

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

NATION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
England	272	180	165	345	730	1679	190	282	**	**	114	1596
	84%	84%	84%	84%	82%	82%	97%	82%	**	**	86%	84%
						f						
	15%	10%	9%	18%	39%	90%	10%	15%	**	**	6%	85%
Scotland	31	18	14	32	80	190	3	31	**	**	9	161
	9%	8%	7%	8%	9%	9%	2%	9%	**	**	7%	8%
						g						
	16%	9%	7%	16%	41%	98%	2%	16%	**	**	5%	82%
Wales	14	11	14	25	54	109	*	21	**	**	7	88
	4%	5%	7%	6%	6%	5%	*%	6%	**	**	5%	5%
						g						
	13%	10%	13%	23%	49%	99%	*%	19%	**	**	6%	80%
Northern Ireland	8	4	3	7	23	60	2	10	**	**	3	51
	3%	2%	2%	2%	3%	3%	1%	3%	**	**	2%	3%
	14%	7%	5%	12%	37%	97%	3%	15%	**	**	5%	83%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 5
Page 2**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

REGION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
North East	17	10	7	16	45	92	1	12	**	**	6	82
	5%	5%	3%	4%	5%	5%	1%	3%	**	**	5%	4%
						g				hkl		
	18%	10%	7%	17%	49%	99%	2%	13%	**	**	7%	88%
North West	45	23	24	47	106	241	6	45	**	**	25	203
	14%	11%	12%	12%	12%	12%	3%	13%	**	**	18%	11%
						g					l	
	18%	9%	10%	19%	43%	97%	2%	18%	**	**	10%	82%
Yorkshire	26	20	19	39	88	176	12	28	**	**	13	160
	8%	10%	10%	10%	10%	9%	6%	8%	**	**	10%	8%
											j	
	14%	11%	10%	21%	47%	94%	6%	15%	**	**	7%	85%
East Midlands	22	15	15	30	64	149	9	24	**	**	9	134
	7%	7%	8%	7%	7%	7%	5%	7%	**	**	7%	7%
	14%	9%	9%	19%	41%	94%	6%	15%	**	**	6%	85%
West Midlands	30	17	20	38	78	171	30	36	**	**	14	161
	9%	8%	10%	9%	9%	8%	15%	10%	**	**	11%	9%
						f						
	15%	9%	10%	19%	40%	87%	15%	18%	**	**	7%	82%
East of England	27	25	18	43	75	196	12	20	**	**	9	189
	8%	12%	9%	10%	8%	10%	6%	6%	**	**	7%	10%
											h	
	13%	12%	8%	21%	36%	94%	6%	10%	**	**	4%	91%
London	30	20	21	41	84	170	100	26	**	**	7	255
	9%	9%	11%	10%	9%	8%	51%	8%	**	**	5%	13%
						f					hjk	
	11%	7%	8%	15%	30%	61%	36%	9%	**	**	2%	91%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 5
Page 3**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

REGION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
South East	42	26	21	47	119	303	14	56	**	**	19	261
	13%	12%	11%	12%	13%	15%	7%	16%	**	**	15%	14%
						g			hijkl			
	13%	8%	7%	15%	38%	96%	4%	18%	**	**	6%	83%
South West	34	23	21	44	69	180	5	35	**	**	12	151
	11%	11%	10%	11%	8%	9%	3%	10%	**	**	9%	8%
						g						
	18%	13%	11%	24%	38%	98%	3%	19%	**	**	6%	82%
Wales	14	11	14	25	54	109	*	21	**	**	7	88
	4%	5%	7%	6%	6%	5%	*%	6%	**	**	5%	5%
						g						
	13%	10%	13%	23%	49%	99%	*%	19%	**	**	6%	80%
Scotland	31	18	14	32	80	190	3	31	**	**	9	161
	9%	8%	7%	8%	9%	9%	2%	9%	**	**	7%	8%
						g						
	16%	9%	7%	16%	41%	98%	2%	16%	**	**	5%	82%
Northern Ireland	8	4	3	7	23	60	2	10	**	**	3	51
	3%	2%	2%	2%	3%	3%	1%	3%	**	**	2%	3%
	14%	7%	5%	12%	37%	97%	3%	15%	**	**	5%	83%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 6
Page 4**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

URBANITY

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Urban	274	173	165	338	770	1748	194	292	**	**	109	1653
	84%	82%	84%	83%	87%	86%	99%	85%	**	**	82%	87%
						f						i
	14%	9%	8%	17%	40%	90%	10%	15%	**	**	6%	85%
Rural	51	39	32	71	117	291	2	52	**	**	24	243
	16%	18%	16%	17%	13%	14%	1%	15%	**	**	18%	13%
						g			l			
	17%	13%	11%	24%	40%	99%	1%	18%	**	**	8%	83%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 7
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

CABLE AREA

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
TELEWEST	60	32	32	64	159	356	60	66	**	**	30	344
	18%	15%	16%	16%	18%	17%	31%	19%	**	**	23%	18%
							f				i	
	15%	8%	8%	16%	39%	87%	15%	16%	**	**	7%	84%
NTL	108	68	60	127	282	631	80	86	**	**	27	625
	33%	32%	30%	31%	32%	31%	41%	25%	**	**	20%	33%
							f				hk	
	15%	9%	8%	18%	40%	89%	11%	12%	**	**	4%	88%
NEITHER	158	113	106	218	446	1052	55	192	**	**	76	928
	49%	53%	54%	53%	50%	52%	28%	56%	**	**	57%	49%
						g		l		l		
	14%	10%	9%	20%	40%	94%	5%	17%	**	**	7%	83%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 8
Page 6**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

DEPRIVATION LEVEL

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Low	202	135	123	258	476	1286	66	202	**	**	76	1160
	62%	63%	63%	63%	54%	63%	34%	59%	**	**	57%	61%
						g						
	15%	10%	9%	19%	35%	95%	5%	15%	**	**	6%	86%
Medium	110	69	65	134	359	659	117	125	**	**	48	645
	34%	32%	33%	33%	40%	32%	60%	37%	**	**	36%	34%
						f						
	14%	9%	8%	17%	46%	85%	15%	16%	**	**	6%	83%
High	5	5	5	10	29	34	11	6	**	**	5	40
	1%	2%	2%	2%	3%	2%	5%	2%	**	**	4%	2%
						f						
	10%	10%	10%	20%	61%	72%	22%	14%	**	**	11%	85%
Undefined	8	4	3	7	23	60	2	10	**	**	3	51
	3%	2%	2%	2%	3%	3%	1%	3%	**	**	2%	3%
	14%	7%	5%	12%	37%	97%	3%	15%	**	**	5%	83%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 9
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SE. GENDER

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Male	173	101	80	181	389	964	98	175	**	**	58	907
	53%	48%	41%	44%	44%	47%	50%	51%	**	**	44%	48%
	cd											
	16%	9%	7%	17%	36%	90%	9%	16%	**	**	5%	84%
Female	152	111	117	228	499	1074	98	168	**	**	75	990
	47%	52%	59%	56%	56%	53%	50%	49%	**	**	56%	52%
			a	a								
	13%	10%	10%	20%	43%	92%	8%	14%	**	**	6%	85%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 10
Page 8

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
16 - 17	-	-	-	-	22	60	9	3	**	**	-	66
	-%	-%	-%	-%	2%	3%	5%	1%	**	**	-%	3%
												hk
	-%	-%	-%	-%	32%	87%	13%	5%	**	**	-%	96%
18 - 24	-	-	-	-	68	202	22	14	**	**	1	213
	-%	-%	-%	-%	8%	10%	11%	4%	**	**	1%	11%
												hijk
	-%	-%	-%	-%	30%	90%	10%	6%	**	**	1%	95%
25 - 34	-	-	-	-	113	380	65	32	**	**	6	411
	-%	-%	-%	-%	13%	19%	33%	9%	**	**	5%	22%
							f		k			hjk
	-%	-%	-%	-%	26%	87%	15%	7%	**	**	1%	94%
35 - 44	-	-	-	-	103	389	46	42	**	**	13	400
	-%	-%	-%	-%	12%	19%	23%	12%	**	**	10%	21%
												hik
	-%	-%	-%	-%	23%	88%	10%	10%	**	**	3%	90%
45 - 54	-	-	-	-	81	301	26	46	**	**	17	285
	-%	-%	-%	-%	9%	15%	13%	13%	**	**	13%	15%
												j
	-%	-%	-%	-%	24%	90%	8%	14%	**	**	5%	86%
55 - 64	325	-	-	-	90	310	16	58	**	**	25	266
	100%	-%	-%	-%	10%	15%	8%	17%	**	**	19%	14%
	bcd					g						
	100%	-%	-%	-%	28%	95%	5%	18%	**	**	8%	82%
65 - 74	-	213	-	213	213	230	7	65	**	**	25	172
	-%	100%	-%	52%	24%	11%	3%	19%	**	**	19%	9%
		acd		ac		g		l	l	l	l	
	-%	89%	-%	89%	89%	97%	3%	27%	**	**	10%	72%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 10
Page 9**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
75+	-	-	197	197	197	167	5	85	**	**	46	85
	-%	-%	100%	48%	22%	8%	3%	25%	**	**	35%	4%
			abd	ab		g		l	l	hil	hl	
	-%	-%	115%	115%	115%	97%	3%	49%	**	**	27%	49%
AGE GROUP												
16-24	-	-	-	-	90	262	31	17	**	**	1	278
	-%	-%	-%	-%	10%	13%	16%	5%	**	**	1%	15%
								k				hijk
	-%	-%	-%	-%	31%	89%	11%	6%	**	**	*%	95%
25-34	-	-	-	-	113	380	65	32	**	**	6	411
	-%	-%	-%	-%	13%	19%	33%	9%	**	**	5%	22%
							f		k			hjk
	-%	-%	-%	-%	26%	87%	15%	7%	**	**	1%	94%
35-54	-	-	-	-	185	690	72	88	**	**	30	685
	-%	-%	-%	-%	21%	34%	37%	26%	**	**	22%	36%
												hijk
	-%	-%	-%	-%	24%	89%	9%	11%	**	**	4%	88%
55-64	325	-	-	-	90	310	16	58	**	**	25	266
	100%	-%	-%	-%	10%	15%	8%	17%	**	**	19%	14%
	bcd					g						
	100%	-%	-%	-%	28%	95%	5%	18%	**	**	8%	82%
65-74	-	213	-	213	213	230	7	65	**	**	25	172
	-%	100%	-%	52%	24%	11%	3%	19%	**	**	19%	9%
		acd		ac		g		l	l	l	l	
	-%	89%	-%	89%	89%	97%	3%	27%	**	**	10%	72%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 10
Page 10

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
75+	-	-	197	197	197	167	5	85	**	**	46	85
	-%	-%	100%	48%	22%	8%	3%	25%	**	**	35%	4%
			abd	ab		g		l	l	hil	hl	
	-%	-%	115%	115%	115%	97%	3%	49%	**	**	27%	49%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 11
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
A	5	1	4	5	5	28	1	1	**	**	1	28
	2%	1%	2%	1%	1%	1%	1%	*%	**	**	1%	2%
	18%	4%	14%	18%	18%	94%	4%	5%	**	**	4%	96%
B	84	47	37	84	84	475	47	48	**	**	12	486
	26%	22%	19%	21%	9%	23%	24%	14%	**	**	9%	26%
											hk	
	16%	9%	7%	16%	16%	89%	9%	9%	**	**	2%	91%
C1	96	55	49	104	104	597	67	91	**	**	41	586
	30%	26%	25%	25%	12%	29%	34%	27%	**	**	31%	31%
											j	j
	14%	8%	7%	16%	16%	90%	10%	14%	**	**	6%	88%
C2	50	43	34	77	77	381	33	60	**	**	25	350
	15%	20%	17%	19%	9%	19%	17%	17%	**	**	19%	18%
	12%	11%	8%	19%	19%	93%	8%	15%	**	**	6%	85%
D	52	29	24	53	326	293	28	52	**	**	20	266
	16%	14%	12%	13%	37%	14%	14%	15%	**	**	15%	14%
										i		
	16%	9%	8%	17%	102%	92%	9%	16%	**	**	6%	83%
E	38	37	48	85	291	264	19	91	**	**	33	180
	12%	18%	24%	21%	33%	13%	10%	26%	**	**	25%	9%
		a	a	a				l	l	l	l	
	13%	13%	17%	30%	103%	93%	7%	32%	**	**	12%	63%
SOCIAL GROUP												
AB	89	48	41	89	89	503	48	49	**	**	13	515
	27%	23%	21%	22%	10%	25%	25%	14%	**	**	10%	27%
											hijk	
	16%	9%	7%	16%	16%	90%	9%	9%	**	**	2%	92%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 11
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
C1C2	146	99	83	181	181	977	101	151	**	**	66	936
	45%	46%	42%	44%	20%	48%	51%	44%	**	**	50%	49%
	14%	9%	8%	17%	17%	91%	9%	14%	**	**	6%	87%
DE	90	66	72	138	616	558	47	143	**	**	54	446
	28%	31%	37%	34%	69%	27%	24%	42%	**	**	40%	23%
			a					l	l	l	l	
	15%	11%	12%	23%	102%	92%	8%	24%	**	**	9%	74%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 12
Page 13**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ6 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Base for %	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Working full time (30hrs/wk+)	114	8	-	8	131	800	93	34	**	**	5	876
	35%	4%	-%	2%	15%	39%	48%	10%	**	**	4%	46%
	bcd	c		c		f		k			hijk	
	13%	1%	-%	1%	15%	89%	10%	4%	**	**	1%	97%
Working part time (8-29 hrs/wk)	53	16	1	17	90	331	23	41	**	**	11	319
	16%	8%	*%	4%	10%	16%	12%	12%	**	**	8%	17%
	bcd	cd		c							hk	
	15%	5%	*%	5%	26%	94%	6%	12%	**	**	3%	91%
Not working (i.e. under 8hrs/wk) - retired	103	177	185	362	389	450	13	165	**	**	79	292
	32%	83%	94%	88%	44%	22%	6%	48%	**	**	59%	15%
		a	abd	a		g		l	l	hl	hl	
	22%	38%	40%	78%	84%	97%	3%	36%	**	**	17%	63%
Not working (i.e. under 8hrs/wk) - unemployed (registered/ not registered but looking for work)	13	1	3	4	105	121	10	17	**	**	6	113
	4%	*%	1%	1%	12%	6%	5%	5%	**	**	4%	6%
	bd											
	10%	1%	2%	3%	79%	91%	8%	13%	**	**	4%	86%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 12
Page 14**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ6 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Not working (i.e. under 8hrs/wk) - student	1	1	-	1	24	101	32	8	**	**	-	124
	*%	*%	-%	*%	3%	5%	16%	2%	**	**	-%	7%
	1%	1%	-%	1%	18%	76%	24%	k	k	**	-%	hjk
								6%	**	**		94%
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	39	8	9	18	145	227	20	74	**	**	29	164
	12%	4%	5%	4%	16%	11%	10%	22%	**	**	22%	9%
	bcd							l	l	l	l	
	16%	3%	4%	7%	59%	92%	8%	30%	**	**	12%	67%
Don't know	2	-	-	-	3	9	5	5	**	**	3	9
	1%	-%	-%	-%	*%	*%	3%	1%	**	**	2%	*%
							f	l			l	
	18%	-%	-%	-%	21%	71%	46%	41%	**	**	27%	71%

WORKING STATUS SUMMARY

WORKING	167	25	1	25	221	1131	116	75	**	**	17	1195
	51%	12%	*%	6%	25%	55%	59%	22%	**	**	12%	63%
	bcd	cd		c				k				hjk
	13%	2%	*%	2%	18%	90%	9%	6%	**	**	1%	95%
NOT WORKING	156	188	196	384	664	899	74	264	**	**	113	693
	48%	88%	100%	94%	75%	44%	38%	77%	**	**	85%	37%
		a	abd	ab				l	l	l	hl	
	16%	19%	20%	39%	68%	92%	8%	27%	**	**	12%	71%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 13
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Base for %	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Being bought on mortgage	71	16	9	24	97	723	72	56	**	**	13	743
	22%	7%	4%	6%	11%	35%	37%	16%	**	**	10%	39%
	bcd								jk			hjk
	9%	2%	1%	3%	12%	91%	9%	7%	**	**	2%	94%
Owned outright by household	168	148	123	271	331	549	30	125	**	**	56	455
	52%	70%	62%	66%	37%	27%	15%	36%	**	**	42%	24%
		a	a	a		g		l		hil	l	
	29%	26%	21%	47%	57%	95%	5%	22%	**	**	10%	79%
Rented from Local Authority/ Housing Association/ Trust	68	39	58	97	326	436	37	132	**	**	51	334
	21%	19%	29%	24%	37%	21%	19%	38%	**	**	39%	18%
			ab					l	l	l	l	
	14%	8%	12%	20%	69%	92%	8%	28%	**	**	11%	70%
Rented from Private Landlord	15	8	4	12	123	282	52	29	**	**	11	312
	5%	4%	2%	3%	14%	14%	26%	9%	**	**	9%	16%
						f						hjk
	4%	2%	1%	3%	36%	83%	15%	9%	**	**	3%	92%
Other	3	2	2	3	6	23	3	1	**	**	1	26
	1%	1%	1%	1%	1%	1%	2%	*%	**	**	1%	1%
	13%	6%	6%	12%	22%	88%	13%	5%	**	**	5%	96%

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

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Table 13
Page 16

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Don't know	-	-	2	2	5	25	2	1	**	**	-	27
	-%	-%	1%	1%	1%	1%	1%	*%	**	**	-%	1%
			a									h
	-%	-%	9%	9%	18%	93%	9%	2%	**	**	-%	98%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 14
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	j	k	l
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
1	72	53	102	155	247	373	19	132	**	**	52	256
	22%	25%	52%	38%	28%	18%	10%	38%	**	**	39%	13%
			abd	ab		g		l	l	l	l	
	18%	14%	26%	39%	63%	95%	5%	34%	**	**	13%	65%
2	175	139	91	230	361	695	26	128	**	**	62	602
	54%	65%	46%	56%	41%	34%	13%	37%	**	**	47%	32%
		acd		c		g		l			hil	
	24%	19%	12%	32%	49%	95%	4%	18%	**	**	9%	83%
3	47	17	3	21	125	393	36	36	**	**	9	394
	14%	8%	2%	5%	14%	19%	18%	10%	**	**	7%	21%
	bcd	c		c								hijk
	11%	4%	1%	5%	29%	92%	8%	8%	**	**	2%	92%
4	21	*	1	2	89	395	49	32	**	**	6	417
	6%	*%	1%	*%	10%	19%	25%	9%	**	**	5%	22%
	bcd								k			hjk
	5%	*%	*%	*%	20%	88%	11%	7%	**	**	1%	93%
5+	11	2	-	2	65	183	65	16	**	**	4	227
	3%	1%	-%	1%	7%	9%	33%	5%	**	**	3%	12%
	cd					f						hk
	5%	1%	-%	1%	27%	76%	27%	7%	**	**	2%	94%
Mean number of people	2.2	1.9	1.5	1.7	2.3	2.7	3.8	2.1	**	**	1.9	2.9
	bcd	cd		c			f		k			hijk
Standard deviation	1.02	.74	.56	.68	1.33	1.34	1.71	1.24	**	**	1.07	1.38
Standard error	.05	.04	.03	.03	.04	.03	.12	.06	**	**	.08	.03
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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Table 15
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
None	303	203	196	400	654	1254	82	281	**	**	121	1056
	93%	96%	100%	98%	74%	62%	42%	82%	**	**	91%	56%
			ab	a		g		l	l	l	hil	
	23%	15%	15%	30%	49%	94%	6%	21%	**	**	9%	79%
1	17	9	1	9	107	328	42	23	**	**	7	350
	5%	4%	*%	2%	12%	16%	22%	7%	**	**	5%	18%
	cd	c										hijk
	5%	2%	*%	3%	29%	88%	11%	6%	**	**	2%	94%
2	5	-	-	-	77	321	49	27	**	**	3	349
	2%	-%	-%	-%	9%	16%	25%	8%	**	**	2%	18%
	bd					f		jk	jk			hjk
	1%	-%	-%	-%	21%	86%	13%	7%	**	**	1%	93%
3	-	-	-	-	29	98	18	7	**	**	1	106
	-%	-%	-%	-%	3%	5%	9%	2%	**	**	*%	6%
						f						hk
	-%	-%	-%	-%	25%	86%	16%	6%	**	**	*%	94%
4	-	*	-	*	16	29	4	3	**	**	-	30
	-%	*%	-%	*%	2%	1%	2%	1%	**	**	-%	2%
										hkl		
	-%	1%	-%	1%	48%	88%	14%	10%	**	**	-%	91%
5+	-	-	-	-	4	9	-	2	**	**	1	6
	-%	-%	-%	-%	1%	*%	-%	1%	**	**	1%	*%
										l		
	-%	-%	-%	-%	52%	100%	-%	27%	**	**	13%	74%
Mean number of children	.1	.1	*	*	.5	.7	1.1	.4	**	**	.2	.8
	cd	c					f	k	k	k		hijk
Standard deviation	.33	.27	.05	.20	1.00	1.05	1.12	.91	**	**	.68	1.07
Standard error	.02	.01	*	.01	.03	.02	.08	.04	**	**	.05	.02
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 16
Page 19**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Can use to make and receive calls	299	205	188	393	716	1726	168	290	**	**	115	1613
	92%	97%	96%	96%	81%	85%	86%	84%	**	**	87%	85%
	a	a		a								
	16%	11%	10%	21%	38%	91%	9%	15%	**	**	6%	85%
Can receive but not make calls/ incoming only	1	1	2	4	5	14	2	5	**	**	2	11
	*%	1%	1%	1%	1%	1%	1%	1%	**	**	2%	1%
										l		
	9%	9%	16%	25%	31%	88%	15%	31%	**	**	13%	69%
Line not working properly/ needs to be repaired	-	*	-	*	2	13	-	1	**	**	-	12
	-%	*%	-%	*%	*%	1%	-%	*%	**	**	-%	1%
	-%	3%	-%	3%	17%	100%	-%	9%	**	**	-%	93%
No, do not have landline phone	25	6	6	12	164	284	24	46	**	**	15	260
	8%	3%	3%	3%	18%	14%	12%	13%	**	**	12%	14%
	bcd											
	8%	2%	2%	4%	53%	92%	8%	15%	**	**	5%	84%
Don't know	-	-	-	-	-	1	2	1	**	**	-	1
	-%	-%	-%	-%	-%	*%	1%	*%	**	**	-%	*%
							f		l			
	-%	-%	-%	-%	-%	45%	106%	61%	**	**	-%	45%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 16
Page 20**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
HOUSEHOLD PHONE OWNERSHIP												
FIXED ONLY	27	29	82	111	133	142	3	68	**	**	34	73
	8%	14%	42%	27%	15%	7%	2%	20%	**	**	26%	4%
		a	abd	ab		g		l	l	l	l	
	18%	20%	57%	77%	92%	98%	2%	47%	**	**	23%	50%
FIXED & MOBILE	274	178	108	287	590	1612	167	228	**	**	83	1563
	84%	84%	55%	70%	67%	79%	85%	66%	**	**	63%	82%
	cd	cd		c								hijk
	15%	10%	6%	16%	33%	90%	9%	13%	**	**	5%	88%
MOBILE ONLY	24	5	6	11	158	279	25	45	**	**	14	256
	7%	2%	3%	3%	18%	14%	13%	13%	**	**	11%	14%
	bcd											
	8%	2%	2%	4%	52%	92%	8%	15%	**	**	5%	84%
ALL FIXED	300	207	191	398	723	1754	170	296	**	**	117	1636
	92%	97%	97%	97%	82%	86%	87%	86%	**	**	88%	86%
		a	a	a								
	16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
ALL MOBILE	297	183	115	298	748	1891	192	273	**	**	98	1819
	91%	86%	58%	73%	84%	93%	98%	80%	**	**	74%	96%
	bcd	cd		c			f	j				hijk
	14%	9%	5%	14%	36%	91%	9%	13%	**	**	5%	87%
NEITHER	1	*	-	*	6	6	*	2	**	**	1	4
	*%	*%	-%	*%	1%	*%	*%	1%	**	**	1%	*%
										l		
	18%	5%	-%	5%	98%	91%	6%	32%	**	**	16%	69%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	389	332	252	584	997	2164	173	426	66	75	176	1917
Effective Weighted Sample	317	270	198	462	803	1755	144	334	52	59	139	1570
Total	300	207	191	398	723	1754	170	296	54	49	117	1636
	16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
Yes to make calls	294	203	189	393	702	1676	164	285	**	**	115	1565
	98%	98%	99%	99%	97%	96%	96%	96%	**	**	98%	96%
	16%	11%	10%	21%	38%	91%	9%	15%	**	**	6%	85%
Yes to receive calls	284	198	182	380	675	1628	157	272	**	**	107	1521
	94%	96%	95%	96%	93%	93%	92%	92%	**	**	91%	93%
	16%	11%	10%	21%	38%	91%	9%	15%	**	**	6%	85%
Yes for internet access	152	77	40	117	275	945	89	102	**	**	32	942
	51%	37%	21%	29%	38%	54%	52%	35%	**	**	27%	58%
	bcd	cd		c								hijk
	15%	7%	4%	11%	26%	91%	9%	10%	**	**	3%	91%
TOTAL PERSONALLY USE	299	205	190	395	717	1722	168	293	**	**	117	1605
	99%	99%	100%	99%	99%	98%	99%	99%	**	**	100%	98%
	16%	11%	10%	21%	38%	91%	9%	15%	**	**	6%	85%
No do not use landline at home	*	2	*	2	6	30	2	3	**	**	*	29
	*%	1%	*%	1%	1%	2%	1%	1%	**	**	*%	2%
	1%	6%	1%	7%	19%	95%	7%	10%	**	**	1%	91%
Don't know	1	-	-	-	-	2	-	-	**	**	-	2
	*%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%
	62%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC3 (QC28). SHOWCARD Which of these do you consider to be your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Mobile phone	90	32	13	45	329	1001	114	113	**	**	30	1004
	28%	15%	6%	11%	37%	49%	58%	33%	**	**	23%	53%
	bcd	c				f		k				hijk
	8%	3%	1%	4%	29%	90%	10%	10%	**	**	3%	90%
Landline phone at home	217	173	177	350	527	962	79	217	**	**	95	826
	67%	81%	90%	85%	59%	47%	40%	63%	**	**	72%	44%
		a	ab	a				l	l	l	l	
	21%	17%	17%	33%	50%	92%	8%	21%	**	**	9%	79%
Landline phone at work	15	6	6	12	18	52	3	9	**	**	6	48
	5%	3%	3%	3%	2%	3%	2%	3%	**	**	4%	3%
	27%	11%	11%	22%	31%	93%	5%	16%	**	**	10%	85%
Public payphone	1	-	*	*	4	6	-	1	**	**	*	4
	*%	-%	*%	*%	*%	*%	-%	*%	**	**	*%	*%
	19%	-%	6%	6%	73%	100%	-%	21%	**	**	7%	79%
Internet voice service (VoIP)	-	-	-	-	*	*	-	-	**	**	-	*
	-%	-%	-%	-%	*%	*%	-%	-%	**	**	-%	*%
	-%	-%	-%	-%	100%	100%	-%	-%	**	**	-%	100%
Other	1	*	-	*	5	7	-	2	**	**	1	4
	*%	*%	-%	*%	1%	*%	-%	1%	**	**	1%	*%
										l		
	17%	5%	-%	5%	78%	100%	-%	35%	**	**	15%	63%
Don't know	*	1	*	1	4	11	*	1	**	**	-	10
	*%	*%	*%	*%	*%	1%	*%	*%	**	**	-%	1%
	2%	8%	4%	13%	38%	98%	3%	8%	**	**	-%	92%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC4 (QC28A). SHOWCARD And thinking about when you are at home, which is your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	ITY	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Landline phone at home	248	183	177	360	559	1102	79	229	**	**	99	952
	76%	86%	90%	88%	63%	54%	40%	67%	**	**	75%	50%
		a	a	a		g		l		hil	l	
	21%	15%	15%	30%	47%	93%	7%	19%	**	**	8%	81%
Mobile phone	71	22	12	33	297	880	115	97	**	**	29	903
	22%	10%	6%	8%	33%	43%	59%	28%	**	**	22%	48%
	bcd					f		j	j			hijk
	7%	2%	1%	3%	30%	88%	11%	10%	**	**	3%	90%
Internet voice service (VoIP)	2	3	2	5	8	17	-	5	**	**	1	12
	1%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	1%
	12%	18%	14%	33%	47%	100%	-%	30%	**	**	8%	75%
Public payphone	-	-	-	-	3	5	-	1	**	**	-	4
	-%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	*%
	-%	-%	-%	-%	66%	100%	-%	12%	**	**	-%	87%
Other	1	*	1	1	8	11	-	3	**	**	2	8
	*%	*%	*%	*%	1%	1%	-%	1%	**	**	1%	*%
										l		
	10%	3%	7%	10%	68%	100%	-%	27%	**	**	14%	71%
Don't know	3	5	4	9	13	24	2	9	**	**	2	17
	1%	2%	2%	2%	1%	1%	1%	3%	**	**	2%	1%
								l	l			
	10%	18%	17%	35%	50%	92%	8%	36%	**	**	9%	64%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC5 (QK1A). How much do you think it costs, per minute, to call phone numbers that begin with 01 or 02 from your landline phone at home during the daytime on a weekday? (SINGLE CODE)

