \ (5\% \ risk \ level) - a/b - c/d/e/t/g/h/i - j/k/l - m/n - o/p/q}$



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

			COUN	ITRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (0)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 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%jl	3 <i>2%</i> 12%j	4 2% 13%	-	4 1% 14%	2 1% 6%	1 1% 4%	1 1% 4%	3 2% 12%	-
Fixed Landline	43 <i>2</i> %	33 <i>2%</i> 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 <i>6%</i> 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 <i>6%</i> 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 <i>3%</i> 10%j	5 <i>3%</i> 16%j	1 1% 2%
Calls using a public payphone	38 <i>2%</i>	28 2% 76%	7 4% 18%	2 2% 7%	- -	-	5 2% 13%	7 <i>4%</i> 19%jlm	6 <i>4%</i> 15%jlm	2 1% 6%	1 * 2%	4 2% 12%	3 1% 7%	1 * 2%	2 2% 7%	7 <i>4%</i> 18%jlm	- - -
SUMMARY CODES						İ											
ANY MOBILE/SMARTPHONE	54 <i>3%</i>	43 2% 79%	7 4% 14%	4 4% 7%	- - -	1 1% 2%	4 2% 8%	10 <i>5%</i> 18%jl	6 <i>4%</i> 10%j	5 <i>3%</i> <i>9%</i>	1 * <i>2</i> %	6 2% 12%	6 2% 10%	5 3% 8%	4 4% 7%j	7 <i>4%</i> 14%j	- - -
ONLY 1 SERVICE	150 <i>7</i> %	106 <i>6%</i> 71%	31 <i>17</i> % 21%ad	11 10% 7%	2 4% 1%	2 3% 1%	13 5% 9%	23 <i>12%</i> 15%efijl Im	17 <i>11%</i> 11%efjk	10 5% I 7%	5 2% 3%	14 5% 10%	13 4% 9%	9 5% 6%	11 <i>10%</i> 7%jl	31 <i>17%</i> 21%efijkl mp	2 4% 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



Table 18

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

			COUN	ITRY						GO'	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
2 SERVICES	15 1%	13 1% 86%	2 1% 14%	-		- - -	2 1% 11%	2 1% 14%	1 1% 5%	1 1% 9%	1 1% 7%	1 * 7%	2 1% 14%	3 2% 18%	-	2 1% 14%	- - -
3 OR MORE SERVICES	6	4 * 74%	-	1 1% 15%	1 1% 11%	- -	1 * 14%	-	-	1 * 15%	-	1 * 15%	1 * 15%	1 1% 15%	1 1% 15%	-	1 1% 11%
ANY COMMUNICATIONS SERVICE	171 8%	124 7% 72%	33 <i>18%</i> 19%ad	11 11% 7%	3 6% 2%	2 3% 1%	16 <i>6</i> % <i>9</i> %	25 <i>14%</i> 15%efijk I	17 <i>11%</i> 10%ejl	12 7% 7%	6 3% 4%	16 <i>6%</i> 10%	16 5% 9%	13 8% 7%	11 11% 7%ej	33 <i>18%</i> 19%efijkl mp	3 6% 2%
None of these	1497 70%	1288 <i>72%</i> 86%b	95 <i>52%</i> <i>6%</i>	74 <i>69%</i> 5%b	40 <i>83%</i> 3%ab	53 <i>70%</i> 4%o	188 <i>75%</i> 13%ko	124 <i>67%</i> 8%0	107 <i>71%</i> 7%0	143 <i>76%</i> 10%ko	155 <i>74%</i> 10%ko	165 <i>62%</i> 11%	226 <i>74%</i> 15%ko	126 <i>74%</i> 8%ko	74 <i>69%</i> 5%o	95 <i>52%</i> <i>6%</i>	40 <i>83%</i> 3%gko
Don't know	38 <i>2</i> %	35 2% 92%	2 1% 5%	1 1% 3%	- - -	1 1% 2%	2 1% 5%	5 3% 13%	1 1% 2%	1 1% 4%	7 <i>3%</i> 18%l	9 <i>3%</i> 24%fl	2 1% 6%	7 4% 19%fhil	1 1% 3%	2 1% 5%	- - -
Not asked	430 20%	352 20% 82%	51 <i>28%</i> 12%ad	21 19% 5%	5 11% 1%	20 <i>26%</i> 5%mp	44 18% 10%	31 17% 7%	25 17% 6%	31 16% 7%	41 20% 10%	76 <i>28%</i> 18%fgh ijlmp	62 20% 14%	23 14% 5%	21 19% 5%	51 <i>28%</i> 12%fghim	5 11% p 1%

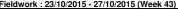
Fieldwork: 23/10/2015 - 27/10/2015 (Week 43)

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



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

		ETHNIC	ORIGIN	Q.13 LON DISAB ILLN	ILITY		(Q.1 PHONE (OWNERSHI	P		C	0.1 INTERNE	г	Q.1 LAI	NDI INF	Q.1 P/ SER\	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	21 1% 80%	5 2% 20%	10 <i>3%</i> 39%d	14 1% 56%	- - -	- - -	4 <i>2%</i> 16%ef	7 3% 29%ef	- - -	12 1% 46%i	12 1% 46%	1 * 3%	13 1% 50%	10 1% 40%	15 <i>2%</i> 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 <i>2%</i> 56%n	6 1% 22%	22 <i>2%</i> 78%p
Fixed Landline	43 2%	37 2% 85%	5 2% 13%	14 <i>4%</i> 32%d	29 <i>2%</i> 68%	17 1% 39%	7 3% 16%	2 1% 5%	8 <i>3%</i> 17%e	24 2% 55%	33 <i>2%</i> 77%	8 1% 18%	4 2% 9%	9 1% 20%	- - -	43 <i>6%</i> 100%n	7 1% 16%	36 <i>3%</i> 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%e	4 2% 12%	17 1% 46%	28 2% 73%	- - -	3 <i>2%</i> 9%km	3 * 9%	7 * 19%	31 <i>5%</i> 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 <i>2</i> %	30 2% 80%	7 3% 20%	10 3% 26%	27 <i>2</i> % 72%	25 <i>2</i> % 66%	8 3% 20%	2 1% 6%	4 2% 11%	30 2% 79%	35 <i>2%</i> <i>93%</i>	24 2% 63%	7 3% 19%	25 <i>2%</i> 67%	22 1% 58%	16 2% 42%	17 2% 45%	21 2% 55%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 <i>3</i> %	42 2% 78%	11 <i>5%</i> 21%a	13 3% 23%	40 2% 74%	17 1% 32%	4 1% 7%	4 2% 8%	7 <i>3%</i> 14%e	21 1% 38%	33 <i>2%</i> 60%	27 2% 51%	2 1% 4%	28 2% 52%	23 2% 42%	32 <i>5%</i> 58%n	12 1% 22%	42 <i>3%</i> 78%p



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



Table 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

		ETHNIC	OPIGIN	Q.13 LON DISAE ILLN	BILITY			Q.1 PHONE)WNEDQUI	D.).1 INTERNE	т	Q.1 LAN	IDI INE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
ONLY 1 SERVICE	150 <i>7</i> %	126 7% 84%	23 9% 15%	28 7% 19%	117 <i>7</i> % <i>7</i> 8%	69 5% 46%	24 <i>9%</i> 16%e	12 7% 8%	16 7% 11%	89 <i>6%</i> 59%	112 6% 75%	69 5% 46%	12 <i>5%</i> <i>8%</i>	74 5% 49%	60 4% 40%	90 <i>13%</i> 60%n	42 5% 28%	108 <i>9%</i> 72%p
2 SERVICES	15 1%	14 1% 94%	-	5 1% 32%	10 1% 68%	5 * 31%	3 1% 19%	2 1% 13%	3 1% 20%	6 * 42%	11 <i>1%</i> <i>75</i> %	3 * 22%	3 1% 17%	5 * 30%	3 * 21%	12 <i>2%</i> 79%n	4 * 26%	11 1% 74%
3 OR MORE SERVICES	6	5 * 85%	1 * 15%	3 <i>1%</i> 56%d	3 * 44%	1 * 11%	2 1% 29%e	1 * 15%	2 1% 30%e	2 * 40%	5 * <i>85</i> %	-	-	-	-	6 <i>1%</i> 100%n	1 * 15%	5 * 85%
ANY COMMUNICATIONS SERVICE	171 8%	146 8% 85%	24 10% 14%	36 10% 21%	130 <i>8%</i> <i>76%</i>	74 6% 43%	29 11% 17%e	15 8% 9%	21 9% 12%	98 <i>7%</i> 57%	129 <i>7%</i> <i>75%</i>	72 5% 42%	14 7% 8%	78 5% 46%	63 4% 37%	108 <i>16%</i> 63%n	46 5% 27%	125 10% 73%p
None of these	1497 <i>70%</i>	1359 <i>72%</i> 91%b	129 <i>53%</i> <i>9%</i>	273 73% 18%	1195 <i>70%</i> <i>80%</i>	919 <i>72%</i> 61%f	160 <i>63%</i> 11%	135 <i>73%</i> 9%f	186 <i>79%</i> 12%ef	1031 70% 69%	1287 <i>72%</i> <i>86%</i>	1014 <i>74%</i> <i>68%</i>	160 74% 11%	1060 <i>74%</i> <i>71%</i>	1102 <i>75%</i> 74%0	395 <i>58%</i> <i>26%</i>	664 <i>73%</i> 44%q	833 68% 56%
Don't know	38 <i>2%</i>	34 2% 89%	3 1% 8%	7 2% 18%	26 2% 67%	10 1% 27%	5 2% 14%	4 2% 11%	1 1% 3%	14 1% 37%	18 1% 47%	7 1% 19%	4 <i>2%</i> 11%k	8 1% 21%	15 1% 41%	23 <i>3%</i> 59%n	6 1% 16%	32 <i>3%</i> 84%p
Not asked	430 20%	337 18% 79%	88 <i>36%</i> 20%a	60 16% 14%	351 <i>21%</i> 82%c	279 <i>22%</i> 65%h	61 <i>24%</i> 14%h	30 16% 7%	28 12% 7%	324 <i>22%</i> <i>75%</i>	363 20% 84%	281 <i>20%</i> <i>65%</i>	39 18% 9%	295 20% 69%	280 19% 65%	150 22% 35%	190 21% 44%	240 20% 56%



 $\frac{Fieldwork: 23/10/2015 - 27/10/2015 \ (Week 43)}{Proportions/Means: Columns Tested \ (5\% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q}$



Table 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

		Q.2 BUNDLERS	Q.5 HAVE AN	IY DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	8 1% 31%	9 <i>6%</i> 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% 7 4 %	1 4% 3%	3 8% 9%	2 5% 6%
Fixed Landline	43 <i>2</i> %	3 * <i>6</i> %	15 <i>10%</i> 34%c	28 <i>2%</i> <i>6</i> 4%	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 <i>2%</i>	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 <i>5%</i> 26%c	20 1% 70%	4 15% 13%	3 8% 9%	6 16% 19%
Calls using a public payphone	38 <i>2</i> %	16 <i>2%</i> 41%	8 5% 22%c	28 <i>2%</i> 74%	3 13% 9%	3 8% 7%	4 13% 11%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 <i>3</i> %	19 <i>2%</i> <i>35%</i>	15 <i>10%</i> 28%c	38 <i>3%</i> 70%	4 14% 7%	4 12% 7%	6 19% 12%
ONLY 1 SERVICE	150 <i>7%</i>	44 5% 29%	29 <i>19%</i> 19%c	116 <i>8%</i> <i>78%</i>	6 23% 4%	12 39% 8%	9 <i>26%</i> <i>6%</i>



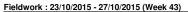
Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f
* small base; ** very small base (under 30) ineligible for sig testing

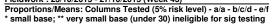


Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base
2 SERVICES
3 OR MORE SERVICES
ANY COMMUNICATIONS SERVICE
None of these
Don't know
Not asked

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
15 1%	3 * 21%	5 <i>4%</i> 35%c	10 1% 65%	1 4% 6%	2 6% 13%	1 <i>3%</i> <i>6</i> %
6		4 <i>3%</i> 70%c	2 * 30%	3 11% 45%	1 2% 11%	3 8% 44%
171 8%	47 5% 28%	38 <i>25%</i> 22%c	128 <i>8%</i> <i>75%</i>	9 38% 6%	15 47% <i>9</i> %	13 <i>37%</i> <i>7</i> %
1497 <i>70%</i>	720 77% 48%	109 <i>72%</i> <i>7</i> %	1378 <i>91%</i> 92%b	15 59% 1%	17 53% 1%	20 <i>57%</i> 1%
38 <i>2%</i>	6 1% 15%	5 3% 12%	16 1% 43%	1 4% 3%	:	2 6% 5%
430 20%	163 17% 38%	-	:	-	:	-







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

				Q.10 DON'T HAVE SERVIO	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 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 <i>100%</i> 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 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 <i>2</i> %	2 7% 5%	1 3% 2%	5 11% 12%	2 5% 5%	4 14% 11%	38 100% 100%cd
SUMMARY CODES	1 1						
ANY MOBILE/SMARTPHONE	54 <i>3</i> %	26 100% 47%	29 100% 53%	8 18% 15%	6 15% 11%	2 6% 3%	3 7% 5%
ONLY 1 SERVICE	150 <i>7</i> %	20 78% 13%	25 85% 16%	26 60% 17%	27 72% 18%	22 77% 15%	30 <i>79%</i> 20%

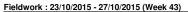
Fieldwork: 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f
* small base; ** very small base (under 30) ineligible for sig testing



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

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





Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f
* small base; ** very small base (under 30) ineligible for sig testing



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

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD	Ε
	Total	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 (i)	35-64 (k)	65+ (I)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (g)
Unweighted Base Weighted Base	179 181	90 96*	89 85*	21 23**	40 43*	31 31**	27 31**	28 30**	24 18**	8 5**	61 66*	86 92*	32 23**	64 77*	115 103	19 20**	80 91*	80 70*
No negative effect at all	91 <i>50%</i>	47 49% 51%	44 52% 49%	12 50% 13%	27 63% 30%	15 48% 16%	17 53% 18%	12 39% 13%	7 39% 8%	2 42% 2%	39 58% 43%	43 47% 48%	9 39% 10%	48 <i>62%</i> 53%n	43 41% 47%	10 47% 11%	57 <i>63%</i> 63%q	24 35% 27%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 <i>8%</i>	10 11% 68%	5 6% 32%	2 7% 11%	6 13% 37%	2 6% 13%	3 10% 20%	1 4% 8%	2 10% 12%		7 11% 48%	6 7% 40%	2 8% 12%	8 11% 54%	7 7% 46%	- - -	13 <i>14%</i> 84%q	2 3% 16%
Prevents access to emergency services and information that keeps people safer	4 2%	2 2% 48%	2 3% 52%	2 7% 34%	1 2% 17%		-	1 3% 21%	1 4% 14%	1 13% 14%	2 3% 51%	1 1% 21%	1 6% 28%	2 2% 34%	3 <i>3%</i> 66%	- - -	2 2% 34%	3 4% 66%
Prevents access to information, e.g. news, health information, educational content etc	12 <i>7</i> %	6 7% 52%	6 7% 48 %	4 15% 30%	1 2% 6%	-	1 4% 10%	5 15% 38%	2 12% 17%	-	4 7% 36%	6 6% 47%	2 9% 17%	6 8% 51%	6 6% 49%	3 16% 27%	4 4% 32%	5 7% 42%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 <i>5%</i>	6 <i>6%</i> <i>65%</i>	3 4% 35%	3 12% 31%	1 3% 13%	-	-	3 11% 39%	1 8% 17%		4 6% 44%	3 4% 39%	1 7% 17%	6 8% 70%	3 3% 30%	2 10% 24%	6 6% 66%	1 1% 10%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 <i>7</i> %	6 <i>6%</i> 50%	6 7% 50%	3 15% 28%	-	1 3% 8%	2 8% 20%	3 11% 27%	2 9% 13%	1 13% 5%	3 5% 28%	7 7% 54%	2 10% 18%	6 8% 51%	6 6% 49%	3 17% 28%	3 3% 24%	6 9% 49%
Miss out on contact with family\friends	19 10%	9 9% 47%	10 <i>12%</i> 53%	3 13% 16%	2 4% 10%	3 11% 18%	2 6% 10%	4 15% 24%	3 17% 16%	1 23% 6%	5 7% 26%	10 10% 52%	4 18% 22%	3 4% 16%	16 <i>15%</i> 84%m	- - -	7 8% 38%	12 17% 62%
Less able to look for work	13 <i>7</i> %	7 7% 49%	7 8% 51%	4 15% 27%	4 10% 32%	3 9% 20%	2 6% 14%	1 3% 7%	-	-	8 12% 59%	5 6% 41%	- - -	2 3% 17%	11 11% 83%	1 4% 7%	4 4% 27%	9 <i>13%</i> 66%p



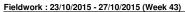
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



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

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD	ΣE
	Total	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+ (I)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base Weighted Base	179 181	90 96*	89 85*	21 23**	40 43*	31 31**	27 31**	28 30**	24 18**	8 5**	61 66*	86 92*	32 23**	64 77*	115 103	19 20**	80 91*	80 70*
Less able to carry out work from home	5 <i>3</i> %	1 1% 29%	3 4% 71%	1 4% 20%	-	-	2 8% 51%	1 5% 29%	-	-	1 1% 20%	4 4% 80%	-	4 5% 80%	1 1% 20%	2 12% 51%	2 3% 49%	-
Makes it more difficult to find the cheapest goods\services	12 <i>6</i> %	6 <i>6</i> % <i>50</i> %	6 7% 50%	1 5% 10%	1 1% 5%	3 11% 30%	2 7% 18%	3 11% 30%	1 5% 8%	-	2 3% 15%	9 10% 77%	1 4% 8%	4 5% 30%	8 <i>8%</i> 70%	2 10% 18%	1 2% 12%	8 <i>12%</i> 70%p
Difficult to stay organised e.g. online shopping, etc	11 <i>6</i> %	4 4% 37%	7 8% 63%	3 11% 24%	2 4% 15%	1 4% 11%	-	6 19% 50%	-	-	4 7% 39%	7 7% 61%	-	5 7% 48%	6 <i>6%</i> 52%	-	5 6% 48%	6 8% 52%
Less entertainment	23 13%	10 11% 43%	13 16% 57%	5 20% 20%	4 9% 17%	4 14% 18%	6 20% 27%	3 11% 14%	1 3% 2%	1 11% 2%	9 13% 37%	14 15% 59%	1 5% 5%	9 12% 39%	14 14% 61%	3 15% 13%	8 9% 36%	12 17% 51%
Lack of support for special needs	4 2%	2 2% 54%	2 2% 46%	-	-	1 4% 31%	-	3 9% 69%	-	-	-	4 4% 100%	-	-	4 4% 100%	-	-	4 <i>6%</i> 100%p
Other	2 1%	1 1% 67%	1 1% 33%	-	-	1 2% 33%	-	-	1 6% 67%	-	-	1 1% 33%	1 5% 67%	-	2 2% 100%	-		2 2% 100%
SUMMARY CODES	İ																	
NO NEGATIVE EFFECT AT ALL	106 <i>59%</i>	57 59% 54%	49 58% 46%	13 58% 13%	32 76% 31%	17 55% 16%	20 63% 19%	13 43% 12%	9 49% 8%	2 42% 2%	46 69% 43%	49 54% 47%	11 47% 10%	56 <i>73%</i> 53%n	49 48% 47%	10 47% 9%	70 <i>77%</i> 66%q	27 38% 25%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	11 12% 51%	11 13% 49%	6 24% 25%	3 6% 12%	1 3% 4%	2 8% 11%	6 21% 29%	3 18% 15%	1 13% 3%	8 12% 37%	10 11% 45%	4 17% 18%	9 11% 40%	13 13% 60%	5 23% 21%	7 7% 30%	11 15% 49%
Don't know	18 10%	12 12% 66%	6 7% 34%	- - -	1 2% 5%	3 10% 17%	3 11% 18%	6 19% 31%	4 23% 23%	1 24% 6%	1 1% 5%	12 <i>13%</i> 66%j	5 23% 29%	5 6% 26%	13 13% 74%	5 23% 26%	5 5% 25%	9 13% 49%



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



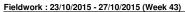
Table 19

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

			COUN	ITRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	179 181	134 133	30 33**	11 11**	4 4**	2 2**	17 16**	28 29**	18 19**	11 12**	7 6**	20 19**	16 16**	15 14**	11 11**	30 33**	4 4**
No negative effect at all	91 <i>50%</i>	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 <i>8%</i>	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 <i>7</i> %	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 <i>5</i> %	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 <i>7</i> %	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% 3%	1 9% 7%	1 8% 5%	1 3% 5%	- - -
Less able to look for work	13 <i>7</i> %	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%



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



Table 19

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

			COUN	ITRY		GOVERNMENT REGIONS											
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	179 181	134 133	30 33**	11 11**	4 4**	2 2**	17 16**	28 29**	18 19**	11 12**	7 6**	20 19**	16 16**	15 14**	11 11**	30 33**	4 4**
Less able to carry out work from home	5 <i>3</i> %	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 <i>6</i> %	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 <i>3%</i> <i>8%</i>	- - -
Difficult to stay organised e.g. online shopping, etc	11 <i>6</i> %	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 <i>3%</i> 23%	
Other	2 1%	2 1% 100%	- - -		- - -	-	-	-	- - -	- - -	-	:	1 7% 67%	1 4% 33%	-	- - -	- - -
SUMMARY CODES						İ											i
NO NEGATIVE EFFECT AT ALL	106 <i>59%</i>	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%	- - -