Base : Those with a landline phone at home

		AGE				AGE/SEG		MEG		DISABILITY			
		55-64	65-74	75+	65+	65+		NO	YES	ANY	VISION	HEAR	MOBIL
		a	b	c	d	OR DE		f	g	h	*i	*j	ITY
						e							NO
Significance Level: 95%													
Unweighted total		389	332	252	584	997		2164	173	426	66	75	176
Effective Weighted Sample		317	270	198	462	803		1755	144	334	52	59	139
Total		300	207	191	398	723		1754	170	296	54	49	117
		16%	11%	10%	21%	37%		91%	9%	15%	**	**	6%
Free	(0.0)	60	29	15	44	97		251	25	47	**	**	17
		20%	14%	8%	11%	13%		14%	15%	16%	**	**	15%
		cd											
		21%	10%	5%	16%	35%		90%	9%	17%	**	**	6%
1-5p per minute	(3.0)	21	11	11	22	45		166	8	15	**	**	7
		7%	5%	6%	5%	6%		9%	4%	5%	**	**	6%
						g							h
		12%	6%	6%	12%	25%		95%	4%	8%	**	**	4%
6-10p per minute	(8.0)	30	21	12	34	66		193	27	25	**	**	9
		10%	10%	7%	8%	9%		11%	16%	8%	**	**	8%
													h
		13%	10%	6%	15%	29%		86%	12%	11%	**	**	4%
11-25p per minute	(18.0)	14	11	5	15	34		94	10	20	**	**	7
		5%	5%	2%	4%	5%		5%	6%	7%	**	**	6%
		13%	10%	4%	15%	33%		91%	10%	19%	**	**	7%
26-50p per minute	(38.0)	13	5	3	9	31		70	4	14	**	**	4
		4%	3%	2%	2%	4%		4%	2%	5%	**	**	3%
												kl	
		18%	7%	5%	12%	41%		94%	5%	18%	**	**	5%
51p-£1 per minute	(76.0)	3	3	2	4	8		19	3	5	**	**	2
		1%	1%	1%	1%	1%		1%	2%	2%	**	**	1%
		14%	12%	7%	19%	38%		89%	14%	26%	**	**	8%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC5 (QK1A). How much do you think it costs, per minute, to call phone numbers that begin with 01 or 02 from your landline phone at home during the daytime on a weekday? (SINGLE CODE)

Base : Those with a landline phone at home

		AGE				AGE/SEG	MEG		DISABILITY			
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL
		a	b	c	d	OR DE	f	g	h	*i	*j	ITY
						e						NO
												l
Significance Level: 95%												
Unweighted total		389	332	252	584	997	2164	173	426	66	75	176
Effective Weighted Sample		317	270	198	462	803	1755	144	334	52	59	139
Total		300	207	191	398	723	1754	170	296	54	49	117
		16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%
Over £1 per minute	(100.0)	-	1	-	1	1	4	-	2	**	**	*
		-%	1%	-%	*%	*%	*%	-%	1%	**	**	*%
		-%	35%	-%	35%	35%	100%	-%	41%	**	**	8%
It depends		*	1	-	1	3	8	-	4	**	**	*
		*%	*%	-%	*%	*%	*%	-%	1%	**	**	*%
									l		l	
		4%	13%	-%	13%	35%	100%	-%	50%	**	**	5%
Don't know		159	125	142	267	438	948	94	166	**	**	70
		53%	60%	75%	67%	61%	54%	55%	56%	**	**	59%
				ab	a							
		15%	12%	14%	26%	42%	91%	9%	16%	**	**	7%
Mean cost per minute in pence		9.1	11.5	9.6	10.7	11.3	10.3	10.3	13.2	**	**	11.5
									l		ikl	9.7
Standard deviation		15.01	19.58	15.71	18.19	17.33	16.20	15.96	20.44	**	**	18.48
Standard error		1.11	1.72	1.95	1.31	.88	.52	1.76	1.56	**	**	2.27
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												.51

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC6 (QK1B). And how much do you think it costs, per minute, to call phone numbers that begin 0870 from your landline phone at home during the daytime on a weekday? (SINGLE CODE)

Base : Those with a landline phone at home

		AGE				AGE/SEG	MEG		DISABILITY			
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL
		a	b	c	d	OR DE	f	g	h	*i	*j	ITY
		e										NO
												l
Significance Level: 95%												
Unweighted total		389	332	252	584	997	2164	173	426	66	75	176
Effective Weighted Sample		317	270	198	462	803	1755	144	334	52	59	139
Total		300	207	191	398	723	1754	170	296	54	49	117
		16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%
Free	(0.0)	24	13	5	19	28	99	15	18	**	**	5
		8%	6%	3%	5%	4%	6%	9%	6%	**	**	4%
		c										
		21%	12%	5%	16%	24%	86%	13%	16%	**	**	5%
1-5p per minute	(3.0)	2	3	2	5	9	28	1	3	**	**	1
		1%	1%	1%	1%	1%	2%	*%	1%	**	**	1%
		7%	9%	7%	16%	30%	98%	2%	9%	**	**	4%
6-10p per minute	(8.0)	15	6	9	15	22	74	9	11	**	**	4
		5%	3%	5%	4%	3%	4%	5%	4%	**	**	3%
		18%	7%	11%	18%	27%	90%	11%	13%	**	**	5%
11-25p per minute	(18.0)	21	14	5	19	44	122	10	12	**	**	7
		7%	7%	3%	5%	6%	7%	6%	4%	**	**	6%
		c	c									h
		16%	11%	4%	15%	33%	92%	8%	9%	**	**	5%
26-50p per minute	(38.0)	29	16	2	19	60	212	9	35	**	**	15
		10%	8%	1%	5%	8%	12%	5%	12%	**	**	13%
		cd	c		c		g					
		13%	7%	1%	9%	27%	96%	4%	16%	**	**	7%
51p-£1 per minute	(76.0)	16	13	5	17	48	128	22	18	**	**	6
		5%	6%	2%	4%	7%	7%	13%	6%	**	**	5%
						f						
		11%	8%	3%	11%	32%	85%	15%	12%	**	**	4%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC6 (QK1B). And how much do you think it costs, per minute, to call phone numbers that begin 0870 from your landline phone at home during the daytime on a weekday? (SINGLE CODE)

Base : Those with a landline phone at home

		AGE				AGE/SEG	MEG		DISABILITY				
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	*i	*j	k	l
Unweighted total		389	332	252	584	997	2164	173	426	66	75	176	1917
Effective Weighted Sample		317	270	198	462	803	1755	144	334	52	59	139	1570
Total		300	207	191	398	723	1754	170	296	54	49	117	1636
		16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
Over £1 per minute	(100.0)	8	3	2	6	16	33	5	7	**	**	2	30
		3%	2%	1%	1%	2%	2%	3%	2%	**	**	1%	2%
		22%	9%	6%	15%	43%	90%	12%	18%	**	**	5%	82%
It depends		3	1	1	2	5	11	1	1	**	**	1	11
		1%	1%	*%	1%	1%	1%	1%	*%	**	**	1%	1%
		20%	10%	7%	17%	39%	90%	8%	9%	**	**	7%	90%
Don't know		182	138	159	296	492	1045	98	191	**	**	76	959
		61%	66%	83%	75%	68%	60%	58%	65%	**	**	65%	59%
				abd	ab				l				
		16%	12%	14%	26%	43%	91%	9%	17%	**	**	7%	83%
Mean cost per minute in pence		31.7	32.7	27.2	31.0	37.5	34.5	38.6	35.4	**	**	34.4	34.6
									j			j	j
Standard deviation		30.88	30.53	32.78	31.19	31.06	29.29	34.81	30.35	**	**	27.75	29.68
Standard error		2.57	2.91	5.00	2.52	1.75	1.02	4.19	2.55	**	**	3.64	1.08
Columns Tested: a,b,c,d - f,g - h,i,j,k,l													

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC7 (QK2). If you have any free minutes included in your landline phone package, are calls to numbers beginning with 0870 included in these? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	389	332	252	584	997	2164	173	426	66	75	176	1917
Effective Weighted Sample	317	270	198	462	803	1755	144	334	52	59	139	1570
Total	300	207	191	398	723	1754	170	296	54	49	117	1636
	16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
Yes, 0870 numbers are included in my free minutes	37	28	8	36	65	197	30	33	**	**	12	195
	12%	14%	4%	9%	9%	11%	17%	11%	**	**	11%	12%
	c	c		c			f					
	16%	12%	3%	16%	29%	87%	13%	15%	**	**	5%	86%
No, 0870 numbers are not included in my free minutes	79	44	26	71	158	443	43	68	**	**	24	420
	26%	21%	14%	18%	22%	25%	25%	23%	**	**	20%	26%
	cd	c							j			
	16%	9%	5%	15%	33%	91%	9%	14%	**	**	5%	87%
Do not have any free minutes	78	53	48	101	186	431	37	83	**	**	34	385
	26%	26%	25%	25%	26%	25%	22%	28%	**	**	29%	24%
	17%	11%	10%	22%	40%	92%	8%	18%	**	**	7%	82%
Don't know	106	81	109	190	314	683	61	113	**	**	47	636
	35%	39%	57%	48%	43%	39%	36%	38%	**	**	40%	39%
			abd	ab								
	14%	11%	15%	25%	42%	91%	8%	15%	**	**	6%	85%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 23
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC8 (QK3). SHOWCARD Which of these numbers would you be concerned about calling from your home landline? By concerned we mean that you may think twice before calling? (SINGLE CODE) PROMPTED

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	389	332	252	584	997	2164	173	426	66	75	176	1917
Effective Weighted Sample	317	270	198	462	803	1755	144	334	52	59	139	1570
Total	300	207	191	398	723	1754	170	296	54	49	117	1636
	16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
Numbers beginning with 090	174	97	66	164	321	875	108	142	**	**	55	854
	58%	47%	35%	41%	44%	50%	64%	48%	**	**	47%	52%
	bcd	c			f							i
	18%	10%	7%	16%	32%	88%	11%	14%	**	**	6%	86%
Numbers beginning with 0870	132	70	59	129	275	724	89	111	**	**	44	712
	44%	34%	31%	32%	38%	41%	52%	37%	**	**	37%	44%
	bcd				f			i				hij
	16%	9%	7%	16%	34%	88%	11%	14%	**	**	5%	87%
Numbers beginning with 0845	113	69	47	115	247	652	77	104	**	**	39	629
	38%	33%	24%	29%	34%	37%	45%	35%	**	**	33%	38%
	cd	c			f							i
	16%	9%	6%	16%	34%	89%	11%	14%	**	**	5%	86%
Numbers beginning with 01 or 02	15	12	13	25	44	96	8	19	**	**	6	86
	5%	6%	7%	6%	6%	5%	5%	6%	**	**	5%	5%
	15%	11%	12%	23%	42%	91%	8%	18%	**	**	6%	82%
None of these	43	34	43	77	117	268	9	56	**	**	22	221
	14%	17%	22%	19%	16%	15%	5%	19%	**	**	19%	14%
			a		g			l	hl			
	16%	12%	15%	28%	42%	96%	3%	20%	**	**	8%	80%
Don't know	39	45	60	105	160	297	22	50	**	**	21	263
	13%	22%	31%	26%	22%	17%	13%	17%	**	**	18%	16%
		a	ab	a						hl		
	12%	14%	19%	33%	51%	94%	7%	16%	**	**	7%	83%

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

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**Table 24
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC9 (QK4). SHOWCARD Which of the following types of services do you think you would be calling, if you dialled an 0870 number? (SINGLE CODE) PROMPTED

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Business number	140	83	48	131	309	798	104	122	**	**	47	796
	43%	39%	25%	32%	35%	39%	53%	36%	**	**	35%	42%
	cd	c		c			f					hj
	15%	9%	5%	14%	34%	87%	11%	13%	**	**	5%	87%
Customer service line	119	64	33	97	274	766	110	105	**	**	38	783
	37%	30%	17%	24%	31%	38%	56%	31%	**	**	29%	41%
	cd	cd		c			f					hijk
	13%	7%	4%	11%	31%	86%	12%	12%	**	**	4%	88%
Competition line	37	26	14	40	112	291	31	44	**	**	15	281
	11%	12%	7%	10%	13%	14%	16%	13%	**	**	11%	15%
	11%	8%	4%	12%	34%	89%	10%	14%	**	**	5%	86%
Information updates	33	24	6	30	69	215	34	31	**	**	10	225
	10%	11%	3%	7%	8%	11%	17%	9%	**	**	8%	12%
	c	c		c			f					
	13%	9%	2%	12%	27%	84%	13%	12%	**	**	4%	88%
Entertainment (e.g. adult/ chat lines)	36	16	8	24	79	206	20	33	**	**	15	194
	11%	7%	4%	6%	9%	10%	10%	10%	**	**	11%	10%
	cd											
	16%	7%	4%	11%	35%	91%	9%	14%	**	**	7%	85%
Voting	15	9	1	10	32	115	14	13	**	**	5	121
	5%	4%	%	3%	4%	6%	7%	4%	**	**	4%	6%
	c	c										h
	11%	7%	1%	8%	24%	86%	11%	9%	**	**	4%	90%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC9 (QK4). SHOWCARD Which of the following types of services do you think you would be calling, if you dialled an 0870 number? (SINGLE CODE) PROMPTED

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Residential home number in the UK	6	5	4	9	22	38	7	8	**	**	3	37
	2%	2%	2%	2%	2%	2%	4%	2%	**	**	2%	2%
	13%	12%	9%	21%	48%	83%	16%	17%	**	**	6%	82%
Other	7	4	1	5	18	29	5	6	**	**	1	29
	2%	2%	1%	1%	2%	1%	3%	2%	**	**	*%	2%
	21%	11%	3%	14%	52%	84%	16%	17%	**	**	2%	82%
Don't know	98	84	115	198	342	596	34	129	**	**	54	494
	30%	39%	58%	48%	39%	29%	17%	38%	**	**	41%	26%
		a	abd	ab		g		l		l	l	
	16%	13%	18%	32%	55%	95%	5%	21%	**	**	9%	79%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		AGE				AGE/SEG	MEG		DISABILITY				
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample		347	279	206	479	985	2056	165	388	60	66	155	1838
Total		325	213	197	409	887	2039	196	344	60	55	133	1896
		15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
One	(1.0)	82	81	76	157	296	445	26	117	**	**	46	352
		25%	38%	39%	38%	33%	22%	13%	34%	**	**	35%	19%
			a	a	a		g		l			l	
Two	(2.0)	17%	17%	16%	33%	63%	94%	5%	25%	**	**	10%	75%
		139	86	38	123	289	798	55	97	**	**	35	763
		43%	40%	19%	30%	33%	39%	28%	28%	**	**	26%	40%
Three	(3.0)	cd	cd		c		g						hijk
		16%	10%	4%	14%	34%	93%	6%	11%	**	**	4%	89%
		46	11	1	12	88	341	38	37	**	**	10	346
Four or more	(4.0)	14%	5%	*%	3%	10%	17%	19%	11%	**	**	7%	18%
		bcd	c							k			hk
		12%	3%	*%	3%	23%	90%	10%	10%	**	**	3%	91%
None	(0.0)	30	6	-	6	75	308	73	22	**	**	7	358
		9%	3%	-%	1%	8%	15%	38%	6%	**	**	6%	19%
		bcd	c					f					hijk
Don't know		8%	2%	-%	2%	20%	81%	19%	6%	**	**	2%	95%
		28	29	82	111	138	146	3	70	**	**	35	76
		9%	14%	42%	27%	16%	7%	2%	20%	**	**	26%	4%
Mean mobiles in household		a	a	abd	ab		g		l	l	hl	l	
		19%	20%	55%	74%	92%	98%	2%	47%	**	**	23%	51%
		-	-	-	-	1	1	*	-	**	**	-	1
Standard deviation		-%	-%	-%	-%	*%	*%	*%	-%	**	**	-%	*%
		-%	-%	-%	-%	100%	60%	28%	-%	**	**	-%	100%
		1.9	1.4	.8	1.1	1.6	2.1	2.8	1.5	**	**	1.3	2.3
Standard error		bcd	cd		c			f					hijk
		1.05	.89	.77	.89	1.12	1.13	1.14	1.12	**	**	1.11	1.09
		.05	.05	.05	.04	.03	.02	.08	.05	**	**	.08	.02

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
HOUSEHOLD PHONE OWNERSHIP												
FIXED ONLY	27	29	82	111	133	142	3	68	**	**	34	73
	8%	14%	42%	27%	15%	7%	2%	20%	**	**	26%	4%
		a	abd	ab		g		l	l	l	l	
	18%	20%	57%	77%	92%	98%	2%	47%	**	**	23%	50%
FIXED & MOBILE	274	178	108	287	590	1612	167	228	**	**	83	1563
	84%	84%	55%	70%	67%	79%	85%	66%	**	**	63%	82%
	cd	cd		c								hijk
	15%	10%	6%	16%	33%	90%	9%	13%	**	**	5%	88%
MOBILE ONLY	24	5	6	11	158	279	25	45	**	**	14	256
	7%	2%	3%	3%	18%	14%	13%	13%	**	**	11%	14%
	bcd											
	8%	2%	2%	4%	52%	92%	8%	15%	**	**	5%	84%
ALL FIXED	300	207	191	398	723	1754	170	296	**	**	117	1636
	92%	97%	97%	97%	82%	86%	87%	86%	**	**	88%	86%
		a	a	a								
	16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
ALL MOBILE	297	183	115	298	748	1891	192	273	**	**	98	1819
	91%	86%	58%	73%	84%	93%	98%	80%	**	**	74%	96%
	bcd	cd		c			f	j				hijk
	14%	9%	5%	14%	36%	91%	9%	13%	**	**	5%	87%
NEITHER	1	*	-	*	6	6	*	2	**	**	1	4
	*%	*%	-%	*%	1%	*%	*%	1%	**	**	1%	*%
										l		
	18%	5%	-%	5%	98%	91%	6%	32%	**	**	16%	69%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		AGE				AGE/SEG	MEG		DISABILITY			
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL
		a	b	c	d	OR DE	f	g	h	i	ING	ITY
		e									j	k
												l
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total		425	344	261	605	1223	2542	199	496	76	84	197
Effective Weighted Sample		347	279	206	479	985	2056	165	388	60	66	155
Total		325	213	197	409	887	2039	196	344	60	55	133
		15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%
No	(0.0)	15	19	11	30	43	53	8	18	**	**	10
		4%	9%	6%	7%	5%	3%	4%	5%	**	**	7%
		a	a						l		l	l
		24%	31%	19%	50%	72%	88%	14%	31%	**	**	16%
1	(1.0)	255	158	102	260	676	1701	161	239	**	**	84
		78%	74%	52%	64%	76%	83%	82%	70%	**	**	64%
		cd	cd		c				j			hijk
		14%	8%	5%	14%	36%	91%	9%	13%	**	**	5%
2	(2.0)	25	4	1	6	23	123	18	14	**	**	4
		8%	2%	1%	1%	3%	6%	9%	4%	**	**	3%
		bcd										hk
		18%	3%	1%	4%	16%	87%	13%	10%	**	**	2%
3	(3.0)	1	1	-	1	4	7	2	1	**	**	-
		*%	*%	-%	*%	1%	*%	1%	*%	**	**	-%
		17%	12%	-%	12%	51%	82%	26%	12%	**	**	-%
4 or more	(4.0)	1	1	-	1	1	7	3	1	**	**	-
		*%	*%	-%	*%	*%	*%	1%	*%	**	**	-%
						f						
		13%	10%	-%	10%	10%	74%	30%	10%	**	**	-%
No mobiles in household	(0.0)	28	29	82	111	139	147	4	70	**	**	35
		9%	14%	42%	27%	16%	7%	2%	20%	**	**	26%
		a	a	abd	ab		g		l		hl	l
		18%	19%	54%	74%	92%	98%	2%	47%	**	**	23%
Mean mobiles used		1.0	.8	.5	.7	.8	1.0	1.1	.8	**	**	.7
		bcd	cd		c			f	jk			hijk
Standard deviation		.51	.52	.51	.54	.48	.45	.57	.54	**	**	.52
Standard error		.02	.03	.03	.02	.01	.01	.04	.02	**	**	.04

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
PERSONALLY USE MOBILE												
Yes	283	164	103	268	705	1838	184	255	**	**	88	1778
	87%	77%	52%	65%	79%	90%	94%	74%	**	**	66%	94%
	bcd	cd		c				j				hijk
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
No	42	48	94	142	181	199	11	89	**	**	45	117
	13%	23%	48%	35%	20%	10%	6%	26%	**	**	34%	6%
		a	abd	ab				l	l	hl	l	
	20%	23%	45%	67%	86%	95%	5%	42%	**	**	21%	56%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
O2 (formerly BTCellnet)	59	40	24	65	175	488	32	62	**	**	22	461
	21%	25%	23%	24%	25%	27%	17%	24%	**	**	25%	26%
						g						
	11%	8%	5%	12%	34%	94%	6%	12%	**	**	4%	89%
Orange	73	43	23	67	151	448	18	54	**	**	15	412
	26%	26%	22%	25%	21%	24%	10%	21%	**	**	17%	23%
						g						
	16%	9%	5%	14%	32%	96%	4%	12%	**	**	3%	89%
Vodafone	53	27	16	44	129	364	24	44	**	**	15	344
	19%	17%	16%	16%	18%	20%	13%	17%	**	**	17%	19%
						g						
	14%	7%	4%	11%	33%	94%	6%	11%	**	**	4%	89%
TMobile (formerly One2One)	39	17	14	31	100	228	67	41	**	**	18	262
	14%	11%	13%	12%	14%	12%	37%	16%	**	**	21%	15%
						f						
	13%	6%	4%	10%	33%	76%	22%	14%	**	**	6%	87%
'3'	10	5	*	5	32	97	24	15	**	**	6	107
	4%	3%	*%	2%	5%	5%	13%	6%	**	**	6%	6%
						f						
	9%	4%	*%	4%	26%	80%	20%	12%	**	**	5%	88%
Virgin Media/ Any Virgin	22	15	10	25	48	99	6	19	**	**	7	88
	8%	9%	10%	9%	7%	5%	3%	7%	**	**	8%	5%
	21%	14%	9%	23%	45%	93%	5%	18%	**	**	7%	83%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Tesco	16	8	7	15	42	74	4	12	**	**	4	64
	6%	5%	7%	6%	6%	4%	2%	5%	**	**	5%	4%
										hl		
	21%	11%	9%	20%	55%	96%	5%	16%	**	**	5%	84%
Talk Mobile (Carphone Warehouse)	2	*	1	1	3	8	2	1	**	**	1	8
	1%	*%	1%	*%	*%	*%	1%	1%	**	**	1%	*%
	20%	2%	9%	11%	31%	80%	22%	14%	**	**	5%	83%
Other	6	3	-	3	8	16	6	3	**	**	1	18
	2%	2%	-%	1%	1%	1%	3%	1%	**	**	1%	1%
							f			l		
	25%	12%	-%	12%	36%	73%	27%	15%	**	**	4%	83%
Don't know	3	5	8	13	16	18	1	4	**	**	-	14
	1%	3%	8%	5%	2%	1%	*%	1%	**	**	-%	1%
			a	a								
	15%	28%	45%	73%	90%	97%	4%	19%	**	**	-%	79%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD4 (QD24B). Do you personally use a smartphone? IF UNSURE - A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the HTC Desire.

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Yes	76	17	3	20	166	795	111	56	**	**	11	854
	27%	10%	3%	7%	24%	43%	61%	22%	**	**	12%	48%
	bcd	c				f	f	k	k			hijk
	8%	2%	*%	2%	18%	88%	12%	6%	**	**	1%	94%
No	207	147	99	246	536	1038	73	195	**	**	75	923
	73%	89%	95%	92%	76%	56%	39%	77%	**	**	85%	52%
		a	a	a		g		l	l	l	il	
	18%	13%	9%	22%	48%	93%	6%	17%	**	**	7%	83%
Don't know	-	1	2	3	3	5	-	4	**	**	2	2
	-%	*%	2%	1%	*%	*%	-%	2%	**	**	2%	*%
			a					l			l	
	-%	13%	35%	48%	48%	100%	-%	72%	**	**	38%	29%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD5 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Prepay/ Pay as you go	159	127	91	218	496	796	58	163	**	**	62	694
	56%	77%	88%	82%	70%	43%	31%	64%	**	**	70%	39%
		a	ab	a		g		l	l	l	l	
	18%	15%	11%	25%	58%	93%	7%	19%	**	**	7%	81%
Postpay/ monthly contract	123	37	12	49	204	1032	125	91	**	**	25	1073
	44%	23%	12%	18%	29%	56%	68%	36%	**	**	28%	60%
	bcd	c					f					hijk
	11%	3%	1%	4%	18%	89%	11%	8%	**	**	2%	93%
Other	1	-	-	-	1	6	-	-	**	**	-	6
	*%	-%	-%	-%	*%	*%	-%	-%	**	**	-%	*%
	17%	-%	-%	-%	10%	100%	-%	-%	**	**	-%	100%
Don't know	-	-	*	*	4	5	1	1	**	**	1	5
	-%	-%	*%	*%	1%	*%	*%	*%	**	**	1%	*%
	-%	-%	3%	3%	74%	89%	17%	20%	**	**	20%	83%
CONTRACT TYPE												
Subsidised handset	107	26	8	34	168	887	115	73	**	**	20	935
	38%	16%	8%	13%	24%	48%	62%	29%	**	**	23%	53%
	bcd	c					f					hijk
	11%	3%	1%	3%	17%	88%	11%	7%	**	**	2%	93%
SIM only	10	8	2	10	26	103	8	16	**	**	4	96
	4%	5%	2%	4%	4%	6%	4%	6%	**	**	4%	5%
	9%	7%	2%	9%	23%	93%	7%	14%	**	**	4%	86%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD6 (QD11A). When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)

Base : Those who use a postpay/ contract mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	*b	~c	*d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	141	56	15	71	250	1137	116	107	11	14	33	1148
Effective Weighted Sample	116	48	12	60	211	938	98	81	9	9	24	959
Total	123	37	12	49	204	1032	125	91	12	9	25	1073
	11%	**	**	**	18%	89%	11%	8%	**	**	**	93%
Handset and contract	107	**	**	**	168	887	115	73	**	**	**	935
	87%	**	**	**	82%	86%	92%	80%	**	**	**	87%
	bd											
	11%	**	**	**	17%	88%	11%	7%	**	**	**	93%
SIM card only	10	**	**	**	26	103	8	16	**	**	**	96
	8%	**	**	**	13%	10%	6%	17%	**	**	**	9%
		a		a				l				
	9%	**	**	**	23%	93%	7%	14%	**	**	**	86%
Don't know	6	**	**	**	10	42	3	2	**	**	**	42
	5%	**	**	**	5%	4%	2%	2%	**	**	**	4%
	14%	**	**	**	22%	94%	6%	5%	**	**	**	95%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Every day	110	36	4	40	327	1186	126	104	**	**	31	1219
	39%	22%	4%	15%	46%	65%	68%	41%	**	**	35%	69%
	bcd	cd		c				j				hijk
	8%	3%	*%	3%	25%	90%	10%	8%	**	**	2%	92%
Several times a week	58	25	6	32	103	244	25	40	**	**	12	229
	21%	15%	6%	12%	15%	13%	14%	16%	**	**	13%	13%
	cd	c										
	22%	9%	2%	12%	39%	91%	9%	15%	**	**	4%	86%
At least once a week	35	30	8	38	62	141	6	19	**	**	8	129
	12%	18%	8%	14%	9%	8%	3%	8%	**	**	9%	7%
		c										
	23%	20%	6%	26%	42%	95%	4%	13%	**	**	5%	87%
At least once a month	32	16	6	22	42	71	10	23	**	**	8	60
	11%	9%	6%	8%	6%	4%	6%	9%	**	**	10%	3%
								l	l	l	l	
	39%	19%	8%	27%	51%	87%	13%	28%	**	**	10%	73%
A few times a year	13	11	9	20	28	37	2	11	**	**	5	29
	5%	7%	9%	8%	4%	2%	1%	4%	**	**	6%	2%
								l		l	l	
	33%	29%	23%	52%	72%	95%	4%	27%	**	**	14%	73%
Less than once a year	3	6	4	10	12	15	-	3	**	**	-	12
	1%	4%	4%	4%	2%	1%	-%	1%	**	**	-%	1%
		a		a					hkl			
	23%	44%	26%	70%	85%	100%	-%	22%	**	**	-%	79%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Never	31	40	65	105	128	143	12	54	**	**	23	98
	11%	25%	63%	39%	18%	8%	6%	21%	**	**	26%	5%
		a	abd	ab				l	l	l	l	
	20%	26%	42%	69%	84%	93%	8%	36%	**	**	15%	64%
Don't know	1	-	*	*	1	1	4	*	**	**	*	4
	*%	-%	*%	*%	*%	*%	2%	*%	**	**	*%	*%
							f					
	15%	-%	13%	13%	27%	23%	92%	10%	**	**	10%	92%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Every day	117	48	7	55	302	1081	133	91	**	**	30	1129
	41%	29%	7%	21%	43%	59%	72%	36%	**	**	34%	63%
	bcd	cd		c		f	j					hijk
	10%	4%	1%	5%	25%	89%	11%	8%	**	**	2%	93%
Several times a week	70	34	14	47	148	370	30	70	**	**	21	333
	25%	20%	13%	18%	21%	20%	16%	27%	**	**	24%	19%
	cd							l				
	17%	8%	3%	12%	37%	92%	7%	17%	**	**	5%	83%
At least once a week	46	30	19	48	97	174	11	39	**	**	12	145
	16%	18%	18%	18%	14%	9%	6%	15%	**	**	14%	8%
								l	l	l	l	
	25%	16%	10%	26%	53%	94%	6%	21%	**	**	7%	79%
At least once a month	27	31	32	64	88	123	4	35	**	**	17	94
	10%	19%	31%	24%	12%	7%	2%	14%	**	**	19%	5%
		a	ab	a		g		l		l	l	
	21%	24%	25%	50%	69%	96%	3%	27%	**	**	13%	74%
A few times a year	17	16	25	41	53	67	3	14	**	**	5	54
	6%	10%	24%	15%	7%	4%	1%	5%	**	**	6%	3%
			abd	a				l		l		
	24%	23%	36%	59%	76%	96%	4%	20%	**	**	7%	78%
Less than once a year	2	2	4	6	9	9	-	2	**	**	1	7
	1%	1%	4%	2%	1%	1%	-%	1%	**	**	1%	*%
			a									
	17%	22%	44%	66%	91%	100%	-%	26%	**	**	12%	74%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Never	5	3	1	5	8	14	-	3	**	**	1	12
	2%	2%	1%	2%	1%	1%	-%	1%	**	**	1%	1%
	36%	25%	7%	32%	54%	100%	-%	19%	**	**	8%	83%
Don't know	-	-	2	2	2	1	4	1	**	**	*	3
	-%	-%	2%	1%	*%	*%	2%	*%	**	**	*%	*%
			a				f					
	-%	-%	41%	41%	41%	26%	89%	26%	**	**	9%	74%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
Every day	**	**	**	**	90	513	60	**	**	**	**	548
	**	**	**	**	54%	65%	54%	**	**	**	**	64%
	**	**	**	**	16%	89%	10%	**	**	**	**	95%
Several times a week	**	**	**	**	25	100	18	**	**	**	**	113
	**	**	**	**	15%	13%	16%	**	**	**	**	13%
	**	**	**	**	22%	86%	15%	**	**	**	**	97%
At least once a week	**	**	**	**	11	58	10	**	**	**	**	62
	**	**	**	**	7%	7%	9%	**	**	**	**	7%
	**	**	**	**	17%	85%	15%	**	**	**	**	91%
At least once a month	**	**	**	**	10	28	4	**	**	**	**	30
	**	**	**	**	6%	4%	3%	**	**	**	**	3%
	**	**	**	**	31%	87%	12%	**	**	**	**	91%
A few times a year	**	**	**	**	1	5	-	**	**	**	**	5
	**	**	**	**	1%	1%	-%	**	**	**	**	1%
	**	**	**	**	18%	100%	-%	**	**	**	**	100%
Less than once a year	**	**	**	**	2	4	3	**	**	**	**	5
	**	**	**	**	1%	*%	3%	**	**	**	**	1%
	**	**	**	**		f	l	**	**	**	**	73%
Never	**	**	**	**	30%	59%	53%	**	**	**	**	83
	**	**	**	**	25	79	15	**	**	**	**	10%
	**	**	**	**	15%	10%	13%	**	**	**	**	89%
	**	**	**	**	27%	84%	16%	**	**	**	**	
Don't know	**	**	**	**	2	8	1	**	**	**	**	8
	**	**	**	**	1%	1%	1%	**	**	**	**	1%
	**	**	**	**	22%	92%	12%	**	**	**	**	98%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7D (QD4D). SHOWCARD How often, it at all, do you use your mobile phone to use apps or applications? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
Every day	**	**	**	**	80	442	60	**	**	**	**	477
	**	**	**	**	48%	56%	54%	**	**	**	**	56%
	**	**	**	**	16%	88%	12%	**	**	**	**	95%
Several times a week	**	**	**	**	22	98	15	**	**	**	**	112
	**	**	**	**	13%	12%	14%	**	**	**	**	13%
	**	**	**	**	19%	86%	14%	**	**	**	**	98%
At least once a week	**	**	**	**	12	65	7	**	**	**	**	69
	**	**	**	**	7%	8%	6%	**	**	**	**	8%
	**	**	**	**	16%	89%	10%	**	**	**	**	94%
At least once a month	**	**	**	**	10	39	3	**	**	**	**	38
	**	**	**	**	6%	5%	3%	**	**	**	**	4%
	**	**	**	**	24%	93%	7%	**	**	**	**	90%
A few times a year	**	**	**	**	5	14	1	**	**	**	**	13
	**	**	**	**	3%	2%	1%	**	**	**	**	2%
	**	**	**	**	33%	90%	9%	**	**	**	**	88%
Less than once a year	**	**	**	**	2	4	3	**	**	**	**	7
	**	**	**	**	1%	1%	3%	**	**	**	**	1%
	**	**	**	**	28%	62%	50%	**	**	**	**	100%
Never	**	**	**	**	32	120	18	**	**	**	**	125
	**	**	**	**	19%	15%	16%	**	**	**	**	15%
	**	**	**	**	23%	86%	13%	**	**	**	**	90%

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

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**Table 34
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7D (QD4D). SHOWCARD How often, it at all, do you use your mobile phone to use apps or applications? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
Don't know	**	**	**	**	4	13	3	**	**	**	**	14
	**	**	**	**	2%	2%	3%	**	**	**	**	2%
	**	**	**	**	26%	85%	19%	**	**	**	**	93%

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

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**Table 35
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Send/ receive text messages (SMS)	234	106	32	138	523	1585	163	182	**	**	55	1579
	83%	64%	31%	51%	74%	86%	89%	71%	**	**	63%	89%
	bcd	cd	c	c								hijk
	13%	6%	2%	8%	30%	90%	9%	10%	**	**	3%	90%
Use your phone as a camera	124	42	7	49	299	1093	118	101	**	**	28	1118
	44%	26%	7%	18%	42%	59%	64%	40%	**	**	32%	63%
	bcd	cd	c	c								hijk
	10%	3%	1%	4%	25%	90%	10%	8%	**	**	2%	92%
Send/ receive messages with pictures/ images	57	18	1	19	141	685	77	44	**	**	14	724
	20%	11%	1%	7%	20%	37%	42%	17%	**	**	16%	41%
	bcd	c	c	c								hijk
	7%	2%	*%	2%	18%	89%	10%	6%	**	**	2%	95%
Accessing the internet	57	10	-	10	148	681	79	46	**	**	6	721
	20%	6%	-%	4%	21%	37%	43%	18%	**	**	7%	41%
	bcd	c	c	c				k	k			hijk
	7%	1%	-%	1%	19%	89%	10%	6%	**	**	1%	94%
Send/ receive emails (not SMS)	47	9	-	9	85	536	65	24	**	**	3	581
	17%	6%	-%	4%	12%	29%	35%	9%	**	**	3%	33%
	bcd	c	c	c				k				hijk
	8%	2%	-%	2%	14%	89%	11%	4%	**	**	*%	96%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e						k	
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Upload pictures to PC/laptop	40	9	2	11	96	486	60	28	**	**	6	520
	14%	6%	2%	4%	14%	26%	33%	11%	**	**	7%	29%
	bcd											hijk
	7%	2%	*%	2%	17%	89%	11%	5%	**	**	1%	95%
Visiting social networking sites	19	1	-	1	96	441	47	33	**	**	5	456
	7%	1%	-%	*%	14%	24%	26%	13%	**	**	6%	26%
	bcd								k			hjk
	4%	*%	-%	*%	20%	90%	10%	7%	**	**	1%	94%
Download applications or programs directly to your phone	24	4	-	4	73	388	55	23	**	**	4	420
	9%	2%	-%	1%	10%	21%	30%	9%	**	**	5%	24%
	bcd						f					hijk
	5%	1%	-%	1%	16%	88%	13%	5%	**	**	1%	95%
Listen to music using MP3 function	13	2	1	3	87	372	56	23	**	**	4	400
	5%	1%	1%	1%	12%	20%	30%	9%	**	**	4%	22%
	bd						f					hijk
	3%	*%	*%	1%	21%	88%	13%	6%	**	**	1%	95%
Use IM/ Instant messaging	24	7	*	8	75	350	68	27	**	**	4	395
	9%	4%	*%	3%	11%	19%	37%	11%	**	**	5%	22%
	cd	c					f					hjk
	6%	2%	*%	2%	18%	83%	16%	6%	**	**	1%	94%

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

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**Table 35
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Play games which come pre-installed, by yourself	22	6	1	8	84	363	56	24	**	**	4	395
	8%	4%	1%	3%	12%	20%	30%	10%	**	**	5%	22%
	cd						f					hjk
	5%	1%	*%	2%	20%	87%	13%	6%	**	**	1%	94%
Accessing/ receiving news	23	2	-	2	29	254	35	11	**	**	2	283
	8%	1%	-%	1%	4%	14%	19%	4%	**	**	2%	16%
	bcd											hk
	8%	1%	-%	1%	10%	87%	12%	4%	**	**	1%	97%
Record video clips using the phone	11	4	-	4	51	241	44	11	**	**	1	278
	4%	2%	-%	1%	7%	13%	24%	4%	**	**	2%	16%
	cd						f					hjk
	4%	1%	-%	1%	18%	84%	15%	4%	**	**	*%	97%
Send/ receive video clips	15	3	-	3	38	212	37	14	**	**	1	239
	5%	2%	-%	1%	5%	12%	20%	5%	**	**	1%	13%
	cd						f					hik
	6%	1%	-%	1%	15%	84%	15%	5%	**	**	*%	95%
Listen to FM radio	11	2	1	3	54	205	41	16	**	**	2	230
	4%	1%	1%	1%	8%	11%	22%	6%	**	**	2%	13%
	d						f					hk
	4%	1%	*%	1%	22%	83%	17%	7%	**	**	1%	94%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Accessing/ receiving sports/ team news/ scores	16	2	-	2	27	194	32	7	**	**	-	225
	6%	1%	-%	1%	4%	11%	18%	3%	**	**	-%	13%
	bcd						f			k		hk
	7%	1%	-%	1%	12%	84%	14%	3%	**	**	-%	97%
Play games which come pre-installed, with others	6	1	1	2	42	171	34	12	**	**	3	200
	2%	1%	1%	1%	6%	9%	19%	5%	**	**	3%	11%
							f					hjk
	3%	1%	1%	1%	20%	81%	16%	6%	**	**	1%	95%
Download a new video clip	4	*	-	*	20	116	20	8	**	**	-	129
	2%	*%	-%	*%	3%	6%	11%	3%	**	**	-%	7%
							f					hk
	3%	*%	-%	*%	14%	85%	14%	6%	**	**	-%	94%
Video streaming	4	1	-	1	15	102	20	7	**	**	-	115
	1%	1%	-%	*%	2%	6%	11%	3%	**	**	-%	6%
							f					hk
	3%	1%	-%	1%	13%	84%	16%	6%	**	**	-%	95%
Listen to Podcasts	5	-	-	-	10	88	16	2	**	**	-	104
	2%	-%	-%	-%	1%	5%	9%	1%	**	**	-%	6%
	bd						f					hk
	5%	-%	-%	-%	9%	83%	15%	2%	**	**	-%	98%
Using VoIP service e.g. Skype	4	3	-	3	18	93	12	5	**	**	3	101
	1%	2%	-%	1%	3%	5%	7%	2%	**	**	3%	6%
												h
	4%	2%	-%	2%	17%	88%	11%	5%	**	**	2%	95%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Video calling	6	*	-	*	15	81	12	4	**	**	1	93
	2%	*%	-%	*%	2%	4%	7%	2%	**	**	1%	5%
	d											hk
	6%	*%	-%	*%	15%	84%	13%	4%	**	**	1%	96%
TV streaming	4	*	-	*	13	76	11	2	**	**	-	86
	1%	*%	-%	*%	2%	4%	6%	1%	**	**	-%	5%
												hk
	5%	*%	-%	*%	15%	86%	13%	3%	**	**	-%	98%
Other	1	1	-	1	3	13	1	1	**	**	1	14
	1%	1%	-%	*%	*%	1%	1%	*%	**	**	1%	1%
	10%	8%	-%	8%	22%	91%	7%	7%	**	**	7%	94%
WEB/ DATA ACCESS	69	16	*	17	189	822	115	58	**	**	10	888
	24%	10%	*%	6%	27%	45%	62%	23%	**	**	12%	50%
	bcd	c		c			f	k	k	k		hijk
	7%	2%	*%	2%	20%	87%	12%	6%	**	**	1%	94%
LISTEN TO AUDIO CONTENT	22	4	1	5	110	443	73	31	**	**	5	486
	8%	2%	1%	2%	16%	24%	40%	12%	**	**	6%	27%
	bcd						f					hijk
	4%	1%	*%	1%	21%	86%	14%	6%	**	**	1%	94%
PLAY GAMES	23	6	2	8	101	409	66	30	**	**	6	449
	8%	4%	2%	3%	14%	22%	36%	12%	**	**	7%	25%
	bcd						f					hjk
	5%	1%	*%	2%	21%	86%	14%	6%	**	**	1%	94%
DOWNLOAD APPLICATIONS	24	4	-	4	73	388	55	23	**	**	4	420
	9%	2%	-%	1%	10%	21%	30%	9%	**	**	5%	24%
	bcd						f					hijk
	5%	1%	-%	1%	16%	88%	13%	5%	**	**	1%	95%

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

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**Table 35
Page 53**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
WATCHING AV CONTENT	7	1	-	1	30	180	33	10	**	**	-	202
	2%	1%	-%	*%	4%	10%	18%	4%	**	**	-%	11%
	d				f			k				hk
	3%	*%	-%	*%	14%	85%	15%	5%	**	**	-%	96%
None of these	41	49	67	116	141	175	13	52	**	**	26	133
	14%	30%	65%	43%	20%	10%	7%	21%	**	**	29%	7%
	a	abd	ab					l	l	l	l	
	22%	26%	36%	62%	76%	94%	7%	28%	**	**	14%	71%
Don't know	-	2	-	2	2	2	-	1	**	**	-	2
	-%	1%	-%	1%	*%	*%	-%	*%	**	**	-%	*%
	-%	83%	-%	83%	83%	100%	-%	26%	**	**	-%	75%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Send/ receive text messages (SMS)	192	83	16	99	442	1429	152	153	**	**	43	1440
	68%	50%	16%	37%	63%	78%	83%	60%	**	**	49%	81%
	bcd	cd		c								hijk
	12%	5%	1%	6%	28%	90%	10%	10%	**	**	3%	91%
Use your phone as a camera	42	14	2	16	154	599	82	51	**	**	12	639
	15%	9%	2%	6%	22%	33%	44%	20%	**	**	14%	36%
	bcd	c					f					hik
	6%	2%	*%	2%	22%	87%	12%	7%	**	**	2%	93%
Accessing the internet	39	9	-	9	115	554	65	39	**	**	5	588
	14%	5%	-%	3%	16%	30%	35%	15%	**	**	6%	33%
	bcd	c						k	k			hjk
	6%	1%	-%	1%	18%	89%	10%	6%	**	**	1%	94%
Send/ receive emails (not SMS)	31	8	-	8	53	403	43	14	**	**	1	436
	11%	5%	-%	3%	7%	22%	23%	6%	**	**	2%	25%
	bcd	c										hijk
	7%	2%	-%	2%	12%	90%	10%	3%	**	**	*%	97%
Visiting social networking sites	12	1	-	1	81	372	38	30	**	**	5	382
	4%	1%	-%	*%	11%	20%	21%	12%	**	**	6%	22%
	bcd								k			hjk
	3%	*%	-%	*%	20%	90%	9%	7%	**	**	1%	93%

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

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**Table 36
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Send/ receive messages with pictures/ images	28	10	-	10	77	356	45	19	**	**	6	383
	10%	6%	-%	4%	11%	19%	25%	8%	**	**	7%	22%
	cd	c		c								hijk
	7%	2%	-%	2%	19%	89%	11%	5%	**	**	1%	95%
Listen to music using MP3 function	7	-	-	-	60	259	41	17	**	**	2	281
	3%	-%	-%	-%	9%	14%	22%	7%	**	**	2%	16%
	bd				f							hjk
	2%	-%	-%	-%	20%	87%	14%	6%	**	**	1%	95%
Use IM/ Instant messaging	16	4	-	4	53	241	52	20	**	**	4	274
	6%	2%	-%	1%	8%	13%	28%	8%	**	**	4%	15%
	cd				f							hk
	5%	1%	-%	1%	18%	82%	18%	7%	**	**	1%	93%
Play games which come pre-installed, by yourself	13	2	1	3	51	240	34	16	**	**	2	259
	5%	1%	1%	1%	7%	13%	19%	6%	**	**	2%	15%
	bd				k							hjk
	5%	1%	*%	1%	19%	88%	13%	6%	**	**	1%	95%
Upload pictures to PC/laptop	14	4	1	6	48	242	33	18	**	**	6	256
	5%	3%	1%	2%	7%	13%	18%	7%	**	**	7%	14%
												hjk
	5%	2%	*%	2%	18%	89%	12%	6%	**	**	2%	94%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 36
Page 56**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Download applications or programs directly to your phone	10	1	-	1	34	216	29	16	**	**	4	229
	3%	1%	-%	*%	5%	12%	16%	6%	**	**	4%	13%
	bcd											hjk
	4%	1%	-%	1%	14%	89%	12%	6%	**	**	2%	94%
Accessing/ receiving news	11	2	-	2	20	162	27	9	**	**	1	184
	4%	1%	-%	1%	3%	9%	14%	3%	**	**	1%	10%
	cd						f					hk
	6%	1%	-%	1%	11%	84%	14%	5%	**	**	*%	96%
Accessing/ receiving sports/ team news/ scores	11	2	-	2	16	130	19	6	**	**	-	147
	4%	1%	-%	1%	2%	7%	10%	2%	**	**	-%	8%
	cd									k		hk
	7%	2%	-%	2%	10%	86%	12%	4%	**	**	-%	97%
Listen to FM radio	6	1	-	1	29	113	25	9	**	**	*	128
	2%	*%	-%	*%	4%	6%	14%	3%	**	**	1%	7%
	d						f					hk
	4%	1%	-%	1%	22%	83%	18%	6%	**	**	*%	94%
Play games which come pre-installed, with others	1	-	-	-	23	101	21	6	**	**	1	118
	*%	-%	-%	-%	3%	5%	11%	2%	**	**	1%	7%
							f					hk
	1%	-%	-%	-%	18%	82%	17%	5%	**	**	1%	96%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Record video clips using the phone	3	1	-	1	19	96	24	8	**	**	1	115
	1%	1%	-%	*%	3%	5%	13%	3%	**	**	1%	6%
					f							hk
	2%	1%	-%	1%	16%	79%	20%	7%	**	**	1%	94%
Send/ receive video clips	3	-	-	-	13	89	20	5	**	**	-	105
	1%	-%	-%	-%	2%	5%	11%	2%	**	**	-%	6%
					f							hk
	3%	-%	-%	-%	12%	82%	18%	4%	**	**	-%	96%
Video streaming	1	-	-	-	6	46	16	5	**	**	-	56
	*%	-%	-%	-%	1%	3%	9%	2%	**	**	-%	3%
					f							
	2%	-%	-%	-%	11%	76%	27%	8%	**	**	-%	93%
Download a new video clip	3	-	-	-	10	47	13	6	**	**	-	54
	1%	-%	-%	-%	1%	3%	7%	2%	**	**	-%	3%
					f							
	4%	-%	-%	-%	17%	78%	22%	10%	**	**	-%	91%
Listen to Podcasts	1	-	-	-	3	45	7	2	**	**	-	52
	*%	-%	-%	-%	*%	2%	4%	1%	**	**	-%	3%
	2%	-%	-%	-%	6%	84%	13%	4%	**	**	-%	96%
Using VoIP service e.g. Skype	2	-	-	-	6	46	6	4	**	**	2	49
	1%	-%	-%	-%	1%	3%	3%	2%	**	**	2%	3%
	4%	-%	-%	-%	12%	88%	11%	8%	**	**	4%	93%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Video calling	3	-	-	-	9	44	6	3	**	**	1	48
	1%	-%	-%	-%	1%	2%	3%	1%	**	**	1%	3%
	5%	-%	-%	-%	17%	88%	11%	5%	**	**	1%	95%
TV streaming	1	-	-	-	3	34	4	1	**	**	-	38
	*%	-%	-%	-%	*%	2%	2%	*%	**	**	-%	2%
	3%	-%	-%	-%	7%	89%	10%	2%	**	**	-%	99%
Other	1	1	-	1	2	10	1	-	**	**	-	11
	*%	1%	-%	*%	*%	1%	1%	-%	**	**	-%	1%
	11%	11%	-%	11%	22%	88%	9%	-%	**	**	-%	100%
WEB/ DATA ACCESS	55	12	-	12	158	738	102	49	**	**	10	798
	20%	8%	-%	5%	22%	40%	55%	19%	**	**	11%	45%
	bcd	c		c		f			k			hijk
	7%	1%	-%	1%	19%	87%	12%	6%	**	**	1%	94%
LISTEN TO AUDIO CONTENT	12	1	-	1	73	310	56	22	**	**	2	343
	4%	*%	-%	*%	10%	17%	30%	8%	**	**	3%	19%
	bcd					f		k				hjk
	3%	*%	-%	*%	20%	85%	15%	6%	**	**	1%	94%
PLAY GAMES	13	2	1	3	60	274	42	18	**	**	2	301
	5%	1%	1%	1%	9%	15%	23%	7%	**	**	2%	17%
	bd					f			k			hjk
	4%	1%	*%	1%	19%	86%	13%	6%	**	**	*%	95%
DOWNLOAD APPLICATIONS	10	1	-	1	34	216	29	16	**	**	4	229
	3%	1%	-%	*%	5%	12%	16%	6%	**	**	4%	13%
	bcd											hjk
	4%	1%	-%	1%	14%	89%	12%	6%	**	**	2%	94%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 36
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
WATCHING AV CONTENT	4	-	-	-	13	87	24	8	**	**	-	102
	1%	-%	-%	-%	2%	5%	13%	3%	**	**	-%	6%
	d				f							k
	4%	-%	-%	-%	12%	80%	22%	7%	**	**	-%	94%
None of these	75	74	84	158	208	273	19	83	**	**	40	206
	27%	45%	81%	59%	29%	15%	10%	33%	**	**	45%	12%
	a	abd	ab					l	l	hl	hl	
	26%	26%	29%	55%	72%	94%	7%	29%	**	**	14%	71%
Don't know	1	4	2	6	9	12	1	4	**	**	1	9
	*%	2%	2%	2%	1%	1%	*%	2%	**	**	1%	1%
	a							l	l			
	10%	31%	15%	46%	70%	92%	5%	33%	**	**	7%	68%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 37
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD10 (QD28C). SHOWCARD You said that you use your mobile phone to access the internet. Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	*a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	65	15	-	15	183	759	78	52	7	8	9	788
Effective Weighted Sample	54	12	-	12	150	619	67	42	6	7	8	649
Total	57	10	-	10	148	681	79	46	9	6	6	721
	**	**	-%	**	19%	89%	**	**	**	**	**	94%
I always use in the home	**	**	-	**	18	43	**	**	**	**	**	48
	**	**	-%	**	12%	6%	**	**	**	**	**	7%
	**	**	-%	**	35%	81%	**	**	**	**	**	92%
I mainly use in the home	**	**	-	**	21	69	**	**	**	**	**	63
	**	**	-%	**	14%	10%	**	**	**	**	**	9%
	**	**	-%	**	30%	98%	**	**	**	**	**	90%
I use equally in the home and outside the home	**	**	-	**	88	410	**	**	**	**	**	447
	**	**	-%	**	59%	60%	**	**	**	**	**	62%
	**	**	-%	**	19%	87%	f	**	**	**	**	95%
I mainly use outside the home	**	**	-	**	15	131	**	**	**	**	**	136
	**	**	-%	**	10%	19%	**	**	**	**	**	19%
	**	**	-%	**	10%	93%	**	**	**	**	**	97%
I always use outside the home	**	**	-	**	6	26	**	**	**	**	**	26
	**	**	-%	**	4%	4%	**	**	**	**	**	4%
	**	**	-%	**	21%	90%	**	**	**	**	**	89%
ALWAYS/ MAINLY USE IN THE HOME	**	**	-	**	39	111	**	**	**	**	**	111
	**	**	-%	**	27%	16%	**	**	**	**	**	15%
	**	**	-%	**	32%	91%	**	**	**	**	**	91%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 37
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD10 (QD28C). SHOWCARD You said that you use your mobile phone to access the internet. Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	*a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	65	15	-	15	183	759	78	52	7	8	9	788
Effective Weighted Sample	54	12	-	12	150	619	67	42	6	7	8	649
Total	57	10	-	10	148	681	79	46	9	6	6	721
	**	**	-%	**	19%	89%	**	**	**	**	**	94%
ALWAYS/ MAINLY USE OUTSIDE THE HOME												
	**	**	-	**	21	157	**	**	**	**	**	162
	**	**	-%	**	14%	23%	**	**	**	**	**	22%
	**	**	-%	**	12%	93%	**	**	**	**	**	95%
EVER USE OUTSIDE THE HOME												
	**	**	-	**	129	636	**	**	**	**	**	671
	**	**	-%	**	88%	93%	**	**	**	**	**	93%
	**	**	-%	**	18%	90%	**	**	**	**	**	95%
Don't know												
	**	**	-	**	-	2	**	**	**	**	**	2
	**	**	-%	**	-%	*%	**	**	**	**	**	*%
	**	**	-%	**	-%	100%	**	**	**	**	**	100%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28E) SHOWCARD Which of these ways do you use your mobile phone to access the internet? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	*a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	65	15	-	15	183	759	78	52	7	8	9	788
Effective Weighted Sample	54	12	-	12	150	619	67	42	6	7	8	649
Total	57	10	-	10	148	681	79	46	9	6	6	721
	**	**	-%	**	19%	89%	**	**	**	**	**	94%
Via mobile network (2G or 3G)	**	**	-	**	113	527	**	**	**	**	**	554
	**	**	-%	**	77%	77%	**	**	**	**	**	77%
	**	**	-%	**	19%	90%	**	**	**	**	**	94%
Wi-Fi/ wireless broadband network at home	**	**	-	**	54	281	**	**	**	**	**	293
	**	**	-%	**	36%	41%	**	**	**	**	**	41%
	**	**	-%	**	17%	90%	**	**	**	**	**	94%
Wi-Fi/ wireless broadband elsewhere (i.e. 'hotspots')	**	**	-	**	24	165	**	**	**	**	**	181
	**	**	-%	**	16%	24%	**	**	**	**	**	25%
	**	**	-%	**	13%	87%	**	**	**	**	**	96%
MOBILE NETWORK AND NOT WI-FI	**	**	-	**	83	338	**	**	**	**	**	357
	**	**	-%	**	56%	50%	**	**	**	**	**	49%
	**	**	-%	**	22%	89%	**	**	**	**	**	94%
WI-FI AND NOT MOBILE NETWORK	**	**	-	**	30	144	**	**	**	**	**	156
	**	**	-%	**	20%	21%	**	**	**	**	**	22%
	**	**	-%	**	18%	87%	**	**	**	**	**	94%
ANY WI-FI USE	**	**	-	**	60	333	**	**	**	**	**	353
	**	**	-%	**	40%	49%	**	**	**	**	**	49%
	**	**	-%	**	16%	89%	**	**	**	**	**	95%
Don't know	**	**	-	**	5	10	**	**	**	**	**	11
	**	**	-%	**	3%	1%	**	**	**	**	**	2%
	**	**	-%	**	39%	78%	**	**	**	**	**	93%

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

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**Table 39
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD12 (QD28F) SHOWCARD In which of these places do you use your mobile phone to access the internet outside of the home? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	*a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	59	14	-	14	158	702	70	46	7	7	7	729
Effective Weighted Sample	49	11	-	11	130	575	60	37	6	6	6	603
Total	52	10	-	10	129	636	71	41	9	5	4	671
	**	**	-%	**	18%	90%	**	**	**	**	**	95%
Outdoors	**	**	-	**	96	490	**	**	**	**	**	512
	**	**	-%	**	74%	77%	**	**	**	**	**	76%
	**	**	-%	**	18%	91%	**	**	**	**	**	95%
When travelling (e.g. on a train or in a car)	**	**	-	**	76	443	**	**	**	**	**	466
	**	**	-%	**	59%	70%	**	**	**	**	**	69%
	**	**	-%	**	15%	90%	**	**	**	**	**	95%
Indoor public spaces (e.g. pub/ restaurant/ theatre/ shopping centre)	**	**	-	**	78	433	**	**	**	**	**	455
	**	**	-%	**	61%	68%	**	**	**	**	**	68%
	**	**	-%	**	16%	90%	**	**	**	**	**	95%
At your workplace	**	**	-	**	47	294	**	**	**	**	**	310
	**	**	-%	**	36%	46%	**	**	**	**	**	46%
	**	**	-%	**	14%	91%	**	**	**	**	**	96%
Other	**	**	-	**	3	15	**	**	**	**	**	14
	**	**	-%	**	2%	2%	**	**	**	**	**	2%
	**	**	-%	**	16%	88%	**	**	**	**	**	83%
Don't know	**	**	-	**	1	7	**	**	**	**	**	6
	**	**	-%	**	1%	1%	**	**	**	**	**	1%
	**	**	-%	**	17%	100%	**	**	**	**	**	83%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD13 (QD29) Do you ever use your mobile phone for personal reasons during working hours, or for work reasons outside of working hours?