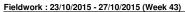
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p ** very small base (under 30) ineligible for sig testing



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

		Q.13 LONG TER DISABILITY ETHNIC ORIGIN ILLNESS				Q.1 PHONE OWNERSHIP							Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)	
Unweighted Base Weighted Base	179 181	154 155	23 24**	43 38*	129 136	77 83*	27 29**	16 15**	23 21**	100 107*	135 138	77 81*	13 15**	82 86*	70 68*	109 112*	47 50*	132 131	
No negative effect at all	91 <i>50%</i>	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%	- - -	14 10% 92%c	8 10% 55%	2 6% 11%	- - -	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 <i>7</i> %	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 <i>5</i> %	6 4% 67%	3 12% 33%	3 8% 34%	6 4% 66%	4 5% 50%	2 7% 23%	2 16% 27%	:	6 6% 73%	9 6% 100%	4 5% 49%	2 10% 17%	4 5% 49%	3 4% 30%	6 <i>6</i> % 70%	2 5% 26%	7 5% 74%	
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 <i>7</i> %	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%	



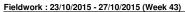
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE		P		C).1 INTERNE	Т	Q.1 LAI	NDLINE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	179 181	154 155	23 24**	43 38*	129 136	77 83*	27 29**	16 15**	23 21**	100 107*	135 138	77 81*	13 15**	82 86*	70 68*	109 112*	47 50*	132 131
Less able to look for work	13 <i>7</i> %	12 8% 93%	1 4% 7%	2 4% 12%	11 8% 81%	6 7% 42%	4 14% 29%	1 6% 7%	2 11% 17%	9 8% 65%	12 9% 89%	6 7% 42%	2 14% 16%	7 8% 50%	6 9% 48%	7 6% 52%	3 5% 20%	11 8% 80%
Less able to carry out work from home	5 3%	3 2% 71%	1 6% 29%	- - -	5 4% 100%	1 1% 24%	1 5% 28%	1 9% 29%	1 4% 20%	2 2% 51%	5 3% 100%	1 1% 24%	- - -	1 1% 24%	1 2% 24%	4 3% 76%	1 2% 24%	4 3% 76%
Makes it more difficult to find the cheapest goods\services	12 <i>6</i> %	9 6% 79%	2 10% 21%	6 <i>16</i> % 52%d	6 4% 48%	3 3% 24%	4 15% 36%	3 21% 27%	1 5% 9%	7 7% 59%	11 8% 95%	5 6% 42%	3 20% 26%	6 7% 51%	6 9% 50%	6 5% 50%	3 5% 22%	9 7% 78%
Difficult to stay organised e.g. online shopping, etc	11 <i>6</i> %	8 5% 74%	3 12% 26%	5 13% 44%	6 5% 56%	5 6% 44%	2 7% 18%	3 18% 24%	2 7% 13%	7 7% 62%	11 8% 100%	6 <i>8%</i> 56%	3 17% 24%	7 9% 66%	4 5% 32%	8 7% 68%	1 2% 9%	10 8% 91%
Less entertainment	23 13%	20 13% 83%	3 13% 13%	5 13% 22%	17 13% 74%	9 10% 37%	5 18% 22%	3 19% 12%	6 26% 24%	14 13% 59%	21 15% 90%	12 15% 52%	4 23% 15%	13 15% 57%	10 15% 43%	13 12% 57%	6 12% 26%	17 13% 74%
Lack of support for special needs	4 2%	4 3% 100%	-	4 <i>11%</i> 100%d	-	1 2% 31%	2 7% 46%	-	1 5% 24%	3 <i>3</i> % 76%	4 3% 100%	3 4% 77%	-	3 4% 77%	3 5% 77%	1 1% 23%	1 2% 23%	3 2% 77%
Other	2 1%	2 1% 100%	-	1 1% 33%	1 1% 67%	- - -	1 2% 33%	-	-	1 1% 33%	1 * 33%	1 1% 67%	-	1 1% 67%	1 2% 67%	1 * 33%	1 2% 67%	1 * 33%
SUMMARY CODES																		1
NO NEGATIVE EFFECT AT ALL	106 <i>59%</i>	93 60% 88%	13 53% 12%	19 50% 18%	84 62% 79%	60 <i>72%</i> <i>57%</i>	15 54% 15%	5 37% 5%	8 39% 8%	71 <i>67%</i> <i>67</i> %	81 <i>59%</i> <i>77%</i>	49 60% 46%	8 51% 7%	52 60% 49%	36 <i>52%</i> <i>34%</i>	70 63% 66%	32 65% 31%	73 56% 69%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	17 11% 76%	5 22% 24%	5 14% 24%	16 12% 73%	7 9% 33%	6 22% 29%	3 21% 14%	2 10% 10%	14 13% 62%	19 14% 87%	12 14% 53%	4 23% 17%	13 15% 58%	8 12% 37%	14 12% 63%	8 16% 37%	14 11% 63%



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

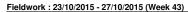


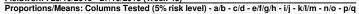
Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? [Prompted - Multi code]
Base: All who don't have service\cancelled a service due to cost

	ETHNIC	ORIGIN	DISA	NG TERM BILITY IESS		(Q.1 PHONE	OWNERSH	P		C	Q.1 INTERNE	т	Q.1 LAI	NDLINE	Q.1 P/ SER\	
Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
179 181	154 155	23 24**	43 38*	129 136	77 83*	27 29**	16 15**	23 21**	100 107*	135 138	77 81*	13 15**	82 86*	70 68*	109 112*	47 50*	132 131
18 10%	16 11% 90%	1 4% 5%	2 5% 11%	15 11% 84%	3 4% 17%	2 6% 9%	2 13% 10%	1 6% 7%	5 5% 27%	8 6% 44%	5 6% 26%	3 19% 16%	6 7% 33%	8 11% 42%	11 9% 58%	1 3% 7%	17 13% 93%

Unweighted Base Weighted Base

Don't know





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



Table 19

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

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DEI	BT 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 Weighted Base	179 181	55 55*	50 48*	124 128	11 9**	19 18**	17 16**
No negative effect at all	91 <i>50%</i>	27 50% 30%	14 30% 16%	75 <i>59%</i> 83%b	2 20% 2%	4 20% 4%	5 27% 5%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	4 6% 24%	4 9% 29%	11 8% 71%	- - -	2 10% 12%	- - -
Prevents access to emergency services and information that keeps people safer	4 2%	1 3% 31%	4 <i>8%</i> 86%c	1 * 14%	1 10% 21%	2 12% 51%	2 10% 37%
Prevents access to information, e.g. news, health information, educational content etc	12 <i>7</i> %	6 12% 53%	7 14% 54%c	6 4% 46%	1 10% 8%	4 20% 30%	2 12% 17%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 <i>5</i> %	4 7% 43%	5 10% 52%	4 3% 48%	1 10% 10%	2 8% 17%	1 6% 10%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 <i>7</i> %	6 11% 47%	7 14% 52%c	6 <i>5%</i> 48%	1 10% 7%	4 20% 29%	- - -
Miss out on contact with family\friends	19 10%	7 13% 38%	9 18% 48%c	10 8% 52%	3 36% 18%	5 26% 26%	3 19% 17%
Less able to look for work	13 <i>7</i> %	5 10% 40%	6 13% 45%	7 6% 55%	- -	5 28% 38%	2 14% 17%



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

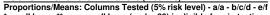


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? [Prompted - Multi code]

Base: All who don't have service cancelled a service due to cost

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	179 181	55 55*	50 48*	124 128	11 9**	19 18**	17 16**
Less able to carry out work from home	5 <i>3</i> %	1 2% 24%	1 <i>3%</i> <i>28%</i>	3 3% 72%	- - -	: :	- - -
Makes it more difficult to find the cheapest goods\services	12 <i>6</i> %	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 <i>6</i> %	6 11% 52%	8 17% 7 4 %c	3 2% 26%	2 20% 17%	4 22% 35%	4 27% 40%
Less entertainment	23 13%	10 17% 41%	14 <i>29%</i> 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 <i>59%</i>	31 <i>56%</i> <i>29%</i>	19 <i>39%</i> 18%	86 <i>67%</i> 81%b	2 20% 2%	5 30% 5%	5 27% 4%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	11 21% 52%	11 <i>24%</i> 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%		- - -





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



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

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	179 181	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
No negative effect at all	91 <i>50%</i>	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 <i>50%</i> 16%	21 <i>57%</i> <i>23%</i>
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 <i>8</i> %	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 <i>7</i> %	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 <i>5%</i>	-	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 <i>4%</i> 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 <i>7</i> %	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	-



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



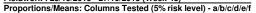
^{*} small base; ** very small base (under 30) ineligible for sig testing

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

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	179	26	29	46	38	27	37
Weighted Base	181	26**	29**	43*	38*	29**	38*
Less able to carry out	5	1	1	1	4	-	-
work from home	3%	4% 20%	4% 24%	2% 20%	10% 76%	-	-
Makes it more difficult	12	1	2	3	6	2	3
to find the cheapest	6%	2%	8%	7%	14%	7%	7%
goods\services		5%	21%	27%	47%	18%	22%
Difficult to stay	11	2	1	2	3	2	4
organised e.g. online	6%	7%	3%	5%	9%	7%	12%
shopping, etc		16%	8%	18%	31%	17%	39%
Less entertainment	23	3	2	6	8	5	5
	13%	13% 14%	7% 9%	15% 27%	20% 33%	18% 22%	15% 23%
last of support for	4	1	1	1	35%	2 2 %	23%
Lack of support for special needs	2%	4%	3%	2%	2%	6%	2%
special fleeds	270	24%	23%	23%	23%	46%	23%
Other	2	1	-		1		-
	1%	4%	-	-	1%	-	-
		67%	•	•	33%	-	-
SUMMARY CODES	1						
NO NEGATIVE EFFECT AT	106	14	15	24	19	17	26
ALL	59%	53%	53%	55%	49%	58%	69%
		13%	14%	22%	18%	16%	25%
PREVENTS ACCESS TO INFO/	22	1	4	6	7	2	5
SERVICES	12%	4% 5%	15% 19%	13% 25%	18% 31%	7% 9%	14% 24%
Don't know	18	3	5	5	5	1	3
DOLL KIOW	10%	12%	16%	11%	14%	3%	9%
	1	16%	26%	27%	29%	5%	19%





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



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

Smartphone				Q.	10 AND WHICH, IF	ANY, OF THE FOLL	OWING DO YOU NO	OT HAVE BECAUSE	OF COST? - [PROM	IPTED - MULTI COI	DE1	
Weighted Base 1706 26 29 49 49 38 29 38 1497 38 171 134		Total	(i.e. a phone with internet access, access to emails, apps	(that can't access the			broadband - Through a dongle or	a public		Don't know		SERVICE, EXCLUDING
No negative effect at all 50 12 14 20 19 15 21 3 - 87 66 8 18	Unweighted Base		26	29	46	38	27	37		42		
all 5% 45% 47% 46% 49% 50% 57% *	Weighted Base	1706	26	29	43	38	29	38	1497	38	171	134
No negative effect 15 2 2 2 4 2 5 5 2 - 13 9 6 6 6 4 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1										-		
No negative effect because I have a subject to because I have large effect because I have large effect because I have large effect large effect have all through the provided in the provided	all	5%								-		
Decause have alternatives cg. other ways to keep in touch or other ways to keep in touch or other ways to access the internet)	No negative effect	15								_		
ways to keep in fouch, or other ways to access the internet) Prevents access to 4 - 2 2 2 1 1 2 1 - 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			8%		9%	-	8%	13%	*	-	8%	6%
emergency services and information that keeps people safer Prevents access to 12 1 3 3 3 6 2 2 2 - 12 10 information, e.g., news, 1% 4% 10% 7% 14% 7% 7% 7% - 100% 80% educational content etc Prevents access to 9 2 1 2 1 2 2 - 100% 80% 80% educational content etc Prevents access to 9 9 - 1 1 2 3 3 2 2 1 1 0 100% 80% educational content etc Prevents access to 9 9 - 1 1 2 3 2 3 2 2 1 0 0 100% 80% 80% educational content etc Prevents access to 9 9 - 1 1 2 3 2 3 2 2 1 0 0 0 8 0 0 8 0 0 0 0 0 0 0 0 0 0 0 0	ways to keep in touch, or other ways to access		14%	11%	27%	-	15%	32%	11%	-	89%	57%
Information that keeps people safer Prevents access to 12 11 3 3 3 6 2 2 2 - 12 10 information, e.g. news, health information, educational content etc Prevents access to 9 2 - 1 2 3 2 2 1 0 00% 80% educational content etc Prevents access to 9 - 1 1 2 3 2 3 2 2 1 1 - 8 5 5 6 6 6 4 3 3 2 - 17 14 family/friends Miss out on contact with 19 1 1 5 6 6 6 4 3 3 2 - 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%			-						1	-		
Information, e.g. news, health information, e.g. news, health information, e.g. news, health information, educational content etc Prevents access to government services 1% - 10% - 5% - 5% - 5% - 9% - 7% - 7% - 100% - 80% - 100% -	information that keeps									-		
health information, educational content etc Prevents access to 9 - 1 2 3 2 2 1 - 8 5 5 9 7 7 7 7 8 1 - 87 8 9 8 9 8 1 8 9 9 9 9 9 9 9 9 9 9 9 9 9									-	-		
educational content etc Prevents access to government services 19 - 1 2 3 2 2 1 - 8 5 5 6 6 6 4 3 3 2 2 1 1 - 8 5 5 6 5 6 5 6 5 6 6 4 4 3 3 2 2 - 10 7 10 6 5 5 6 6 6 4 4 3 3 2 2 - 10 7 10 6 5 5 6 6 6 6 4 13% 8 8 6 8 7 10 8 8 8 5 5 8 8 9 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8		1%							-	-		
government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.) Prevents access to other the services (e.g. bank, titlities, doctors\health services) Miss out on contact with tamily/triends 19 14 4% 19% 15% 14% 13% 8% * - 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%			9%						-	-		
(e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.) Prevents access to other 12 - 1 3 5 5 - 4 11% * - 7% 6% utilities, - 9% 22% 39% - 34% 5% - 95% 61% doctors\health services) Miss out on contact with 19 1 5 6 6 6 4 3 2 2 - 17 14 familyfriends 1% 4% 19% 15% 14% 13% 8% * - 10% 10%									1	-		
key services (e.g. bank, utilities, doctors\health services) 1% - 4% 6% 13% - 11% * - 7% 6% doctors\health services) 6% 39% - 34% 5% - 95% 61% Miss out on contact with family/friends 19 1 5 6 6 4 3 2 - 17 14 family/friends 1% 4% 19% 15% 14% 13% 8% * - 10% 10%	(e.g. applying for and keeping benefits, tax, school applications,	1%								-		
utilities, doctors\health services) - 9% 22% 39% - 34% 5% - 95% 61% Miss out on contact with family\friends 19 1 5 6 6 4 3 2 - 17 14 family\friends 1% 4% 19% 15% 14% 13% 8% * - 10% 10%			-				-		•	-		
Miss out on contact with		1%					-			-		
family\friends 1% 4% 19% 15% 14% 13% 8% • - 10% 10%	doctors\health services)									•		
120 120 120 120 120 120 120 120 120 120										-		
	ramily\friends	1%								-		
Less able to look for 13 2 2 5 4 4 - 1 - 12 12								-	1	-		
work 1% 9% 7% 11% 10% 13% - * - 7% 9% 18% 15% 34% 28% 28% - 10% - 90% 90%	work	1%								-		



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

			Q.	10 AND WHICH, IF	ANY, OF THE FOLL	OWING DO YOU NO	OT HAVE BECAUSE	OF COST? - [PRON	MPTED - MULTI COI	DEI	
	Total	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 Weighted Base	1719 1706	26 26	29 29	46 43	38 38	27 29	37 38	1507 1497	42 38	170 171	133 134
Less able to carry out work from home	5	1 4% 20%	1 4% 24%	1 2% 20%	4 10% 76%	- - -	- - -	- - -	- - -	5 3% 100%	5 4% 100%
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%	1 * 11%	•	10 <i>6%</i> 89%	8 <i>6%</i> <i>67%</i>
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7% 16%	1 <i>3</i> % <i>8</i> %	2 5% 18%	3 9% 31%	2 7% 17%	4 12% 39%	2 * 21%	•	9 <i>5%</i> 79%	4 3% 39%
Less entertainment	23 1%	3 13% 14%	2 7% 9%	6 15% 27%	8 20% 33%	5 18% 22%	5 15% 23%	2 * 10%	- - -	21 12% 90%	16 <i>12%</i> <i>66%</i>
Lack of support for special needs	4 *	1 4% 24%	1 <i>3%</i> <i>23%</i>	1 2% 23%	1 2% 23%	2 6% 46%	1 2% 23%	1 * 31%	- - -	3 2% 69%	2 1% 47%
Other	2	1 4% 67%	:	:	1 1% 33%	- - -	- - -	- - -	- - -	2 1% 100%	2 1% 100%
SUMMARY CODES											
NO NEGATIVE EFFECT	106 <i>6%</i>	14 53% 13%	15 53% 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 <i>69%</i> <i>25%</i>	5 * <i>5%</i>	- - -	101 <i>59%</i> <i>95%</i>	75 56% 71%
ANY NEGATIVE IMPACT	56 <i>3%</i>	9 35% 16%	9 30% 16%	15 <i>34%</i> <i>26%</i>	14 36% 24%	11 39% 20%	8 21% 14%	4 * 8%	-	52 30% 92%	44 33% 78%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2</i> %	6 22% 17%	7 23% 20%	8 19% 25%	6 16% 18%	6 21% 18%	3 7% 8%	2 * 6%	•	31 18% 94%	28 21% 86%
Don't know	18 1%	3 12% 16%	5 16% 26%	5 11% 27%	5 14% 29%	1 3% 5%	3 9% 19%	- - -	- - -	18 11% 100%	15 11% 81%



Unweighted Base Weighted Base

Not asked

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

		Q.	10 AND WHICH, IF	ANY, OF THE FOLL	OWING DO YOU NO	OT HAVE BECAUSE	OF COST? - [PROM	MPTED - MULTI COI	DE]	
Total	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
1719	26	29	46	38	27	37	1507	42	170	133
1706	26	29	43	38	29	38	1497	38	171	134
1526 <i>89%</i>	- - -	- - -	:	- - -	- - -	:	1488 99% 98%	38 100% 2%	:	:



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

			COUN	TRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
No negative effect at all	91 <i>5</i> %	62 4% 68%	23 18% 26%acd	5 6% 6%	1 2% 1%	2 4% 2%	12 <i>6</i> % 14%j	6 4% 7%	9 <i>7%</i> 10%j	6 4% 7%	1 1% 1%	11 <i>6%</i> 12%j	7 3% 8%	6 4% 6%	5 <i>6%</i> 6%j	23 <i>18%</i> 26%efgh klmnp	1 2% ij 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 <i>5%</i> 14%fgjkln
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 <i>2</i> % 25%fk	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 <i>2%</i> 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 <i>4%</i> 29%kl	2 2% 12%	3 2% 18%	1 * 3%	1 * 3%	1 * 3%	1 1% 7%	1 1% 5%	1 1% 5%	-



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



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

			COUN	ITRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	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	13	9	-	3	1	-	1	4	1	1		2	-		3	-	1
work	1%	1%	-	4%	2%	-	*	3%	1%	1%	-	1%	-	-	4%	-	2%
		71%	-	24%ab	5%	-	7%	30%jl	10%	10%	-	13%	-	-	24%fjlm	10 -	5%l
Less able to carry out	5	4	-	1 1%		-	-	1 1%	1 1%	-	-	-	1	-	1 1%	-	-
work from home		80%	-	20%	-			28%	29%	-			24%		20%	-	-
Makes it more difficult	12	11	1	-			1	1	2	1	1	1	1	2	-	1	
to find the cheapest	1%	1%	1%	-	-	-	*	1%	2%	1%	1%	1%		2%	-	1%	-
goods\services		92%	8%	-	-	-	8%	10%	18%	8%	9%	9%	10%	19%	-	8%	-
Difficult to stay	11	9	1	1	-	-		3	1	1		-	2	2	1	1	-
organised e.g. online	1%	1%	1%	1%	-	-	-	2%	1%	1%	-	-	1%	1%	1%	1%	-
shopping, etc		80%	12%	9%	-	-	-	29%f	12%	8%	-	-	14%	16%	9%	12%	-
Less entertainment	23	17	4	2	-	-	1	4	-	3	3	1	4	2	2	4	-
	1%	1% 73%	3% 18%	2% 9%	-	-	1% 6%	2% 16%	-	2% 14%	2% 11%	2%	1% 15%	1% 9%	2% 9%	<i>3%</i> 18%k	-
Lack of support for	4	3	1	-	-	-	-	1		1	-	-	-	1	-	1	
special needs	*	*	1%	-	-	-	-	1%	-	1%	-	-	-	1%	-	1%	-
		77%	23%	-	-	-	-	24%	-	23%	-	-	-	31%	-	23%	-
Other	2	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-
		100%	-	-	-		-	-	-	-	-		67%	33%	-	-	-
SUMMARY CODES		,.															
NO NEGATIVE EFFECT	106	73	24	5	3	2	12	8	11	7	2	13	10	9	5	24	3
	6%	5% 69%	19% 23%acd	6% 5%	7% 3%	4% 2%	6% 12%j	5% 7%	<i>8%</i> 10%j	5% 7%	1% 2%	<i>7</i> % 12%j	4% 9%	6% 8%j	6% 5%	19% 23%efgl klmnp	<i>7</i> % hij 3%j
ANY NEGATIVE IMPACT	56	45	5	5	1		4	13	7	4	3	4	6	4	5	5	1
ANT NEGATIVE IMPACT	3%	3%	4%	6%	2%		2%	8%	6%	3%	2%	4 2%	3%	3%	6%	5 4%	2%
	370	80%	9%	9%	1%	-	6%	22%efjkl m		8%	6%	8%	11%	6%	9%	9%	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



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

Unweighted Base Weighted Base ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT' Don't know

Not asked

		COUN	ITRY						GO\	VERNMENT F	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
33 <i>2%</i>	28 <i>2</i> % <i>85</i> %	1 1% 3%	3 4% 10%	1 2% 2%	- - -	2 1% 7%	9 <i>6%</i> 27%fijlm o	7 <i>6%</i> 22%fijlmo	1 1% o 3%	1 * 2%	4 2% 12%	3 1% 9%	2 1% 5%	3 4% 10%	1 1% 3%	1 2% 2%
18 1%	14 1% 75%	3 3% 19%	1 1% 6%	-	- - -	-	8 <i>5%</i> 46%fhijkl m	1 1% 5%	1 * 3%	1 * 4%	2 1% 11%	-	1 1% 5%	1 1% 6%	3 <i>3%</i> 19%fl	:
1526 <i>89%</i>	1314 <i>91%</i> 86%b	97 <i>75%</i> <i>6</i> %	75 <i>87%</i> 5%b	40 <i>92%</i> 3%b	54 <i>96%</i> 4%gho	190 <i>92%</i> 12%gho	126 81% 9 8%	107 <i>85%</i> 7%o	144 <i>92%</i> 9%go	162 <i>96%</i> 11%ghk	172 90% 11%go	228 <i>93%</i> 15%gho	132 90% 9%go	75 <i>87%</i> 5%o	97 <i>75%</i> <i>6%</i>	40 <i>92%</i> 3%0

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.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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN			(Q.1 PHONE	OWNERSHI	P		C).1 INTERNE	т	Q.1 LAN	NDLINE	Q.1 P/ SERV	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
No negative effect at all	91 <i>5</i> %	79 5% 87%	12 7% 13%	19 6% 21%	70 5% 77%	52 5% 57%	14 7% 15%	5 4% 6%	7 3% 8%	62 5% 68%	72 5% 79%	37 3% 41%	6 <i>3%</i> <i>7</i> %	40 4% 45%	29 <i>2</i> % <i>32</i> %	61 <i>12%</i> 68%n	28 4% 31%	63 <i>6%</i> 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% 94%	1 1% 6%	-	14 1% 92%	8 1% 55%	2 1% 11%	- - -	1 1% 8%	10 1% 66%	10 1% 66%	12 1% 77%	2 1% 13%	12 1% 77%	6 1% 41%	9 <i>2%</i> 59%n	4 1% 29%	11 1% 71%
Prevents access to emergency services and information that keeps people safer	4	2 * 52%	2 1% 48%a	2 1% 49%	2 * 51%	2 * 34%	1 * 21%	-	1 1% 28%	2 * 55%	4 * 83%	3 * 65%	2 1% 34%	3 * 65%	1 * 31%	3 1% 69%	1 * 14%	4 * 86%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	8 1% 68%	4 2% 32%a	3 1% 25%	9 1% 75%	3 * 28%	4 <i>2%</i> 34%eh	2 2% 20%	-	8 1% 62%	10 1% 82%	7 1% 54%	3 2% 22%	8 1% 64%	4 * 36%	8 <i>1%</i> 64%n	4 1% 35%	8 1% 65%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	6 * <i>67%</i>	3 <i>2%</i> 33%a	3 1% 34%	6 * 66%	4 * 50%	2 1% 23%	2 2% 27%	-	6 1% 73%	9 1% 100%	4 * 49%	2 1% 17%	4 * 49%	3 * 30%	6 <i>1%</i> 70%n	2 * 26%	7 1% 74%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 1%	8 1% 64%	4 <i>3</i> % 36%a	3 1% 25%	9 1% 68%	4 * 29%	3 <i>2%</i> 28%e	3 <i>2</i> % 25%e	2 1% 17%	7 1% 57%	12 1% 100%	5 * 42%	4 <i>2%</i> 29%k	6 1% 51%	5 * 38%	8 <i>1%</i> 62%n	4 1% 30%	9 1% 70%





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

				Q.13 LON DISAE													Q.1 PA	Y TV
	l	ETHNIC	ORIGIN	ILLN	ESS		(2.1 PHONE (P		С	.1 INTERNE	Т	Q.1 LAN	NDLINE	SER\	/ICE
	Total	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 Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
Miss out on contact with family\friends	19 1%	14 1% 73%	5 <i>3%</i> 27%a	6 2% 33%	12 1% 67%	6 1% 32%	3 2% 16%	1 1% 8%	5 <i>2</i> % 28%e	9 1% 47%	15 1% 83%	9 1% 47%	2 1% 11%	10 1% 53%	8 1% 42%	11 <i>2%</i> 58%n	5 1% 29%	13 1% 71%
Less able to look for work	13 1%	12 1% 93%	1 1% 7%	2 1% 12%	11 1% 81%	6 1% 42%	4 2% 29%	1 1% 7%	2 1% 17%	9 1% 65%	12 1% 89%	6 1% 42%	2 1% 16%	7 1% 50%	6 1% 48%	7 1% 52%	3 * 20%	11 1% 80%
Less able to carry out work from home	5	3 * 71%	1 1% 29%	- - -	5 * 100%	1 * 24%	1 1% 28%	1 1% 29%	1 * 20%	2 * 51%	5 * 100%	1 * 24%	-	1 * 24%	1 * 24%	4 <i>1%</i> 76%n	1 * 24%	4 * 76%
Makes it more difficult to find the cheapest goods\services	12 1%	9 1% 79%	2 2% 21%	6 <i>2</i> % 52%d	6 * 48%	3 * 24%	4 2% 36%e	3 <i>2</i> % 27%e	1 1% 9%	7 1% 59%	11 1% 95%	5 * 42%	3 2% 26%	6 1% 51%	6 * 50%	6 1% 50%	3 * 22%	9 1% 78%
Difficult to stay organised e.g. online shopping, etc	11 1%	8 1% 74%	3 2% 26%	5 <i>2%</i> 44%d	6 * 56%	5 * 44%	2 1% 18%	3 2% 24%	2 1% 13%	7 1% 62%	11 1% 100%	6 1% 56%	3 2% 24%	7 1% 66%	4 * 32%	8 <i>1%</i> 68%n	1 * 9%	10 <i>1%</i> 91%p
Less entertainment	23 1%	20 1% 83%	3 2% 13%	5 2% 22%	17 1% 74%	9 1% 37%	5 <i>3%</i> 22%e	3 2% 12%	6 3% 24%e	14 1% 59%	21 1% 90%	12 1% 52%	4 2% 15%	13 1% 57%	10 1% 43%	13 <i>3%</i> 57%n	6 1% 26%	17 2% 74%
Lack of support for special needs	4 *	4 * 100%	-	4 <i>1%</i> 100%d	-	1 * 31%	2 1% 46%	-	1 * 24%	3 * 76%	4 * 100%	3 * 77%	-	3 * 77%	3 * 77%	1 * 23%	1 * 23%	3 * 77%
Other	2	2 * 100%	-	1 * 33%	1 * <i>67</i> %	-	1 * 33%	-	-	1 * 33%	1 * 33%	1 * 67%	-	1 * <i>67</i> %	1 * <i>67</i> %	1 * 33%	1 * <i>67</i> %	1 * 33%





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

		ETHNIC	ORIGIN	Q.13 LON DISAB ILLN	ILITY	Y Q.1 PHONE OWNERSHIP ANY Standar ANY				Q	.1 INTERNE	Γ	Q.1 LAN	IDLINE	Q.1 PA SER\			
	Total	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)	d mobile on pay	ANY SMARTPH ONE (i)	SMARTPH ONE/ STANDAR	Fixed Broadba nd (k)	Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
SUMMARY CODES																		i
NO NEGATIVE EFFECT	106 <i>6%</i>	93 6% 88%	13 8% 12%	19 <i>6</i> % <i>18</i> %	84 <i>6%</i> 79%	60 <i>6%</i> <i>57%</i>	15 8% 15%	5 4% 5%	8 4% 8%	71 <i>6%</i> <i>67%</i>	81 <i>6%</i> <i>77</i> %	49 4% 46%	8 4% 7%	52 5% 49%	36 <i>3%</i> <i>34%</i>	70 <i>13%</i> 66%n	32 5% 31%	73 <i>7%</i> 69%p
ANY NEGATIVE IMPACT	56 <i>3%</i>	45 3% 80%	10 <i>7</i> % 18%a	16 <i>5%</i> 29%d	37 <i>3</i> % <i>66</i> %	20 <i>2%</i> 35%	11 <i>6%</i> 19%e	8 <i>5%</i> 14%e	12 <i>6%</i> 21%e	30 <i>3%</i> <i>53%</i>	48 <i>3%</i> <i>86%</i>	27 2% 49%	5 3% 8%	28 2% 51%	25 <i>2%</i> 45%	31 <i>6%</i> 55%n	16 <i>2%</i> <i>28%</i>	40 4% 72%p
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2%</i>	25 2% 78%	7 <i>5%</i> 22%a	11 <i>4%</i> 35%d	20 1% 60%	11 1% 34%	6 3% 17%	5 <i>3%</i> 15%e	6 <i>3%</i> 19%e	16 1% 49%	27 2% 83%	15 1% 46%	1 1% 3%	15 1% 46%	15 1% 46%	18 <i>3%</i> 54%n	10 1% 30%	23 2% 70%
Don't know	18 <i>1</i> %	16 1% 90%	1 1% 5%	2 1% 11%	15 1% 84%	3 * 17%	2 1% 9%	2 1% 10%	1 1% 7%	5 * 27%	8 1% 44%	5 * 26%	3 2% 16%	6 1% 33%	8 1% 42%	11 <i>2%</i> 58%n	1 * <i>7</i> %	17 <i>2%</i> 93%p
Not asked	1526 <i>89%</i>	1384 90% 91%	133 <i>85%</i> <i>9%</i>	278 88% 18%	1214 90% 80%	921 <i>92%</i> 60%f	165 <i>85%</i> 11%	139 <i>90%</i> <i>9</i> %	186 90% 12%	1037 91% 68%	1296 <i>90%</i> <i>85</i> %	1013 93% 66%	163 91% 11%	1059 <i>92%</i> <i>69%</i>	1113 <i>94%</i> 73%o _	413 79% 27%	667 <i>93%</i> 44%q	859 <i>87%</i> <i>56%</i>



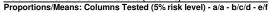


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All with some responsibility for communications services

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
No negative effect at all	91 <i>5</i> %	27 4% 30%	14 <i>9%</i> 16%c	75 <i>5%</i> 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 <i>3%</i> 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 <i>6%</i> 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 <i>4%</i> 45%c	7 * 55%	- -	5 16% 38%	2 7% 17%





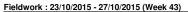
^{*} small base; ** very small base (under 30) ineligible for sig testing

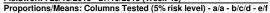


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All with some responsibility for communications services

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	EBT 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 Weighted Base	1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 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 <i>4%</i> 50%c	6 * 50%	1 <i>4%</i> <i>8</i> %	3 11% 29%	3 <i>8%</i> <i>23%</i>
Difficult to stay organised e.g. online shopping, etc	11 1%	6 1% 52%	8 <i>5%</i> 74%c	3 * 26%	2 8% 17%	4 12% 35%	4 13% 40%
Less entertainment	23 1%	10 1% 41%	14 <i>9%</i> 59%c	10 1% 41%	4 15% 17%	5 17% 23%	5 15% 22%
Lack of support for special needs	4	3 * 77%	4 <i>3%</i> 100%c	- - -	2 7% 46%	2 7% 54%	3 <i>9%</i> 76%
Other	2	1 * <i>67%</i>	1 1% 67%c	- -	- -	- - -	1 3% 67%
SUMMARY CODES							
NO NEGATIVE EFFECT	106 <i>6</i> %	31 <i>4%</i> <i>29%</i>	19 <i>12%</i> 18%c	86 <i>6%</i> 81%	2 7% 2%	5 17% 5%	5 13% 4%
ANY NEGATIVE IMPACT	56 <i>3</i> %	23 3% 41%	28 <i>18%</i> 49%c	29 2% 51%	7 27% 12%	13 40% 23%	12 <i>35%</i> <i>21%</i>
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2</i> %	13 <i>2%</i> 40%	14 <i>9%</i> 41%c	19 <i>1%</i> <i>59</i> %	3 11% 9%	7 23% 23%	7 19% 20%
Don't know	18 <i>1</i> %	1 * <i>8%</i>	2 1% 9%	13 <i>1%</i> <i>73%</i>	1 4% 5%	-	· ·





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



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

Unweighted Base Weighted Base

Not asked

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
1719 1706	755 773	150 152	1535 1522	27 25**	32 32*	34 34*
1526 <i>89%</i>	718 <i>93%</i> 47%	104 <i>68%</i> <i>7%</i>	1394 <i>92%</i> 91%b	16 <i>62%</i> <i>1%</i>	14 43% 1%	18 <i>52%</i> <i>1%</i>



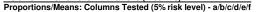


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All with some responsibility for communications services

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
No negative effect at all	91 <i>5%</i>	12 45% 13%	14 47% 15%	20 46% 22%	19 <i>49%</i> 21%	15 50% 16%	21 <i>57%</i> <i>23%</i>
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 <i>4%</i> 9%	3 <i>6%</i> 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%	- - -





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

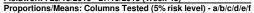


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All with some responsibility for communications services

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 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 <i>2%</i> <i>5</i> %	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 <i>6</i> %	14 53% 13%	15 <i>53%</i> 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 69% 25%
ANY NEGATIVE IMPACT	56 <i>3%</i>	9 35% 16%	9 30% 16%	15 <i>34%</i> <i>26%</i>	14 36% 24%	11 39% 20%	8 21% 14%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2</i> %	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%





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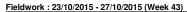
Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

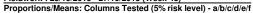
Base: All with some responsibility for communications services

Unweighted Base Weighted Base

Not asked

			Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
1719 1706	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
1526 <i>89%</i>	-	-	-	-	-	-
	-	-	-	-	-	





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



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

			Q.	10 AND WHICH, IF	ANY, OF THE FOLL	OWING DO YOU NO	OT HAVE BECAUSE	OF COST? - [PROM	PTED - MULTI COD	DE]	
	Total	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	91	12	14	20	19	15	21	3	-	87	66
all	4%	45%	47%	46%	49%	50%	57%	*	-	51%	49%
		13%	15%	22%	21%	16%	23%	4%	-	96%	73%
No negative effect	15	2	2	4	-	2	5	2	-	13	9
because I have	1%	8%	6%	9%	-	8%	13%	*	-	8%	6%
alternatives (e.g. other ways to keep in touch, or other ways to access the internet)		14%	11%	27%	-	15%	32%	11%		89%	57%
Prevents access to	4	-	2	2	1	1	2	1	-	4	1
emergency services and information that keeps people safer	*	-	6% 37%	4% 35%	2% 21%	3% 21%	7% 55%	* 14%	-	2% 86%	1% 31%
Prevents access to	12	1	3	3	6	2	2	-	-	12	10
information, e.g. news,	1%	4%	10%	7%	14%	7%	7%	-	-	7%	7%
health information, educational content etc		9%	24%	23%	46%	17%	20%	-	-	100%	80%
Prevents access to	9	-	1	2	3	2	2	1	-	8	5
government services	*	-	5%	5%	9%	7%	7%	*	-	4%	4%
(e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)		-	16%	24%	37%	23%	28%	13%	-	87%	59%
Prevents access to other	12	-	1	3	5	-	4	1	-	12	8
key services (e.g. bank,	1%	-	4%	6%	13%	-	11%	*	-	7%	6%
utilities, doctors\health services)		-	9%	22%	39%	-	34%	5%	-	95%	61%
Miss out on contact with	19	1	5	6	6	4	3	2	-	17	14
family\friends	1%	4% 5%	19% 29%	15% 35%	14% 30%	13% 20%	8% 16%	* 10%	-	10% 90%	10% 74%
Less able to look for	13	2	2	5	4	4	-	1	-	12	12
work	1%	9%	7%	11%	10%	13%	-	*	-	7%	9%
		18%	15%	34%	28%	28%	-	10%	-	90%	90%



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

			Q.	10 AND WHICH, IF	ANY, OF THE FOLL	OWING DO YOU NO	OT HAVE BECAUSE	OF COST? - [PROM	MPTED - MULTI COI	DE]	
	Total	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 Weighted Base	2136 2136	26 26	29 29	46 43	38 38	27 29	37 38	1507 1497	42 38	170 171	133 134
Less able to carry out work from home	5 *	1 4% 20%	1 4% 24%	1 2% 20%	4 10% 76%	- - -	- - -	- - -	- - -	5 3% 100%	5 4% 100%
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%	1 * 11%	- - -	10 <i>6%</i> <i>89%</i>	8 6% 67%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7% 16%	1 <i>3%</i> <i>8</i> %	2 5% 18%	3 9% 31%	2 7% 17%	4 12% 39%	2 * 21%	- - -	9 <i>5%</i> 79%	4 3% 39%
Less entertainment	23 1%	3 13% 14%	2 7% 9%	6 15% 27%	8 20% 33%	5 18% 22%	5 15% 23%	2 * 10%	- - -	21 12% 90%	16 <i>12%</i> <i>66%</i>
Lack of support for special needs	4 *	1 4% 24%	1 <i>3%</i> <i>23%</i>	1 2% 23%	1 2% 23%	2 6% 46%	1 2% 23%	1 * 31%	- - -	3 2% 69%	2 1% 47%
Other	2	1 4% 67%	- - -	- -	1 1% 33%	- - -	- - -	- - -	- - -	2 1% 100%	2 1% 100%
SUMMARY CODES											
NO NEGATIVE EFFECT	106 <i>5</i> %	14 53% 13%	15 <i>53%</i> 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 69% 25%	5 * <i>5</i> %		101 <i>59%</i> <i>95%</i>	75 56% 71%
ANY NEGATIVE IMPACT	56 <i>3%</i>	9 35% 16%	9 30% 16%	15 34% 26%	14 <i>36%</i> <i>2</i> 4%	11 39% 20%	8 21% 14%	4 * 8%	- - -	52 30% 92%	44 33% 78%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2</i> %	6 22% 17%	7 23% 20%	8 19% 25%	6 16% 18%	6 21% 18%	3 7% 8%	2 * 6%	-	31 18% 94%	28 21% 86%
Don't know	18 <i>1</i> %	3 12% 16%	5 16% 26%	5 11% 27%	5 14% 29%	1 3% 5%	3 9% 19%	- - -	- - -	18 11% 100%	15 11% 81%



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

		Q.	.10 AND WHICH, IF	ANY, OF THE FOLL	OWING DO YOU NO	OT HAVE BECAUSE	OF COST? - [PROM	MPTED - MULTI COD	E]	
Total	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
2136	26	29	46	38	27	37	1507	42	170	133
2136	26	29	43	38	29	38	1497	38	171	134
1955 <i>92%</i>	- - -	- - -	- - -	- - -	- - -	- - -	1488 99% 76%	38 100% 2%	- - -	- - -

Unweighted Base Weighted Base

Not asked



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

			COUN	TRY						GO	VERNMENT	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
No negative effect at all	91 <i>4</i> %	62 3% 68%	23 <i>13%</i> 26%acd	5 5% 6%	1 2% 1%	2 3% 2%	12 <i>5%</i> 14%j	6 3% 7%	9 <i>6%</i> 10%j	6 3% 7%	1 1% 1%	11 <i>4%</i> 12%j	7 2% 8%	6 3% 6%	5 <i>5%</i> 6%j	23 <i>13%</i> 26%efgijl Imnp	1 2% k 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 <i>4%</i> 14%abc	- - -	-	1 1% 8%	1 1% 9%	1 1% 9%	1 * <i>6</i> %	2 1% 11%	2 1% 14%	3 2% 22%f	-	1 1% 7%	2 4% 14%fgijklno
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 <i>2</i> % 25%fk	2 1% 17%	-	-	5 <i>2</i> % 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 <i>2%</i> 29%fk	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 <i>1%</i>	17 1% 90%	1 1% 5%	1 1% 5%	- -	-	3 1% 14%	5 <i>3%</i> 29%jkl	2 2% 12%	3 2% 18%	1 * 3%	1 * 3%	1 * 3%	1 1% 7%	1 1% 5%	1 1% 5%	-