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Yes	106	12	2	14	132	767	81	46	**	**	8	807
	38%	8%	2%	5%	19%	42%	44%	18%	**	**	9%	45%
	bcd	c						k				hijk
	13%	1%	*%	2%	16%	91%	10%	5%	**	**	1%	96%
No - but do work	54	11	1	12	89	380	42	33	**	**	10	404
	19%	7%	*%	4%	13%	21%	23%	13%	**	**	11%	23%
	bcd	c										hk
	13%	3%	*%	3%	21%	88%	10%	8%	**	**	2%	94%
No - and do not work	122	141	101	242	483	692	61	175	**	**	70	568
	43%	86%	98%	90%	69%	38%	33%	69%	**	**	80%	32%
		a	abd	a				l	l	l	hl	
	16%	19%	13%	32%	64%	92%	8%	23%	**	**	9%	75%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 41
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14A (QD30A) HOW OFTEN USE MOBILE PHONE TO - Take part in personal phone calls during working hours (SINGLE CODE)

Base : Those who ever use their mobile phone for personal reasons during working hours or for work reasons outside of working hours

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	115	19	2	21	148	826	71	44	4	3	7	854
Effective Weighted Sample	94	14	2	16	121	676	59	36	4	2	5	704
Total	106	12	2	14	132	767	81	46	6	3	8	807
	13%	**	**	**	16%	91%	**	**	**	**	**	96%
Regularly	32	**	**	**	39	249	**	**	**	**	**	264
	30%	**	**	**	30%	33%	**	**	**	**	**	33%
	12%	**	**	**	14%	91%	**	**	**	**	**	96%
Occasionally	48	**	**	**	39	298	**	**	**	**	**	318
	45%	**	**	**	29%	39%	**	**	**	**	**	39%
	14%	**	**	**	12%	90%	**	**	**	**	**	97%
Rarely	14	**	**	**	33	144	**	**	**	**	**	148
	14%	**	**	**	25%	19%	**	**	**	**	**	18%
	9%	**	**	**	21%	92%	**	**	**	**	**	94%
EVER DO THIS	94	**	**	**	110	691	**	**	**	**	**	731
	89%	**	**	**	83%	90%	**	**	**	**	**	91%
												h
	12%	**	**	**	15%	91%	**	**	**	**	**	96%
Never	11	**	**	**	20	74	**	**	**	**	**	74
	11%	**	**	**	15%	10%	**	**	**	**	**	9%
								l				
	14%	**	**	**	25%	90%	**	**	**	**	**	90%
Don't know	1	**	**	**	2	2	**	**	**	**	**	2
	1%	**	**	**	1%	*%	**	**	**	**	**	*%
	47%	**	**	**	100%	100%	**	**	**	**	**	100%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14B (QD30B) HOW OFTEN USE MOBILE PHONE TO - Take part in work-related phone calls while on holiday or annual leave (SINGLE CODE)

Base : Those who ever use their mobile phone for personal reasons during working hours or for work reasons outside of working hours

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	115	19	2	21	148	826	71	44	4	3	7	854
Effective Weighted Sample	94	14	2	16	121	676	59	36	4	2	5	704
Total	106	12	2	14	132	767	81	46	6	3	8	807
	13%	**	**	**	16%	91%	**	**	**	**	**	96%
Regularly	23	**	**	**	13	125	**	**	**	**	**	131
	22%	**	**	**	10%	16%	**	**	**	**	**	16%
	17%	**	**	**	9%	90%	**	**	**	**	**	94%
Occasionally	29	**	**	**	22	186	**	**	**	**	**	201
	28%	**	**	**	16%	24%	**	**	**	**	**	25%
	14%	**	**	**	10%	89%	**	**	**	**	**	96%
Rarely	17	**	**	**	21	138	**	**	**	**	**	152
	16%	**	**	**	16%	18%	**	**	**	**	**	19%
	11%	**	**	**	13%	89%	**	**	**	**	**	99%
EVER DO THIS	69	**	**	**	55	448	**	**	**	**	**	483
	65%	**	**	**	42%	58%	**	**	**	**	**	60%
	14%	**	**	**	11%	89%	**	**	**	**	**	96%
Never	36	**	**	**	77	317	**	**	**	**	**	321
	34%	**	**	**	58%	41%	**	**	**	**	**	40%
	11%	**	**	**	22%	93%	**	**	**	**	**	94%
Don't know	1	**	**	**	1	1	**	**	**	**	**	2
	1%	**	**	**	*%	*%	**	**	**	**	**	*%
	36%	**	**	**	29%	68%	**	**	**	**	**	100%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14C (QD30C) HOW OFTEN USE MOBILE PHONE TO - Take part in work-related phone calls during your personal time outside of working hours (SINGLE CODE)

Base : Those who ever use their mobile phone for personal reasons during working hours or for work reasons outside of working hours

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	115	19	2	21	148	826	71	44	4	3	7	854
Effective Weighted Sample	94	14	2	16	121	676	59	36	4	2	5	704
Total	106	12	2	14	132	767	81	46	6	3	8	807
	13%	**	**	**	16%	91%	**	**	**	**	**	96%
Regularly	26	**	**	**	21	183	**	**	**	**	**	190
	25%	**	**	**	16%	24%	**	**	**	**	**	24%
	13%	**	**	**	10%	91%	**	**	**	**	**	95%
Occasionally	41	**	**	**	30	242	**	**	**	**	**	259
	38%	**	**	**	23%	32%	**	**	**	**	**	32%
	15%	**	**	**	11%	90%	**	**	**	**	**	96%
Rarely	16	**	**	**	29	141	**	**	**	**	**	149
	15%	**	**	**	22%	18%	**	**	**	**	**	18%
	10%	**	**	**	19%	93%	**	**	**	**	**	97%
EVER DO THIS	83	**	**	**	80	566	**	**	**	**	**	598
	78%	**	**	**	60%	74%	**	**	**	**	**	74%
	13%	**	**	**	13%	91%	**	**	**	**	**	96%
Never	22	**	**	**	50	198	**	**	**	**	**	206
	21%	**	**	**	38%	26%	**	**	**	**	**	26%
	10%	**	**	**	23%	91%	**	**	**	**	**	94%
Don't know	1	**	**	**	2	2	**	**	**	**	**	3
	1%	**	**	**	2%	*%	**	**	**	**	**	*%
	27%	**	**	**	77%	79%	**	**	**	**	**	100%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14D (QD30D) HOW OFTEN USE MOBILE PHONE TO - Read or send personal emails during working hours (SINGLE CODE)

Base : Those who ever use their mobile phone for personal reasons during working hours or for work reasons outside of working hours

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	115	19	2	21	148	826	71	44	4	3	7	854
Effective Weighted Sample	94	14	2	16	121	676	59	36	4	2	5	704
Total	106	12	2	14	132	767	81	46	6	3	8	807
	13%	**	**	**	16%	91%	**	**	**	**	**	96%
Regularly	16	**	**	**	17	173	**	**	**	**	**	189
	15%	**	**	**	13%	23%	**	**	**	**	**	23%
	8%	**	**	**	9%	89%	**	**	**	**	**	98%
Occasionally	21	**	**	**	17	179	**	**	**	**	**	186
	19%	**	**	**	13%	23%	**	**	**	**	**	23%
	11%	**	**	**	9%	92%	**	**	**	**	**	96%
Rarely	9	**	**	**	9	78	**	**	**	**	**	83
	9%	**	**	**	7%	10%	**	**	**	**	**	10%
	11%	**	**	**	11%	92%	**	**	**	**	**	98%
EVER DO THIS	45	**	**	**	44	430	**	**	**	**	**	459
	43%	**	**	**	33%	56%	**	**	**	**	**	57%
	10%	**	**	**	9%	91%	**	**	**	**	**	97%
Never	59	**	**	**	87	333	**	**	**	**	**	344
	56%	**	**	**	66%	43%	**	**	**	**	**	43%
	16%	**	**	**	24%	90%	**	**	**	**	**	93%
Don't know	1	**	**	**	1	3	**	**	**	**	**	4
	1%	**	**	**	1%	*%	**	**	**	**	**	*%
	42%	**	**	**	38%	83%	**	**	**	**	**	100%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14E (QD30E) HOW OFTEN USE MOBILE PHONE TO - Read or send work emails while on holiday or annual leave (SINGLE CODE)

Base : Those who ever use their mobile phone for personal reasons during working hours or for work reasons outside of working hours

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	115	19	2	21	148	826	71	44	4	3	7	854
Effective Weighted Sample	94	14	2	16	121	676	59	36	4	2	5	704
Total	106	12	2	14	132	767	81	46	6	3	8	807
	13%	**	**	**	16%	91%	**	**	**	**	**	96%
Regularly	10	**	**	**	11	106	**	**	**	**	**	113
	10%	**	**	**	8%	14%	**	**	**	**	**	14%
	9%	**	**	**	9%	91%	**	**	**	**	**	97%
Occasionally	20	**	**	**	7	119	**	**	**	**	**	126
	19%	**	**	**	5%	15%	**	**	**	**	**	16%
	16%	**	**	**	5%	91%	**	**	**	**	**	97%
Rarely	6	**	**	**	10	82	**	**	**	**	**	91
	6%	**	**	**	8%	11%	**	**	**	**	**	11%
	6%	**	**	**	11%	88%	**	**	**	**	**	99%
EVER DO THIS	37	**	**	**	28	306	**	**	**	**	**	330
	34%	**	**	**	21%	40%	**	**	**	**	**	41%
	11%	**	**	**	8%	90%	**	**	**	**	**	97%
Never	68	**	**	**	102	455	**	**	**	**	**	470
	64%	**	**	**	77%	59%	**	**	**	**	**	58%
	14%	**	**	**	20%	91%	**	**	**	**	**	94%
Don't know	1	**	**	**	2	5	**	**	**	**	**	6
	1%	**	**	**	2%	1%	**	**	**	**	**	1%
	25%	**	**	**	38%	90%	**	**	**	**	**	100%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 46
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14F (QD30F) HOW OFTEN USE MOBILE PHONE TO - Read or send work emails during your personal time outside of working hours (SINGLE CODE)

Base : Those who ever use their mobile phone for personal reasons during working hours or for work reasons outside of working hours

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	115	19	2	21	148	826	71	44	4	3	7	854
Effective Weighted Sample	94	14	2	16	121	676	59	36	4	2	5	704
Total	106	12	2	14	132	767	81	46	6	3	8	807
	13%	**	**	**	16%	91%	**	**	**	**	**	96%
Regularly	16	**	**	**	16	146	**	**	**	**	**	155
	15%	**	**	**	12%	19%	**	**	**	**	**	19%
	10%	**	**	**	10%	92%	**	**	**	**	**	97%
Occasionally	22	**	**	**	8	144	**	**	**	**	**	156
	21%	**	**	**	6%	19%	**	**	**	**	**	19%
	13%	**	**	**	5%	89%	**	**	**	**	**	96%
Rarely	6	**	**	**	10	75	**	**	**	**	**	78
	5%	**	**	**	8%	10%	**	**	**	**	**	10%
	7%	**	**	**	13%	96%	**	**	**	**	**	100%
EVER DO THIS	43	**	**	**	34	365	**	**	**	**	**	389
	41%	**	**	**	26%	48%	**	**	**	**	**	48%
	11%	**	**	**	9%	91%	**	**	**	**	**	97%
Never	60	**	**	**	96	397	**	**	**	**	**	413
	57%	**	**	**	73%	52%	**	**	**	**	**	51%
	14%	**	**	**	22%	90%	**	**	**	**	**	94%
Don't know	2	**	**	**	2	5	**	**	**	**	**	5
	2%	**	**	**	2%	1%	**	**	**	**	**	1%
	43%	**	**	**	39%	89%	**	**	**	**	**	82%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14G (QD30G) HOW OFTEN USE MOBILE PHONE TO - Discreetly use email or text messaging when you are in a meeting at work (SINGLE CODE)

Base : Those who ever use their mobile phone for personal reasons during working hours or for work reasons outside of working hours

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	~b	~c	~d	OR DE	f	*g	*h	~i	~j	~k	l
Unweighted total	115	19	2	21	148	826	71	44	4	3	7	854
Effective Weighted Sample	94	14	2	16	121	676	59	36	4	2	5	704
Total	106	12	2	14	132	767	81	46	6	3	8	807
	13%	**	**	**	16%	91%	**	**	**	**	**	96%
Regularly	4	**	**	**	4	58	**	**	**	**	**	59
	4%	**	**	**	3%	8%	**	**	**	**	**	7%
	7%	**	**	**	7%	96%	**	**	**	**	**	97%
Occasionally	6	**	**	**	10	69	**	**	**	**	**	83
	5%	**	**	**	8%	9%	**	**	**	**	**	10%
	7%	**	**	**	12%	81%	**	**	**	**	**	98%
Rarely	7	**	**	**	11	95	**	**	**	**	**	100
	7%	**	**	**	8%	12%	**	**	**	**	**	12%
	7%	**	**	**	10%	93%	**	**	**	**	**	97%
EVER DO THIS	17	**	**	**	25	223	**	**	**	**	**	242
	16%	**	**	**	19%	29%	**	**	**	**	**	30%
	7%	**	**	**	10%	89%	**	**	**	**	**	97%
Never	86	**	**	**	104	534	**	**	**	**	**	554
	81%	**	**	**	79%	70%	**	**	**	**	**	69%
	15%	**	**	**	18%	91%	**	**	**	**	**	95%
Don't know	3	**	**	**	3	10	**	**	**	**	**	10
	3%	**	**	**	3%	1%	**	**	**	**	**	1%
	30%	**	**	**	33%	94%	**	**	**	**	**	100%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD15 (QD28G) SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
Social networking (e.g. Facebook, Twitter, LinkedIn)	**	**	**	**	99	456	61	**	**	**	**	494
	**	**	**	**	60%	57%	54%	**	**	**	**	58%
	**	**	**	**	19%	88%	12%	**	**	**	**	95%
Games	**	**	**	**	91	412	62	**	**	**	**	454
	**	**	**	**	54%	52%	56%	**	**	**	**	53%
	**	**	**	**	19%	87%	13%	**	**	**	**	h 96%
Weather	**	**	**	**	66	399	57	**	**	**	**	438
	**	**	**	**	39%	50%	51%	**	**	**	**	h 51%
	**	**	**	**	14%	87%	12%	**	**	**	**	96%
Maps/ navigation	**	**	**	**	63	387	51	**	**	**	**	414
	**	**	**	**	38%	49%	46%	**	**	**	**	49%
	**	**	**	**	14%	89%	12%	**	**	**	**	95%
Music	**	**	**	**	77	367	54	**	**	**	**	406
	**	**	**	**	46%	46%	48%	**	**	**	**	h 48%
	**	**	**	**	18%	87%	13%	**	**	**	**	96%
News	**	**	**	**	56	341	61	**	**	**	**	389
	**	**	**	**	34%	43%	55%	**	**	**	**	46%
	**	**	**	**	14%	84%	15%	**	**	**	**	h 96%
Travel/ journey planning	**	**	**	**	41	304	44	**	**	**	**	338
	**	**	**	**	25%	38%	39%	**	**	**	**	40%
	**	**	**	**	12%	87%	13%	**	**	**	**	h 97%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 48
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD15 (QD28G) SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
Sports/ sports news	**	**	**	**	43	257	37	**	**	**	**	288
	**	**	**	**	26%	32%	33%	**	**	**	**	34%
	**	**	**	**	14%	87%	12%	**	**	**	**	97%
Banking	**	**	**	**	33	211	31	**	**	**	**	234
	**	**	**	**	20%	27%	28%	**	**	**	**	27%
	**	**	**	**	14%	87%	13%	**	**	**	**	97%
Shopping (e.g. Tesco, Ocado, eBay)	**	**	**	**	37	220	21	**	**	**	**	230
	**	**	**	**	22%	28%	18%	**	**	**	**	27%
	**	**	**	**	15%	92%	9%	**	**	**	**	96%
Books	**	**	**	**	24	141	23	**	**	**	**	158
	**	**	**	**	15%	18%	21%	**	**	**	**	19%
	**	**	**	**	15%	85%	14%	**	**	**	**	96%
Location-based services	**	**	**	**	17	127	11	**	**	**	**	134
	**	**	**	**	10%	16%	9%	**	**	**	**	16%
	**	**	**	**	12%	92%	8%	**	**	**	**	97%
Finance/ business	**	**	**	**	12	97	11	**	**	**	**	104
	**	**	**	**	7%	12%	10%	**	**	**	**	12%
	**	**	**	**	11%	89%	10%	**	**	**	**	96%
Vouchers	**	**	**	**	7	94	5	**	**	**	**	97
	**	**	**	**	4%	12%	5%	**	**	**	**	11%
	**	**	**	**	7%	97%	5%	**	**	**	**	100%

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

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**Table 48
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD15 (QD28G) SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
NONE OF THESE	**	**	**	**	28	97	17	**	**	**	**	100
	**	**	**	**	17%	12%	15%	**	**	**	**	12%
	**	**	**	**	25%	85%	15%	l	**	**	**	87%
Don't know	**	**	**	**	6	22	3	**	**	**	**	25
	**	**	**	**	3%	3%	3%	**	**	**	**	3%
	**	**	**	**	23%	87%	14%	**	**	**	**	99%

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

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**Table 49
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD16 (QD28H) SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
Games	**	**	**	**	23	119	22	**	**	**	**	139
	**	**	**	**	14%	15%	20%	**	**	**	**	16%
	**	**	**	**	16%	83%	16%	**	**	**	**	98%
Music	**	**	**	**	22	88	16	**	**	**	**	103
	**	**	**	**	13%	11%	15%	**	**	**	**	12%
	**	**	**	**	20%	82%	15%	**	**	**	**	97%
Maps/ navigation	**	**	**	**	3	50	6	**	**	**	**	54
	**	**	**	**	2%	6%	5%	**	**	**	**	6%
	**	**	**	**	5%	88%	11%	**	**	**	**	96%
Social networking (e.g. Facebook, Twitter, LinkedIn)	**	**	**	**	15	44	9	**	**	**	**	50
	**	**	**	**	9%	6%	8%	**	**	**	**	6%
	**	**	**	**	28%	82%	18%	**	**	**	**	94%
Sports/ sports news	**	**	**	**	5	41	7	**	**	**	**	47
	**	**	**	**	3%	5%	6%	**	**	**	**	5%
	**	**	**	**	10%	83%	15%	**	**	**	**	96%
News	**	**	**	**	1	28	9	**	**	**	**	37
	**	**	**	**	1%	4%	8%	**	**	**	**	4%
	**	**	**	**	3%	75%	23%	**	**	**	**	99%
Books	**	**	**	**	6	26	6	**	**	**	**	35
	**	**	**	**	4%	3%	6%	**	**	**	**	4%
	**	**	**	**	19%	76%	18%	**	**	**	**	100%
Travel/ journey planning	**	**	**	**	7	28	6	**	**	**	**	32
	**	**	**	**	4%	3%	5%	**	**	**	**	4%
	**	**	**	**	20%	83%	18%	**	**	**	**	97%

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

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**Table 49
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD16 (QD28H) SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	~b	~c	~d	OR DE	f	g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	88	24	4	28	208	870	102	68	13	7	17	907
Effective Weighted Sample	74	20	3	24	170	712	86	55	10	6	15	752
Total	76	17	3	20	166	795	111	56	12	5	11	854
	**	**	**	**	18%	88%	12%	**	**	**	**	94%
Weather	**	**	**	**	4	24	8	**	**	**	**	30
	**	**	**	**	2%	3%	7%	**	**	**	**	4%
	**	**	**	**	12%	76%	24%	**	**	**	**	96%
Shopping (e.g. Tesco, Ocado, eBay)	**	**	**	**	4	16	2	**	**	**	**	17
	**	**	**	**	2%	2%	1%	**	**	**	**	2%
	**	**	**	**	22%	94%	9%	**	**	**	**	100%
Banking	**	**	**	**	1	10	3	**	**	**	**	12
	**	**	**	**	1%	1%	2%	**	**	**	**	1%
	**	**	**	**	10%	81%	22%	**	**	**	**	100%
Finance/ business	**	**	**	**	-	9	1	**	**	**	**	9
	**	**	**	**	-%	1%	1%	**	**	**	**	1%
	**	**	**	**	-%	88%	7%	**	**	**	**	86%
Location-based services	**	**	**	**	1	8	-	**	**	**	**	8
	**	**	**	**	*%	1%	-%	**	**	**	**	1%
	**	**	**	**	7%	100%	-%	**	**	**	**	93%
Vouchers	**	**	**	**	*	8	-	**	**	**	**	8
	**	**	**	**	*%	1%	-%	**	**	**	**	1%
	**	**	**	**	5%	100%	-%	**	**	**	**	100%
NONE OF THESE	**	**	**	**	110	504	66	**	**	**	**	524
	**	**	**	**	66%	63%	59%	**	**	**	**	61%
	**	**	**	**	19%	89%	12%		**	**	**	93%
Don't know	**	**	**	**	9	46	8	**	**	**	**	53
	**	**	**	**	5%	6%	7%	**	**	**	**	6%
	**	**	**	**	16%	84%	15%	**	**	**	**	98%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 50
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17 (QK5A). How much do you think it costs, per minute, to call phone numbers that begin with 01 or 02 from your mobile phone during the daytime on a weekday? (SINGLE CODE)

Base : Those who personally use a mobile phone

		AGE				AGE/SEG	MEG		DISABILITY				
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
		a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%													
Unweighted total		372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample		300	216	110	323	781	1820	152	274	39	38	100	1702
Total		283	164	103	268	705	1838	184	255	41	33	88	1778
		14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Free	(0.0)	31	7	1	8	48	246	38	21	**	**	5	263
		11%	4%	1%	3%	7%	13%	21%	8%	**	**	6%	15%
		bcd						f					hjk
		11%	2%	*%	3%	17%	87%	14%	8%	**	**	2%	93%
1-5p per minute	(3.0)	11	3	5	8	22	65	5	8	**	**	1	64
		4%	2%	4%	3%	3%	4%	3%	3%	**	**	1%	4%
		16%	5%	7%	11%	32%	92%	7%	11%	**	**	1%	90%
6-10p per minute	(8.0)	27	23	8	31	71	201	21	29	**	**	6	198
		9%	14%	8%	12%	10%	11%	11%	11%	**	**	7%	11%
										k			
		12%	10%	4%	14%	31%	89%	9%	13%	**	**	3%	88%
11-25p per minute	(18.0)	29	18	9	27	88	209	24	31	**	**	9	206
		10%	11%	9%	10%	12%	11%	13%	12%	**	**	11%	12%
		12%	8%	4%	11%	37%	89%	10%	13%	**	**	4%	87%
26-50p per minute	(38.0)	26	13	1	15	75	158	8	28	**	**	11	140
		9%	8%	1%	6%	11%	9%	4%	11%	**	**	13%	8%
		c	c								l		
		16%	8%	1%	9%	45%	95%	5%	17%	**	**	7%	84%
51p-£1 per minute	(76.0)	11	2	1	3	24	58	7	8	**	**	4	56
		4%	1%	1%	1%	3%	3%	4%	3%	**	**	4%	3%
		bd											
		17%	3%	2%	4%	37%	89%	11%	13%	**	**	6%	87%

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

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**Table 50
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17 (QK5A). How much do you think it costs, per minute, to call phone numbers that begin with 01 or 02 from your mobile phone during the daytime on a weekday? (SINGLE CODE)

Base : Those who personally use a mobile phone

		AGE				AGE/SEG	MEG		DISABILITY			
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL
		a	b	c	d	OR DE	f	g	h	*i	*j	ITY
						e						NO
												l
Significance Level: 95%												
Unweighted total		372	262	138	400	963	2254	182	355	51	50	130
Effective Weighted Sample		300	216	110	323	781	1820	152	274	39	38	100
Total		283	164	103	268	705	1838	184	255	41	33	88
		14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%
Over £1 per minute	(100.0)	2	2	1	3	10	14	1	6	**	**	3
		1%	1%	1%	1%	1%	1%	1%	2%	**	**	4%
									l			l
		12%	13%	6%	19%	64%	92%	7%	40%	**	**	23%
It depends		1	1	1	2	5	13	*	2	**	**	1
		*%	1%	1%	1%	1%	1%	*%	1%	**	**	1%
		9%	8%	10%	17%	38%	98%	2%	12%	**	**	8%
Don't know		144	95	76	171	363	874	79	121	**	**	47
		51%	58%	74%	64%	52%	48%	43%	48%	**	**	54%
				ab	a							i
		15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%
Mean cost per minute in pence		20.3	19.9	17.6	19.3	23.3	18.2	15.0	23.6	**	**	32.6
									il		il	hil
Standard deviation		23.45	20.95	21.98	21.15	24.00	22.13	21.80	25.73	**	**	30.12
Standard error		1.79	2.11	3.77	1.83	1.15	.66	2.14	1.98	**	**	4.06
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												.65

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD18 (QK5B). And how much do you think it costs, per minute, to call phone numbers that begin 0870 from your mobile phone during the daytime on a weekday? (SINGLE CODE)

Base : Those who personally use a mobile phone

		AGE				AGE/SEG	MEG		DISABILITY				
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	*i	*j	k	l
Unweighted total		372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample		300	216	110	323	781	1820	152	274	39	38	100	1702
Total		283	164	103	268	705	1838	184	255	41	33	88	1778
		14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Free	(0.0)	7	5	1	6	19	69	9	3	**	**	1	73
		2%	3%	1%	2%	3%	4%	5%	1%	**	**	1%	4%
													h
1-5p per minute	(3.0)	9%	6%	2%	8%	24%	90%	11%	4%	**	**	1%	95%
		-	-	1	1	3	9	-	2	**	**	-	7
		-%	-%	1%	1%	*%	*%	-%	1%	**	**	-%	*%
6-10p per minute	(8.0)			a									
		-%	-%	16%	16%	36%	100%	-%	24%	**	**	-%	78%
		5	4	3	7	11	39	3	6	**	**	1	38
11-25p per minute	(18.0)	2%	3%	3%	3%	2%	2%	2%	2%	**	**	1%	2%
		12%	10%	7%	18%	27%	93%	7%	13%	**	**	1%	88%
		14	8	5	13	42	109	12	19	**	**	5	104
26-50p per minute	(38.0)	5%	5%	5%	5%	6%	6%	6%	7%	**	**	6%	6%
										hkl			
		11%	7%	4%	11%	35%	90%	10%	15%	**	**	4%	85%
51p-£1 per minute	(76.0)	22	9	2	12	65	205	21	29	**	**	9	200
		8%	6%	2%	4%	9%	11%	12%	11%	**	**	11%	11%
		c											
Columns Tested: a,b,c,d - f,g - h,i,j,k,l		10%	4%	1%	5%	29%	90%	9%	13%	**	**	4%	88%
		28	12	2	14	69	186	23	27	**	**	7	186
		10%	7%	2%	5%	10%	10%	13%	11%	**	**	8%	10%
		cd	c										
		13%	6%	1%	6%	32%	88%	11%	13%	**	**	3%	88%