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



Table 21

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

		COUNTRY								GO	VERNMENT	REGIONS					
	Total	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 (I)	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	13	9	-	3	1	-	1	4	1	1	-	2	-	-	3	-	1
work	1%	1%	-	3%	1%	-	*	2%	1%	1%	-	1%	-	-	3%	-	1%
		71%	-	24%ab	5%	-	7%	30%jl	10%	10%	-	13%	-	-	24%fjlm	10 -	5%l
Less able to carry out	5	4	-	1	-	-	-	1	1	-	-	-	1	-	1	-	-
work from home	1	80%		1% 20%	-	-	-	1% 28%	1% 29%	-	-	-	24%	-	1% 20%	-	-
1.1	40	1	-			-	-	20%		-	-	-	24%	-		1	
Makes it more difficult to find the cheapest	12 1%	11 1%	1 1%	-	-	-	1	1 1%	2 1%	1	1 1%	1	1	2 1%	-	1 1%	-
goods\services	1 /0	92%	8%	-	-		8%	10%	18%	8%	9%	9%	10%	19%		8%	
Difficult to stay	11	9	1	1		_		3	1	1			2	2	1	1	_
organised e.g. online	1%	*	1%	1%	_	-	-	2%	1%		_	-	*	1%	1%	1%	-
shopping, etc		80%	12%	9%	-	-	-	29%fk	12%	8%	-	-	14%	16%	9%	12%	-
Less entertainment	23	17	4	2	-	-	1	4	-	3	3	1	4	2	2	4	-
	1%	1%	2%	2%	-	-	1%	2%	-	2%	1%	*	1%	1%	2%	2%	-
		73%	18%	9%	-	-	6%	16%	-	14%	11%	2%	15%	9%	9%	18%k	-
Lack of support for	4	3	1	-	-	-	-	1	-	1	-	-	-	1	-	1	-
special needs	1	77%	1% 23%	-	-		-	1% 24%	-	23%	-	-		1% 31%	-	1% 23%	
Other	2	2	2576					24/0		2076				1		2576	
Otner	*	*	-		-			-	-	-	-		*	*		-	
		100%	-	-	-	-	-	-	-	-	-	-	67%	33%	-	-	-
SUMMARY CODES																	
NO NEGATIVE EFFECT	106	73	24	5	3	2	12	8	11	7	2	13	10	9	5	24	3
	5%	4% 69%	13% 23%ac	5% 5%	6% 3%	3% 2%	<i>5</i> % 12%j	4% 7%	<i>7</i> % 10%j	4% 7%	1% 2%	<i>5</i> % 12%j	3% 9%	<i>5%</i> 8%j	5% 5%	13% 23%efgi Imn	6% ijk 3%j
ANY NEGATIVE IMPACT	56	45	5	5	1	-	4	13	7	4	3	4	6	4	5	5	1
	3%	3%	3%	5%	1%	-	1%	7%	5%	2%	2%	2%	2%	2%	5%	3%	1%
		80%	9%	9%	1%	-	6%	22%efjkl m	13%	8%	6%	8%	11%	6%	9%	9%	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



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

Unweighted Base Weighted Base ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT' Don't know

Not asked

		COUN	ITRY						GO\	VERNMENT I	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
33 <i>2%</i>	28 <i>2</i> % <i>8</i> 5%	1 1% 3%	3 3% 10%	1 1% 2%	- - -	2 1% 7%	9 <i>5%</i> 27%fijkl mo	7 <i>5%</i> 22%fijlmo	1 1% o 3%	1 * 2%	4 1% 12%	3 1% 9%	2 1% 5%	3 3% 10%	1 1% 3%	1 1% 2%
18 1%	14 1% 75%	3 2% 19%	1 1% 6%	:	- - -	- - -	8 <i>5%</i> 46%fhijkl m	1 1% 5%	1 * <i>3</i> %	1 * 4%	2 1% 11%	-	1 1% 5%	1 1% 6%	3 <i>2%</i> 19%fl	-
1955 <i>92</i> %	1666 <i>93%</i> 85%b	149 <i>82%</i> <i>8%</i>	95 89% 5%	45 93% 2%b	74 <i>97</i> % 4%ghn	234 <i>94%</i> n 12%gho	157 85% 9 8%	132 88% 7%	175 <i>93%</i> 9%go	203 <i>97</i> % 10%ghn	248 <i>93%</i> n 13%go	290 <i>95%</i> 15%gho	155 <i>92%</i> 8%go	95 89% 5%	149 <i>82%</i> <i>8%</i>	45 <i>93%</i> 2%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.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

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN			(Q.1 PHONE (OWNERSHI	P		G	.1 INTERNE	Т	Q.1 LAI	NDLINE	Q.1 P/ SER\	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (g)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
No negative effect at all	91 <i>4</i> %	79 4% 87%	12 5% 13%	19 5% 21%	70 4% 77%	52 4% 57%	14 5% 15%	5 3% 6%	7 3% 8%	62 4% 68%	72 4% 79%	37 3% 41%	6 3% 7%	40 3% 45%	29 <i>2%</i> 32%	61 <i>9%</i> 68%n	28 3% 31%	63 <i>5%</i> 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% 94%	1 * <i>6</i> %	- - -	14 1% 92%	8 1% 55%	2 1% 11%	- - -	1 * <i>8%</i>	10 1% 66%	10 1% 66%	12 1% 77%	2 1% 13%	12 1% 77%	6 * 41%	9 <i>1%</i> 59%n	4 * 29%	11 1% 71%
Prevents access to emergency services and information that keeps people safer	4 *	2 * 52%	2 1% 48%a	2 1% 49%	2 * 51%	2 * 34%	1 * 21%	-	1 1% 28%	2 * 55%	4 * 83%	3 * 65%	2 1% 34%	3 * 65%	1 * 31%	3 * 69%	1 * 14%	4 * 86%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	8 * 68%	4 2% 32%a	3 1% 25%	9 1% 75%	3 * 28%	4 <i>2%</i> 34%e	2 1% 20%e	-	8 1% 62%	10 1% 82%	7 * 54%	3 1% 22%	8 1% 64%	4 * 36%	8 <i>1%</i> 64%n	4 * 35%	8 1% 65%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	6 * 67%	3 1% 33%	3 1% 34%	6 * 66%	4 * 50%	2 1% 23%	2 1% 27%	-	6 * 73%	9 * 100%	4 * 49%	2 1% 17%	4 * 49%	3 * 30%	6 <i>1%</i> 70%n	2 * 26%	7 1% 74%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 1%	8 * 64%	4 2% 36%a	3 1% 25%	9 1% 68%	4 * 29%	3 1% 28%e	3 <i>2%</i> 25%e	2 1% 17%	7 * 57%	12 1% 100%	5 * 42%	4 <i>2%</i> 29%km	6 * 51%	5 * 38%	8 <i>1%</i> 62%n	4 * 30%	9 1% 70%





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

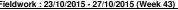
				Q.13 LON DISAE													Q.1 P/	AY TV
		ETHNIC	ORIGIN	ILLN	ESS			2.1 PHONE (Р		С	.1 INTERNE	T	Q.1 LAN	NDLINE	SER\	/ICE
			Minori ty			Smartph one on contrac	Smartph one pay as you	Standar d mobile on contrac	Standar d mobile on pay as you	ANY SMARTPH	ANY SMARTPH ONE/ STANDAR D	Fixed Broadba	Mobile Broadba	Any interne				
	Total	White (a)	Ethnic (b)	Yes (c)	No (d)	t (e)	go (f)	t (g)	go (h)	ONE (i)	MOBILE (j)	nd (k)	nd (l)	t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
Miss out on contact with family\friends	19 1%	14 1% 73%	5 2% 27%	6 2% 33%	12 1% 67%	6 * 32%	3 1% 16%	1 1% 8%	5 <i>2%</i> 28%e	9 1% 47%	15 1% 83%	9 1% 47%	2 1% 11%	10 1% 53%	8 1% 42%	11 <i>2%</i> 58%n	5 1% 29%	13 1% 71%
Less able to look for work	13 1%	12 1% 93%	1 * 7%	2 * 12%	11 1% 81%	6 * 42%	4 2% 29%	1 * 7%	2 1% 17%	9 1% 65%	12 1% 89%	6 * 42%	2 1% 16%	7 * 50%	6 * 48%	7 1% 52%	3 * 20%	11 1% 80%
Less able to carry out work from home	5 *	3 * 71%	1 1% 29%	- - -	5 * 100%	1 * 24%	1 1% 28%	1 1% 29%e	1 * 20%	2 * 51%	5 * 100%	1 * 24%	-	1 * 24%	1 * 24%	4 <i>1%</i> 76%n	1 * 24%	4 * 76%
Makes it more difficult to find the cheapest goods\services	12 1%	9 * 79%	2 1% 21%	6 <i>2%</i> 52%d	6 * 48%	3 * 24%	4 2% 36%e	3 <i>2%</i> 27%e	1 * 9%	7 * 59%	11 1% 95%	5 * 42%	3 1% 26%	6 * 51%	6 * 50%	6 1% 50%	3 * 22%	9 1% 78%
Difficult to stay organised e.g. online shopping, etc	11 1%	8 * 74%	3 1% 26%	5 1% 44%d	6 * 56%	5 * 44%	2 1% 18%	3 1% 24%	2 1% 13%	7 * 62%	11 1% 100%	6 * 56%	3 1% 24%	7 1% 66%	4 * 32%	8 <i>1%</i> 68%n	1 * 9%	10 <i>1%</i> 91%p
Less entertainment	23 1%	20 1% 83%	3 1% 13%	5 1% 22%	17 1% 74%	9 1% 37%	5 <i>2%</i> 22%e	3 2% 12%	6 <i>2</i> % 24%e	14 1% 59%	21 1% 90%	12 1% 52%	4 2% 15%	13 1% 57%	10 1% 43%	13 <i>2%</i> 57%n	6 1% 26%	17 1% 74%
Lack of support for special needs	4	4 * 100%	-	4 1% 100%d	-	1 * 31%	2 1% 46%	-	1 * 24%	3 * 76%	4 * 100%	3 * 77%	- - -	3 * 77%	3 * 77%	1 * 23%	1 * 23%	3 * 77%
Other	2	2 * 100%	- - -	1 * 33%	1 * <i>67</i> %		1 * 33%	-	- - -	1 * 33%	1 * 33%	1 * <i>67</i> %	- - -	1 * <i>67</i> %	1 * <i>67</i> %	1 * 33%	1 * <i>67%</i>	1 * 33%





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

		ETHNIC	ORIGIN	Q.13 LON DISAB ILLN	ILITY		(Q.1 PHONE (OWNERSHII	P		C).1 INTERNE	Т	Q.1 LAN	IDLINE	Q.1 PA	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
SUMMARY CODES																		
NO NEGATIVE EFFECT	106 5%	93 5% 88%	13 5% 12%	19 <i>5%</i> 18%	84 <i>5%</i> 79%	60 5% 57%	15 <i>6%</i> 15%	5 3% 5%	8 4% 8%	71 <i>5%</i> <i>67%</i>	81 <i>5%</i> <i>77</i> %	49 4% 46%	8 4% 7%	52 4% 49%	36 2% 34%	70 <i>10%</i> 66%n	32 4% 31%	73 <i>6%</i> 69%p
ANY NEGATIVE IMPACT	56 <i>3</i> %	45 2% 80%	10 4% 18%	16 <i>4%</i> 29%d	37 <i>2</i> % 66%	20 2% 35%	11 <i>4%</i> 19%e	8 <i>4%</i> 14%e	12 5% 21%e	30 <i>2%</i> <i>53%</i>	48 <i>3%</i> <i>86%</i>	27 2% 49%	5 2% 8%	28 2% 51%	25 2% 45%	31 <i>5%</i> 55%n	16 <i>2%</i> 28%	40 <i>3%</i> 72%p
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2%</i>	25 1% 78%	7 3% 22%	11 <i>3</i> % 35%d	20 1% 60%	11 1% 34%	6 2% 17%	5 <i>3%</i> 15%e	6 <i>3%</i> 19%e	16 1% 49%	27 2% 83%	15 1% 46%	1 * 3%	15 1% 46%	15 1% 46%	18 <i>3%</i> 54%n	10 1% 30%	23 2% 70%
Don't know	18 1%	16 1% 90%	1 * 5%	2 1% 11%	15 1% 84%	3 * 17%	2 1% 9%	2 1% 10%	1 1% 7%	5 * 27%	8 * 44%	5 * 26%	3 1% 16%	6 * 33%	8 1% 42%	11 <i>2%</i> 58%n	1 * 7%	17 1% 93%p
Not asked	1955 <i>92%</i>	1721 92% 88%	220 90% 11%	337 90% 17%	1565 <i>92%</i> <i>80%</i>	1200 <i>94%</i> 61%f	226 89% 12%	169 <i>92%</i> <i>9</i> %	214 91% 11%	1361 <i>93%</i> <i>70%</i>	1658 <i>92%</i> <i>85%</i>	1293 94% 66%	202 93% 10%	1354 94% 69%	1392 <i>95%</i> 71%o	563 83% 29%	856 <i>95%</i> 44%q	1099 <i>89%</i> <i>56%</i>

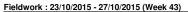


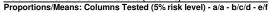


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
No negative effect at all	91 <i>4</i> %	27 3% 30%	14 <i>9%</i> 16%c	75 <i>5%</i> 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 <i>6%</i> 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 <i>4%</i> 45%c	7 * 55%	- - -	5 16% 38%	2 7% 17%





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

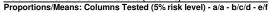


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 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 <i>4%</i> 50%c	6 * 50%	1 4% 8%	3 11% 29%	3 <i>8%</i> <i>23</i> %
Difficult to stay organised e.g. online shopping, etc	11 1%	6 1% 52%	8 <i>5%</i> 7 4 %c	3 * 26%	2 8% 17%	4 12% 35%	4 13% 40%
Less entertainment	23 1%	10 1% 41%	14 <i>9%</i> 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 * <i>67</i> %	1 1% 67%c		- - -	:	1 3% 67%
SUMMARY CODES	1 1						
NO NEGATIVE EFFECT	106 <i>5%</i>	31 <i>3%</i> <i>29%</i>	19 <i>12%</i> 18%c	86 <i>6%</i> 81%	2 7% 2%	5 17% 5%	5 13% 4%
ANY NEGATIVE IMPACT	56 <i>3</i> %	23 2% 41%	28 <i>18%</i> 49%c	29 2% 51%	7 27% 12%	13 40% 23%	12 <i>35%</i> <i>21%</i>
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2</i> %	13 1% 40%	14 <i>9%</i> 41%c	19 1% 59%	3 11% 9%	7 23% 23%	7 19% 20%
Don't know	18 <i>1</i> %	1 * 8%	2 1% 9%	13 1% 73%	1 4% 5%	-	-





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

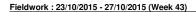


Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base

Not asked

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORI	DING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
1955 <i>92%</i>	880 94% 45%	104 <i>68%</i> <i>5%</i>	1394 <i>92%</i> 71%b	16 <i>62%</i> <i>1%</i>	14 43% 1%	18 <i>52%</i> 1%





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

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
No negative effect at all	91 <i>4%</i>	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 <i>50%</i> 16%	21 <i>57%</i> <i>23%</i>
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 <i>4%</i> <i>5</i> %	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%	-



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

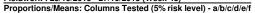


^{*} small base; ** very small base (under 30) ineligible for sig testing

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

				Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 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 <i>5</i> %	14 53% 13%	15 <i>53%</i> 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 69% 25%
ANY NEGATIVE IMPACT	56 <i>3%</i>	9 35% 16%	9 30% 16%	15 <i>34%</i> <i>26%</i>	14 36% 24%	11 39% 20%	8 21% 14%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 <i>2</i> %	6 22% 17%	7 23% 20%	8 19% 25%	6 16% 18%	6 21% 18%	3 7% 8%
Don't know	18 <i>1%</i>	3 12% 16%	5 16% 26%	5 11% 27%	5 14% 29%	1 3% 5%	3 9% 19%





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

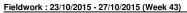


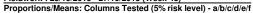
Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? [Prompted - Multi code] Base: All Adults 16+ in the UK

Unweighted Base Weighted Base

Not asked

			Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
1955 <i>92%</i>	-	-	-	-		
1 1	-	-	-	-	-	-





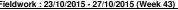
^{*} small base; ** very small base (under 30) ineligible for sig testing



Table 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

		GEN	DER				AGE					AGE		SOCIAL	GRADE	SOC	CIAL GRAD	E
	Total	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 Weighted Base	2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
Payphone	61 <i>3</i> %	36 <i>3%</i> 59%	25 <i>2%</i> 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 <i>3%</i> 45%	4 1% 5%	4 1% 5%	10 3% 14%	15 4% 21%cd	10 <i>3%</i> 15%d	18 8% 24%cde fg	11 <i>6%</i> 16%cd	7 1% 10%	36 <i>4%</i> 50%j	29 <i>7%</i> 40%jk	37 4% 52%	35 3% 48%	19 5% 26%	31 3% 43%	22 3% 30%
Directory enquiries via phone	123 <i>6</i> %	63 <i>6%</i> 51%	60 <i>5%</i> 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 <i>7%</i> 56%j	29 <i>7%</i> 24%j	69 7% 56%	54 5% 44%	23 6% 19%	75 <i>7%</i> 61%q	25 4% 20%
Directory enquiries via internet	222 10%	103 10% 47%	118 <i>11%</i> <i>53%</i>	28 9% 13%i	50 <i>12%</i> 23%i	53 <i>16%</i> 24%cfh i	33 <i>9%</i> 15%i	32 <i>10%</i> 14%i	20 <i>9%</i> 9%i	6 3% 3%	78 11% 35%l	118 <i>12%</i> 53%l	25 6% 11%	153 <i>14%</i> 69%n	69 <i>6%</i> 31%	66 <i>17%</i> 30%pq	124 <i>11%</i> 56%q	32 5% 15%
Itemised billing - that you pay extra for	129 <i>6</i> %	62 6% 48%	67 6% 52%	7 2% 5%	22 5% 17%	20 <i>6%</i> 15%c	35 10% 27%cdi	24 <i>8%</i> 18%c	15 <i>7</i> % 11%c	7 4% 5%	28 4% 22%	79 <i>8%</i> 61%j	22 5% 17%	79 <i>7%</i> 61%n	50 <i>5%</i> 39%	35 <i>9%</i> 27%q	72 <i>6%</i> 56%q	22 3% 17%
SUMMARY CODE				İ														
ANY DIRECTORY ENQUIRIES	345 16%	168 <i>16%</i> 49%	178 16% 51%	32 11% 9%	61 15% 18%	63 <i>19%</i> 18%c	65 <i>18%</i> 19%c	54 <i>18%</i> 16%c	45 <i>20%</i> 13%c	26 14% 8%	93 13% 27%	182 <i>18%</i> 53%j	71 17% 20%	216 <i>20%</i> 63%n	129 <i>12%</i> <i>37%</i>	89 <i>23%</i> 26%pq	190 <i>17%</i> 55%q	66 10% 19%
None of these	1633 <i>76%</i>	790 <i>76%</i> 48%	843 77% 52%	250 <i>83%</i> 15%efg h	322 78% 20%	248 73% 15%	266 73% 16%	229 75% 14%	166 74% 10%	151 <i>80%</i> <i>9</i> %	573 <i>80%</i> 35%k	743 74% 46%	317 <i>76%</i> 19%	775 73% 47%	858 <i>80%</i> 53%m	268 68% 16%	853 77% 52%0	512 <i>81%</i> 31%op
Don't know	37 <i>2</i> %	19 <i>2%</i> 50%	19 <i>2%</i> 50%	4 1% 10%	8 2% 21%	7 2% 19%	7 2% 18%	3 1% 7%	4 2% 11%	5 3% 14%	12 <i>2</i> % 31%	16 2% 44%	9 2% 25%	13 1% 36%	24 2% 64%	10 <i>2%</i> 25%p _	10 1% 28%	17 <i>3%</i> 47%p