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**Table 51
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD18 (QK5B). And how much do you think it costs, per minute, to call phone numbers that begin 0870 from your mobile phone during the daytime on a weekday? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l
Unweighted total	372	262	138	400	963	2254	182	355	51	50	130	2089
Effective Weighted Sample	300	216	110	323	781	1820	152	274	39	38	100	1702
Total	283	164	103	268	705	1838	184	255	41	33	88	1778
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Over £1 per minute	9	5	-	5	43	104	8	16	**	**	6	95
(100.0)	3%	3%	-%	2%	6%	6%	4%	6%	**	**	7%	5%
	8%	4%	-%	4%	38%	93%	7%	14%	**	**	6%	85%
It depends	3	1	*	1	4	16	1	2	**	**	1	16
	1%	1%	*%	*%	1%	1%	1%	1%	**	**	1%	1%
	17%	6%	2%	7%	23%	93%	7%	10%	**	**	6%	90%
Don't know	196	120	88	208	449	1100	107	152	**	**	58	1060
	69%	73%	85%	78%	64%	60%	58%	59%	**	**	66%	60%
			ab	a								
	16%	10%	7%	17%	37%	91%	9%	13%	**	**	5%	88%
Mean cost per minute in pence	48.9	44.0	23.6	38.8	51.0	48.0	47.5	50.5	**	**	55.7	47.6
	cd	c		c				i		i	il	i
Standard deviation	31.72	33.43	23.89	32.34	33.39	33.01	32.17	32.27	**	**	31.84	32.91
Standard error	3.20	4.11	5.21	3.47	1.84	1.13	3.71	2.85	**	**	5.03	1.16

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Yes - PC	167	78	31	109	271	868	110	112	**	**	38	874
	51%	37%	16%	27%	30%	43%	56%	33%	**	**	28%	46%
	bcd	cd		c			f					hijk
	17%	8%	3%	11%	28%	88%	11%	11%	**	**	4%	89%
Yes - laptop	179	70	28	97	332	1220	135	135	**	**	39	1227
	55%	33%	14%	24%	37%	60%	69%	39%	**	**	29%	65%
	bcd	cd		c			f	k	k			hijk
	13%	5%	2%	7%	24%	90%	10%	10%	**	**	3%	90%
Yes - netbook	16	2	3	5	25	130	12	14	**	**	3	128
	5%	1%	2%	1%	3%	6%	6%	4%	**	**	2%	7%
	bcd											hk
	11%	1%	2%	4%	18%	92%	9%	10%	**	**	2%	91%
Yes - tablet computer - e.g. iPad	16	8	2	10	18	126	15	13	**	**	4	129
	5%	4%	1%	2%	2%	6%	7%	4%	**	**	3%	7%
	cd											h
	12%	6%	1%	7%	13%	90%	10%	9%	**	**	3%	92%
TOTAL YES	259	121	54	176	506	1606	177	196	**	**	63	1593
	80%	57%	28%	43%	57%	79%	90%	57%	**	**	47%	84%
	bcd	cd		c			f	k				hijk
	15%	7%	3%	10%	28%	90%	10%	11%	**	**	4%	89%
No	65	90	141	231	379	429	19	146	**	**	68	302
	20%	42%	72%	57%	43%	21%	10%	43%	**	**	51%	16%
		a	abd	ab		g		l	l	l	l	
	14%	20%	31%	51%	84%	95%	4%	32%	**	**	15%	67%
Don't know	1	1	1	2	2	3	-	2	**	**	2	1
	*%	1%	1%	1%	*%	*%	-%	*%	**	**	1%	*%
								l			l	
	27%	39%	36%	75%	75%	100%	-%	54%	**	**	54%	36%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 53
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Yes - have access and use at home	248	109	44	152	484	1567	175	178	**	**	53	1570
	76%	51%	22%	37%	55%	77%	89%	52%	**	**	40%	83%
	bcd	cd		c			f	k				hijk
	14%	6%	3%	9%	28%	90%	10%	10%	**	**	3%	90%
Yes - have access but don't use at home	10	12	7	19	29	48	4	16	**	**	5	36
	3%	6%	4%	5%	3%	2%	2%	5%	**	**	4%	2%
								l	l			
	20%	23%	13%	37%	55%	93%	8%	31%	**	**	9%	69%
No do not have access at home	64	90	144	234	368	417	17	148	**	**	74	285
	20%	42%	73%	57%	41%	20%	9%	43%	**	**	56%	15%
		a	abd	ab		g		l	l	l	hl	
	15%	21%	33%	53%	84%	95%	4%	34%	**	**	17%	65%
Don't know	2	1	3	4	6	6	1	2	**	**	1	5
	1%	1%	1%	1%	1%	*%	*%	1%	**	**	1%	*%
	33%	20%	38%	58%	92%	90%	7%	25%	**	**	20%	76%
INTERNET ACCESS AT HOME												
YES	259	121	50	171	513	1615	179	194	**	**	58	1606
	80%	57%	26%	42%	58%	79%	91%	56%	**	**	43%	85%
	bcd	cd		c			f	k				hijk
	14%	7%	3%	10%	29%	90%	10%	11%	**	**	3%	89%
NO	64	90	144	234	368	417	17	148	**	**	74	285
	20%	42%	73%	57%	41%	20%	9%	43%	**	**	56%	15%
		a	abd	ab		g		l	l	l	hl	
	15%	21%	33%	53%	84%	95%	4%	34%	**	**	17%	65%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Your workplace	80	9	1	10	48	561	69	28	**	**	2	613
	25%	4%	1%	2%	5%	28%	35%	8%	**	**	2%	32%
	bcd	c			f			k	k			hijk
	13%	1%	*%	2%	8%	88%	11%	4%	**	**	*%	96%
Anywhere - using a 3G mobile phone/ smartphone	42	8	-	8	95	456	49	26	**	**	5	479
	13%	4%	-%	2%	11%	22%	25%	8%	**	**	4%	25%
	bcd	c		c								hijk
	8%	2%	-%	2%	19%	91%	10%	5%	**	**	1%	95%
In someone else's home	20	10	3	13	63	238	27	31	**	**	8	234
	6%	5%	1%	3%	7%	12%	14%	9%	**	**	6%	12%
	cd	c										k
	8%	4%	1%	5%	24%	90%	10%	12%	**	**	3%	88%
Anywhere - using Wi-Fi/ wireless broadband and a laptop/ portable media player/ portable games console/ tablet computer	24	4	-	4	20	133	13	17	**	**	5	131
	7%	2%	-%	1%	2%	7%	7%	5%	**	**	4%	7%
	bcd	c										
	16%	3%	-%	3%	14%	91%	9%	12%	**	**	3%	89%
School/ college	1	-	-	-	24	99	31	11	**	**	-	120
	*%	-%	-%	-%	3%	5%	16%	3%	**	**	-%	6%
					f			k	k			hjk
	1%	-%	-%	-%	19%	76%	23%	9%	**	**	-%	92%

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

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**Table 54
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Library	8	3	2	4	45	97	22	18	**	**	6	103
	3%	1%	1%	1%	5%	5%	11%	5%	**	**	5%	5%
					f							
	7%	2%	2%	4%	37%	81%	19%	15%	**	**	5%	86%
Internet café	11	2	-	2	16	61	16	13	**	**	3	66
	3%	1%	-%	1%	2%	3%	8%	4%	**	**	2%	3%
	cd				f							
	14%	3%	-%	3%	21%	79%	20%	17%	**	**	4%	85%
University	1	*	-	*	2	29	11	5	**	**	1	34
	*%	*%	-%	*%	*%	1%	6%	2%	**	**	1%	2%
					f							
	3%	1%	-%	1%	6%	74%	28%	14%	**	**	2%	89%
UK culture centre/ Learn Direct/ other online learning centres	1	-	*	*	1	6	1	3	**	**	-	4
	*%	-%	*%	*%	*%	*%	*%	1%	**	**	-%	*%
	9%	-%	5%	5%	20%	91%	12%	44%	**	**	-%	61%
Other	5	2	-	2	5	19	2	3	**	**	1	18
	2%	1%	-%	1%	1%	1%	1%	1%	**	**	1%	1%
	25%	10%	-%	10%	25%	89%	8%	13%	**	**	6%	88%
No, do not	196	182	193	375	669	1010	69	259	**	**	111	812
	60%	86%	98%	92%	75%	50%	35%	75%	**	**	83%	43%
	a	abd	ab		g			l	l	il	hil	
	18%	17%	18%	35%	62%	94%	6%	24%	**	**	10%	75%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
EVER USE INTERNET AT HOME OR ELSEWHERE	258	115	45	160	531	1648	183	197	**	**	61	1642
	79%	54%	23%	39%	60%	81%	93%	57%	**	**	46%	87%
	bcd	cd		c			f	k				hijk
	14%	6%	2%	9%	29%	90%	10%	11%	**	**	3%	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 55
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	327	179	60	239	706	1959	178	260	41	37	88	1883
Effective Weighted Sample	267	150	48	196	580	1589	150	201	32	28	64	1542
Total	258	115	45	160	531	1648	183	197	35	26	61	1642
	14%	6%	**	9%	29%	90%	10%	11%	**	**	**	90%
Every day	157	62	**	81	301	1192	138	120	**	**	**	1218
	61%	54%	**	50%	57%	72%	76%	61%	**	**	**	74%
	cd							k	k			hjk
	12%	5%	**	6%	23%	89%	10%	9%	**	**	**	91%
Several times a week	47	19	**	28	100	253	21	28	**	**	**	248
	18%	17%	**	17%	19%	15%	11%	14%	**	**	**	15%
	17%	7%	**	10%	36%	92%	8%	10%	**	**	**	90%
At least once a week	28	16	**	23	61	106	11	18	**	**	**	98
	11%	14%	**	14%	11%	6%	6%	9%	**	**	**	6%
	23%	14%	**	19%	52%	90%	10%	16%	**	**	**	84%
At least once a month	9	5	**	5	18	32	4	11	**	**	**	25
	3%	4%	**	3%	3%	2%	2%	6%	**	**	**	2%
	23%	14%	**	15%	51%	88%	11%	31%	**	**	**	69%
A few times a year	5	6	**	10	16	19	2	8	**	**	**	14
	2%	5%	**	6%	3%	1%	1%	4%	**	**	**	1%
			a	a								
	25%	26%	**	45%	74%	92%	11%	36%	**	**	**	66%
Less than once a year	2	*	**	*	2	3	-	-	**	**	**	3
	1%	*%	**	*%	*%	*%	-%	-%	**	**	**	*%
	60%	9%	**	9%	69%	100%	-%	-%	**	**	**	100%
Never	9	6	**	11	24	29	2	9	**	**	**	21
	4%	6%	**	7%	4%	2%	1%	5%	**	**	**	1%
			a									
	29%	21%	**	37%	76%	95%	7%	30%	**	**	**	68%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 55
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who use the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	327	179	60	239	706	1959	178	260	41	37	88	1883
Effective Weighted Sample	267	150	48	196	580	1589	150	201	32	28	64	1542
Total	258	115	45	160	531	1648	183	197	35	26	61	1642
	14%	6%	**	9%	29%	90%	10%	11%	**	**	**	90%
TOTAL AT LEAST ONCE A WEEK	231	97	**	131	461	1552	170	166	**	**	**	1565
	90%	84%	**	82%	87%	94%	93%	85%	**	**	**	95%
	cd											hijk
	13%	6%	**	8%	27%	90%	10%	10%	**	**	**	91%
TOTAL EVER	247	107	**	147	498	1606	177	185	**	**	**	1607
	96%	93%	**	92%	94%	97%	97%	94%	**	**	**	98%
	c											hijk
	14%	6%	**	8%	28%	90%	10%	10%	**	**	**	90%
Don't know	1	1	**	2	10	12	4	2	**	**	**	14
	1%	1%	**	1%	2%	1%	2%	1%	**	**	**	1%
	9%	7%	**	12%	60%	75%	24%	13%	**	**	**	86%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE5 (QE21). Before now, were you aware that you can access broadband services on your PC or laptop by using a mobile network? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Yes	226	93	33	126	459	1496	141	176	**	**	56	1477
	70%	44%	17%	31%	52%	73%	72%	51%	**	**	42%	78%
	bcd	cd		c				j	jk			hijk
	14%	6%	2%	8%	28%	91%	9%	11%	**	**	3%	90%
No	90	109	141	250	375	488	44	147	**	**	67	375
	28%	51%	72%	61%	42%	24%	23%	43%	**	**	50%	20%
		a	abd	ab				l	l	hil	l	
	17%	21%	27%	47%	71%	92%	8%	28%	**	**	13%	71%
Don't know	9	11	23	34	53	55	11	21	**	**	10	44
	3%	5%	12%	8%	6%	3%	6%	6%	**	**	8%	2%
			ab	a			f	l		l	l	
	14%	17%	35%	52%	82%	85%	17%	32%	**	**	15%	68%

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

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**Table 57
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE21B). And do you or anyone in your household access the internet in this way? (MULTI CODE OPTIONS 1-2 ONLY)

Base : Those aware that you can access broadband services on your PC or laptop using a mobile network

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	~j	k	l
Significance Level: 95%												
Unweighted total	280	150	50	200	620	1768	141	234	44	26	81	1681
Effective Weighted Sample	230	126	39	164	508	1434	119	179	34	20	61	1378
Total	226	93	33	126	459	1496	141	176	36	18	56	1477
	14%	6%	**	8%	28%	91%	9%	11%	**	**	**	90%
While at home only	17	9	**	12	59	178	16	10	**	**	**	186
	8%	10%	**	10%	13%	12%	11%	5%	**	**	**	13%
	9%	5%	**	6%	30%	91%	8%	5%	**	**	**	95%
Outside the home only	17	1	**	1	15	101	5	14	**	**	**	94
	8%	1%	**	1%	3%	7%	3%	8%	**	**	**	6%
	bd											
	16%	1%	**	1%	14%	95%	4%	13%	**	**	**	88%
Both at home and outside the home	24	5	**	5	32	206	21	11	**	**	**	215
	10%	5%	**	4%	7%	14%	15%	6%	**	**	**	15%
	d											
	11%	2%	**	2%	14%	92%	9%	5%	**	**	**	96%
TOTAL YES	59	15	**	18	105	485	41	34	**	**	**	495
	26%	16%	**	15%	23%	32%	29%	19%	**	**	**	34%
	bcd											hk
	11%	3%	**	4%	20%	92%	8%	6%	**	**	**	94%
No	166	77	**	106	351	1004	99	139	**	**	**	977
	74%	82%	**	84%	76%	67%	70%	79%	**	**	**	66%
	a							l			l	
	15%	7%	**	9%	32%	90%	9%	12%	**	**	**	88%
Don't know	1	2	**	2	3	6	1	3	**	**	**	5
	1%	2%	**	2%	1%	*0%	1%	2%	**	**	**	*0%
								l	l			
	15%	23%	**	27%	43%	83%	12%	41%	**	**	**	63%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE21B). And do you or anyone in your household access the internet in this way? (MULTI CODE OPTIONS 1-2 ONLY)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
While at home only	17	9	3	12	59	178	16	10	**	**	3	186
	5%	4%	1%	3%	7%	9%	8%	3%	**	**	2%	10%
	c											hk
	9%	5%	1%	6%	30%	91%	8%	5%	**	**	1%	95%
Outside the home only	17	1	-	1	15	101	5	14	**	**	2	94
	5%	*%	-%	*%	2%	5%	2%	4%	**	**	2%	5%
	bcd								jk			
	16%	1%	-%	1%	14%	95%	4%	13%	**	**	2%	88%
Both at home and outside the home	24	5	1	5	32	206	21	11	**	**	3	215
	7%	2%	*%	1%	4%	10%	11%	3%	**	**	2%	11%
	bcd											hijk
	11%	2%	*%	2%	14%	92%	9%	5%	**	**	1%	96%
TOTAL YES	59	15	4	18	105	485	41	34	**	**	8	495
	18%	7%	2%	5%	12%	24%	21%	10%	**	**	6%	26%
	bcd	c										hijk
	11%	3%	1%	4%	20%	92%	8%	6%	**	**	2%	94%
No	265	196	193	389	779	1547	154	307	**	**	124	1396
	82%	92%	98%	95%	88%	76%	79%	89%	**	**	94%	74%
	a	a	ab	a				l	l	il	l	
	16%	11%	11%	23%	46%	91%	9%	18%	**	**	7%	82%
Don't know	1	2	*	2	3	6	1	3	**	**	*	5
	*%	1%	*%	*%	*%	*%	*%	1%	**	**	*%	*%
	15%	23%	4%	27%	43%	83%	12%	41%	**	**	5%	63%

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

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**Table 59
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Ordinary phone line - dialup access	4	2	**	3	6	17	-	1	**	**	**	17
	1%	1%	**	2%	1%	1%	-%	*%	**	**	**	1%
	22%	9%	**	16%	34%	100%	-%	3%	**	**	**	97%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router,	242	111	**	158	424	1439	161	177	**	**	**	1428
	93%	92%	**	92%	83%	89%	90%	91%	**	**	**	89%
	15%	7%	**	10%	27%	90%	10%	11%	**	**	**	89%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer	34	14	**	17	71	291	22	23	**	**	**	293
	13%	11%	**	10%	14%	18%	13%	12%	**	**	**	18%
	11%	4%	**	5%	23%	92%	7%	7%	**	**	**	h 93%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	30	8	**	8	85	384	39	34	**	**	**	391
	12%	7%	**	5%	17%	24%	22%	17%	**	**	**	24%
	cd	c							k			hk
	7%	2%	**	2%	20%	91%	9%	8%	**	**	**	93%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 59
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
ISDN line - mid speed access, allows you to make voice calls at the same time as using the internet	*	-	**	-	-	2	-	*	**	**	**	2
	*%	-%	**	-%	-%	*%	-%	*%	**	**	**	*%
	13%	-%	**	-%	-%	100%	-%	20%	**	**	**	89%
TOTAL NARROWBAND	4	2	**	3	6	20	-	1	**	**	**	19
	2%	1%	**	2%	1%	1%	-%	1%	**	**	**	1%
	21%	8%	**	14%	30%	100%	-%	5%	**	**	**	96%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	252	118	**	168	500	1589	177	189	**	**	**	1583
	97%	98%	**	98%	98%	98%	99%	97%	**	**	**	99%
	14%	7%	**	9%	28%	90%	10%	11%	**	**	**	90%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	248	116	**	165	471	1541	170	181	**	**	**	1536
	96%	96%	**	96%	92%	95%	95%	93%	**	**	**	96%
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	90%
MOBILE BROADBAND ONLY	7	4	**	7	47	103	8	4	**	**	**	108
	3%	4%	**	4%	9%	6%	5%	2%	**	**	**	7%
	6%	4%	**	6%	42%	92%	7%	3%	**	**	**	h 96%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 59
Page 93**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Other	1	-	**	-	2	5	-	2	**	**	**	3
	*%	-%	**	-%	*%	*%	-%	1%	**	**	**	*%
	12%	-%	**	-%	41%	100%	-%	47%	**	**	**	60%
Don't know	4	2	**	2	6	13	2	4	**	**	**	11
	1%	1%	**	1%	1%	1%	1%	2%	**	**	**	1%
	24%	12%	**	12%	42%	87%	14%	28%	**	**	**	74%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 60
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Ordinary phone line - dialup access	4	2	1	3	6	17	-	1	**	**	1	17
	1%	1%	1%	1%	1%	1%	-%	*%	**	**	*%	1%
	22%	9%	7%	16%	34%	100%	-%	3%	**	**	3%	97%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router,	242	111	47	158	424	1439	161	177	**	**	54	1428
	74%	52%	24%	39%	48%	71%	82%	51%	**	**	40%	75%
	bcd	cd		c			f	k				hijk
	15%	7%	3%	10%	27%	90%	10%	11%	**	**	3%	89%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer	34	14	3	17	71	291	22	23	**	**	7	293
	11%	6%	2%	4%	8%	14%	11%	7%	**	**	5%	15%
	cd	c										hjk
	11%	4%	1%	5%	23%	92%	7%	7%	**	**	2%	93%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 60
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	30	8	-	8	85	384	39	34	**	**	7	391
	9%	4%	-%	2%	10%	19%	20%	10%	**	**	5%	21%
	bcd	c		c					jk			hjk
	7%	2%	-%	2%	20%	91%	9%	8%	**	**	2%	93%
ISDN line - mid speed access, allows you to make voice calls at the same time as using the internet	*	-	-	-	-	2	-	*	**	**	-	2
	*%	-%	-%	-%	-%	*%	-%	*%	**	**	-%	*%
	13%	-%	-%	-%	-%	100%	-%	20%	**	**	-%	89%
TOTAL NARROWBAND	4	2	1	3	6	20	-	1	**	**	1	19
	1%	1%	1%	1%	1%	1%	-%	*%	**	**	*%	1%
	21%	8%	6%	14%	30%	100%	-%	5%	**	**	3%	96%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	252	118	49	168	500	1589	177	189	**	**	55	1583
	78%	56%	25%	41%	56%	78%	90%	55%	**	**	42%	83%
	bcd	cd		c			f	k				hijk
	14%	7%	3%	9%	28%	90%	10%	11%	**	**	3%	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 60
Page 96**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	248	116	49	165	471	1541	170	181	**	**	54	1536
	76%	55%	25%	40%	53%	76%	87%	53%	**	**	41%	81%
	bcd	cd		c			f	k				hijk
	15%	7%	3%	10%	28%	90%	10%	11%	**	**	3%	90%
MOBILE BROADBAND ONLY	7	4	3	7	47	103	8	4	**	**	1	108
	2%	2%	1%	2%	5%	5%	4%	1%	**	**	1%	6%
		4%	3%	6%	42%	92%	7%	3%	**	**	1%	hk
												96%
Other	1	-	-	-	2	5	-	2	**	**	-	3
	*%	-%	-%	-%	*%	*%	-%	1%	**	**	-%	*%
									kl			
	12%	-%	-%	-%	41%	100%	-%	47%	**	**	-%	60%
Don't know	68	92	144	236	374	430	19	152	**	**	76	296
	21%	43%	73%	58%	42%	21%	10%	44%	**	**	57%	16%
		a	abd	ab		g		l	l	l	hl	
	15%	20%	32%	52%	83%	95%	4%	34%	**	**	17%	65%

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

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**Table 61
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE8 (QE10). SHOWCARD And which of these is your MAIN method of connection? (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Ordinary phone line - dialup access	4	2	**	3	6	15	-	1	**	**	**	14
	1%	1%	**	2%	1%	1%	-%	*%	**	**	**	1%
	26%	11%	**	19%	41%	100%	-%	4%	**	**	**	96%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router,	232	111	**	157	417	1367	157	172	**	**	**	1358
	90%	92%	**	92%	81%	85%	88%	88%	**	**	**	85%
	15%	7%	**	10%	27%	90%	10%	11%	**	**	**	89%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer	11	4	**	7	47	108	10	4	**	**	**	114
	4%	4%	**	4%	9%	7%	5%	2%	**	**	**	7%
	9%	4%	**	6%	39%	91%	8%	4%	**	**	**	96%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	8	2	**	2	36	109	10	13	**	**	**	107
	3%	2%	**	1%	7%	7%	5%	7%	**	**	**	7%
	7%	2%	**	2%	30%	92%	8%	11%	**	**	**	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 61
Page 98**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE8 (QE10). SHOWCARD And which of these is your MAIN method of connection? (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
ISDN line - mid speed access, allows you to make voice calls at the same time as using the internet	*	-	**	-	-	1	-	-	**	**	**	1
	*%	-%	**	-%	-%	*%	-%	-%	**	**	**	*%
	28%	-%	**	-%	-%	100%	-%	-%	**	**	**	100%
TOTAL NARROWBAND	4	2	**	3	6	16	-	1	**	**	**	15
	2%	1%	**	2%	1%	1%	-%	*%	**	**	**	1%
	26%	10%	**	18%	38%	100%	-%	4%	**	**	**	96%
TOTAL BROADBAND	243	115	**	164	464	1475	167	176	**	**	**	1471
	94%	95%	**	96%	90%	91%	93%	91%	**	**	**	92%
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	89%
Other	1	-	**	-	1	3	-	*	**	**	**	2
	*%	-%	**	-%	*%	*%	-%	*%	**	**	**	*%
	22%	-%	**	-%	45%	100%	-%	19%	**	**	**	78%
Don't know	4	2	**	2	6	13	2	4	**	**	**	11
	1%	1%	**	1%	1%	1%	1%	2%	**	**	**	1%
	24%	12%	**	12%	42%	87%	14%	28%	**	**	**	74%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE9 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : Those in a household with mobile broadband

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	*a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l
Unweighted total	37	20	5	25	91	311	23	27	5	3	9	309
Effective Weighted Sample	30	16	5	21	78	259	20	22	3	3	8	259
Total	34	14	3	17	71	291	22	23	4	1	7	293
	**	**	**	**	**	92%	**	**	**	**	**	93%
Yes	**	**	**	**	**	240	**	**	**	**	**	242
	**	**	**	**	**	83%	**	**	**	**	**	83%
	**	**	**	**	**	93%	**	**	**	**	**	94%
No	**	**	**	**	**	44	**	**	**	**	**	43
	**	**	**	**	**	15%	**	**	**	**	**	15%
	**	**	**	**	**	90%	**	**	**	**	**	88%
Don't know	**	**	**	**	**	7	**	**	**	**	**	8
	**	**	**	**	**	2%	**	**	**	**	**	3%
	**	**	**	**	**	94%	**	**	**	**	**	100%

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

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**Table 63
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
	a	b	c	d	e	f	g	h	*i	j	k	l
Significance Level: 95%												
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Yes	26	9	2	11	53	240	17	18	**	**	6	242
	8%	4%	1%	3%	6%	12%	8%	5%	**	**	4%	13%
	cd	c										hjk
	10%	3%	1%	4%	20%	93%	6%	7%	**	**	2%	94%
No	7	5	2	6	15	44	5	6	**	**	1	43
	2%	2%	1%	2%	2%	2%	3%	2%	**	**	1%	2%
	14%	10%	3%	13%	30%	90%	11%	12%	**	**	2%	88%
Don't know	2	-	-	-	4	7	1	-	**	**	-	8
	1%	-%	-%	-%	*%	*%	*%	-%	**	**	-%	*%
	25%	-%	-%	-%	53%	94%	9%	-%	**	**	-%	100%
DO NOT HAVE MOBILE BROADBAND CONNECTION IN HOUSEHOLD	291	199	193	392	816	1748	173	320	**	**	126	1604
	89%	94%	98%	96%	92%	86%	89%	93%	**	**	95%	85%
			ab	a				l		l	l	
	15%	10%	10%	20%	42%	91%	9%	17%	**	**	7%	83%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE10 (QE22C). Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	~a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l
Unweighted total	27	14	3	17	67	250	17	19	3	2	7	250
Effective Weighted Sample	22	11	3	14	57	208	14	15	2	2	6	210
Total	26	9	2	11	53	240	17	18	3	1	6	242
	**	**	**	**	**	93%	**	**	**	**	**	94%
I always use in the home	**	**	**	**	**	76	**	**	**	**	**	75
	**	**	**	**	**	32%	**	**	**	**	**	31%
	**	**	**	**	**	94%	**	**	**	**	**	93%
I mainly use in the home	**	**	**	**	**	31	**	**	**	**	**	33
	**	**	**	**	**	13%	**	**	**	**	**	14%
	**	**	**	**	**	91%	**	**	**	**	**	98%
I use equally in the home and outside the home	**	**	**	**	**	90	**	**	**	**	**	92
	**	**	**	**	**	38%	**	**	**	**	**	38%
	**	**	**	**	**	94%	**	**	**	**	**	95%
I mainly use outside the home	**	**	**	**	**	28	**	**	**	**	**	30
	**	**	**	**	**	12%	**	**	**	**	**	12%
	**	**	**	**	**	87%	**	**	**	**	**	93%
I always use outside the home	**	**	**	**	**	14	**	**	**	**	**	11
	**	**	**	**	**	6%	**	**	**	**	**	5%
	**	**	**	**	**	100%	**	**	**	**	**	80%
ALWAYS/ MAINLY USE IN THE HOME	**	**	**	**	**	107	**	**	**	**	**	108
	**	**	**	**	**	44%	**	**	**	**	**	45%
	**	**	**	**	**	93%	**	**	**	**	**	95%

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

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**Table 64
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE10 (QE22C). Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	~a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l
Unweighted total	27	14	3	17	67	250	17	19	3	2	7	250
Effective Weighted Sample	22	11	3	14	57	208	14	15	2	2	6	210
Total	26	9	2	11	53	240	17	18	3	1	6	242
	**	**	**	**	**	93%	**	**	**	**	**	94%
ALWAYS/ MAINLY USE OUTSIDE THE HOME	**	**	**	**	**	42	**	**	**	**	**	41
	**	**	**	**	**	18%	**	**	**	**	**	17%
	**	**	**	**	**	91%	**	**	**	**	**	89%
EVER USE OUTSIDE THE HOME	**	**	**	**	**	163	**	**	**	**	**	166
	**	**	**	**	**	68%	**	**	**	**	**	69%
	**	**	**	**	**	92%	**	**	**	**	**	94%
Don't know	**	**	**	**	**	1	**	**	**	**	**	1
	**	**	**	**	**	*%	**	**	**	**	**	*%
	**	**	**	**	**	100%	**	**	**	**	**	100%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE11 (QE32). SHOWCARD In which of these places do you use mobile broadband to access the internet outside of the home? (MULTI CODE)

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	~a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l
Unweighted total	22	8	1	9	31	159	13	12	2	1	4	161
Effective Weighted Sample	17	7	1	8	27	134	11	9	1	1	4	137
Total	22	6	1	7	25	163	13	12	3	*	3	166
	**	**	**	**	**	92%	**	**	**	**	**	94%
When travelling (e.g. on a train or in a car)	**	**	**	**	**	116	**	**	**	**	**	114
	**	**	**	**	**	71%	**	**	**	**	**	68%
	**	**	**	**	**	96%	**	**	**	**	**	94%
Outdoors	**	**	**	**	**	90	**	**	**	**	**	94
	**	**	**	**	**	55%	**	**	**	**	**	57%
	**	**	**	**	**	92%	**	**	**	**	**	96%
Indoor public spaces (e.g. pub/restaurant/ theatre/ shopping centre)	**	**	**	**	**	89	**	**	**	**	**	89
	**	**	**	**	**	54%	**	**	**	**	**	53%
	**	**	**	**	**	92%	**	**	**	**	**	93%
At your work place	**	**	**	**	**	52	**	**	**	**	**	52
	**	**	**	**	**	32%	**	**	**	**	**	31%
	**	**	**	**	**	93%	**	**	**	**	**	94%
Other	**	**	**	**	**	9	**	**	**	**	**	7
	**	**	**	**	**	5%	**	**	**	**	**	4%
	**	**	**	**	**	100%	**	**	**	**	**	80%
Don't know	**	**	**	**	**	4	**	**	**	**	**	4
	**	**	**	**	**	3%	**	**	**	**	**	3%
	**	**	**	**	**	100%	**	**	**	**	**	100%

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

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**Table 66
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE12 (QE3B). How many people aged 16 or over in your household (including yourself) could access the fixed Broadband connection in your home if they wanted to?