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

			COUN	ITRY						GO'	VERNMENT	REGIONS					
	Total	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)		North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)		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	50	2	5	4	1	4	7	7	6	9	4	7	5	5	2	4
	3%	3% 82%	1% 3%	5% 8%	<i>8%</i> 6%ab	1% 1%	2% 7%	4% 11%	5% 12%	3% 10%	4% 14%	2% 7%	2% 12%	3% 8%	5% 8%	1% 3%	8% 6%efklo
Directory enquiries via	72	47	8	11	7	-	5	7	3	2	11	3	7	9	11	8	7
BT phonebook	3%	3%	4%	10%	14%	-	2%	4%	2%	1%	5%	1%	2%	5%	10%	4%	14%
		64%	11%	15%a	10%ab	-	7%	10%	4%	2%	15%ik	4%	10%	13%eik	15%efhik I	11%ik	10%efghi
Directory enquiries via	123	96	12	9	6	4	17	6	9	13	9	11	13	12	9	12	6
phone	6%	5%	7%	8%	13%	6%	7%	3%	6%	7%	4%	4%	4%	7%	8%	7%	13%
	I	78%	10%	7%	5%a	4%	14%	5%	8%	11%	8%	9%	11%	9%	7%	10%	5%gjkl
Directory enquiries via	222	173	24	16	8	6	34	10	16	14	27	15	29	23	16	24	8
internet	10%	10%	13%	15%	17%	9%	13%	5%	10%	7%	13%	6%	10%	14%	15%	13%	17%
	l	78%	11%	7%	4%a	3%	15%gk	4%	7%	6%	12%gk	7%	13%	10%gk	7%gk	11%gk	4%gik
Itemised billing - that	129	90	22	14	3	2	14	10	9	9	12	10	18	6	14	22	3
you pay extra for	6%	5%	<i>12%</i> 17%a	13%	6%	3%	6%	5%	6%	5%	6%	4%	6%	3% 4%	13%	12%	6%
		70%	17%a	11%a	2%	2%	11%	8%	7%	7%	9%	7%	14%	4%	11%efgij klm	17%efgijl Im	2%
SUMMARY CODE																	İ
ANY DIRECTORY ENQUIRIES	345	268	37	24	17	8	49	20	22	26	37	25	40	40	24	37	17
	16%	15% 77%	20% 11%	23% 7%a	35%	11%	20%	11%	15%	14%	<i>18</i> % 11%k	9% 7%	13% 11%	24%	23%	20%	35%
		//%	11%	7%a	5%ab	2%	14%gkl	6%	6%	8%	11%K	7%	11%	12%eghi kl	7%gkl	11%gkl	5%efghi
None of these	1633	1409	123	69	31	65	194	147	116	145	157	224	245	116	69	123	31
	76%	78% 86%bc	68% d 8%	65% 4%	64% 2%	86% 4%mno	78%	<i>79%</i> 9%mno	<i>77%</i> p 7%n	<i>78%</i> 9%nor	75% 10%	<i>84%</i> 14%jmn	80%	69% 7%	65%	68%	64%
		86%DC	u 8%	4%	2%	4%mno p	12%nop	9%mno	p /%n	9%nop	10%	op	15%mnop) /%	4%	8%	2%
Don't know	37	26	10	1	1	-	1	7	-	1	3	5	2	7	1	10	1
	2%	1%	6%	1%	2%	-	*	4%	-	1%	1%	2%	1%	4%	1%	6%	2%
		69%	27%a	2%	2%	-	3%	17%fhl	-	4%	8%	13%	6%	18%fhl_	2%_	27%fhijkl	2%

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

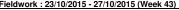
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

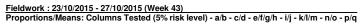
* small base



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

				Q.13 LON DISAB													Q.1 PA	Y TV
	İ	ETHNIC	ORIGIN	ILLN	ESS		(2.1 PHONE (<u> </u>	1107	С	.1 INTERNET	-	Q.1 LAN	IDLINE	SERV	ICE
			Minori			Smartph one on	Smartph one pay	Standar d mobile on	Standar d mobile on pay	ANY	ANY SMARTPH ONE/ STANDAR	Fixed	Mobile	Any				
	Total	White (a)	ty Ethnic (b)	Yes (c)	No (d)	contrac t (e)	as you go (f)	contrac t (g)	as you go (h)	SMARTPH ONE (i)	D MOBILE (j)	Broadba nd (k)	Broadba nd (I)	interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
Payphone	61 <i>3</i> %	55 3% 90%	6 2% 10%	12 3% 20%	48 3% 79%	33 <i>3%</i> 55%	12 5% 19%	8 4% 13%	9 4% 14%	40 3% 67%	55 3% 90%	41 3% 68%	11 5% 18%	42 3% 70%	40 3% 66%	20 3% 34%	23 3% 37%	38 3% 63%
Directory enquiries via BT phonebook	72 3%	68 4% 94%	4 2% 6%	19 <i>5%</i> 26%d	50 3% 69%	30 2% 41%	9 4% 13%	8 4% 11%	15 <i>6</i> % 21%e	36 2% 50%	58 3% 81%	50 4% 69%	8 4% 12%	50 3% 69%	61 <i>4%</i> 84%o	11 2% 16%	35 4% 49%	37 3% 51%
Directory enquiries via phone	123 6%	113 6% 91%	9 4% 8%	23 6% 19%	99 <i>6%</i> 80%	75 6% 61%	20 8% 16%	16 9% 13%	16 7% 13%	85 6% 69%	106 <i>6%</i> <i>86%</i>	90 <i>7%</i> <i>73%</i>	23 <i>11%</i> 19%km	91 <i>6%</i> <i>74%</i>	97 <i>7%</i> 79%o	26 4% 21%	64 <i>7%</i> 52%q	59 5% 48%
Directory enquiries via internet	222 10%	203 11% 92%	19 <i>8%</i> <i>8</i> %	27 7% 12%	190 <i>11%</i> 86%c	169 <i>13%</i> 76%h	26 10% 12%	16 9% 7%	20 8% 9%	185 13% 84%	210 <i>12%</i> <i>95%</i>	178 13% 80%	33 15% 15%	184 13% 83%	166 <i>11%</i> 75%o	55 8% 25%	114 <i>13%</i> 52%q	107 9% 48%
Itemised billing - that you pay extra for	129 <i>6</i> %	117 6% 91%	10 4% 7%	23 6% 18%	101 <i>6%</i> <i>78%</i>	87 7% 68%	17 7% 13%	15 8% 12%	21 9% 16%	93 <i>6%</i> <i>73%</i>	117 6% 91%	104 8% 81%	27 <i>13%</i> 21%km	106 7% 83%	101 <i>7%</i> 79%o	27 4% 21%	70 <i>8%</i> 54%q	59 5% 46%
SUMMARY CODE																		1
ANY DIRECTORY ENQUIRIES	345 16%	321 <i>17%</i> 93%b	24 10% 7%	62 17% 18%	274 16% 79%	218 17% 63%	43 17% 13%	35 19% 10%	43 18% 12%	248 17% 72%	306 17% 89%	259 19% 75%	45 21% 13%	267 19% 77%	266 <i>18%</i> 77%o	79 12% 23%	178 <i>20%</i> 51%q	168 14% 49%
None of these	1633 <i>76%</i>	1416 <i>75%</i> <i>87%</i>	204 <i>83%</i> 12%a	286 76% 18%	1312 <i>77%</i> <i>80%</i>	978 <i>76%</i> 60%g	185 <i>73%</i> 11%	124 <i>68%</i> <i>8%</i>	169 <i>72%</i> 10%	1120 <i>76%</i> <i>69%</i>	1359 <i>76%</i> <i>83%</i>	1015 <i>74%</i> <i>62%</i>	148 <i>68%</i> <i>9%</i>	1071 <i>74%</i> <i>66%</i>	1095 <i>75%</i> <i>67%</i>	538 <i>80%</i> 33%n	675 74% 41%	958 <i>78%</i> <i>59%</i>
Don't know	37 <i>2</i> %	33 2% 89%	4 2% 11%	5 1% 13%	20 1% 53%	14 1% 38%	9 4% 25%e	9 <i>5%</i> 24%e	4 2% 11%	18 1% 49%	24 1% 63%	15 1% 39%	5 2% 13%	15 1% 39%	20 1% 54%	17 3% 46%	7 1% 19%	30 <i>2%</i> 81%p



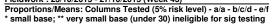




Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code] Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Payphone	61 <i>3</i> %	26 3% 43%	11 <i>7%</i> 19%c	42 <i>3%</i> 69%	2 10% 4%	5 15% 8%	4 12% 7%
Directory enquiries via BT phonebook	72 3%	37 4% 51%	8 6% 12%	52 3% 71%	-	2 7% 3%	2 7% 3%
Directory enquiries via phone	123 <i>6</i> %	51 <i>5%</i> 41%	15 10% 12%	97 <i>6%</i> 79%	- - -	4 13% 3%	4 12% 3%
Directory enquiries via internet	222 10%	124 <i>13%</i> <i>56%</i>	24 <i>16%</i> 11%c	158 10% 71%	1 5% 1%	8 <i>26%</i> 4%	7 19% 3%
Itemised billing - that you pay extra for	129 <i>6</i> %	69 7% 53%	11 <i>7%</i> <i>9</i> %	101 <i>7%</i> <i>78%</i>	2 8% 2%	3 10% 2%	3 10% 3%
SUMMARY CODE							
ANY DIRECTORY ENQUIRIES	345 16%	178 19% 52%	35 23% 10%	256 17% 74%	1 <i>5%</i> *	10 <i>30%</i> <i>3</i> %	10 <i>31%</i> <i>3</i> %
None of these	1633 <i>76%</i>	693 74% 42%	103 <i>68%</i> <i>6</i> %	1160 <i>76%</i> 71%b	19 <i>76%</i> 1%	19 <i>58%</i> 1%	21 61% 1%
Don't know	37 2%	6 1% 17%	2 1% 5%	10 1% 27%	1 5% 3%		- - -



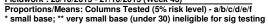




Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code] Base: All Adults 16+ in the UK

				Q.10 DON'T HAVE SERVIO	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
Payphone	61 <i>3</i> %	1 4% 1%	2 8% 4%	3 7% 5%	3 9% 6%	1 3% 2%	1 1% 1%
Directory enquiries via BT phonebook	72 3%	- - -	2 5% 2%	- - -	2 4% 2%	1 4% 2%	1 2% 1%
Directory enquiries via phone	123 <i>6</i> %	6 <i>25%</i> <i>5%</i>	3 10% 2%	2 6% 2%	2 4% 1%	2 8% 2%	3 7% 2%
Directory enquiries via internet	222 10%	3 12% 1%	4 12% 2%	3 7% 1%	6 16% 3%	7 23% 3%	5 12% 2%
Itemised billing - that you pay extra for	129 <i>6</i> %	2 9% 2%	6 19% 4%	1 1% •	4 12% 3%	1 3% 1%	3 8% 2%
SUMMARY CODE							
ANY DIRECTORY ENQUIRIES	345 16%	8 33% 2%	5 16% 1%	5 11% 1%	8 20% 2%	9 31% 3%	7 17% 2%
None of these	1633 <i>76</i> %	15 58% 1%	16 57% 1%	35 81% 2%	24 63% 1%	18 <i>63%</i> <i>1%</i>	29 78% 2%
Don't know	37 <i>2</i> %	- -	2 6% 5%	- - -	- -	- - -	- - -







Unweighted Base Weighted Base
Yes
No
Prefer not to say
Don't know

	GEN	DER	l			AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAI	DE
Total	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)
2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
376	172	204	12	32	31	74	82	66	79	44	187	145	125	251	48	144	184
18%	17% 46%	19% 54%	4% 3%	8% 9%	<i>9%</i> 8%c	20% 20%cde	27% 22%cde	29% 18%cde f	42% 21%cde fgh	6% 12%	<i>18%</i> 50%j	<i>35%</i> 39%jk	12% 33%	<i>23%</i> 67%m	12% 13%	13% 38%	<i>29%</i> 49%op
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 hi	22%fgh i	17%fgh i	17%ghi	13%i	9%i	6%	39%kl	47%l	15%	54%n	46%	20%q	55%q	25%
47	21	26	3	7	10	7	9	5	6	10	26	11	20	26	5	25	18
2%	2% 44%	2% 56%	1% 6%	2% 15%	3% 21%	2% 16%	3% 19%	2% 12%	3% 13%	1% 21%	3% 55%	3% 24%	2% 43%	2% 57%	1% 10%	2% 53%	3% 37%
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%



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

Unweighted Base Weighted Base Yes

Prefer not to say

Don't know

		COUN	ITRY						GO'	VERNMENT F	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
376 18%	310 17% 83%	36 20% 10%	23 22% 6%	6 13% 2%	17 <i>23%</i> 5%jk	51 <i>20%</i> 14%jk	41 <i>22%</i> 11%jk	32 <i>21%</i> 8%jk	33 <i>18%</i> 9%k	25 12% 7%	24 9% 6%	53 <i>17%</i> 14%k	34 <i>20%</i> 9%jk	23 <i>22%</i> 6%jk	36 <i>20%</i> 10%jk	6 13% 2%
1701 <i>80%</i>	1447 <i>80%</i> 85%b	132 <i>72%</i> <i>8%</i>	80 75% 5%	43 <i>87%</i> 2%b	58 76% 3%	193 <i>77%</i> 11%	138 <i>7</i> 4% <i>8</i> %	118 <i>78%</i> <i>7</i> %	151 <i>81%</i> <i>9</i> %	180 <i>86%</i> 11%fgm no	235 88% 14%efg hilmno	248 <i>81%</i> 15%0	127 <i>75%</i> <i>7</i> %	80 75% 5%	132 <i>72%</i> <i>8%</i>	43 <i>87%</i> 2%gm
47 2%	37 2% 78%	7 4% 14%	3 <i>3%</i> <i>7</i> %	- - -	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%	-
12 1%	5 * 45%	7 4% 55%a	- - -	-	- - -	- - -	1 * 4%	-	-	1 * 5%	- - -	-	4 <i>3%</i> 36%fikl	- - -	7 <i>4%</i> 55%fghijk I	- - k -

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



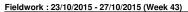
Unweighted Base Weighted Base
Yes
No
Prefer not to say
Don't know

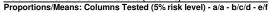
	ETHNIC	ORIGIN	Q.13 LON DISAB ILLN	BILITY		C	Q.1 PHONE (OWNERSHI	o			Q.1 INTERNE	Г	Q.1 LAI	NDLINE		AY TV VICE
Total	White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
376 18%	356 <i>19%</i> 95%b	15 6% 4%	376 <i>100%</i> 100%d	-	138 11% 37%	42 <i>16%</i> 11%e	48 <i>26%</i> 13%ef	75 <i>32</i> % 20%ef	172 12% 46%	280 <i>16%</i> 74%i	204 15% 54%	32 15% 8%	213 <i>15%</i> <i>57</i> %	277 19% 74%0	98 15% 26%	153 17% 41%	222 18% 59%
1701 <i>80%</i>	1466 <i>78%</i> <i>86%</i>	225 <i>92%</i> 13%a	- - -	1701 <i>100</i> % 100%c	1119 <i>87%</i> 66%fgh	206 <i>81%</i> 12%gh	129 <i>70%</i> <i>8%</i>	155 66% 9%	1268 <i>86%</i> 75%j	1480 <i>82%</i> <i>87%</i>	1146 <i>83%</i> <i>67%</i>	181 <i>83%</i> 11%	1202 83% 71%	1150 79% 68%	551 <i>82%</i> <i>32%</i>	737 81% 43%	965 <i>78%</i> <i>57%</i>
47 2%	43 2% 92%	4 2% 8%	- - -	-	20 2% 44%	4 2% 10%	4 2% 9%	4 2% 9%	23 2% 49%	30 <i>2%</i> 64%	20 1% 42%	1 * 2%	20 1% 44%	24 2% 51%	23 <i>3%</i> 49%n	12 1% 26%	35 <i>3%</i> 74%p
12 1%	12 1% 100%	-	-		5 * 42%	2 1% 20%	3 <i>2%</i> 26%e	2 1% 13%	5 * 42%	7 * 55%	4 * 37%	4 <i>2%</i> 32%km	4 * 37%	9 1% 77%	3 * 23%	4 * 29%	9 1% 71%



Unweighted Base Weighted Base
Yes
No
Prefer not to say
Don't know

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
376 18%	168 18% 45%	42 <i>28%</i> 11%c	268 18% 71%	12 46% 3%	8 24% 2%	9 26% 2%
1701 <i>80%</i>	748 80% 44%	102 <i>67%</i> <i>6%</i>	1230 <i>81%</i> 72%b	11 43% 1%	23 72% 1%	23 68% 1%
47 2%	16 2% 34%	6 <i>4%</i> 14%c	23 2% 49%	1 6% 3%	1 3% 2%	2 6% 4%
12 1%	3 * 26%	1 1% 9%	2 * 17%	1 5% 9%	- - -	- - -

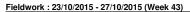


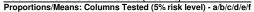


^{*} small base; ** very small base (under 30) ineligible for sig testing



				Q.10 DON'T HAVE SERV	ICE BECAUSE OF COST		1
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
Yes	376 18%	10 39% 3%	3 10% 1%	14 <i>32%</i> <i>4%</i>	10 <i>26%</i> <i>3%</i>	6 19% 1%	10 <i>26%</i> <i>3%</i>
No	1701 <i>80%</i>	14 56% 1%	26 90% 2%	29 68% 2%	27 70% 2%	22 77% 1%	27 72% 2%
Prefer not to say	47 2%	1 6% 3%	- - -	:	2 5% 4%	1 4% 2%	1 2% 2%
Don't know	12 1%	- - -	- -	- -	-	- -	- -





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



Table 24

Q. Break by Break Base: All Adults 16+ in the UK

		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD	E
	Total	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+ (I)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base Weighted Base	2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
GENDER Male	1037 49%	1037 <i>100%</i>	- -	152 <i>51%</i>	201 <i>49</i> %	170 <i>50%</i>	173 <i>47</i> %	157 <i>52%</i>	105 <i>47%</i>	78 41%	353 <i>50%</i>	501 <i>50%</i>	183 44%	517 <i>4</i> 9%	520 48%	200 51%	555 <i>50%</i>	282 45%
Female	1099 <i>51%</i>	100%b - -	- 1099 <i>100%</i> 100%a	15%i 148 <i>49%</i> <i>13%</i>	19% 210 51% 19%	16%i 168 <i>50%</i> <i>15%</i>	17% 193 53% 18%	15%i 148 <i>48%</i> <i>13%</i>	10% 120 53% 11%	8% 112 59% 10%ce	34% 358 50% g 33%	48%l 509 <i>50%</i> 46%	18% 232 <i>56%</i> 21%k	50% 545 51% 50%	50% 555 52% 50%	19% 194 49% 18%	54%q 557 <i>50%</i> <i>51%</i>	27% 349 55% 32%p
AGE 16-24	300 14%	152 15% 51%	148 13% 49%	300 100% 100%defg	-	- - -	- - -	- - -	- - -	- - -	300 42% 100%kl	- - -	- - -	150 14% 50%	151 14% 50%	31 8% 10%	183 16% 61%0	87 14% 29%o
25-34	411 19%	201 19% 49%	210 19% 51%	- - -	411 100% 100%cef	- - g -	- - -	:	- - -	- - -	411 <i>58%</i> 100%kl		- - -	214 20% 52%	197 18% 48%	76 19% 19%	220 20% 54%	115 18% 28%
35-44	338 16%	170 16% 50%	168 <i>15%</i> <i>50%</i>		- - -	338 100% 100%cdf	- - g -	- - -	-	-	- - -	338 <i>34%</i> 100%jl	- - -	190 <i>18%</i> 56%n	148 14% 44%	77 <i>20%</i> 23%q	190 <i>17%</i> 56%q	71 11% 21%
45-54	366 17%	173 17% 47%	193 18% 53%			- - -	366 100% 100%cdeg	- - 1 -	-	- - -	- - -	366 <i>36%</i> 100%jl	- - -	194 18% 53%	172 16% 47%	74 19% 20%q	207 <i>19%</i> 57%q	85 13% 23%
55-64	305 14%	157 15% 52%	148 <i>13%</i> 48%	- - -	- - -	- - -	-	305 100% 100%cde	- - f -	-	- - -	305 <i>30%</i> 100%jl	-	149 14% 49%	156 15% 51%	53 13% 17%	159 14% 52%	93 15% 31%
65-74	225 11%	105 10% 47%	120 11% 53%	- - -	-	- - -	- - -	- - -	225 100% 100%cdef gi	- - f -	- - -	:	225 <i>54%</i> 100%jk	93 9% 41%	132 <i>12%</i> 59%m	47 <i>12%</i> 21%p	86 <i>8%</i> 38%	92 <i>15%</i> 41%p
75+	190 <i>9%</i>	78 8% 41%	112 <i>10%</i> 59%a	- - -	-	-	-	-	-	190 100% 100%cd gh	- - ef -	-	190 <i>46%</i> 100%jk	72 7% 38%	118 <i>11%</i> 62%m	37 <i>9%</i> 19%p	66 6% 35%	87 <i>14%</i> 46%op

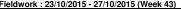
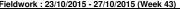




Table 24

Q. Break by Break Base: All Adults 16+ in the UK

Total Male	DE (q) 757 630 202 32% 28%
Unweighted Base Weighted Base 2136 997 1139 271 393 317 309 265 316 265 664 891 581 934 1202 363 1016 Weighted Base 2136 1037 1099 300 411 338 366 305 225 190 711 1010 415 1062 1074 394 1112 AGE 16-34 711 353 358 300 411 711 364 347 107 403 33% 34% 33% 100% 100% 100% 34% 32% 27% 36% 50% 50% 42%efg 58%efgh 100%kl 51% 49% 15% 57%o hi : 100%kl 100%kl	757 630 202 32%
Weighted Base 2136 1037 1099 300 411 338 366 305 225 190 711 1010 415 1062 1074 394 1112 AGE 16-34 711 353 358 300 411 - - - - 711 - - 364 347 107 403 33% 34% 33% 100% 100% - - - - 100% - - 36% 27% 36% 50% 50% 42%efg 58%efgh - - - - 100%kl - - 51% 49% 15% 57% 35-64 1010 501 509 - - 338 366 305 - - - 100% - 50% 44% 52% 50%	630 202 <i>32%</i>
AGE 16-34 711 353 358 300 411	202 <i>32</i> %
16-34 711 353 358 300 411 711 364 347 107 403 33% 34% 33% 100% 100% 100% 34% 32% 27% 36% 50% 50% 42%efg 58%efgh 100%kl 51% 49% 15% 57%o hi i	32%
16-34 711 353 358 300 411 711 364 347 107 403 33% 34% 33% 100% 100% 100% 34% 32% 27% 36% 50% 50% 42%efg 58%efgh 100%kl 51% 49% 15% 57%o hi i	32%
33% 34% 33% 100% 100% 100% 34% 32% 27% 36% 50% 50% 42%efg 58%efgh 100%kl 51% 49% 15% 57%o 35-64 1010 501 509 338 366 305 1010 - 533 477 204 557 47% 48% 46% 100% 100% 100% 100% - 50% 44% 52% 50%	32%
35-64 1010 50% 50% 42%efg 58%efgh	
35-64 1010 501 509 338 366 305 1010 - 533 477 204 557 47% 48% 46% 100% 100% 100% 100% - 50% 44% 52% 50%	
47% 48% 46% 100% 100% 100% - 50% 44% 52% 50%	
	249
	40% 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 46%cdef 100%jk 40% 60%m 20%p 37% fg g	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% 48% 52% 14% 18% 14% 16% 15% 12%cde 11%cde 32% 44% 23%ik - 100%m - 41%o	100% 59%op
40% 52% 14% 10% 14% 10% 12% 12% 44% 23/gk - 100/mil - 41/60 f fg	39 / ₀ 0p
SOCIAL GRADE	i
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	-
50% 50% 16%hi 20%hi 19%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 14%cde 32% 40% 28%jk - 100%m	100%op
fg fg	
COUNTRY Figland 1799 872 927 253 353 299 308 248 178 160 606 855 338 917 882 346 930	523
erigiand 1799 672 927 253 355 299 506 246 176 160 605 555 356 917 662 346 950 695 565 576 676 676 676 676 676 676 676 67	83%
48% 52% 14% 20%h 17%gh 17% 14% 10% 9% 34% 48% 19% 51%n 49% 19%q 52%	29%