Base : Those with fixed broadband at home where there is more than one person in household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	*j	*k	l
Unweighted total	247	132	42	174	460	1498	140	177	30	31	62	1463
Effective Weighted Sample	201	112	33	144	378	1214	118	135	24	23	44	1199
Total	202	93	32	124	355	1285	146	136	27	22	43	1301
	14%	6%	**	9%	25%	90%	10%	10%	**	**	**	91%
1	18	17	**	25	50	102	7	21	**	**	**	86
	9%	18%	**	20%	14%	8%	5%	16%	**	**	**	7%
		a	a	a				l		l	l	
	16%	16%	**	23%	46%	94%	7%	20%	**	**	**	79%
2	123	65	**	88	202	747	66	79	**	**	**	743
	61%	70%	**	70%	57%	58%	45%	58%	**	**	**	57%
						g						
	15%	8%	**	11%	25%	91%	8%	10%	**	**	**	91%
3	35	9	**	10	56	247	33	26	**	**	**	257
	17%	10%	**	8%	16%	19%	23%	19%	**	**	**	20%
	cd											
	12%	3%	**	4%	20%	88%	12%	9%	**	**	**	91%
4	17	1	**	2	28	132	25	4	**	**	**	151
	8%	1%	**	1%	8%	10%	17%	3%	**	**	**	12%
	bd						f					h
	11%	1%	**	1%	18%	85%	16%	3%	**	**	**	97%
5 or more	8	-	**	-	12	45	13	4	**	**	**	55
	4%	-%	**	-%	3%	4%	9%	3%	**	**	**	4%
	bd						f					
	14%	-%	**	-%	21%	78%	23%	6%	**	**	**	94%
Don't know	1	1	**	1	7	11	1	2	**	**	**	10
	*%	1%	**	*%	2%	1%	*%	2%	**	**	**	1%
	8%	5%	**	5%	58%	94%	5%	20%	**	**	**	83%
Mean number of people	2.4	1.9	**	1.9	2.2	2.4	2.8	2.1	**	**	**	2.5
	bcd						f					hjk
Standard deviation	.99	.62	**	.60	1.03	1.00	1.29	.93	**	**	**	1.04
Standard error	.06	.05	**	.05	.05	.03	.11	.07	**	**	**	.03

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

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**Table 67
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE3A). How many people aged 16 or over in your household (including yourself) could access the mobile Broadband connection in your home if they wanted to?

Base : Those with mobile broadband at home where there is more than one person in household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO I
Significance Level: 95%	*a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l
Unweighted total	33	14	3	17	74	273	22	22	4	2	6	275
Effective Weighted Sample	27	12	3	15	64	227	19	18	3	2	5	230
Total	30	11	2	13	60	254	21	20	4	1	5	258
	**	**	**	**	**	92%	**	**	**	**	**	93%
1	**	**	**	**	**	70	**	**	**	**	**	75
	**	**	**	**	**	27%	**	**	**	**	**	29%
	**	**	**	**	**	89%	**	**	**	**	**	96%
2	**	**	**	**	**	129	**	**	**	**	**	123
	**	**	**	**	**	51%	**	**	**	**	**	47%
	**	**	**	**	**	96%	**	**	**	**	**	91%
3	**	**	**	**	**	27	**	**	**	**	**	30
	**	**	**	**	**	10%	**	**	**	**	**	12%
	**	**	**	**	**	85%	**	**	**	**	**	97%
4	**	**	**	**	**	18	**	**	**	**	**	17
	**	**	**	**	**	7%	**	**	**	**	**	7%
	**	**	**	**	**	97%	**	**	**	**	**	94%
5 or more	**	**	**	**	**	5	**	**	**	**	**	6
	**	**	**	**	**	2%	**	**	**	**	**	2%
	**	**	**	**	**	82%	**	**	**	**	**	100%
Don't know	**	**	**	**	**	7	**	**	**	**	**	7
	**	**	**	**	**	3%	**	**	**	**	**	3%
	**	**	**	**	**	75%	**	**	**	**	**	86%
Mean number of people	**	**	**	**	**	2.0	**	**	**	**	**	2.0
Standard deviation	**	**	**	**	**	1.03	**	**	**	**	**	1.06
Standard error	**	**	**	**	**	.06	**	**	**	**	**	.06
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 68
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
General surfing/ browsing the internet	216	98	**	135	407	1411	142	158	**	**	**	1404
	84%	81%	**	79%	79%	87%	80%	81%	**	**	**	87%
	14%	6%	**	9%	26%	g	9%	10%	**	**	**	h
						91%						90%
Sending and receiving e-mail	219	103	**	139	390	1391	160	151	**	**	**	1408
	85%	85%	**	81%	76%	86%	89%	78%	**	**	**	88%
	c										i	hi
	14%	7%	**	9%	25%	89%	10%	10%	**	**	**	91%
Purchasing goods/services/ tickets etc.	177	75	**	94	293	1138	108	127	**	**	**	1126
	68%	62%	**	55%	57%	70%	60%	66%	**	**	**	70%
	cd	c		c		g						
	14%	6%	**	8%	23%	91%	9%	10%	**	**	**	90%
Banking	163	52	**	64	220	1037	103	94	**	**	**	1055
	63%	43%	**	38%	43%	64%	58%	48%	**	**	**	66%
	bcd	c										hk
	14%	5%	**	6%	19%	91%	9%	8%	**	**	**	92%
Using social networking sites (such as MySpace, Facebook or Bebo)	111	34	**	39	280	1004	96	101	**	**	**	1008
	43%	28%	**	23%	55%	62%	54%	52%	**	**	**	63%
	bcd	c		c		g						hik
	10%	3%	**	4%	25%	91%	9%	9%	**	**	**	91%

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

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**Table 68
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Finding/ downloading information for personal reasons e.g. information, news, weather	159	58	**	84	220	953	99	108	**	**	**	955
	61%	48%	**	49%	43%	59%	56%	56%	**	**	**	59%
	bd											
	15%	6%	**	8%	21%	90%	9%	10%	**	**	**	90%
Finding/ downloading information for work/ business	105	27	**	29	109	721	86	65	**	**	**	755
	41%	22%	**	17%	21%	45%	48%	34%	**	**	**	47%
	bcd	c		c								hjk
	13%	3%	**	4%	13%	89%	11%	8%	**	**	**	93%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	63	23	**	28	170	682	80	66	**	**	**	707
	24%	19%	**	16%	33%	42%	45%	34%	**	**	**	44%
	cd							k				hk
	8%	3%	**	4%	22%	89%	10%	9%	**	**	**	92%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	101	38	**	51	121	630	69	69	**	**	**	640
	39%	32%	**	30%	24%	39%	39%	35%	**	**	**	40%
	cd											
	14%	5%	**	7%	17%	89%	10%	10%	**	**	**	91%

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

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**Table 68
Page 108**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Downloading music files, movies or video clips	78	25	**	27	133	620	68	63	**	**	**	634
	30%	21%	**	16%	26%	38%	38%	32%	**	**	**	39%
	bcd	c		c								k
	11%	4%	**	4%	19%	90%	10%	9%	**	**	**	92%
Playing games online/ interactively	65	25	**	32	177	605	76	72	**	**	**	613
	25%	20%	**	19%	35%	37%	42%	37%	**	**	**	38%
	9%	4%	**	5%	26%	89%	11%	11%	**	**	**	90%
To find information on health related issues e.g. NHS Direct/ NHS 24	103	40	**	53	128	607	57	69	**	**	**	601
	40%	33%	**	31%	25%	38%	32%	35%	**	**	**	37%
	d											
	15%	6%	**	8%	19%	91%	8%	10%	**	**	**	90%
Finding/ downloading information for school/ college/ university/ homework	52	12	**	16	117	541	85	54	**	**	**	580
	20%	10%	**	9%	23%	33%	48%	28%	**	**	**	36%
	bcd						f					hk
	8%	2%	**	3%	19%	86%	14%	9%	**	**	**	92%

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

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**Table 68
Page 109**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	79	23	**	32	113	562	64	64	**	**	**	567
	30%	19%	**	18%	22%	35%	36%	33%	**	**	**	35%
	bd											
	13%	4%	**	5%	18%	90%	10%	10%	**	**	**	90%
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	45	17	**	20	125	516	62	57	**	**	**	528
	17%	14%	**	12%	24%	32%	35%	30%	**	**	**	33%
	8%	3%	**	3%	22%	89%	11%	10%	**	**	**	91%
Watching live TV programmes	46	16	**	23	96	424	60	44	**	**	**	444
	18%	13%	**	13%	19%	26%	34%	23%	**	**	**	28%
	9%	3%	**	5%	20%	87%	12%	9%	**	**	**	91%
Using Twitter (browsing/ reading site)	27	4	**	4	56	304	36	22	**	**	**	327
	10%	4%	**	3%	11%	19%	20%	12%	**	**	**	20%
	bcd											hk
	8%	1%	**	1%	16%	88%	10%	6%	**	**	**	94%
Watch news programmes	46	16	**	20	50	287	49	32	**	**	**	307
	18%	14%	**	11%	10%	18%	27%	16%	**	**	**	19%
	c						f					
	14%	5%	**	6%	15%	85%	14%	9%	**	**	**	91%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 68
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Listening to radio	36	10	**	12	52	305	31	27	**	**	**	310
	14%	8%	**	7%	10%	19%	17%	14%	**	**	**	19%
	cd									k		
	11%	3%	**	3%	15%	91%	9%	8%	**	**	**	92%
Uploading/ adding content to the internet	31	8	**	9	51	284	25	32	**	**	**	282
	12%	7%	**	5%	10%	18%	14%	17%	**	**	**	18%
	cd							k	k			k
	10%	3%	**	3%	16%	91%	8%	10%	**	**	**	91%
Real time gambling/ trading/ auctions	25	9	**	9	56	276	24	23	**	**	**	278
	9%	7%	**	5%	11%	17%	14%	12%	**	**	**	17%
	c	c										j
	8%	3%	**	3%	19%	92%	8%	8%	**	**	**	92%
Downloading films (Video on Demand)	20	4	**	5	37	195	22	13	**	**	**	208
	8%	3%	**	3%	7%	12%	12%	7%	**	**	**	13%
	d											hk
	9%	2%	**	2%	17%	88%	10%	6%	**	**	**	94%
Using Twitter (account holder, posting on site)	9	2	**	2	22	166	23	13	**	**	**	180
	3%	2%	**	1%	4%	10%	13%	7%	**	**	**	11%
												h
	5%	1%	**	1%	12%	87%	12%	7%	**	**	**	94%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 68
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Streamed audio services (free)	9	4	**	4	23	151	15	13	**	**	**	159
	3%	3%	**	2%	4%	9%	8%	7%		**	**	10%
									k			k
	5%	2%	**	2%	13%	88%	9%	8%	**	**	**	93%
Streamed audio services (subscription)	5	2	**	2	6	46	7	1	**	**	**	54
	2%	1%	**	1%	1%	3%	4%	1%	**	**	**	3%
												h
	9%	3%	**	3%	11%	84%	13%	3%	**	**	**	97%
Other	7	7	**	10	15	27	8	7	**	**	**	24
	3%	6%	**	6%	3%	2%	5%	4%	**	**	**	2%
							f	l		l	l	
	22%	21%	**	30%	47%	82%	25%	23%	**	**	**	76%
USE SOCIAL NETWORKING SITES	115	35	**	40	284	1039	98	105	**	**	**	1045
	45%	29%	**	23%	55%	64%	55%	54%	**	**	**	65%
	bcd	c		c		g						hk
	10%	3%	**	3%	25%	91%	9%	9%	**	**	**	91%
TV/ VIDEO VIEWING	119	40	**	50	205	878	105	93	**	**	**	900
	46%	33%	**	29%	40%	54%	59%	48%	**	**	**	56%
	bcd											hk
	12%	4%	**	5%	21%	89%	11%	9%	**	**	**	91%
USE TWITTER	28	4	**	4	57	314	41	26	**	**	**	337
	11%	4%	**	3%	11%	19%	23%	14%	**	**	**	21%
	bcd								k			hk
	8%	1%	**	1%	16%	87%	11%	7%	**	**	**	94%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%												
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
STREAMED AUDIO SERVICES	10	4	**	4	24	157	17	14	**	**	**	166
	4%	3%	**	2%	5%	10%	9%	7%	**	**	**	10%
	5%	2%	**	2%	14%	88%	9%	8%	k	**	**	93%
None of these	6	2	**	7	10	17	2	6	**	**	**	13
	2%	2%	**	4%	2%	1%	1%	3%	**	**	**	1%
			ab					l	hkl			
	34%	12%	**	35%	52%	91%	9%	34%	**	**	**	67%
Don't know	2	2	**	4	12	13	*	5	**	**	**	8
	1%	2%	**	2%	2%	1%	*%	3%	**	**	**	1%
								l			l	
	17%	14%	**	29%	88%	97%	4%	39%	**	**	**	59%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 69
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Sending and receiving e-mail	187	88	**	119	335	1228	138	130	**	**	**	1244
	72%	73%	**	70%	65%	76%	77%	67%	**	**	**	77%
												hi
	14%	6%	**	9%	24%	90%	10%	10%	**	**	**	91%
General surfing/ browsing the internet	172	76	**	107	335	1219	110	128	**	**	**	1206
	66%	63%	**	63%	65%	76%	62%	66%	**	**	**	75%
						g						hk
	13%	6%	**	8%	25%	92%	8%	10%	**	**	**	91%
Using social networking sites (such as MySpace, Facebook or Bebo)	85	27	**	32	248	858	77	91	**	**	**	851
	33%	22%	**	19%	48%	53%	43%	47%	**	**	**	53%
	bcd					g						k
	9%	3%	**	3%	26%	91%	8%	10%	**	**	**	91%
Banking	129	41	**	51	171	828	84	79	**	**	**	838
	50%	34%	**	30%	33%	51%	47%	41%	**	**	**	52%
	bcd											hk
	14%	4%	**	6%	19%	91%	9%	9%	**	**	**	92%
Purchasing goods/ services/ tickets etc.	89	37	**	44	147	660	63	82	**	**	**	645
	34%	31%	**	26%	29%	41%	35%	42%	**	**	**	40%
	cd	c										
	12%	5%	**	6%	20%	91%	9%	11%	**	**	**	89%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 69
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Finding/ downloading information for personal reasons e.g. information, news, weather	105	37	**	52	136	622	61	71	**	**	**	619
	40%	30%	**	30%	26%	39%	34%	37%	**	**	**	39%
	bd											
	15%	5%	**	8%	20%	91%	9%	10%	**	**	**	90%
Finding/ downloading information for work/ business	72	19	**	20	61	493	55	37	**	**	**	521
	28%	16%	**	12%	12%	31%	31%	19%	**	**	**	32%
	bcd	c		c								hik
	13%	3%	**	4%	11%	89%	10%	7%	**	**	**	94%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	37	13	**	16	122	453	46	50	**	**	**	457
	14%	11%	**	9%	24%	28%	26%	26%	**	**	**	28%
	7%	3%	**	3%	24%	90%	9%	10%	**	**	**	91%
Playing games online/ interactively	43	14	**	17	120	414	46	54	**	**	**	409
	17%	12%	**	10%	23%	26%	26%	28%	**	**	**	25%
	cd											
	9%	3%	**	4%	26%	90%	10%	12%	**	**	**	89%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Finding/ downloading information for school/ college/ university/ homework	32	8	**	11	75	386	51	38	**	**	**	405
	12%	7%	**	7%	15%	24%	28%	20%	**	**	**	25%
	d											k
	7%	2%	**	3%	17%	88%	12%	9%	**	**	**	92%
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	29	6	**	8	91	354	30	43	**	**	**	343
	11%	5%	**	5%	18%	22%	17%	22%	**	**	**	21%
	bd											
	8%	2%	**	2%	24%	92%	8%	11%	**	**	**	89%
Downloading music files, movies or video clips	36	10	**	11	80	344	35	37	**	**	**	343
	14%	8%	**	6%	16%	21%	20%	19%	**	**	**	21%
	cd											
	9%	3%	**	3%	21%	91%	9%	10%	**	**	**	91%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	34	9	**	14	58	306	33	39	**	**	**	300
	13%	8%	**	8%	11%	19%	19%	20%	**	**	**	19%
	10%	3%	**	4%	17%	91%	10%	12%	**	**	**	89%

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

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**Table 69
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	34	12	**	14	49	251	33	36	**	**	**	253
	13%	10%	**	8%	9%	16%	18%	19%	**	**	**	16%
	12%	4%	**	5%	17%	88%	11%	13%	**	**	**	88%
Watching live TV programmes	22	8	**	12	57	236	28	34	**	**	**	230
	9%	7%	**	7%	11%	15%	16%	18%	**	**	**	14%
	8%	3%	**	5%	22%	90%	11%	13%	**	**	**	88%
To find information on health related issues e.g. NHS Direct/ NHS 24	36	13	**	15	50	230	23	28	**	**	**	225
	14%	10%	**	9%	10%	14%	13%	15%	**	**	**	14%
	14%	5%	**	6%	20%	91%	9%	11%	**	**	**	89%
Using Twitter (browsing/ reading site)	17	3	**	3	43	207	20	16	**	**	**	216
	7%	2%	**	2%	8%	13%	11%	8%	**	**	**	13%
	bd											hk
	7%	1%	**	1%	19%	90%	9%	7%	**	**	**	94%
Uploading/ adding content to the internet	15	6	**	6	32	164	14	24	**	**	**	156
	6%	5%	**	3%	6%	10%	8%	12%	**	**	**	10%
									k			
	9%	3%	**	3%	18%	93%	8%	13%	**	**	**	88%

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

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**Table 69
Page 117**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Listening to radio	13	6	**	7	36	157	15	19	**	**	**	154
	5%	5%	**	4%	7%	10%	8%	10%	**	**	**	10%
	8%	3%	**	4%	21%	92%	9%	11%	**	k	**	90%
Watch news programmes	21	7	**	11	26	148	19	21	**	**	**	148
	8%	6%	**	6%	5%	9%	11%	11%	**	**	**	9%
	12%	4%	**	6%	16%	88%	11%	13%	**	**	**	88%
Real time gambling/ trading/ auctions	8	4	**	4	29	130	11	14	**	**	**	127
	3%	4%	**	3%	6%	8%	6%	7%	**	**	**	8%
	6%	3%	**	3%	21%	93%	8%	10%	**	**	**	90%
Using Twitter (account holder, posting on site)	5	-	**	-	16	124	14	11	**	**	**	127
	2%	-%	**	-%	3%	8%	8%	6%	**	**	**	8%
	3%	-%	**	-%	12%	90%	10%	8%	**	**	**	93%
Downloading films (Video on Demand)	10	2	**	3	24	103	5	7	**	**	**	102
	4%	2%	**	2%	5%	6%	3%	4%	**	**	**	6%
	9%	2%	**	3%	22%	94%	5%	7%	**	**	**	93%
Streamed audio services (free)	4	2	**	2	13	79	7	10	**	**	**	80
	2%	2%	**	1%	3%	5%	4%	5%	**	**	**	5%
	5%	2%	**	2%	14%	89%	8%	12%	k	**	**	90%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 69
Page 118**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
Streamed audio services (subscription)	1	-	**	-	3	19	5	1	**	**	**	21
	1%	-%	**	-%	1%	1%	3%	1%	**	**	**	1%
	6%	-%	**	-%	13%	81%	20%	6%	**	**	**	94%
Other	5	4	**	6	11	18	2	3	**	**	**	17
	2%	3%	**	4%	2%	1%	1%	2%	**	**	**	1%
										l		
	22%	19%	**	31%	54%	90%	12%	15%	**	**	**	85%
USE SOCIAL NETWORKING SITES	89	29	**	34	257	897	80	93	**	**	**	892
	34%	24%	**	20%	50%	56%	45%	48%	**	**	**	56%
	bcd	c				g						hk
	9%	3%	**	3%	26%	91%	8%	9%	**	**	**	91%
TV/ VIDEO VIEWING	59	18	**	23	118	527	59	58	**	**	**	528
	23%	15%	**	13%	23%	33%	33%	30%	**	**	**	33%
	cd											
	10%	3%	**	4%	20%	90%	10%	10%	**	**	**	91%
USE TWITTER	18	3	**	3	45	220	25	20	**	**	**	229
	7%	2%	**	2%	9%	14%	14%	11%	**	**	**	14%
	bd								k			
	7%	1%	**	1%	18%	89%	10%	8%	**	**	**	93%
STREAMED AUDIO SERVICES	5	2	**	2	14	82	10	11	**	**	**	84
	2%	2%	**	1%	3%	5%	5%	6%	**	**	**	5%
	5%	2%	**	2%	15%	88%	10%	12%	**	**	**	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%												
Unweighted total	326	188	66	254	682	1917	172	260	40	40	86	1834
Effective Weighted Sample	266	157	52	206	558	1556	145	202	31	30	64	1504
Total	259	121	50	171	513	1615	179	194	34	28	58	1606
	14%	7%	**	10%	29%	90%	10%	11%	**	**	**	89%
None of these	18	10	**	22	35	54	8	18	**	**	**	43
	7%	8%	**	13%	7%	3%	5%	9%	**	**	**	3%
			ab	a								
	30%	17%	**	36%	58%	89%	13%	30%	**	**	**	71%
Don't know	5	3	**	5	17	23	1	7	**	**	**	17
	2%	3%	**	3%	3%	1%	1%	4%	**	**	**	1%
	19%	14%	**	22%	70%	92%	5%	29%	**	**	**	69%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE16 (QENEW11) SHOWCARD What was the advertised speed of your main home internet connection when you took up your service? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	306	179	64	243	617	1755	159	239	38	37	81	1680
Effective Weighted Sample	253	148	50	197	504	1427	134	185	29	27	59	1381
Total	243	115	49	164	464	1475	167	176	32	25	53	1471
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	89%
Up to 512kb	3	1	**	1	4	12	1	1	**	**	**	13
	1%	1%	**	1%	1%	1%	1%	*%	**	**	**	1%
	24%	6%	**	6%	27%	90%	10%	4%	**	**	**	96%
Up to 1MB	*	1	**	1	3	12	4	1	**	**	**	14
	*%	*%	**	*%	1%	1%	2%	1%	**	**	**	1%
	2%	4%	**	4%	18%	77%	26%	8%	**	**	**	93%
Up to 2MB	9	5	**	6	15	59	6	10	**	**	**	56
	4%	4%	**	4%	3%	4%	3%	6%	**	**	**	4%
	13%	7%	**	10%	23%	90%	9%	15%	**	**	**	85%
Up to 4MB	12	4	**	7	18	54	3	6	**	**	**	52
	5%	4%	**	4%	4%	4%	2%	3%	**	**	**	4%
	21%	8%	**	12%	31%	94%	5%	10%	**	**	**	90%
Up to 8MB	11	7	**	11	28	95	5	9	**	**	**	92
	4%	6%	**	7%	6%	6%	3%	5%	**	**	**	6%
	11%	7%	**	11%	27%	95%	5%	9%	**	**	**	91%
Up to 10MB	15	6	**	7	24	99	8	5	**	**	**	101
	6%	5%	**	4%	5%	7%	5%	3%	**	**	**	7%
												h
	14%	6%	**	6%	23%	93%	7%	5%	**	**	**	95%
Up to 16MB	4	1	**	1	7	25	3	1	**	**	**	26
	2%	1%	**	1%	1%	2%	2%	1%	**	**	**	2%
	14%	4%	**	4%	24%	92%	10%	5%	**	**	**	95%
Up to 20MB	29	8	**	9	45	176	21	25	**	**	**	169
	12%	7%	**	6%	10%	12%	13%	14%	**	**	**	11%
	cd											
	15%	4%	**	5%	23%	91%	11%	13%	**	**	**	87%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE16 (QENEW11) SHOWCARD What was the advertised speed of your main home internet connection when you took up your service? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	i	j	k	l
Unweighted total	306	179	64	243	617	1755	159	239	38	37	81	1680
Effective Weighted Sample	253	148	50	197	504	1427	134	185	29	27	59	1381
Total	243	115	49	164	464	1475	167	176	32	25	53	1471
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	89%
Up to 30MB	4	3	**	3	5	34	15	10	**	**	**	45
	2%	3%	**	2%	1%	2%	9%	6%	**	**	**	3%
						f		l	l			
	8%	6%	**	6%	8%	63%	28%	19%	**	**	**	83%
Up to 40MB	-	1	**	1	4	7	1	3	**	**	**	6
	-%	1%	**	1%	1%	*%	1%	2%	**	**	**	*%
								l	l			
	-%	11%	**	11%	42%	77%	17%	33%	**	**	**	65%
Up to 50MB	2	1	**	1	6	23	*	1	**	**	**	22
	1%	*%	**	1%	1%	2%	*%	1%	**	**	**	1%
	7%	2%	**	5%	24%	98%	2%	5%	**	**	**	95%
Up to 100MB	*	*	**	2	2	8	-	3	**	**	**	6
	*%	*%	**	1%	*%	1%	-%	2%	**	**	**	*%
								l				
	6%	5%	**	18%	24%	100%	-%	34%	**	**	**	72%
Over 100MB	1	1	**	1	4	4	3	*	**	**	**	7
	*%	1%	**	1%	1%	*%	2%	*%	**	**	**	*%
							f					
	11%	19%	**	19%	54%	56%	46%	7%	**	**	**	89%
SUPERFAST BROADBAND (30MB AND ABOVE)	7	6	**	8	20	76	21	18	**	**	**	86
	3%	6%	**	5%	4%	5%	12%	10%	**	**	**	6%
							f	l	l			
	7%	6%	**	8%	19%	74%	20%	17%	**	**	**	84%
Don't know	153	76	**	114	301	866	96	100	**	**	**	863
	63%	66%	**	69%	65%	59%	58%	57%	**	**	**	59%
	16%	8%	**	12%	31%	90%	10%	10%	**	**	**	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE17 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	306	179	64	243	617	1755	159	239	38	37	81	1680
Effective Weighted Sample	253	148	50	197	504	1427	134	185	29	27	59	1381
Total	243	115	49	164	464	1475	167	176	32	25	53	1471
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	89%
26K	1	-	**	-	1	4	-	*	**	**	**	3
	*%	-%	**	-%	*%	*%	-%	*%	**	**	**	*%
	19%	-%	**	-%	37%	100%	-%	12%	**	**	**	93%
56K	-	1	**	2	2	3	-	1	**	**	**	2
	-%	1%	**	1%	*%	*%	-%	1%	**	**	**	*%
			a									
	-%	38%	**	71%	71%	100%	-%	38%	**	**	**	64%
64K	2	-	**	1	2	6	-	1	**	**	**	5
	1%	-%	**	1%	*%	*%	-%	1%	**	**	**	*%
	34%	-%	**	18%	26%	100%	-%	20%	**	**	**	81%
128K	2	-	**	-	1	3	1	-	**	**	**	4
	1%	-%	**	-%	*%	*%	1%	-%	**	**	**	*%
	48%	-%	**	-%	15%	78%	26%	-%	**	**	**	100%
150K	-	1	**	1	1	1	-	-	**	**	**	1
	-%	*%	**	*%	*%	*%	-%	-%	**	**	**	*%
	-%	38%	**	38%	38%	100%	-%	-%	**	**	**	100%
256K	2	-	**	-	1	4	1	*	**	**	**	5
	1%	-%	**	-%	*%	*%	1%	*%	**	**	**	*%
	38%	-%	**	-%	26%	79%	22%	3%	**	**	**	95%
500K	1	-	**	-	1	11	-	-	**	**	**	11
	*%	-%	**	-%	*%	1%	-%	-%	**	**	**	1%
	8%	-%	**	-%	13%	100%	-%	-%	**	**	**	100%
512K	1	-	**	-	1	6	*	1	**	**	**	6
	*%	-%	**	-%	*%	*%	*%	*%	**	**	**	*%
	16%	-%	**	-%	13%	96%	5%	8%	**	**	**	87%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 71
Page 123**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE17 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	306	179	64	243	617	1755	159	239	38	37	81	1680
Effective Weighted Sample	253	148	50	197	504	1427	134	185	29	27	59	1381
Total	243	115	49	164	464	1475	167	176	32	25	53	1471
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	89%
750K	1	1	**	1	1	4	-	1	**	**	**	3
	*%	*%	**	*%	*%	*%	-%	*%	**	**	**	*%
	18%	13%	**	13%	13%	100%	-%	13%	**	**	**	87%
1MB	3	1	**	2	3	14	5	3	**	**	**	16
	1%	1%	**	1%	1%	1%	3%	1%	**	**	**	1%
	18%	6%	**	8%	15%	75%	24%	14%	**	**	**	87%
1.5MB	2	1	**	3	7	24	-	4	**	**	**	20
	1%	1%	**	2%	1%	2%	-%	3%	**	**	**	1%
	9%	6%	**	11%	28%	100%	-%	18%	**	**	**	83%
2MB	9	3	**	5	12	52	6	6	**	**	**	52
	4%	2%	**	3%	3%	4%	3%	3%	**	**	**	4%
	16%	5%	**	8%	22%	90%	10%	10%	**	**	**	90%
3MB	2	1	**	3	10	30	1	4	**	**	**	28
	1%	1%	**	2%	2%	2%	*%	2%	**	**	**	2%
	7%	3%	**	8%	31%	95%	2%	11%	**	**	**	88%
4MB	6	7	**	7	19	67	2	9	**	**	**	63
	3%	6%	**	4%	4%	5%	1%	5%	**	**	**	4%
	9%	9%	**	9%	27%	95%	3%	12%	**	**	**	89%
8MB	13	4	**	6	23	70	11	7	**	**	**	72
	6%	3%	**	4%	5%	5%	7%	4%	**	**	**	5%
	17%	5%	**	8%	29%	88%	14%	9%	**	**	**	91%
10MB	14	1	**	1	13	72	9	3	**	**	**	76
	6%	1%	**	1%	3%	5%	5%	2%	**	**	**	5%
	bd											
	18%	1%	**	1%	17%	90%	11%	4%	**	**	**	95%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE17 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	306	179	64	243	617	1755	159	239	38	37	81	1680
Effective Weighted Sample	253	148	50	197	504	1427	134	185	29	27	59	1381
Total	243	115	49	164	464	1475	167	176	32	25	53	1471
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	89%
16MB	4	1	**	2	4	23	3	4	**	**	**	23
	1%	1%	**	1%	1%	2%	2%	2%	**	**	**	2%
	14%	3%	**	7%	17%	89%	13%	15%	**	**	**	88%
20MB	5	5	**	5	15	60	8	8	**	**	**	62
	2%	4%	**	3%	3%	4%	5%	5%	**	**	**	4%
	7%	7%	**	7%	21%	87%	12%	12%	**	**	**	89%
24MB	3	2	**	2	2	20	11	4	**	**	**	32
	1%	2%	**	1%	1%	1%	6%	2%	**	**	**	2%
	10%	5%	**	5%	7%	58%	30%	10%	**	**	**	90%
50MB	1	1	**	2	5	20	*	3	**	**	**	18
	*%	1%	**	1%	1%	1%	*%	2%	**	**	**	1%
	4%	5%	**	8%	22%	97%	2%	16%	**	**	**	86%
100MB	*	-	**	-	*	2	*	-	**	**	**	2
	*%	-%	**	-%	*%	*%	*%	-%	**	**	**	*%
	16%	-%	**	-%	16%	84%	8%	-%	**	**	**	100%
Over 100MB	-	*	**	*	1	2	1	-	**	**	**	3
	-%	*%	**	*%	*%	*%	1%	-%	**	**	**	*%
	-%	14%	**	14%	41%	51%	30%	-%	**	**	**	100%
Other	3	-	**	-	1	11	1	1	**	**	**	12
	1%	-%	**	-%	*%	1%	1%	1%	**	**	**	1%
	26%	-%	**	-%	6%	87%	10%	7%	**	**	**	93%
TOTAL 512K+	65	27	**	37	116	466	57	56	**	**	**	476
	27%	24%	**	22%	25%	32%	34%	32%	**	**	**	32%
	12%	5%	**	7%	22%	88%	11%	11%	**	**	**	90%