Q. Break by Break Base: All Adults 16+ in the UK

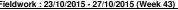
		GEN	IDER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD	Ē
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base Weighted Base	2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
Scotland	182 <i>9</i> %	92 9% 51%	90 <i>8%</i> 49%	27 9% 15%	30 7% 17%	18 5% 10%	30 <i>8%</i> 1 <i>7%</i>	41 <i>13%</i> 23%dei	20 9% 11%	15 8% 8%	57 8% 32%	89 9% 49%	35 8% 19%	93 9% 51%	89 8% 49%	35 9% 19%	103 9% 57%	43 7% 24%
Wales	107 <i>5</i> %	49 5% 46%	57 5% 54%	12 4% 11%	16 4% 15%	13 4% 12%	22 6% 21%	11 3% 10%	22 10% 20%cde	11 6% 10%	28 4% 27%	45 4% 43%	33 <i>8%</i> 31%jk	40 4% 38%	66 <i>6%</i> 62%m	13 3% 12%	60 5% 56%	34 5% 32%
Northern Ireland	49 <i>2</i> %	23 2% 48%	25 <i>2%</i> <i>52%</i>	9 3% 17%	11 3% 23%	9 3% 18%	5 1% 11%	6 2% 12%	5 2% 11%	4 2% 9%	20 3% 41%	20 2% 40%	9 2% 19%	12 1% 24%	37 <i>3%</i> 76%m	- - -	18 <i>2%</i> 37‰	31 <i>5%</i> 63%op
GOVERNMENT REGIONS					_													
North East	76 4%	34 3% 44%	42 4% 56%	9 3% 12%	6 2% 8%	16 <i>5%</i> 21%d	9 2% 12%	18 <i>6%</i> 23%df	8 4% 11%	10 <i>5%</i> 13%d	15 2% 20%	42 <i>4%</i> 56%j	18 <i>4%</i> 24%j	27 3% 36%	49 <i>5%</i> 64%m	19 <i>5%</i> 25%p	28 <i>3%</i> <i>37%</i>	29 <i>5%</i> 38%p
North West	250 12%	122 12% 49%	128 <i>12%</i> 51%	40 13% 16%	38 9% 15%	44 13% 18%	40 11% 16%	32 11% 13%	24 11% 10%	33 <i>17%</i> 13%dfo h	77 11% 31%	116 11% 46%	57 14% 23%	123 12% 49%	127 12% 51%	50 13% 20%	124 11% 50%	75 12% 30%
Yorkshire and The Humber	185 <i>9</i> %	86 <i>8%</i> 47%	99 <i>9%</i> 53%	26 9% 14%	49 <i>12%</i> 27%hi	28 8% 15%	35 <i>10%</i> 19%i	22 7% 12%	16 7% 9%	9 5% 5%	75 11% 40%l	85 <i>8%</i> 46%	25 6% 13%	75 7% 41%	110 <i>10%</i> 59%m	35 9% 19%	78 7% 42%	72 11% 39%p
East Midlands	151 <i>7</i> %	69 7% 45%	82 <i>7%</i> 55%	26 9% 17%	34 8% 23%	19 <i>6%</i> 13%	19 <i>5%</i> 13%	24 8% 16%	16 7% 10%	13 <i>7</i> % <i>8</i> %	60 8% 40%	62 6% 41%	28 7% 19%	57 5% 38%	94 9% 62%m	17 4% 11%	67 6% 45%	67 11% 44%op
West Midlands	187 <i>9</i> %	93 9% 50%	94 9% 50%	29 10% 16%	39 9% 21%	21 6% 11%	38 10% 20%	27 9% 14%	19 8% 10%	14 8% 8%	68 10% 36%	85 <i>8%</i> 46%	33 8% 18%	88 <i>8%</i> 47%	99 9% 53%	31 8% 17%	97 9% 52%	60 9% 32%
East of England	209 10%	107 10% 51%	102 9% 49%	22 7% 10%	40 10% 19%	38 11% 18%	45 12% 21%	25 8% 12%	24 11% 11%	15 <i>8%</i> <i>7</i> %	62 9% 30%	108 11% 52%	39 <i>9%</i> 19%	126 <i>12%</i> 60%n	83 8% 40%	56 <i>14%</i> 27%q	117 <i>11%</i> 56%q	36 6% 17%
London	267 12%	132 13% 49%	135 12% 51%	57 19% 22%fgh i	63 <i>15%</i> 24%ghi	49 <i>15%</i> 18%ghi	43 <i>12%</i> 16%hi	26 9% 10%	15 7% 6%	12 6% 4%	121 <i>17%</i> 45%kl	119 <i>12%</i> 45%l	27 7% 10%	155 <i>15%</i> 58%n	112 10% 42%	55 14% 21%	148 13% 55%	64 10% 24%





Q. Break by Break Base: All Adults 16+ in the UK

		GEN	DER				AGE					AGE		SOCIAL	GRADE	SO	CIAL GRAD	DE
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(0)	(p)	(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
Court Euch	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%
										fg								Į.
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%
				ŀ					g	ŀ								
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%0	63%op
ETHNIC ORIGIN				1						i								Ī
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%
				l					'	fgh								
Minority Ethnic	244	120	124	71	65	50	29	19	8	2	136	98	10	138	106	51	131	62
	11%	12% 49%	11% 51%	24% 29%def	16%	15%	<i>8%</i> 12%hi	<i>6%</i> 8%i	4% 3%i	1% 1%	<i>19%</i> 56%kl	10% 40%l	2% 4%	13% 56%n	10% 44%	13% 21%	12% 54%	10% 25%
		49%	51%	29%der	27%fgh i	21%fgh i	1∠%∏	0%l	3%1	1%	36%KI	40%1	4%	10%dc	44%	21%	54%	25%
				9														





Q. Break by Break Base: All Adults 16+ in the UK

			COUN	TRY						GOV	/ERNMENT	REGIONS					1
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
GENDER Male	1037 49%	872 48% 84%	92 51% 9%	49 46% 5%	23 48% <i>2</i> %	34 44% <i>3</i> %	122 49% 12%	86 <i>47%</i> <i>8%</i>	69 45% 7%	93 50% 9%	107 51% 10%	132 49% 13%	143 47% 14%	87 <i>52%</i> <i>8%</i>	49 46% 5%	92 51% 9%	23 48% 2%
Female	1099 <i>51%</i>	927 <i>52%</i> 84%	90 49% 8%	57 54% 5%	25 52% 2%	42 56% 4%	128 51% 12%	99 <i>53%</i> <i>9%</i>	82 55% 7%	94 50% 9%	102 <i>49%</i> <i>9%</i>	135 51% 12%	163 <i>53%</i> <i>15%</i>	82 48% 7%	57 54% 5%	90 49% 8%	25 52% 2%
AGE 16-24	300 14%	253 14% 84%	27 15% 9%	12 11% 4%	9 17% <i>3</i> %	9 12% 3%	40 <i>16%</i> 13%m	26 <i>14%</i> 9%m	26 <i>17%</i> 9%m	29 <i>16%</i> 10%m	22 10% 7%	57 <i>22%</i> 19%jlm n	33 11% 11%	10 <i>6%</i> <i>3%</i>	12 11% 4%	27 <i>15%</i> 9%m	9 <i>17%</i> 3%m
25-34	411 19%	353 20% 86%	30 17% 7%	16 15% 4%	11 23% 3%	6 8% 2%	38 15% 9%	49 <i>27%</i> 12%eflmnd	34 23% 5 8%e	39 <i>21%</i> 9%e	40 <i>19%</i> 10%e	63 24% 15%ef	55 18% 13%	29 17% 7%	16 15% 4%	30 17% 7%	11 <i>23%</i> 3%e
35-44	338 16%	299 <i>17%</i> 88%b	18 10% 5%	13 12% 4%	9 18% 3%	16 <i>21%</i> 5%io	44 18% 13%0	28 15% <i>8</i> %	19 13% 6%	21 11% <i>6</i> %	38 <i>18%</i> 11%o	49 <i>18%</i> 15%io	56 <i>18%</i> 16%io	28 16% 8%	13 12% 4%	18 10% 5%	9 18% 3%
45-54	366 17%	308 17% 84%	30 17% 8%	22 21% 6%	5 11% 1%	9 12% 2%	40 16% 11%	35 19% 10%	19 13% 5%	38 20% 10%	45 <i>21%</i> 12%hm	43 16% 12%	58 19% 16%	21 13% 6%	22 21% 6%	30 17% 8%	5 11% 1%
55-64	305 14%	248 14% 81%	41 <i>23%</i> 13%ac	11 10% 3%	6 12% 2%	18 <i>23%</i> 6%fgj kn	32 13% 11%	22 12% 7%	24 16% 8%	27 14% 9%	25 12% 8%	26 10% 9%	47 15% 16%	26 16% 9%	11 10% 3%	41 <i>23%</i> 13%fgjkr	6 12% 1 2%
65-74	225 11%	178 10% 79%	20 11% 9%	22 <i>20%</i> 10%ab	5 11% <i>2</i> %	8 11% 4%	24 10% 11%	16 9% 7%	16 10% 7%	19 10% 8%	24 <i>11%</i> 11%k	15 <i>6%</i> <i>7%</i>	31 10% 14%	25 <i>15%</i> 11%k	22 <i>20%</i> 10%fgh lo	20 11% ijk 9%	5 11% 2%
75+	190 <i>9%</i>	160 9% 84%	15 <i>8%</i> <i>8</i> %	11 10% 6%	4 9% 2%	10 <i>13</i> % 5%gk	33 <i>13</i> % 17%gk	9 5% 5%	13 8% 7%	14 8% 8%	15 <i>7%</i> <i>8</i> %	12 4% 6%	26 8% 14%	28 <i>17%</i> 15%gh klo	11 <i>10%</i> ij 6%k	15 8% 8%	4 9% 2%

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



Q. Break by Break Base: All Adults 16+ in the UK

			COUN	ITRY						GO'	/ERNMENT F	REGIONS					
	Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base Weighted Base	2136 2136	1782 1799	180 182	106 107*	68 49*	78 76*	255 250	180 185	153 151	186 187	196 209	262 267	297 306	175 169	106 107*	180 182	68 49*
AGE 16-34	711 <i>33%</i>	606 34% 85%	57 32% 8%	28 27% 4%	20 41% 3%	15 20% 2%	77 31% 11%	75 <i>40%</i> 11%ejlmn	60 40% 8%elmn	68 <i>36%</i> 10%em	62 30% 9%	121 <i>45%</i> 17%efj Imno	88 29% 12%	40 23% 6%	28 27% 4%	57 32% 8%	20 <i>41%</i> 3%em
35-64	1010 <i>47</i> %	855 48% 85%	89 49% 9%	45 43% 4%	20 40% 2%	42 <i>56%</i> 4%h	116 46% 11%	85 46% 8%	62 41% 6%	85 46% 8%	108 <i>52%</i> 11%	119 <i>45%</i> <i>12%</i>	161 <i>53%</i> 16%h	76 45% 7%	45 43% 4%	89 49% 9%	20 40% 2%
65+	415 19%	338 19% 81%	35 19% 8%	33 <i>31%</i> 8%ab	9 19% 2%	18 <i>24%</i> 4%k	57 <i>23%</i> 14%gk	25 13% 6%	28 19% 7%k	33 <i>18</i> % 8%k	39 <i>19%</i> 9%k	27 10% 7%	57 <i>19%</i> 14%k	54 <i>32%</i> 13%fghi iklo	33 <i>31%</i> 8%ghijkl	35 <i>19%</i> 8%k	9 19% 2%k
SOCIAL GRADE ABC1	1062 50%	917 <i>51%</i> 86%cd	93 <i>51%</i> 9%cd	40 38% 4%	12 24% 1%	27 36% 3%	123 <i>49%</i> 12%hp	75 41% 7%p	57 38% 5%	88 <i>47%</i> 8%p	126 <i>60%</i> 12%efg hinp	155 <i>58%</i> 15%egh inp	175 <i>57%</i> 16%eghi np	90 <i>53%</i> 8%eghn p	40 38% 4%	93 <i>51%</i> 9%ehnp	12 24% 1%
C2DE	1074 50%	882 49% 82%	89 49% 8%	66 <i>62%</i> 6%ab	37 <i>76%</i> 3%ab	49 <i>64%</i> 5%jkl mo	127 <i>51%</i> 12%j	110 <i>59%</i> 10%jklm	94 <i>62%</i> 9%fjklm	99 <i>53%</i> o 9%jkl	83 40% 8%	112 42% 10%	131 43% 12%	79 47% 7%	66 <i>62%</i> 6%jklmo	89 49% 8%	37 <i>76%</i> 3%fgijkl
SOCIAL GRADE AB	394 18%	346 <i>19%</i> 88%d	35 19% 9%d	13 <i>12%</i> 3%d	- - -	19 <i>25%</i> 5%hnp	50 20% o 13%hp	35 <i>19%</i> 9%p	17 11% 4%p	31 <i>17%</i> 8%p	56 <i>27%</i> 14%hil np	55 <i>21%</i> 14%hp	50 <i>16%</i> 13%p	34 <i>20%</i> 9%hp	13 <i>12%</i> 3%p	35 <i>19%</i> 9%hp	- - -
C1C2	1112 52%	930 <i>52%</i> 84%d	103 <i>57%</i> 9%d	60 <i>56%</i> 5%d	18 <i>37%</i> <i>2%</i>	28 37% 3%	124 50% 11%	78 42% 7%	67 45% 6%	97 <i>52%</i> 9%ep	117 <i>56%</i> 11%egh	148 55% 13%egh	184 60% 17%efgh	87 <i>52%</i> 8%ep	60 56% 5%egp	103 <i>57%</i> 9%eghp	18 <i>37%</i> <i>2%</i>
DE	630 <i>30%</i>	523 29% 83%	43 24% 7%	34 32% 5%	31 <i>63%</i> 5%abo	29 <i>38%</i> 5%jkl	75 <i>30%</i> 12%j	72 <i>39%</i> 11%jklmo	67 <i>44%</i> 11%fijklm no	60 <i>32%</i> 9%j	36 17% 6%	64 24% 10%	73 24% 12%	47 <i>28%</i> 8%j	34 <i>32%</i> 5%j	43 24% 7%	31 <i>63%</i> 5%efgh

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



Q. Break by Break Base: All Adults 16+ in the UK

			COUN	TRY						GOV	'ERNMENT I	REGIONS					
	Total	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 (I)	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	-	-	-
3	84%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	- 1
		100%bcd	-	-	-	4%nop	14%nop	10%nop	8%nop	10%nop	12%nop	15%nop	17%nop	9%nop	-	-	-
Scotland	182	-	182	-	-	-	-	-	-	-	-	-	-	-	-	182	- 1
	9%	-	100% 100%acd	-		-	-	-	-	-	-	-	-	-	-	100%	-
	ł	-	100%acu	-	-	-	-	-	-	-	-	-	-	-	-	100%efghij klmnp	-
Wales	107	-	-	107	-	-	-	-	-	-	-	-	-	-	107	-	-
	5%	-	-	100%		-	-	-	-	-	-	-	-	-	100%		- 1
	ł	-	-	100%abo	d -	-	-	-	-	-	-	-	-	-	100%efghi klmop] -	-
Northern Ireland	49	-		-	49	-	-	-		-	-	-	-	-	-	-	49
	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
		-	-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%efgh
GOVERNMENT REGIONS																	İ
North East	76	76	-	-	-	76	-	-	-	-	-	-	-	-	-	-	- 1
	4%	4%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
		100%bc	-	-	-	100%fghi jklmnop	-	-	-	-	-	-	-	-	-	-	-
North West	250	250		-	-	-	250	-	-	-	-	-	-	-	-	-	-
	12%	14%	-	-	-	-	100%		-	-	-	-	-	-	-	-	- 1
	ł	100%bcd	-	-	-	-	100%eghiji mnop	kl -	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	185	185		-	-	-		185		-	-	-	-		-	-	-
	9%	10%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	100%efhijk Imnop	-	-	-	-	-	-	-	-	-
East Midlands	151	151		-		-	-	-	151	-	-	-	-		-	-	_
	7%	8%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
	1	100%bcd	-	-	-	-	-	-	100%efgijk	-	-	-	-	-	-	-	- 1
									Imnop								

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



Q. Break by Break Base: All Adults 16+ in the UK

			COUN	ITRY							GOVERNMEN	NT REGIONS					
	Total	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 (I)	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%bcc	- d -	-	-	-	-	-	-	100% 100%efgh klmnop	- j -	-	-	-	-	-	- -
East of England	209	209	-	-	-	-	-	-	-	-	209	-	-	-		-	_
3	10%	12% 100%bc	- d -	-	-	-	-	-	-	-	100% 100%efgl iklmnop	- 1 -	-	-	-	-	- -
London	267	267	-		-	-	-	-	-	-	_	267	-	_	-	-	-
20.100.1	12%	15% 100%bc	- d -	-	-	-	-	-	-	-	-	100% 100%efgh	-	-	-	-	-
	I	l										ijlmnop					
South East	306	306	-	-	-	-	-	-	-	-	-	-	306	-	-	-	-
	14%	17% 100%bc	- d -	-	-	-	-	-	-	-	-	-	100% 100%efgh ijkmnop	-	-	-	-
South West	169	169	_		_	_	_	_	_	_	_	_		169	_	_	
Coulii West	8%	9%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	
		100%bc	d -	-	-	-	-	-	-	-	-	-	-	100%efgh ijklnop	-	-	-
Wales	107	-	-	107	-	-	-	-	-	-	-	-	-	-	107	-	-
	5%	-	-	100% 100%abo	- 1 -	-	-	-	-	-	-	-	-	-	100% 100%efghi	- j -	-
	l	1													klmop		
Scotland	182	-	182	-	-	-	-	-	-	-	-	-	-	-	-	182	-
	9%	-	100% 100%acd	-	-	-	-	-	-	-	-	-	-	-	-	100% 100%efghij klmnp	-
Northern Ireland	49		-	_	49	_	_	-	-	-	-	-	-	_		-	49
1401 thorn in old lid	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
			-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%efgh

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



Q. Break by Break Base: All Adults 16+ in the UK

Unweighted Base Weighted Base **ETHNIC ORIGIN**

Minority Ethnic

White

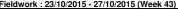
		COUN	ITRY						GOV	ERNMENT	REGIONS					
Total	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
1877	1548	177	104	48	71	227	178	132	167	194	143	271	166	104	177	48
88%	86% 82%	97% 9%a	97% 6%a	<i>99%</i> 3%a	93% 4%k	91% 12%k	<i>96%</i> 10%fhikl	87% 7%k	<i>89%</i> 9%k	<i>93%</i> 10%k	53% 8%	<i>89%</i> 14%k	<i>98%</i> 9%fhij kl	<i>97%</i> 6%fhik	<i>97%</i> I 9%fhikl	<i>99%</i> 3%fhil
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	l 2%	1%	*	2%	8%gm	0 2%	8%gmno	p 8%gmno	op 6%m	48%efg hijlmn op	y 13%gmn p	10 1%	1%	2%	•