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

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**Table 71
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE17 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband as their main method of connecting to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	306	179	64	243	617	1755	159	239	38	37	81	1680
Effective Weighted Sample	253	148	50	197	504	1427	134	185	29	27	59	1381
Total	243	115	49	164	464	1475	167	176	32	25	53	1471
	15%	7%	**	10%	28%	90%	10%	11%	**	**	**	89%
TOTAL 2MB+	58	24	**	32	105	418	53	48	**	**	**	431
	24%	21%	**	19%	23%	28%	32%	27%	**	**	**	29%
	12%	5%	**	7%	22%	88%	11%	10%	**	**	**	91%
Don't know	167	86	**	124	338	966	106	116	**	**	**	952
	69%	75%	**	75%	73%	65%	63%	66%	**	**	**	65%
	16%	8%	**	12%	32%	90%	10%	11%	**	**	**	89%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE18 (QE11B). Can you tell me whether the actual speed of your main home internet connection is more than 512K? (SINGLE CODE)

Base : Those unaware of their broadband connection speed

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	210	138	48	186	450	1163	100	161	22	24	58	1106
Effective Weighted Sample	173	112	38	148	361	938	86	121	18	16	40	902
Total	167	86	38	124	338	966	106	116	20	16	38	952
	16%	8%	**	12%	32%	90%	10%	11%	**	**	**	89%
Base for %	167	86	38	124	338	966	106	116	20	16	38	952
	16%	8%	**	12%	32%	90%	10%	11%	**	**	**	89%
Yes, more than 512K	38	17	**	24	70	235	27	27	**	**	**	235
	23%	20%	**	19%	21%	24%	25%	23%	**	**	**	25%
	15%	7%	**	9%	27%	90%	10%	10%	**	**	**	90%
No, 512K or less	3	5	**	6	11	31	2	1	**	**	**	32
	2%	5%	**	5%	3%	3%	2%	1%	**	**	**	3%
	10%	14%	**	19%	33%	94%	5%	3%	**	**	**	97%
Don't know	125	64	**	94	257	699	77	89	**	**	**	685
	75%	75%	**	76%	76%	72%	73%	76%	**	**	**	72%
	16%	8%	**	12%	33%	90%	10%	11%	**	**	**	89%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19 (QE12X). SHOWCARD You said you use a mobile USB stick or dongle to access the internet, thinking about the speed of your mobile broadband, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those with mobile broadband

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	*a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l
Unweighted total	35	20	5	25	85	301	22	27	5	3	9	298
Effective Weighted Sample	29	16	5	21	73	251	19	22	3	3	8	251
Total	33	14	3	17	67	284	22	23	4	1	7	285
	**	**	**	**	**	92%	**	**	**	**	**	93%
A lot faster	**	**	**	**	**	21	**	**	**	**	**	21
	**	**	**	**	**	7%	**	**	**	**	**	7%
	**	**	**	**	**	89%	**	**	**	**	**	89%
A little faster	**	**	**	**	**	31	**	**	**	**	**	33
	**	**	**	**	**	11%	**	**	**	**	**	11%
	**	**	**	**	**	89%	**	**	**	**	**	95%
TOTAL FASTER	**	**	**	**	**	51	**	**	**	**	**	53
	**	**	**	**	**	18%	**	**	**	**	**	19%
	**	**	**	**	**	89%	**	**	**	**	**	92%
About the same	**	**	**	**	**	124	**	**	**	**	**	126
	**	**	**	**	**	44%	**	**	**	**	**	44%
	**	**	**	**	**	91%	**	**	**	**	**	93%
A little slower	**	**	**	**	**	29	**	**	**	**	**	29
	**	**	**	**	**	10%	**	**	**	**	**	10%
	**	**	**	**	**	100%	**	**	**	**	**	100%
A lot slower	**	**	**	**	**	30	**	**	**	**	**	31
	**	**	**	**	**	11%	**	**	**	**	**	11%
	**	**	**	**	**	89%	**	**	**	**	**	91%
TOTAL SLOWER	**	**	**	**	**	59	**	**	**	**	**	60
	**	**	**	**	**	21%	**	**	**	**	**	21%
	**	**	**	**	**	94%	**	**	**	**	**	95%
Don't know	**	**	**	**	**	50	**	**	**	**	**	47
	**	**	**	**	**	18%	**	**	**	**	**	16%
	**	**	**	**	**	96%	**	**	**	**	**	90%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE20 (QE12). SHOWCARD Thinking about the speed of your household's fixed broadband internet, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	302	172	60	232	569	1698	154	236	36	35	80	1619
Effective Weighted Sample	247	143	47	187	464	1376	130	183	28	26	59	1326
Total	242	111	47	158	424	1439	161	177	31	24	54	1428
	15%	7%	**	10%	27%	90%	10%	11%	**	**	**	89%
A lot faster	18	9	**	11	30	104	20	13	**	**	**	114
	7%	8%	**	7%	7%	7%	13%	7%	**	**	**	8%
					f							
	14%	7%	**	9%	24%	83%	16%	10%	**	**	**	90%
A little faster	28	11	**	15	47	172	12	18	**	**	**	166
	12%	10%	**	9%	11%	12%	7%	10%	**	**	**	12%
	15%	6%	**	8%	25%	93%	7%	10%	**	**	**	90%
TOTAL FASTER	46	20	**	25	77	276	32	31	**	**	**	281
	19%	18%	**	16%	18%	19%	20%	17%	**	**	**	20%
	15%	6%	**	8%	25%	89%	10%	10%	**	**	**	90%
About the same	110	43	**	59	169	669	69	72	**	**	**	668
	45%	39%	**	37%	40%	47%	43%	41%	**	**	**	47%
	15%	6%	**	8%	23%	91%	9%	10%	**	**	**	90%
A little slower	44	19	**	25	62	225	25	30	**	**	**	226
	18%	17%	**	16%	15%	16%	16%	17%	**	**	**	16%
	17%	8%	**	10%	25%	89%	10%	12%	**	**	**	89%
A lot slower	18	8	**	15	43	131	8	19	**	**	**	118
	7%	7%	**	9%	10%	9%	5%	11%	**	**	**	8%
										l		
	13%	6%	**	11%	31%	95%	6%	14%	**	**	**	86%
TOTAL SLOWER	62	27	**	40	105	356	33	49	**	**	**	343
	26%	24%	**	25%	25%	25%	20%	28%	**	**	**	24%
	16%	7%	**	10%	27%	91%	8%	13%	**	**	**	88%
Don't know	25	21	**	34	73	137	27	25	**	**	**	137
	10%	19%	**	21%	17%	10%	17%	14%	**	**	**	10%
		a	a	a			f					
	15%	13%	**	21%	45%	85%	17%	15%	**	**	**	85%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE11 (QE35). READ OUT DESCRIPTION OF WIRELESS ROUTER. Have you or anyone in your household ever used a fixed wireless internet connection at home? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Unweighted total	302	172	60	232	569	1698	154	236	36	35	80	1619
Effective Weighted Sample	247	143	47	187	464	1376	130	183	28	26	59	1326
Total	242	111	47	158	424	1439	161	177	31	24	54	1428
	15%	7%	**	10%	27%	90%	10%	11%	**	**	**	89%
Yes & currently using	173	70	**	94	297	1109	118	118	**	**	**	1117
	71%	63%	**	60%	70%	77%	73%	67%	**	**	**	78%
	cd											hjk
	14%	6%	**	8%	24%	90%	10%	10%	**	**	**	91%
Yes but stopped using	8	5	**	5	13	51	7	13	**	**	**	46
	3%	4%	**	3%	3%	4%	4%	7%	**	**	**	3%
								l				
	14%	8%	**	9%	22%	88%	13%	23%	**	**	**	80%
TOTAL YES	181	75	**	99	310	1160	125	131	**	**	**	1163
	75%	67%	**	63%	73%	81%	78%	74%	**	**	**	81%
	cd											hjk
	14%	6%	**	8%	24%	90%	10%	10%	**	**	**	90%
No never used	51	25	**	39	83	216	25	31	**	**	**	210
	21%	23%	**	25%	20%	15%	16%	18%	**	**	**	15%
										l		
	21%	10%	**	16%	34%	89%	10%	13%	**	**	**	87%
Don't know	9	11	**	20	32	63	11	15	**	**	**	55
	4%	10%	**	13%	7%	4%	7%	8%	**	**	**	4%
	a	a	a	a				l			l	
	13%	16%	**	28%	45%	89%	15%	21%	**	**	**	79%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY - MAIN METHOD OF CONNECTING TO THE INTERNET

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
FIXED BROADBAND	232	111	47	157	417	1367	157	172	**	**	52	1358
	71%	52%	24%	38%	47%	67%	80%	50%	**	**	39%	72%
	bcd	cd		c			f	k				hijk
	15%	7%	3%	10%	27%	90%	10%	11%	**	**	3%	89%
MOBILE BROADBAND	11	4	3	7	47	108	10	4	**	**	1	114
	3%	2%	1%	2%	5%	5%	5%	1%	**	**	1%	6%
												hk
	9%	4%	2%	6%	39%	91%	8%	4%	**	**	1%	96%
MOBILE PHONE OR SMARTPHONE	8	2	-	2	36	109	10	13	**	**	2	107
	2%	1%	-%	1%	4%	5%	5%	4%	**	**	1%	6%
	cd											k
	7%	2%	-%	2%	30%	92%	8%	11%	**	**	2%	90%
NARROWBAND	4	2	1	3	6	16	-	1	**	**	1	15
	1%	1%	1%	1%	1%	1%	-%	*%	**	**	*%	1%
	26%	10%	7%	18%	38%	100%	-%	4%	**	**	4%	96%
OTHER	1	-	-	-	1	3	-	*	**	**	-	2
	*%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	*%
	22%	-%	-%	-%	45%	100%	-%	19%	**	**	-%	78%
DON'T KNOW	4	2	-	2	6	13	2	4	**	**	2	11
	1%	1%	-%	*%	1%	1%	1%	1%	**	**	1%	1%
	24%	12%	-%	12%	42%	87%	14%	28%	**	**	11%	74%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
ACCESS TO INTERNET - ANY CONNECTION/ ANY DEVICE/ ANY LOCATION	269	126	51	176	558	1691	186	211	**	**	65	1674
	83%	59%	26%	43%	63%	83%	95%	61%	**	**	49%	88%
	bcd	cd		c			f	k				hijk
	14%	7%	3%	9%	30%	90%	10%	11%	**	**	3%	89%
USE INTERNET - ANY CONNECTION/ ANY DEVICE/ ANY LOCATION	261	116	45	161	535	1657	183	198	**	**	61	1650
	80%	54%	23%	39%	60%	81%	93%	58%	**	**	46%	87%
	bcd	cd		c			f	k				hijk
	14%	6%	2%	9%	29%	90%	10%	11%	**	**	3%	90%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Only terrestrial TV (Channels 1-4/1-5)	13	11	19	30	49	74	7	22	**	**	8	57
	4%	5%	10%	7%	6%	4%	4%	7%	**	**	6%	3%
			a	a				l	l		l	
	16%	14%	24%	38%	60%	91%	9%	28%	**	**	10%	71%
Terrestrial TV	42	25	18	43	81	208	17	48	**	**	18	177
	13%	12%	9%	10%	9%	10%	9%	14%	**	**	13%	9%
								l		il		
	19%	11%	8%	19%	36%	93%	8%	21%	**	**	8%	79%
Cable TV (through Virgin Media - previously NTL and Telewest)	59	26	15	41	93	299	27	36	**	**	10	290
	18%	12%	7%	10%	11%	15%	14%	10%	**	**	7%	15%
	bcd											hk
	18%	8%	4%	13%	29%	92%	8%	11%	**	**	3%	89%
Satellite TV (Sky)	121	72	38	110	291	855	106	117	**	**	43	845
	37%	34%	19%	27%	33%	42%	54%	34%	**	**	32%	45%
	cd	cd		c			f					hjk
	13%	8%	4%	12%	30%	89%	11%	12%	**	**	4%	88%
Satellite TV (Other)	7	7	*	7	16	40	7	5	**	**	2	41
	2%	3%	*%	2%	2%	2%	4%	1%	**	**	2%	2%
		c										
	16%	15%	1%	16%	36%	87%	15%	11%	**	**	5%	89%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Freeview (through a set-top box or digital television set) with ONLY free channels	151	116	125	241	478	961	53	175	**	**	78	844
	46%	55%	64%	59%	54%	47%	27%	51%	**	**	58%	44%
		a	ab	a		g		l		l	il	
	15%	11%	12%	24%	47%	94%	5%	17%	**	**	8%	83%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	18	9	8	17	40	87	14	19	**	**	4	82
	6%	4%	4%	4%	5%	4%	7%	6%	**	**	3%	4%
	18%	9%	8%	17%	40%	86%	14%	19%	**	**	4%	81%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	6	-	1	1	8	40	2	12	**	**	4	30
	2%	-%	*%	*%	1%	2%	1%	4%	**	**	3%	2%
	bd							l	l			
	14%	-%	2%	2%	18%	97%	4%	29%	**	**	9%	72%
No TV in household	5	1	2	3	17	33	7	8	**	**	1	33
	2%	1%	1%	1%	2%	2%	4%	2%	**	**	1%	2%
	13%	3%	6%	9%	44%	82%	18%	20%	**	**	3%	82%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Don't know	-	-	2	2	2	1	1	1	**	**	1	*
	-%	-%	1%	*%	*%	*%	*%	*%	**	**	*%	*%
								l		l		
	-%	-%	99%	99%	126%	73%	41%	71%	**	**	31%	27%
MAIN TV PLATFORM												
DIGITAL TOTAL	306	198	172	369	813	1913	181	309	**	**	121	1791
	94%	93%	87%	90%	92%	94%	92%	90%	**	**	91%	94%
	cd	c										hi
	15%	9%	8%	18%	39%	91%	9%	15%	**	**	6%	85%
FREEVIEW TOTAL	119	95	119	214	413	722	45	146	**	**	62	626
	37%	45%	61%	52%	47%	35%	23%	42%	**	**	47%	33%
		a	abd	ab		g		l		il	il	
	15%	12%	15%	28%	53%	93%	6%	19%	**	**	8%	81%
FREEVIEW ONLY	108	89	112	201	386	667	40	132	**	**	60	580
	33%	42%	57%	49%	43%	33%	21%	39%	**	**	45%	31%
		a	ab	a		g		l		il	il	
	15%	13%	16%	28%	54%	93%	6%	19%	**	**	8%	81%
PAY DIGITAL	184	95	53	148	382	1166	123	161	**	**	53	1133
	56%	45%	27%	36%	43%	57%	63%	47%	**	**	40%	60%
	bcd	cd		c								hjk
	14%	7%	4%	11%	30%	90%	10%	12%	**	**	4%	88%
CABLE	59	26	15	41	92	287	26	35	**	**	10	277
	18%	12%	7%	10%	10%	14%	13%	10%	**	**	7%	15%
	bcd											hk
	19%	8%	5%	13%	29%	92%	8%	11%	**	**	3%	89%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
SATELLITE	125	76	37	113	300	878	110	121	**	**	45	868
	38%	36%	19%	28%	34%	43%	56%	35%	**	**	34%	46%
	cd	cd		c			f					hjk
	13%	8%	4%	11%	30%	89%	11%	12%	**	**	5%	88%
TERRESTRIAL	14	14	21	35	55	92	7	25	**	**	10	73
	4%	7%	11%	9%	6%	5%	4%	7%	**	**	7%	4%
			a	a				l	l		l	
	14%	14%	21%	35%	55%	93%	7%	25%	**	**	10%	73%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Only terrestrial TV (Channels 1-4/1-5)	11	10	15	25	39	57	3	18	**	**	8	40
	3%	5%	7%	6%	4%	3%	2%	5%	**	**	6%	2%
			a									
	19%	17%	24%	41%	65%	95%	5%	30%	**	**	14%	67%
Terrestrial TV	2	4	6	10	16	35	4	7	**	**	1	32
	1%	2%	3%	2%	2%	2%	2%	2%	**	**	1%	2%
			a									
	6%	10%	16%	26%	41%	90%	9%	17%	**	**	4%	83%
Cable TV (through Virgin Media - previously NTL and Telewest)	59	26	15	41	92	287	26	35	**	**	10	277
	18%	12%	7%	10%	10%	14%	13%	10%	**	**	7%	15%
	bcd											hk
	19%	8%	5%	13%	29%	92%	8%	11%	**	**	3%	89%
Satellite TV (Sky)	117	70	37	107	285	840	104	116	**	**	42	830
	36%	33%	19%	26%	32%	41%	53%	34%	**	**	32%	44%
	cd	cd		c			f					hjk
	12%	7%	4%	11%	30%	89%	11%	12%	**	**	4%	88%
Satellite TV (Other)	8	6	*	6	16	38	7	5	**	**	3	39
	2%	3%	*%	2%	2%	2%	4%	1%	**	**	3%	2%
	c	c										
	18%	14%	1%	15%	36%	86%	16%	12%	**	**	8%	88%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 79
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Freeview (through a set-top box or digital television set) with ONLY free channels	108	89	112	201	386	667	40	132	**	**	60	580
	33%	42%	57%	49%	43%	33%	21%	39%	**	**	45%	31%
		a	ab	a		g		l		il	il	
	15%	13%	16%	28%	54%	93%	6%	19%	**	**	8%	81%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	11	6	8	13	27	55	4	13	**	**	3	46
	3%	3%	4%	3%	3%	3%	2%	4%	**	**	2%	2%
	18%	9%	13%	22%	45%	92%	8%	22%	**	**	4%	77%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	4	-	1	1	8	27	-	7	**	**	4	20
	1%	-%	*%	*%	1%	1%	-%	2%	**	**	3%	1%
									l		l	
	14%	-%	3%	3%	29%	100%	-%	27%	**	**	14%	73%
No TV in household	5	1	2	3	17	33	7	8	**	**	1	33
	2%	1%	1%	1%	2%	2%	4%	2%	**	**	1%	2%
	13%	3%	6%	9%	44%	82%	18%	20%	**	**	3%	82%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Don't know	-	-	2	2	2	1	1	1	**	**	1	*
	-%	-%	1%	*%	*%	*%	*%	*%	**	**	*%	*%
	-%	-%	99%	99%	126%	73%	41%	71%	**	**	31%	27%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 80
Page 139**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
ANALOGUE TERRESTRIAL ONLY	13	11	19	30	49	74	7	22	**	**	8	57
	4%	5%	10%	7%	6%	4%	4%	7%	**	**	6%	3%
			a	a				l	l		l	
	16%	14%	24%	38%	60%	91%	9%	28%	**	**	10%	71%
CABLE ONLY	41	23	13	35	74	226	18	26	**	**	7	218
	13%	11%	6%	9%	8%	11%	9%	8%	**	**	5%	11%
	c											hk
	17%	9%	5%	14%	30%	92%	8%	11%	**	**	3%	89%
CABLE AND FREEVIEW	17	3	2	5	19	65	6	9	**	**	3	62
	5%	2%	1%	1%	2%	3%	3%	3%	**	**	3%	3%
	bcd											
	24%	5%	3%	8%	27%	92%	8%	13%	**	**	5%	88%
FREEVIEW ONLY	115	95	120	215	410	716	44	144	**	**	63	620
	35%	45%	61%	52%	46%	35%	23%	42%	**	**	48%	33%
		a	abd	ab		g		l		il	il	
	15%	12%	16%	28%	53%	93%	6%	19%	**	**	8%	81%
SATELLITE AND FREEVIEW	32	25	11	36	84	244	15	33	**	**	14	225
	10%	12%	6%	9%	9%	12%	7%	10%	**	**	10%	12%
		c										
	13%	10%	4%	14%	32%	95%	6%	13%	**	**	5%	87%
SATELLITE ONLY	95	54	27	82	223	634	94	85	**	**	31	644
	29%	25%	14%	20%	25%	31%	48%	25%	**	**	24%	34%
	cd	c				f						hk
	13%	7%	4%	11%	31%	87%	13%	12%	**	**	4%	88%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
NO TV	5	1	2	3	17	33	7	8	**	**	1	33
	2%	1%	1%	1%	2%	2%	4%	2%	**	**	1%	2%
	13%	3%	6%	9%	44%	82%	18%	20%	**	**	3%	82%
OTHER	6	-	1	1	8	46	4	12	**	**	4	38
	2%	-%	*%	*%	1%	2%	2%	4%	**	**	3%	2%
	bd											
	12%	-%	2%	2%	17%	94%	8%	25%	**	**	8%	77%
Mean TV platforms	1.3	1.3	1.1	1.2	1.2	1.3	1.2	1.3	**	**	1.2	1.2
	cd	c										
Standard deviation	.57	.50	.42	.46	.48	.53	.56	.58	**	**	.53	.52
Standard error	.03	.03	.03	.02	.01	.01	.04	.03	**	**	.04	.01
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
ALL MULTICHANNEL TV	306	200	174	374	818	1928	181	311	**	**	122	1804
	94%	94%	88%	91%	92%	95%	92%	91%	**	**	92%	95%
	c	c										hi
	14%	9%	8%	18%	39%	91%	9%	15%	**	**	6%	85%
DIGITAL TERRESTRIAL	166	123	133	256	515	1032	65	191	**	**	81	912
	51%	58%	67%	63%	58%	51%	33%	56%	**	**	61%	48%
			ab	a		g		l			il	
	15%	11%	12%	23%	47%	94%	6%	17%	**	**	7%	83%
DIGITAL SATELLITE	128	79	39	118	307	892	113	123	**	**	45	883
	39%	37%	20%	29%	35%	44%	58%	36%	**	**	34%	47%
	cd	cd		c			f					hjk
	13%	8%	4%	12%	31%	89%	11%	12%	**	**	4%	88%
PAY DIGITAL SATELLITE	111	65	31	96	259	804	93	106	**	**	37	795
	34%	31%	16%	24%	29%	39%	47%	31%	**	**	28%	42%
	cd	cd		c			f					hjk
	12%	7%	3%	11%	29%	90%	10%	12%	**	**	4%	89%
FREE DIGITAL SATELLITE	16	11	7	18	41	74	15	14	**	**	7	72
	5%	5%	3%	4%	5%	4%	8%	4%	**	**	5%	4%
							f					
	18%	13%	8%	21%	47%	86%	17%	17%	**	**	8%	83%
CABLE	59	26	15	41	93	299	27	36	**	**	10	290
	18%	12%	7%	10%	11%	15%	14%	10%	**	**	7%	15%
	bcd											hk
	18%	8%	4%	13%	29%	92%	8%	11%	**	**	3%	89%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 81
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
NO MULTICHANNEL TV	20	12	23	36	70	110	15	33	**	**	11	92
	6%	6%	12%	9%	8%	5%	8%	9%	**	**	8%	5%
			ab					l	l			
	16%	10%	18%	28%	55%	88%	12%	26%	**	**	9%	73%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 82
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
ALL MULTICHANNEL TV	306	200	174	374	818	1928	181	311	**	**	122	1804
	94%	94%	88%	91%	92%	95%	92%	91%	**	**	92%	95%
	c	c										hi
	14%	9%	8%	18%	39%	91%	9%	15%	**	**	6%	85%
DIGITAL TERRESTRIAL	166	123	133	256	515	1032	65	191	**	**	81	912
	51%	58%	67%	63%	58%	51%	33%	56%	**	**	61%	48%
			ab	a		g		l			il	
	15%	11%	12%	23%	47%	94%	6%	17%	**	**	7%	83%
DIGITAL SATELLITE	128	79	39	118	307	892	113	123	**	**	45	883
	39%	37%	20%	29%	35%	44%	58%	36%	**	**	34%	47%
	cd	cd		c			f					hjk
	13%	8%	4%	12%	31%	89%	11%	12%	**	**	4%	88%
PAY DIGITAL SATELLITE	111	65	31	96	259	804	93	106	**	**	37	795
	34%	31%	16%	24%	29%	39%	47%	31%	**	**	28%	42%
	cd	cd		c			f					hjk
	12%	7%	3%	11%	29%	90%	10%	12%	**	**	4%	89%
FREE DIGITAL SATELLITE	16	11	7	18	41	74	15	14	**	**	7	72
	5%	5%	3%	4%	5%	4%	8%	4%	**	**	5%	4%
							f					
	18%	13%	8%	21%	47%	86%	17%	17%	**	**	8%	83%
CABLE	59	26	15	41	93	299	27	36	**	**	10	290
	18%	12%	7%	10%	11%	15%	14%	10%	**	**	7%	15%
	bcd											hk
	18%	8%	4%	13%	29%	92%	8%	11%	**	**	3%	89%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 82
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
NO MULTICHANNEL TV	20	12	23	36	70	110	15	33	**	**	11	92
	6%	6%	12%	9%	8%	5%	8%	9%	**	**	8%	5%
			ab					l	l			
	16%	10%	18%	28%	55%	88%	12%	26%	**	**	9%	73%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 83
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH2 (QH44). SHOWCARD How often, if ever, do you watch television programmes? This can include watching programmes as they are broadcast or that have been recorded to watch later and also watching TV programmes over the internet using a PC, laptop, netbook or tablet computer or a mobile phone. (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	j	k	l
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Every day	287	197	179	376	801	1801	169	311	**	**	123	1662
	88%	92%	91%	92%	90%	88%	87%	90%	**	**	92%	88%
	15%	10%	9%	19%	41%	91%	9%	16%	**	**	6%	84%
A few times a week	18	8	11	19	46	151	14	18	**	**	4	150
	6%	4%	6%	5%	5%	7%	7%	5%	**	**	3%	8%
	11%	5%	7%	11%	28%	91%	9%	11%	**	**	3%	90%
Once a week	6	3	1	4	8	20	1	*	**	**	*	20
	2%	1%	1%	1%	1%	1%	1%	*%	**	**	*%	1%
	31%	12%	6%	19%	37%	95%	6%	2%	**	**	2%	98%
A few times a month	5	1	*	1	4	18	3	2	**	**	1	19
	2%	*%	*%	*%	*%	1%	2%	*%	**	**	1%	1%
	25%	3%	2%	5%	21%	88%	14%	8%	**	**	6%	93%
Once a month	-	*	1	1	2	2	-	-	**	**	-	2
	-%	*%	*%	*%	*%	*%	-%	-%	**	**	-%	*%
	-%	22%	28%	49%	99%	100%	-%	-%	**	**	-%	100%
Less often	5	3	4	7	18	29	5	8	**	**	2	26
	2%	2%	2%	2%	2%	1%	3%	2%	**	**	2%	1%
	14%	10%	12%	21%	51%	83%	16%	24%	**	**	6%	77%
Don't know	4	2	1	2	8	18	3	5	**	**	2	16
	1%	1%	*%	1%	1%	1%	1%	1%	**	**	2%	1%
	19%	8%	3%	10%	40%	88%	12%	23%	**	**	11%	78%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 84
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH3 (QH52). SHOWCARD Which, if any, of these features do you have on the MAIN TV in your house? (MULTI CODE)