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



Q. Break by Break Base: All Adults 16+ in the UK

				Q.13 LON DISAB	ILITY												Q.1 P/	
		ETHNIC	ORIGIN	ILLN	ESS			2.1 PHONE (P		C	.1 INTERNE	T	Q.1 LAN	IDLINE	SER	/ICE
	Total	White	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 (i)	Fixed Broadba nd (k)	Mobile Broadba nd (1)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (g)
He date (Bee)	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	(p) 864	1272
Unweighted Base Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
GENDER																		İ
Male	1037 49%	906 48% 87%	120 49% 12%	172 46% 17%	837 49% 81%	644 50% 62%	140 55% 13%	92 50% 9%	114 48% 11%	738 50% 71%	892 <i>50%</i> <i>86%</i>	680 49% 66%	119 <i>55%</i> 11%	710 <i>49%</i> <i>68%</i>	704 48% 68%	333 49% 32%	457 50% 44%	579 47% 56%
Female	1099 <i>51%</i>	971 <i>52%</i> <i>88%</i>	124 51% 11%	204 54% 19%	865 51% 79%	639 <i>50%</i> <i>58%</i>	115 <i>45%</i> 10%	92 50% 8%	122 <i>52%</i> 11%	729 50% 66%	905 <i>50%</i> <i>82%</i>	694 51% 63%	98 45% 9%	731 <i>51%</i> <i>66%</i>	757 <i>52%</i> <i>69%</i>	342 51% 31%	448 50% 41%	651 53% 59%
AGE																		i
16-24	300 14%	226 12% 75%	71 <i>2</i> 9% 24%a	12 <i>3</i> % <i>4</i> %	283 17% 94%c	245 <i>19%</i> 81%gh	47 <i>18%</i> 16%gh	8 4% 3%	8 4% 3%	280 <i>19%</i> 93%j	288 16% 96%	206 15% 69%	40 18% 13%	221 15% 73%	137 9% 46%	163 <i>24%</i> 54%n	133 <i>15%</i> 44%	168 <i>14%</i> <i>56%</i>
25-34	411 19%	343 18% 83%	65 <i>27%</i> 16%a	32 9% 8%	372 <i>22%</i> 91%c	321 <i>25%</i> 78%gh	59 <i>23%</i> 14%gh	14 7% 3%	18 <i>8%</i> <i>4%</i>	362 <i>25%</i> 88%j	379 21% 92%	277 20% 67%	44 20% 11%	294 20% 72%	234 16% 57%	177 <i>26%</i> 43%n	184 <i>20%</i> <i>45%</i>	227 18% 55%
35-44	338 16%	287 15% 85%	50 <i>21%</i> 15%a	31 8% 9%	296 <i>17%</i> 88%c	258 <i>20%</i> 76%gh	53 <i>21%</i> 16%gh	15 8% 5%	14 6% 4%	295 <i>20%</i> 87%j	308 17% 91%	235 17% 69%	37 17% 11%	248 17% 73%	242 17% 71%	97 14% 29%	154 17% 45%	185 15% 55%
45-54	366 17%	333 <i>18%</i> 91%b	29 12% 8%	74 20% 20%	284 17% 78%	238 <i>19%</i> 65%h	45 18% 12%	42 <i>23%</i> 12%h	30 13% 8%	272 19% 74%	320 18% 87%	271 20% 74%	51 24% 14%	280 19% 77%	285 <i>20%</i> 78%o	81 12% 22%	181 <i>20%</i> 50%q	185 <i>15%</i> <i>50%</i>
55-64	305 14%	284 <i>15%</i> 93%b	19 <i>8%</i> <i>6%</i>	82 <i>22%</i> 27%d	213 13% 70%	157 <i>12%</i> <i>51%</i>	27 11% 9%	41 <i>22%</i> 13%ef	49 <i>21%</i> 16%ef	176 <i>12%</i> <i>58%</i>	249 14% <i>82</i> %	201 <i>15%</i> <i>66%</i>	26 12% 9%	209 15% 69%	229 <i>16%</i> 75%o	76 11% 25%	134 <i>15%</i> 44%	171 14% 56%
65-74	225 11%	216 <i>12%</i> 96%b	8 3% 4%	66 <i>18%</i> 29%d	150 9% <i>67</i> %	51 4% 23%	17 <i>7%</i> <i>8%</i>	40 21% 18%ef	60 <i>26%</i> 27%ef	64 4% 28%	156 <i>9%</i> 69%i	128 9% 57%	17 8% 8%	132 9% 59%	180 <i>12%</i> 80%o	45 7% 20%	81 <i>9%</i> <i>36%</i>	145 <i>12%</i> 64%p





Q. Break by Break Base: All Adults 16+ in the UK

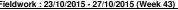
				Q.13 LON DISAB	ILITY												Q.1 P.	
		ETHNIC (ORIGIN	ILLNE	ESS			2.1 PHONE (•	A N D C	С	.1 INTERNE	Т	Q.1 LAN	IDLINE	SER	/ICE
	Total	White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
75+	190 <i>9</i> %	188 <i>10%</i> 99%b	2 1% 1%	79 <i>21%</i> 42%d	102 6% 54%	13 1% 7%	6 2% 3%	24 <i>13%</i> 13%ef	56 <i>24%</i> 30%efg	18 1% 10%	95 <i>5%</i> 50%i	56 4% 30%l	2 1% 1%	57 4% 30%	154 <i>11%</i> 81%o	36 5% 19%	39 4% 21%	150 <i>12%</i> 79%p
AGE																		
16-34	711 <i>33</i> %	569 <i>30%</i> <i>80%</i>	136 <i>56%</i> 19%a	44 12% 6%	656 <i>39%</i> 92%c	566 <i>44%</i> 80%gh	106 <i>42%</i> 15%gh	22 12% 3%	26 11% 4%	642 <i>44%</i> 90%j	668 <i>37%</i> 94%	483 <i>35%</i> <i>68%</i>	83 38% 12%	515 <i>36%</i> <i>72%</i>	371 <i>25%</i> <i>52%</i>	341 <i>50%</i> 48%n	316 <i>35%</i> 44%	395 <i>32%</i> <i>56%</i>
35-64	1010 <i>47</i> %	904 <i>48%</i> 90%b	98 40% 10%	187 <i>50%</i> 18%	793 <i>47%</i> <i>7</i> 9%	653 <i>51%</i> 65%h	125 <i>49%</i> 12%h	99 <i>54%</i> 10%h	93 <i>39%</i> <i>9%</i>	743 51% 74%	878 49% 87%	707 51% 70%	114 53% 11%	737 51% 73%	756 <i>52%</i> 75%o	254 38% 25%	469 <i>52%</i> 46%q	540 44% 54%
65+	415 19%	404 <i>22%</i> 97%b	10 4% 2%	145 <i>39%</i> 35%d	253 15% 61%	64 5% 15%	24 <i>9%</i> 6%e	63 <i>34%</i> 15%ef	116 <i>49%</i> 28%efg	82 <i>6%</i> 20%	251 <i>14%</i> 61%i	184 13% 44%	19 <i>9%</i> <i>5%</i>	188 <i>13%</i> <i>45%</i>	334 <i>23%</i> 81%o	81 12% 19%	120 <i>13%</i> <i>29%</i>	295 <i>24%</i> 71%p
SOCIAL GRADE																		
ABC1	1062 <i>50%</i>	915 <i>49%</i> <i>86%</i>	138 <i>56%</i> 13%a	125 <i>33%</i> <i>12%</i>	911 <i>54%</i> 86%c	763 <i>59%</i> 72%fgh	113 45% 11%	83 <i>45%</i> <i>8%</i>	87 <i>37</i> % <i>8</i> %	835 <i>57%</i> 79%j	954 <i>53%</i> 90%	770 <i>56%</i> <i>73%</i>	130 <i>60%</i> <i>12%</i>	807 <i>56%</i> <i>76%</i>	753 <i>52%</i> 71%o	308 46% 29%	510 <i>56%</i> 48%q	552 45% 52%
C2DE	1074 <i>50%</i>	961 <i>51%</i> 89%b	106 44% 10%	251 <i>67%</i> 23%d	791 46% 74%	520 41% 48%	141 <i>55%</i> 13%e	101 <i>55%</i> 9%e	149 <i>63%</i> 14%e	633 <i>43%</i> <i>59%</i>	842 <i>47%</i> 78%i	604 44% 56%	87 40% 8%	634 44% 59%	707 48% 66%	367 <i>54%</i> 34%n	396 <i>44%</i> <i>37%</i>	678 <i>55%</i> 63%p
SOCIAL GRADE																		
AB	394 18%	341 18% 87%	51 21% 13%	48 13% 12%	338 <i>20%</i> 86%c	280 <i>22%</i> 71%h	42 17% 11%	31 <i>17</i> % <i>8</i> %	30 13% 7%	301 <i>20%</i> <i>76%</i>	344 19% 87%	282 21% 71%	59 <i>27%</i> 15%k	301 <i>21%</i> <i>76%</i>	302 <i>21%</i> 77‰	92 14% 23%	187 <i>21%</i> 47%q	208 17% 53%
C1C2	1112 <i>52</i> %	973 <i>52%</i> 88%	131 <i>54%</i> 12%	144 38% 13%	939 <i>55%</i> 84%c	741 <i>58%</i> 67%fgh_	121 48% 11%	83 <i>45%</i> <i>7%</i>	111 47% 10%	830 <i>57%</i> <i>75%</i>	972 54% 87%	778 <i>57%</i> <i>70%</i>	121 56% 11%	811 <i>56%</i> <i>73%</i>	771 <i>53%</i> <i>69%</i>	341 <i>50%</i> 31%	518 <i>57%</i> 47%q	594 48% 53%





Q. Break by Break Base: All Adults 16+ in the UK

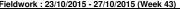
		ETHNIC	ORIGIN	Q.13 LON DISAB ILLN	BILITY		C	Q.1 PHONE (OWNERSHI	P		C).1 INTERNE	г	Q.1 LAI	NDLINE	Q.1 P/ SER	
	Total	White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
DE	630 <i>30%</i>	562 30% 89%	62 <i>25%</i> 10%	184 <i>49%</i> 29%d	425 25% 67%	262 20% 42%	91 <i>36%</i> 14%e	70 <i>38%</i> 11%e	95 <i>40%</i> 15%e	337 <i>23%</i> <i>53%</i>	480 <i>27%</i> 76%i	314 23% 50%	38 17% 6%	328 23% 52%	388 <i>27%</i> <i>62%</i>	243 <i>36%</i> 38%n	201 22% 32%	429 <i>35%</i> 68%p
COUNTRY England	1799 <i>84%</i>	1548 <i>82%</i> <i>86%</i>	235 <i>97%</i> 13%a	310 <i>83%</i> <i>17%</i>	1447 85% 80%	1109 <i>86%</i> 62%h	212 83% 12%	149 <i>81%</i> <i>8</i> %	185 <i>7</i> 9% 10%	1266 <i>86%</i> <i>70%</i>	1530 <i>85%</i> <i>85%</i>	1164 <i>85%</i> <i>65%</i>	177 <i>82%</i> 10%	1223 <i>85%</i> <i>68%</i>	1222 84% 68%	577 85% 32%	750 83% 42%	1050 <i>85%</i> <i>58%</i>
Scotland	182 <i>9</i> %	177 <i>9%</i> 97%b	5 2% 3%	36 10% 20%	132 8% 72%	98 <i>8%</i> <i>54%</i>	21 8% 12%	20 11% 11%	22 9% 12%	110 8% 61%	139 <i>8%</i> <i>77</i> %	105 <i>8%</i> <i>58%</i>	21 10% 12%	109 8% 60%	120 8% <i>6</i> 6%	62 9% 34%	79 9% 43%	103 <i>8%</i> <i>57%</i>
Wales	107 5%	104 6% 97%b	3 1% 3%	23 6% 22%	80 <i>5%</i> 75%	50 4% 47%	14 6% 13%	14 <i>8%</i> 13%e	19 <i>8%</i> 18%e	58 4% 54%	84 <i>5%</i> <i>79%</i>	67 <i>5%</i> <i>63%</i>	18 <i>8%</i> 17%	71 5% 66%	81 <i>6%</i> <i>76%</i>	25 4% 24%	52 6% 49%	54 4% 51%
Northern Ireland	49 <i>2</i> %	48 <i>3%</i> 99%b	1 * 1%	6 2% 13%	43 <i>2%</i> 87%	26 2% 54%	7 3% 15%	1 * 2%	10 <i>4%</i> 20%g	33 2% 67%	43 2% 89%	37 <i>3%</i> <i>76%</i>	1 * 2%	38 <i>3%</i> 78%	38 <i>3%</i> <i>78%</i>	11 2% 22%	25 <i>3%</i> <i>52%</i>	23 2% 48%
GOVERNMENT REGIONS North East	76 4%	71 4% 93%	5 2% 7%	17 5% 23%	58 <i>3%</i> 76%	47 4% 61%	4 1% 5%	4 2% 6%	12 <i>5%</i> 16%f	49 3% 64%	62 3% 82%	41 3% 54%	6 <i>3</i> % <i>8</i> %	43 3% 57%	42 3% 55%	34 <i>5%</i> 45%n	25 3% 33%	51 4% 67%
North West	250 12%	227 12% 91%	20 8% 8%	51 14% 20%	193 <i>11%</i> <i>77</i> %	157 <i>12%</i> <i>63%</i>	28 11% 11%	24 13% 10%	32 14% 13%	179 <i>12%</i> <i>72%</i>	227 13% 91%	179 13% 72%	38 18% 15%	182 13% 73%	189 <i>13%</i> 76%o	61 <i>9%</i> 24%	125 <i>14%</i> 50%q	125 10% 50%
Yorkshire and The Humber	185 <i>9</i> %	178 <i>10%</i> 96%b	4 2% 2%	41 11% 22%	138 <i>8%</i> <i>74%</i>	98 <i>8%</i> <i>53%</i>	34 <i>14%</i> 19%egh	10 5% n 5%	15 <i>6</i> % <i>8</i> %	129 9% 69%	147 8% 79%	91 <i>7%</i> 49%	32 <i>15%</i> 17%km	114 8% <i>62</i> %	109 <i>7%</i> <i>59%</i>	76 <i>11%</i> 41%n	56 <i>6%</i> 30%	130 <i>11%</i> 70%p
East Midlands	151 <i>7</i> %	132 7% 87%	19 8% 13%	32 8% 21%	118 <i>7</i> % <i>78</i> %	93 <i>7%</i> 62%	15 6% 10%	8 4% 5%	11 5% 7%	104 7% 69%	119 <i>7%</i> <i>7</i> 9%	93 7% 61%	12 5% 8%	96 7% 64%	106 7% 70%	45 7% 30%	61 7% 41%	89 <i>7%</i> 59%





Q. Break by Break Base: All Adults 16+ in the UK

		ETHNIC	ORIGIN	Q.13 LON DISAE ILLN	BILITY		(Q.1 PHONE ()WNERSHI	P		C	.1 INTERNE	т	Q.1 LAI	NDLINE	Q.1 P. SER	
	Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base Weighted Base	2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
West Midlands	187 <i>9</i> %	167 9% 89%	20 8% 11%	33 9% 18%	151 9% 81%	106 8% 57%	26 10% 14%	19 10% 10%	25 10% 13%	127 9% 68%	163 <i>9%</i> <i>87</i> %	127 9% 68%	17 8% 9%	130 9% 70%	125 9% 67%	62 9% 33%	88 10% 47%	99 8% 53%
East of England	209 10%	194 <i>10%</i> 93%b	14 6% 7%	25 7% 12%	180 <i>11%</i> 86%c	141 <i>11%</i> 67%fh	16 <i>6%</i> <i>8%</i>	12 <i>6%</i> <i>6%</i>	15 <i>6%</i> <i>7</i> %	151 10% 72%	171 10% 82%	140 10% 67%	20 9% 9%	148 10% 71%	155 11% 74%	54 <i>8%</i> <i>26%</i>	95 10% 45%	114 9% 55%
London	267 12%	143 8% 53%	116 <i>48%</i> 44%a	24 6% 9%	235 14% 88%c	190 <i>15%</i> 71%gh	33 <i>13%</i> 12%h	17 <i>9%</i> 6%h	7 3% 2%	214 15% 80%	228 13% 85%	164 12% 61%	17 8% 6%	170 12% 64%	148 10% 56%	119 <i>18%</i> 44%n	83 9% 31%	184 <i>15%</i> 69%p
South East	306 14%	271 14% 89%	33 13% 11%	53 14% 17%	248 15% 81%	200 16% 65%	40 16% 13%	30 16% 10%	44 19% 14%	225 15% 73%	280 16% 92%	242 18% 79%	28 13% 9%	248 17% 81%	236 <i>16%</i> 77%o	70 10% 23%	147 <i>16%</i> 48%q	159 13% 52%
South West	169 <i>8</i> %	166 <i>9%</i> 98%b	3 1% 2%	34 9% 20%	127 7% 75%	78 <i>6%</i> 46%	16 <i>6</i> % 9%	25 <i>13%</i> 15%ef	24 10% 15%e	89 <i>6%</i> <i>53%</i>	132 <i>7%</i> <i>78%</i>	87 6% 52%	8 4% 5%	91 <i>6%</i> <i>54%</i>	112 8% 66%	57 8% 34%	71 8% 42%	98 <i>8%</i> 58%
Wales	107 5%	104 <i>6%</i> 97%b	3 1% 3%	23 6% 22%	80 <i>5%</i> 75%	50 4% 47%	14 6% 13%	14 <i>8%</i> 13%e	19 <i>8%</i> 18%e	58 4% 54%	84 <i>5%</i> 79%	67 5% 63%	18 <i>8%</i> 17%	71 5% 66%	81 <i>6%</i> <i>76%</i>	25 4% 24%	52 6% 49%	54 4% 51%
Scotland	182 <i>9</i> %	177 <i>9%</i> 97%b	5 2% 3%	36 10% 20%	132 <i>8%</i> <i>72%</i>	98 <i>8%</i> 54%	21 8% 12%	20 11% 11%	22 9% 12%	110 8% 61%	139 <i>8%</i> <i>77%</i>	105 8% 58%	21 10% 12%	109 <i>8%</i> <i>60%</i>	120 <i>8%</i> <i>66%</i>	62 9% 34%	79 <i>9%</i> 43%	103 <i>8%</i> <i>57%</i>
Northern Ireland	49 <i>2</i> %	48 <i>3%</i> 99%b	1 * 1%	6 2% 13%	43 2% 87%	26 2% 54%	7 3% 15%	1 * 2%	10 <i>4%</i> 20%g	33 2% 67%	43 2% 89%	37 <i>3%</i> <i>76%</i>	1 * 2%	38 <i>3%</i> 78%	38 <i>3%</i> 78%	11 2% 22%	25 3% 52%	23 2% 48%
ETHNIC ORIGIN White	1877 <i>88%</i>	1877 <i>100%</i> 100%b	-	356 <i>95%</i> 19%d	1466 <i>86%</i> 78%	1096 <i>85%</i> <i>58%</i>	217 85% 12%	172 <i>93%</i> 9%ef	224 <i>95%</i> 12%ef	1253 <i>85%</i> <i>67%</i>	1571 <i>87%</i> <i>84%</i>	1213 88% 65%	194 <i>89%</i> 10%	1270 88% 68%	1318 <i>90%</i> 70%o	558 83% 30%	807 89% 43%	1069 <i>87%</i> <i>57%</i>





Q. Break by Break Base: All Adults 16+ in the UK

Q.13 LONG TERM DISABILITY ILLNESS Q.1 PAY TV ETHNIC ORIGIN Q.1 LANDLINE Q.1 PHONE OWNERSHIP Q.1 INTERNET SERVICE ANY SMARTPH Standar Standar d Smartph Smartph ONE/ mobile mobile Any Minori ANY STANDAF Fixed Mobile one on one pay on on pay SMARTPH contrac as you contrac as you D Broadba Broadba interne Total White Ethnic Yes ONE MOBILE nd nd Yes No Yes No go go (d) (k) (l) (m) (b) (c) (e) (f) (g) (h) (i) (n) (o) (p) (q) 2136 1892 229 422 1654 1176 242 200 274 1356 1744 1316 193 1376 1471 665 864 1272 2136 1877 244 376 1701 1283 255 184 236 1468 1797 1374 217 1441 1461 675 906 1230 244 244 15 225 178 33 201 212 151 23 134 110 92 152 12 11 160 11% 100% 4% 13% 14% 13% 5% 14% 12% 10% 10% 12% 100%a 6% 92%c 73%gh 14%gh 82% 87% 62% 9% 66% 55% 45%n 38% 62%

Unweighted Base Weighted Base

Minority Ethnic



Q. Break by Break Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	O 5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	RT IN LAST VEAR
	Total	Yes (a)	Any Difficulties (b)	No Difficulties	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
GENDER Male	1037 49%	451 48% 44%	70 46% 7%	775 51% 75%	11 <i>42%</i> 1%	14 42% 1%	20 59% 2%
Female	1099 <i>51%</i>	484 <i>52%</i> 44%	82 54% 7%	747 49% 68%	15 <i>58%</i> 1%	18 58% 2%	14 41% 1%
AGE 16-24	300 14%	100 11% 33%	20 13% 7%	125 8% 42%	2 7% 1%	10 <i>30%</i> 3%f	
25-34	411 19%	184 20% 45%	34 22% 8%	284 19% 69%	3 11% 1%	9 27% 2%	8 24% 2%
35-44	338 16%	180 19% 53%	24 16% 7%	270 18% 80%	4 15% 1%	7 23% 2%	12 35% 4%
45-54	366 17%	181 19% 49%	33 <i>22%</i> 9%	277 18% 76%	8 34% <i>2</i> %	3 9% 1%	3 9% 1%
55-64	305 14%	147 16% 48%	24 16% 8%	221 <i>15%</i> <i>73%</i>	6 22% 2%	3 10% 1%	10 <i>2</i> 9% <i>3%</i>
65-74	225 11%	94 10% 42%	12 8% 5%	184 <i>12%</i> <i>82%</i>	2 10% 1%	- - -	1 3% *
75+	190 <i>9</i> %	50 5% 26%	5 3% 3%	161 <i>11%</i> 85%b	1 2% *		- - -





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



Q. Break by Break Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	EBT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
AGE							
16-34	711 <i>33%</i>	284 30% 40%	53 <i>35%</i> 8%c	409 <i>27%</i> <i>58%</i>	4 17% 1%	18 <i>57%</i> 3%f	8 24% 1%
35-64	1010 <i>47</i> %	508 <i>5</i> 4% <i>50%</i>	81 <i>53%</i> <i>8%</i>	769 <i>50%</i> <i>76%</i>	18 71% 2%	14 43% 1%	25 <i>73%</i> 2%e
65+	415 19%	144 15% 35%	17 11% 4%	345 <i>23%</i> 83%b	3 12% 1%	- - -	1 3% *
SOCIAL GRADE							
ABC1	1062 <i>50%</i>	506 <i>5</i> 4% 48%	65 43% <i>6</i> %	791 <i>52%</i> 75%b	7 28% 1%	10 30% 1%	9 <i>26%</i> 1%
C2DE	1074 50%	429 46% 40%	86 57% 8%c	731 <i>48%</i> <i>68%</i>	18 <i>72%</i> <i>2%</i>	22 70% <i>2</i> %	25 74% 2%
SOCIAL GRADE							
AB	394 18%	179 19% 45%	15 10% 4%	310 <i>20%</i> 79%b	2 7% *	- - -	1 4% *
C1C2	1112 52%	527 56% 47%	73 48% 7%	808 <i>53%</i> <i>73%</i>	7 28% 1%	14 45% 1%	14 41% 1%
DE	630 <i>30%</i>	229 24% 36%	64 <i>42%</i> 10%c	404 27% 64%	17 <i>66%</i> <i>3%</i>	18 <i>55%</i> <i>3%</i>	19 <i>55%</i> <i>3%</i>
COUNTRY							
England	1799 <i>84%</i>	796 <i>85%</i> 44%	123 <i>81%</i> <i>7%</i>	1295 <i>85%</i> <i>72%</i>	19 <i>76%</i> <i>1%</i>	25 78% 1%	27 78% 1%
Scotland	182 <i>9</i> %	65 7% 36%	15 10% 8%	113 7% <i>62</i> %	4 17% 2%	3 10% 2%	5 15% 3%

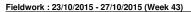
Fieldwork: 23/10/2015 - 27/10/2015 (Week 43)

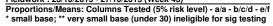
Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f
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Q. Break by Break Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DE	BT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
Wales	107 5%	46 5% 43%	10 <i>7%</i> <i>9%</i>	74 5% 69%	2 7% 2%	1 3% 1%	2 7% 2%
Northern Ireland	49 2%	29 3% 60%	4 2% 7%	40 3% 82%	- - -	3 9% 6%	- - -
GOVERNMENT REGIONS North East	76 4%	23 <i>3%</i> <i>31%</i>	: :	55 <i>4%</i> 73%b	:	- - -	- - -
North West	250 12%	117 13% 47%	10 7% 4%	196 <i>13%</i> 78%b	1 4% *	2 6% 1%	3 8% 1%
Yorkshire and The Humber	185 <i>9</i> %	87 9% 47%	19 <i>12%</i> 10%	127 <i>8%</i> <i>69%</i>	2 8% 1%	5 16% 3%	3 8% 2%
East Midlands	151 <i>7</i> %	67 7% 45%	8 5% 5%	118 <i>8%</i> <i>78%</i>	- - -	5 15% 3%	3 9% <i>2</i> %
West Midlands	187 9%	81 <i>9%</i> <i>43%</i>	16 11% 9%	139 <i>9%</i> <i>74%</i>	4 17% 2%	3 10% 2%	3 10% 2%
East of England	209 10%	84 9% 40%	6 4% 3%	157 <i>10%</i> 75%b	2 9% 1%	- - -	2 7% 1%
London	267 12%	101 <i>11%</i> <i>38</i> %	20 13% 8%	163 11% 61%	2 9% 1%	4 12% 1%	5 15% 2%
South East	306 14%	167 18% 55%	24 16% 8%	220 14% 72%	2 8% 1%	3 11% 1%	3 7% 1%

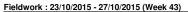






Q. Break by Break Base: All Adults 16+ in the UK

		Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	DING COMMS	Q.7 HAVE BEEN DI	EBT 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 Weighted Base	2136 2136	911 936	150 152	1535 1522	27 25**	32 32*	34 34*
South West	169 <i>8%</i>	67 7% 40%	20 <i>13%</i> 12%c	120 8% 71%	5 21% 3%	3 8% 1%	4 13% 3%
Wales	107 5%	46 5% 43%	10 7% 9%	74 5% 69%	2 7% 2%	1 3% 1%	2 7% 2%
Scotland	182 <i>9</i> %	65 7% 36%	15 10% 8%	113 <i>7%</i> <i>62%</i>	4 17% 2%	3 10% 2%	5 15% 3%
Northern Ireland	49 2%	29 <i>3%</i> 60%	4 2% 7%	40 <i>3%</i> <i>82%</i>	-	3 9% 6%	-
ETHNIC ORIGIN White	1877 <i>88%</i>	844 90% 45%	130 <i>86%</i> <i>7%</i>	1380 <i>91%</i> <i>74%</i>	22 87% 1%	25 77% 1%	28 <i>82%</i> 1%
Minority Ethnic	244 11%	85 <i>9%</i> 35%	18 12% 7%	136 <i>9%</i> <i>56%</i>	3 13% 1%	7 20% 3%	6 18% 2%



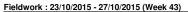


Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f
* small base; ** very small base (under 30) ineligible for sig testing



Q. Break by Break Base: All Adults 16+ in the UK

				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
GENDER Male	1037 49%	12 48% 1%	12 43% 1%	21 49% 2%	18 <i>48%</i> <i>2</i> %	19 <i>65%</i> <i>2</i> %	23 61% 2%
Female	1099 <i>51%</i>	13 <i>52%</i> 1%	16 <i>57%</i> 1%	22 51% 2%	20 <i>52%</i> <i>2</i> %	10 <i>35%</i> <i>1%</i>	15 39% 1%
AGE 16-24	300 14%	5 18% 2%	4 15% 1%	9 <i>22</i> % <i>3</i> %	4 10% 1%	2 5% 1%	3 9% 1%
25-34	411 19%	3 12% 1%	7 26% 2%	8 18% 2%	4 12% 1%	6 19% 1%	15 <i>40%</i> 4%cd
35-44	338 16%	1 5% *	5 16% 1%	7 16% 2%	6 16% 2%	7 24% 2%	7 18% 2%
45-54	366 17%	5 20% 1%	5 16% 1%	6 14% 2%	10 <i>26%</i> 3%f	5 19% 1%	2 5% 1%
55-64	305 14%	6 24% 2%	4 13% 1%	6 14% 2%	10 <i>26%</i> <i>3%</i>	8 29% 3%	6 17% 2%
65-74	225 11%	5 19% <i>2</i> %	2 8% 1%	5 11% 2%	3 8% 1%	1 <i>4</i> % *	4 11% 2%
75+	190 <i>9</i> %	1 2% *	2 6% 1%	2 5% 1%	1 3% 1%	- - -	- - -





Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f
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				Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base Weighted Base	2136 2136	26 26**	29 29**	46 43*	38 38*	27 29**	37 38*
AGE							
16-34	711 33%	8 30% 1%	12 41% 2%	17 40% 2%	8 22% 1%	7 25% 1%	18 <i>49%</i> 3%d
35-64	1010 <i>47</i> %	12 49% 1%	13 <i>45%</i> <i>1%</i>	19 44% 2%	26 <i>67%</i> 3%cf	21 71% <i>2</i> %	15 40% 1%
65+	415 19%	5 21% 1%	4 14% 1%	7 16% 2%	4 11% 1%	1 <i>4%</i> *	4 11% 1%
SOCIAL GRADE							
ABC1	1062 50%	8 30% 1%	12 <i>42%</i> 1%	13 31% 1%	16 <i>42%</i> <i>2</i> %	9 31% 1%	16 44% <i>2</i> %
C2DE	1074 <i>50%</i>	18 <i>70%</i> <i>2%</i>	17 58% 2%	30 <i>69%</i> <i>3%</i>	22 58% 2%	20 69% 2%	21 56% 2%
SOCIAL GRADE							
AB	394 18%	1 2% *	6 20% 1%	1 3% *	8 <i>21%</i> 2%c	3 9% 1%	3 8% 1%
C1C2	1112 <i>52</i> %	14 56% 1%	13 45% 1%	18 41% 2%	14 36% 1%	13 45% 1%	18 48% 2%
DE	630 <i>30%</i>	11 41% 2%	10 35% 2%	24 56% 4%	16 <i>43</i> % <i>3</i> %	13 46% 2%	16 44% 3%
COUNTRY							
England	1799 <i>84%</i>	19 <i>72%</i> 1%	24 85% 1%	33 76% 2%	25 65% 1%	21 <i>72%</i> <i>1%</i>	28 76% 2%
Scotland	182 <i>9</i> %	4 16% 2%	3 12% 2%	6 13% 3%	11 28% 6%	5 16% 3%	7 18% 4 %



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	Total	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*
Wales	107	3	1	2	2	3	2
	5%	12%	4%	4%	5%	10%	7%
		3%	1%	2%	2%	3%	2%
Northern Ireland	49 2%	-	-	3	1	1 2%	-
	2%	-	-	7% 6%	2% 1%	2% 1%	-
GOVERNMENT REGIONS							
North East	76	-	1	-	1	-	-
	4%	-	3%	-	3%	-	-
		-	1%	•	1%	•	-
North West	250 12%	2	3 <i>9</i> %	6	2 5%	2 <i>8%</i>	5 13%
	12%	7% 1%	9% 1%	14% 2%	5% 1%	8% 1%	13% 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% 1%	12% 2%	4% 1%	6% 2%	8% 2%	15% 4%
West Midlands	187	1	4	4	3	3	2
West Midialius	9%	4%	13%	9%	9%	12%	6%
		1%	2%	2%	2%	2%	1%
East of England	209	1		3	2		1
	10%	4%	-	7% 1%	6% 1%	-	2%
	007		-				
London	267 12%	2 9%	4 14%	7 16%	2 5%	2 <i>6%</i>	4 12%
	1270	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%

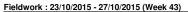


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South West	169 <i>8%</i>	3 14% 2%	1 4% 1%	4 10% 2%	4 10% 2%	4 14% 2%	1 2% *
Wales	107 <i>5%</i>	3 12% 3%	1 4% 1%	2 4% 2%	2 5% 2%	3 10% 3%	2 7% 2%
Scotland	182 <i>9</i> %	4 16% 2%	3 12% 2%	6 13% 3%	11 <i>28%</i> <i>6%</i>	5 16% 3%	7 18% 4%
Northern Ireland	49 <i>2</i> %	- - -	- - -	3 7% 6%	1 2% 1%	1 2% 1%	-
ETHNIC ORIGIN White	1877 88%	21 80% 1%	22 75% 1%	37 <i>85%</i> <i>2%</i>	35 <i>92%</i> <i>2%</i>	28 <i>97%</i> 1%	30 <i>80%</i> <i>2%</i>
Minority Ethnic	244 11%	5 20% 2%	6 22% 3%	5 13% 2%	2 6% 1%	1 <i>3</i> % *	7 20% 3%





Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f
* small base; ** very small base (under 30) ineligible for sig testing



Q. Summary table Base: All Adults 16+ in the UK

Unweighted Base Weighted Base All with any 'serious affordability issue'
(EXCLUDING gas/water/ èlec) All with any 'serious affordability issue' (INCLUDING gas/water/ elece)

	GEN					AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAD	
Total	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+ (I)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
2136 2136	997 1037	1139 1099	271 300	393 411	317 338	309 366	265 305	316 225	265 190	664 711	891 1010	581 415	934 1062	1202 1074	363 394	1016 1112	757 630
43 <i>2</i> %	17 2% 39%	26 2% 61%	10 <i>3%</i> 22%hi	11 <i>3%</i> 25%hi	10 <i>3%</i> 23%hi	7 <i>2%</i> 17%hi	5 <i>2%</i> 13%h	-	-	20 <i>3%</i> 47%l	23 <i>2%</i> 53%l	-	18 2% 41%	25 2% 59%	1 * 3%	22 <i>2%</i> 52%0	19 <i>3%</i> 45%0
63 <i>3</i> %	29 3% 46%	34 <i>3%</i> 54%	10 <i>3%</i> 15%hi	15 <i>4%</i> 23%hi	17 <i>5%</i> 27%hi	9 <i>3%</i> 15%i	12 <i>4%</i> 18%hi	1 * 2%	-	24 <i>3%</i> 38%l	38 4% 60%l	1 * 2%	23 2% 36%	41 <i>4%</i> 64%m	3 1% 5%	30 <i>3%</i> 47%0	30 <i>5%</i> 48%op



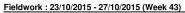
Q. Summary table Base: All Adults 16+ in the UK

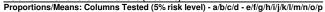
Unweighted Base
Weighted Base

All with any 'serious
affordability issue'
(EXCLUDING gas/water/
elec)

All with any 'serious
affordability issue'
(INCLUDING gas/water/
elece)

		COUN	ITRY		GOVERNMENT REGIONS Yorkshire											
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
43	35	4	1	3		2	7	5	4		5	8	3	1	4	3
2%	2%	2%	1%	6%	-	1%	4%	3%	2%		2%	3%	2%	1%	2%	6%
	81%	10%	2%	6%a	-	4%	17%fj	11%j	10%j	-	12%	18%j	8%j	2%	10%j	6%efj
63 <i>3</i> %	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 <i>6%</i> 4%efj









Unweighted Base Weighted Base

elec)

elece)

All with any 'serious affordability issue' (EXCLUDING gas/water/

All with any 'serious affordability issue' (INCLUDING gas/water/

Q. Summary table Base: All Adults 16+ in the UK

	ETHNIC	ORIGIN		NG TERM BILITY IESS			Q.1 PHONE	OWNERSHI	P		C).1 INTERNE	т	Q.1 LA	NDLINE	Q.1 P. SER	
Total	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 Broadba nd (I)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
2136 2136	1892 1877	229 244	422 376	1654 1701	1176 1283	242 255	200 184	274 236	1356 1468	1744 1797	1316 1374	193 217	1376 1441	1471 1461	665 675	864 906	1272 1230
43 2%	36 2% 83%	7 3% 15%	10 3% 24%	32 2% 74%	29 2% 67%	8 3% 19%	5 3% 13%	3 1% 7%	36 2% 83%	41 2% 96%	33 2% 76%	5 2% 11%	34 2% 78%	24 2% 55%	19 3% 45%	17 2% 40%	26 2% 60%
63 <i>3</i> %	53 3% 83%	10 4% 16%	16 4% 25%	46 <i>3%</i> 72%	40 3% 63%	12 5% 18%	6 3% 9%	6 2% 9%	50 3% 79%	59 <i>3%</i> 93%	44 3% 70%	10 5% 16%	45 3% 72%	37 3% 58%	27 4% 42%	29 3% 46%	34 <i>3%</i> 54%



Q. Summary table Base: All Adults 16+ in the UK

Unweighted Base
Weighted Base
All with any 'serious
affordability issue'
(EXCLUDING gas/water/
elec)
All with any 'serious
affordability issue'
(INCLUDING gas/water/
elece)

	Q.2 BUNDLERS	Q.5 HAVE AN	Y DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DE	EBT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
2136	911	150	1535	27	32	34
2136	936	152	1522	25**	32*	34*
43 <i>2</i> %	28 3% 65%	43 <i>28%</i> 100%c	:	9 38% 22%	32 100% 74%f	14 40% 32%
63 <i>3</i> %	37 4%	100%c 63 <i>42%</i>	- - -	22% 13 <i>52%</i>	74%f 32 100%	32% 34 100%
	59%	100%c	-	21%	50%	54%



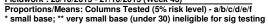


Q. Summary table Base: All Adults 16+ in the UK

Unweighted Base Weighted Base All with any 'serious affordability issue' (EXCLUDING gas/water/ elec) All with any 'serious affordability issue' (INCLUDING gas/water/ elece)

			Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
2136	26	29	46	38	27	37
2136	26**	29**	43*	38*	29**	38*
43	3	3	8	4	3	3
2%	13%	9%	18%	9%	9%	7%
	8%	6%	18%	8%	6%	6%
63	7	4	11	6	6	6
3%	27%	12%	24%	16%	21%	17%
1	11%	6%	17%	10%	10%	10%







Q. Summary table

Base: All with some responsibility for communications services

Unweighted Base Weighted Base All with any 'serious affordability issue'
(EXCLUDING gas/water/ èlec) All with any 'serious affordability issue' (INCLUDING gas/water/ elece)

	GEN	IDER				AGE					AGE		SOCIAL	GRADE	SC	CIAL GRAD	Œ
Total	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)
1719 1706	829 857	890 850	133 146	306 325	274 296	263 314	221 255	283 201	239 169	439 471	758 865	522 370	773 867	946 839	306 328	826 894	587 484
43 <i>3</i> %	17 2% 39%	26 3% 61%	10 7% 22%fgh i	11 <i>3%</i> 25%hi	10 <i>3%</i> 23%hi	7 <i>2%</i> 17%hi	5 <i>2%</i> 13%hi	- - -	-	20 <i>4%</i> 47%l	23 <i>3%</i> 53%l	-	18 2% 41%	25 3% 59%	1 * 3%	22 <i>2%</i> 52%0	19 <i>4%</i> 45%0
63 4%	29 3% 46%	34 4% 54%	10 <i>7%</i> 15%hi	15 <i>4%</i> 23%hi	17 <i>6%</i> 27%hi	9 <i>3%</i> 15%i	12 <i>5%</i> 18%hi	1 1% 2%	-	24 <i>5%</i> 38%l	38 <i>4%</i> 60%l	1 * 2%	23 3% 36%	41 <i>5%</i> 64%m	3 1% 5%	30 3% 47%o	30 <i>6%</i> 48%o _l



Q. Summary table

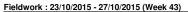
Base: All with some responsibility for communications services

Unweighted Base Weighted Base

All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)

All with any 'serious affordability issue' (INCLUDING gas/water/ elece)

		COUN	ITRY						GO	VERNMENT	REGIONS					
Total	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 (I)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
1719 1706	1440 1447	133 130	85 86*	61 43*	58 56*	215 206	152 154	127 125	156 157	160 168	183 191	239 244	150 146	85 86*	133 130	61 43*
43 3%	35 2% 81%	4 3% 10%	1 1% 2%	3 6% 6%	-	2 1% 4%	7 5% 17%fj	5 <i>4%</i> 11%j	4 <i>3%</i> 10%j	- - -	5 <i>3%</i> 12%j	8 <i>3%</i> 18%j	3 2% 8%	1 1% 2%	4 <i>3%</i> 10%j	3 <i>6%</i> 6%efj
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 <i>6%</i> 4%ej



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



elece)

Q. Summary table

Base: All with some responsibility for communications services

		ETHNIC	ORIGIN	DISA	NG TERM BILITY IESS		C	Q.1 PHONE (OWNERSHI	P		Q	.1 INTERNE	Т	Q.1 LAN	NDLINE	Q.1 PA SER	
	Total	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)	l	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 Weighted Base	1719 1706	1561 1539	147 156	361 316	1318 1350	918 1004	183 194	172 154	245 207	1053 1143	1402 1434	1050 1093	157 178	1096 1146	1204 1181	515 525	688 716	1031 990
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 <i>3</i> %	36 2% 83%	7 4% 15%	10 3% 24%	32 <i>2%</i> 74%	29 3% 67%	8 4% 19%	5 3% 13%	3 1% 7%	36 3% 83%	41 3% 96%	33 <i>3%</i> 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 <i>3</i> % 58%	27 5% 42%	29 4% 46%	34 3% 54%



Q. Summary table Base: All with some responsibility for communications services

Unweighted Bas Weighted Base	e
All with any 'seri affordability issu (EXCLUDING of elec)	ie'
All with any 'seri affordability issu (INCLUDING ga elece)	ie'

	Q.2 BUNDLERS	Q.5 HAVE AN	NY DIFFICULTIES AFFORD	ING COMMS	Q.7 HAVE BEEN DEE	BT IN LAST YEAR
Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
1719	755	150	1535	27 25**	32	34 34*
1706	773	152	1522	25	32*	34
43	28	43	-	9	32	14
3%	4%	28%	-	38%	100%	40%
	65%	100%c	-	22%	74%f	32%
63	37	63	-	13	32	34
4%	5%	42%	-	52%	100%	100%
	59%	100%c	-	21%	50%	54%



Q. Summary table Base: All with some responsibility for communications services

Unweighted Base Weighted Base	
All with any 'serious affordability issue' (EXCLUDING gas/wate elec)	er/
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	,

			Q.10 DON'T HAVE SERVI	CE BECAUSE OF COST		
Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
1719	26	29	46	38	27	37
1706	26**	29**	43*	38*	29**	38*
43	3	3	8	4	3	3
3%	13%	9%	18%	9%	9%	7%
	8%	6%	18%	8%	6%	6%
63	7	4	11	6	6	6
4%	27%	12%	24%	16%	21%	17%
	11%	6%	17%	10%	10%	10%