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Unweighted total	414	342	256	598	1197	2496	190	483	76	82	193	2211
Effective Weighted Sample	340	278	202	473	965	2020	157	377	60	64	152	1804
Total	318	211	193	404	867	2002	188	333	60	54	130	1862
	14%	10%	9%	18%	39%	91%	9%	15%	**	**	6%	85%
Access to digital TV channels (without the need for a separate set-top box, i.e. built-in Freeview or Freesat)	197	113	88	200	451	1205	102	179	**	**	72	1132
	62%	53%	46%	50%	52%	60%	54%	54%	**	**	55%	61%
	bcd											hj
	15%	9%	7%	15%	34%	92%	8%	14%	**	**	5%	86%
Built-in DVD player (i.e. not a standalone DVD player that you need to connect to your TV)	31	18	12	31	61	182	20	28	**	**	13	174
	10%	9%	6%	8%	7%	9%	11%	9%	**	**	10%	9%
	15%	9%	6%	15%	30%	90%	10%	14%	**	**	6%	86%
Access to the internet (to access web pages or video streamed through the TV using any means, e.g. games console)	17	8	*	8	36	171	20	18	**	**	3	173
	5%	4%	*%	2%	4%	9%	11%	5%	**	**	2%	9%
	cd	c										hik
	9%	4%	*%	4%	19%	90%	10%	10%	**	**	1%	91%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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**Table 84
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH3 (QH52). SHOWCARD Which, if any, of these features do you have on the MAIN TV in your house? (MULTI CODE)

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Unweighted total	414	342	256	598	1197	2496	190	483	76	82	193	2211
Effective Weighted Sample	340	278	202	473	965	2020	157	377	60	64	152	1804
Total	318	211	193	404	867	2002	188	333	60	54	130	1862
	14%	10%	9%	18%	39%	91%	9%	15%	**	**	6%	85%
3D-capability (i.e. 3D ready - ability to watch programmes in 3D)	9	-	*	*	10	35	6	6	**	**	1	35
	3%	-%	*%	*%	1%	2%	3%	2%	**	**	1%	2%
	bcd											
	21%	-%	1%	1%	25%	86%	15%	14%	**	**	2%	85%
None of these	104	79	98	177	360	669	66	134	**	**	55	600
	33%	38%	51%	44%	42%	33%	35%	40%	**	**	42%	32%
			ab	a				l		l	l	
	14%	11%	13%	24%	49%	91%	9%	18%	**	**	7%	81%
Don't know	4	9	4	12	25	44	7	8	**	**	1	44
	1%	4%	2%	3%	3%	2%	4%	2%	**	**	1%	2%
		a										
	8%	16%	7%	23%	47%	84%	14%	14%	**	**	2%	84%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 85
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH4 (QH53). Is the MAIN TV in your household an HDTV set or HD ready? (SINGLE CODE)

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	414	342	256	598	1197	2496	190	483	76	82	193	2211
Effective Weighted Sample	340	278	202	473	965	2020	157	377	60	64	152	1804
Total	318	211	193	404	867	2002	188	333	60	54	130	1862
	14%	10%	9%	18%	39%	91%	9%	15%	**	**	6%	85%
Yes, the main TV in the household is an HDTV set or HD ready	227	131	98	229	507	1404	129	197	**	**	69	1347
	71%	62%	51%	57%	59%	70%	68%	59%	**	**	53%	72%
	bcd	c										hjk
	15%	9%	6%	15%	33%	91%	8%	13%	**	**	5%	87%
No	81	65	69	134	293	486	53	115	**	**	49	417
	25%	31%	36%	33%	34%	24%	28%	34%	**	**	37%	22%
			a	a				l			l	
	15%	12%	13%	25%	55%	91%	10%	21%	**	**	9%	78%
Don't know	10	15	26	41	67	111	7	21	**	**	12	97
	3%	7%	14%	10%	8%	6%	4%	6%	**	**	9%	5%
		a	ab	a						l	l	
	9%	13%	22%	35%	56%	93%	6%	18%	**	**	10%	82%

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

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**Table 86
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH5 (QH54) Although you have an HDTV ready set, to actually watch TV channels and programmes that are broadcast in high definition, you need an HD set top box or a TV with built-in HDTV receiver. For the main TV set, does your household have an HDTV service - from either Sky, Virgin Media, Freesat or Freeview? (SINGLE CODE)

Base : Those whose main TV set is an HDTV or HD-ready

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l
Unweighted total	280	206	128	334	693	1702	130	270	48	46	100	1567
Effective Weighted Sample	231	173	103	272	567	1387	108	211	37	36	77	1287
Total	227	131	98	229	507	1404	129	197	39	32	69	1347
	15%	9%	6%	15%	33%	91%	8%	13%	**	**	5%	87%
Yes	142	62	40	102	268	855	82	105	**	**	31	837
	63%	47%	40%	44%	53%	61%	64%	53%	**	**	44%	62%
	bcd											hk
	15%	7%	4%	11%	28%	91%	9%	11%	**	**	3%	89%
No	80	66	55	120	226	518	43	89	**	**	38	478
	35%	50%	56%	53%	45%	37%	34%	45%	**	**	55%	35%
		a	a	a				l			l	
	14%	12%	10%	21%	40%	92%	8%	16%	**	**	7%	85%
Don't know	5	3	4	7	14	32	3	3	**	**	1	31
	2%	3%	4%	3%	3%	2%	3%	2%	**	**	1%	2%
	15%	10%	10%	20%	40%	91%	10%	10%	**	**	2%	90%

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

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**Table 87
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH6 (QH55). Which supplier provides your HD TV service, for your main TV set?

Base : Those with an HD TV service for their main TV set

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	*g	h	~i	~j	*k	l
Significance Level: 95%												
Unweighted total	166	103	50	153	354	1006	79	147	24	25	48	940
Effective Weighted Sample	139	87	39	123	285	815	67	117	20	19	40	771
Total	142	62	40	102	268	855	82	105	19	17	31	837
	15%	7%	**	11%	28%	91%	**	11%	**	**	**	89%
Sky (via satellite dish)	76	30	**	44	148	506	**	61	**	**	**	502
	53%	48%	**	43%	55%	59%	**	59%	**	**	**	60%
	c											
	13%	5%	**	8%	26%	90%	**	11%	**	**	**	89%
Virgin Media (via cable)	32	9	**	13	36	164	**	16	**	**	**	160
	23%	14%	**	12%	13%	19%	**	15%	**	**	**	19%
	d											
	19%	5%	**	7%	20%	93%	**	9%	**	**	**	91%
Freeview (via TV aerial)	23	17	**	38	69	144	**	23	**	**	**	133
	16%	28%	**	38%	26%	17%	**	22%	**	**	**	16%
	a	ab	a	a								
	15%	11%	**	25%	45%	93%	**	15%	**	**	**	86%
Freesat (via satellite dish)	9	6	**	6	11	30	**	2	**	**	**	33
	6%	9%	**	6%	4%	4%	**	2%	**	**	**	4%
	26%	16%	**	18%	31%	88%	**	7%	**	**	**	94%
Don't know	1	1	**	1	4	11	**	2	**	**	**	10
	1%	1%	**	1%	1%	1%	**	2%	**	**	**	1%
	12%	7%	**	10%	32%	94%	**	14%	**	**	**	85%

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

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**Table 88
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH7 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	167	133	57	190	432	1108	104	170	27	24	67	1045
Effective Weighted Sample	134	109	46	154	346	882	88	129	20	19	52	842
Total	128	79	39	118	307	892	113	123	23	17	45	883
	13%	8%	**	12%	31%	89%	11%	12%	**	**	**	88%
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	111	65	**	96	257	797	93	106	**	**	**	789
	87%	83%	**	82%	84%	89%	83%	86%	**	**	**	89%
	12%	7%	**	11%	29%	89%	10%	12%	**	**	**	88%
Sky satellite dish for free to air services only - you pay no monthly subscription fee	8	5	**	10	26	43	10	10	**	**	**	39
	7%	7%	**	9%	9%	5%	9%	8%	**	**	**	4%
	17%	11%	**	21%	53%	86%	19%	21%	**	**	**	79%
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	2	3	**	4	8	16	5	2	**	**	**	18
	1%	4%	**	4%	3%	2%	5%	2%	**	**	**	2%
	9%	15%	**	20%	39%	79%	27%	10%	**	**	**	89%
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	6	3	**	3	7	19	-	3	**	**	**	17
	5%	4%	**	3%	2%	2%	-%	3%	**	**	**	2%
	32%	14%	**	17%	36%	96%	-%	16%	**	**	**	86%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 88
Page 152**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH7 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	167	133	57	190	432	1108	104	170	27	24	67	1045
Effective Weighted Sample	134	109	46	154	346	882	88	129	20	19	52	842
Total	128	79	39	118	307	892	113	123	23	17	45	883
	13%	8%	**	12%	31%	89%	11%	12%	**	**	**	88%
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	-	-	**	-	2	7	-	-	**	**	**	7
	-%	-%	**	-%	1%	1%	-%	-%	**	**	**	1%
	-%	-%	**	-%	23%	100%	-%	-%	**	**	**	100%
Other satellite dish, showing mainly non-English programmes where you do not pay a monthly subscription fee	1	1	**	2	5	8	4	3	**	**	**	9
	1%	1%	**	2%	2%	1%	4%	2%	**	**	**	1%
	9%	9%	**	18%	43%	67%	34%	21%	**	**	**	78%
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	-	-	**	1	2	7	1	1	**	**	**	7
	-%	-%	**	1%	1%	1%	1%	1%	**	**	**	1%
	-%	-%	a	15%	23%	86%	15%	9%	**	**	**	91%
Don't know	1	1	**	2	5	11	2	2	**	**	**	11
	1%	2%	**	2%	2%	1%	2%	1%	**	**	**	1%
	12%	11%	**	17%	38%	83%	15%	12%	**	**	**	87%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH8 (QH3B). Did you previously pay a monthly subscription to Sky and receive additional channels? (SINGLE CODE)

Base : Those with a Sky satellite dish for free to air services only

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	~d	OR DE	*f	~g	~h	~i	~j	~k	*l
Significance Level: 95%												
Unweighted total	13	11	7	18	38	60	7	15	2	3	8	52
Effective Weighted Sample	11	9	6	15	31	49	6	13	2	3	8	42
Total	8	5	5	10	26	43	10	10	2	2	6	39
	**	**	**	**	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**

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

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**Table 90
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	145	110	46	156	360	989	88	146	22	18	56	933
Effective Weighted Sample	117	90	37	127	287	786	74	108	17	13	41	752
Total	111	65	31	96	257	797	93	106	20	13	37	789
	12%	7%	**	11%	29%	89%	**	12%	**	**	**	88%
Sky Sports 1 only	8	3	**	5	14	36	**	7	**	**	**	34
	7%	4%	**	5%	5%	4%	**	7%	**	**	**	4%
	19%	7%	**	11%	35%	88%	**	17%	**	**	**	84%
Sky Sports 2 only	-	1	**	1	1	1	**	-	**	**	**	1
	-%	1%	**	1%	*%	*%	**	-%	**	**	**	*%
	-%	46%	**	46%	86%	100%	**	-%	**	**	**	100%
Sky Sports Pack (Sky Sports 1, 2, 3 and 4)	47	23	**	34	89	323	**	35	**	**	**	324
	42%	34%	**	35%	35%	41%	**	33%	**	**	**	41%
	13%	6%	**	9%	25%	91%	**	10%	**	**	**	91%
Sky Movies 1 only (Comedy, Family, Classics, Modern Greats, Drama & Romance)	5	3	**	5	12	28	**	4	**	**	**	26
	5%	4%	**	6%	5%	3%	**	3%	**	**	**	3%
	18%	10%	**	18%	40%	93%	**	12%	**	**	**	87%
Sky Movies 2 only (Comedy, Indie, Sci-Fi & Horror, Crime & Thriller, Action & Adventure)	1	*	**	*	1	8	**	-	**	**	**	8
	1%	1%	**	*%	*%	1%	**	-%	**	**	**	1%
	19%	5%	**	5%	14%	100%	**	-%	**	**	**	100%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	145	110	46	156	360	989	88	146	22	18	56	933
Effective Weighted Sample	117	90	37	127	287	786	74	108	17	13	41	752
Total	111	65	31	96	257	797	93	106	20	13	37	789
	12%	7%	**	11%	29%	89%	**	12%	**	**	**	88%
Sky Movies Pack (All Sky Movies channels in Sky Movies 1 and 2, plus Premiere and Disney Cinemagic)	30	11	**	15	63	255	**	32	**	**	**	249
	27%	16%	**	15%	25%	32%	**	30%	**	**	**	32%
	d											
	11%	4%	**	5%	23%	91%	**	11%	**	**	**	89%
Sky+ HD (High Definition channels through Sky+ HD box)	43	10	**	18	64	290	**	32	**	**	**	288
	39%	15%	**	19%	25%	36%	**	30%	**	**	**	37%
	bd											k
	14%	3%	**	6%	20%	91%	**	10%	**	**	**	90%
ANY SPORTS	54	26	**	39	104	360	**	42	**	**	**	359
	49%	40%	**	40%	41%	45%	**	40%	**	**	**	46%
	14%	7%	**	10%	26%	90%	**	11%	**	**	**	90%
ANY MOVIES	37	14	**	21	76	291	**	35	**	**	**	283
	33%	21%	**	21%	30%	36%	**	34%	**	**	**	36%
	d											
	12%	4%	**	7%	24%	92%	**	11%	**	**	**	89%
SPORTS AND MOVIES	27	9	**	12	51	202	**	22	**	**	**	198
	25%	13%	**	12%	20%	25%	**	21%	**	**	**	25%
	bd											
	12%	4%	**	5%	23%	92%	**	10%	**	**	**	90%
Basic package only	33	30	**	42	99	240	**	39	**	**	**	233
	29%	47%	**	44%	38%	30%	**	36%	**	**	**	30%
	a			a							l	
	12%	11%	**	16%	36%	88%	**	14%	**	**	**	86%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	145	110	46	156	360	989	88	146	22	18	56	933
Effective Weighted Sample	117	90	37	127	287	786	74	108	17	13	41	752
Total	111	65	31	96	257	797	93	106	20	13	37	789
	12%	7%	**	11%	29%	89%	**	12%	**	**	**	88%
None of these	1	2	**	2	7	10	**	2	**	**	**	12
	1%	3%	**	2%	3%	1%	**	2%	**	**	**	1%
	6%	13%	**	17%	52%	79%	**	13%	**	**	**	88%
Don't know	1	1	**	1	1	9	**	1	**	**	**	12
	1%	1%	**	1%	1%	1%	**	1%	**	**	**	1%
							f					
	5%	4%	**	4%	9%	69%	**	9%	**	**	**	89%

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

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**Table 91
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH10 (QH5). SHOWCARD Which, if any, of these channels do you subscribe to through your Cable TV service? (MULTI CODE)

Base : Those with Cable TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	*a	*b	~c	*d	OR DE	f	~g	*h	~i	~j	~k	l
Unweighted total	66	42	24	66	133	331	28	50	9	8	14	311
Effective Weighted Sample	57	36	19	55	111	275	21	40	7	7	10	260
Total	59	26	15	41	93	299	27	36	8	5	10	290
	**	**	**	**	29%	92%	**	**	**	**	**	89%
Sky Sports channels	**	**	**	**	17	66	**	**	**	**	**	60
	**	**	**	**	18%	22%	**	**	**	**	**	21%
	**	**	**	**	25%	97%	**	**	**	**	**	89%
Sky Movies channels	**	**	**	**	6	40	**	**	**	**	**	39
	**	**	**	**	6%	13%	**	**	**	**	**	13%
	**	**	**	**	14%	95%	**	**	**	**	**	92%
High Definition channel through V+ HD box	**	**	**	**	20	99	**	**	**	**	**	96
	**	**	**	**	21%	33%	**	**	**	**	**	33%
	d											
	**	**	**	**	19%	94%	**	**	**	**	**	91%
Basic package only	**	**	**	**	48	133	**	**	**	**	**	125
	**	**	**	**	52%	44%	**	**	**	**	**	43%
	**	**	**	**	33%	91%	**	**	**	**	**	86%
None of these	**	**	**	**	8	15	**	**	**	**	**	20
	**	**	**	**	8%	5%	**	**	**	**	**	7%
	**	**	**	**	37%	72%	**	**	**	**	**	93%
Don't know	**	**	**	**	6	12	**	**	**	**	**	12
	**	**	**	**	6%	4%	**	**	**	**	**	4%
	**	**	**	**	45%	92%	**	**	**	**	**	95%

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

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**Table 92
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11A (QR1A). Does your household have Sky+? (SINGLE CODE)

Base : Those with Sky TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	159	124	56	180	410	1064	99	164	26	21	64	1001
Effective Weighted Sample	128	101	45	146	329	847	83	123	20	16	49	807
Total	121	72	38	110	291	855	106	117	22	15	43	845
	13%	8%	**	12%	30%	89%	**	12%	**	**	**	88%
Yes	84	46	**	70	196	658	**	89	**	**	**	642
	69%	64%	**	63%	67%	77%	**	76%	**	**	**	76%
	11%	6%	**	10%	27%	90%	**	12%	**	**	**	88%
No	35	25	**	38	87	179	**	26	**	**	**	185
	29%	34%	**	34%	30%	21%	**	22%	**	**	**	22%
	17%	12%	**	18%	41%	85%	**	12%	**	**	**	88%
Don't know	2	1	**	3	8	18	**	2	**	**	**	18
	2%	2%	**	3%	3%	2%	**	2%	**	**	**	2%
	11%	6%	**	15%	41%	88%	**	11%	**	**	**	86%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11B (QR1B). Does your household have V+? (SINGLE CODE)

Base : Those with Cable TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	*a	*b	~c	*d	OR DE	f	~g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	66	42	24	66	133	331	28	50	9	8	14	311
Effective Weighted Sample	57	36	19	55	111	275	21	40	7	7	10	260
Total	59	26	15	41	93	299	27	36	8	5	10	290
	**	**	**	**	29%	92%	**	**	**	**	**	89%
Yes	**	**	**	**	40	169	**	**	**	**	**	162
	**	**	**	**	43%	57%	**	**	**	**	**	56%
	**	**	**	**	22%	95%	**	**	**	**	**	90%
No	**	**	**	**	50	122	**	**	**	**	**	120
	**	**	**	**	54%	41%	**	**	**	**	**	41%
	**	**	**	**	36%	88%	**	**	**	**	**	87%
Don't know	**	**	**	**	3	8	**	**	**	**	**	8
	**	**	**	**	4%	3%	**	**	**	**	**	3%
	**	**	**	**	44%	100%	**	**	**	**	**	100%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11C (QR1C). Does your Freesat set top box allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Freesat

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	~d	OR DE	*f	~g	~h	~i	~j	~k	*l
Significance Level: 95%	10	9	2	11	21	41	5	7	2	3	3	40
Unweighted total	8	7	2	9	17	33	5	7	2	3	3	33
Effective Weighted Sample	8	6	2	8	15	34	5	5	1	2	2	34
Total	**	**	**	**	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 95
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11D (QR1D). Does your Freeview box or Freeview TV set allow to record and store TV programmes, and also pause and rewind live TV programmes (this includes Freeview Playback and Freeview Plus boxes)? (SINGLE CODE)

Base : Those with Freeview

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	*g	h	*i	ING	ITY	l
Significance Level: 95%					e					*j	k	
Unweighted total	224	199	167	366	707	1349	71	285	40	53	121	1139
Effective Weighted Sample	184	161	132	288	569	1100	60	224	32	42	94	933
Total	166	123	133	256	515	1032	65	191	27	33	81	912
	15%	11%	12%	23%	47%	94%	**	17%	**	**	7%	83%
Yes	35	32	24	56	82	191	**	34	**	**	15	167
	21%	26%	18%	22%	16%	19%	**	18%	**	**	19%	18%
	18%	16%	12%	28%	41%	96%	**	17%	**	**	8%	84%
No	114	80	100	180	389	745	**	141	**	**	58	657
	68%	65%	75%	70%	76%	72%	**	74%	**	**	72%	72%
	14%	10%	13%	23%	49%	93%	**	18%	**	**	7%	82%
Don't know	17	10	9	20	44	96	**	16	**	**	7	88
	10%	9%	7%	8%	9%	9%	**	9%	**	**	9%	10%
	17%	10%	9%	19%	43%	93%	**	16%	**	**	7%	85%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 96
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11E (QR1E). Does your broadband TV service allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Broadband TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	~d	OR DE	*f	~g	~h	~i	~j	~k	*l
Significance Level: 95%	~a	~b	~c	~d	~e	*f	~g	~h	~i	~j	~k	*l
Unweighted total	8	-	1	1	10	42	1	12	4	1	5	31
Effective Weighted Sample	7	-	1	1	9	35	1	10	3	1	5	25
Total	6	-	1	1	8	40	2	12	4	1	4	30
	**	-%	**	**	**	**	**	**	**	**	**	**
Yes	**	-	**	**	**	**	**	**	**	**	**	**
	**	-%	**	**	**	**	**	**	**	**	**	**
	**	-%	**	**	**	**	**	**	**	**	**	**
No	**	-	**	**	**	**	**	**	**	**	**	**
	**	-%	**	**	**	**	**	**	**	**	**	**
	**	-%	**	**	**	**	**	**	**	**	**	**
Don't know	**	-	**	**	**	**	**	**	**	**	**	**
	**	-%	**	**	**	**	**	**	**	**	**	**
	**	-%	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 97
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

DVR HOUSEHOLD OWNERSHIP

Base : Those with Sky TV/ Cable TV/ Freesat/ Freeview/ Broadband TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	394	323	227	550	1119	2382	180	446	68	77	179	2124
Effective Weighted Sample	324	262	179	434	901	1930	149	349	53	61	140	1735
Total	306	199	174	373	814	1919	178	310	52	52	121	1794
	15%	9%	8%	18%	39%	91%	8%	15%	**	**	6%	85%
DVR IN HOUSEHOLD	143	92	47	138	313	999	87	139	**	**	48	951
	47%	46%	27%	37%	39%	52%	49%	45%	**	**	40%	53%
	cd	cd		c								hjk
	13%	8%	4%	13%	29%	92%	8%	13%	**	**	4%	88%
NO DVR IN HOUSEHOLD	155	102	118	220	464	869	81	161	**	**	67	794
	51%	51%	68%	59%	57%	45%	46%	52%	**	**	56%	44%
			abd	ab				l		l	l	
	16%	11%	12%	23%	49%	91%	8%	17%	**	**	7%	83%
UNSURE	7	5	9	14	36	51	9	10	**	**	5	49
	2%	3%	5%	4%	4%	3%	5%	3%	**	**	4%	3%
	12%	9%	15%	24%	60%	86%	15%	17%	**	**	9%	82%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH12 (QR2). Do you personally use this DVR (i.e. Digital Video Recorder)? IF NECESSARY - A DVR is sometimes known as a PVR. (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%												
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
Yes	114	63	**	96	223	773	**	107	**	**	**	735
	80%	69%	**	69%	71%	77%	**	77%	**	**	**	77%
	bd											
	14%	8%	**	11%	27%	92%	**	13%	**	**	**	88%
No	20	24	**	36	70	172	**	25	**	**	**	164
	14%	26%	**	26%	22%	17%	**	18%	**	**	**	17%
		a	a	a								
	11%	13%	**	19%	37%	91%	**	13%	**	**	**	87%
Don't know	9	4	**	6	20	54	**	7	**	**	**	52
	6%	5%	**	5%	6%	5%	**	5%	**	**	**	5%
	15%	7%	**	11%	35%	91%	**	11%	**	**	**	89%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH13 (QR4). SHOWCARD How long have you owned your DVR? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
Less than 3 months	12	4	**	5	16	47	**	9	**	**	**	39
	8%	4%	**	3%	5%	5%	**	7%	**	**	**	4%
	25%	8%	**	10%	34%	98%	**	19%	**	**	**	82%
3 to 6 months	9	5	**	10	18	61	**	11	**	**	**	57
	6%	6%	**	7%	6%	6%	**	8%	**	**	**	6%
	13%	7%	**	14%	26%	89%	**	16%	**	**	**	84%
7 to 12 months	25	6	**	13	38	138	**	16	**	**	**	135
	18%	7%	**	9%	12%	14%	**	12%	**	**	**	14%
	bd											
	17%	4%	**	8%	26%	92%	**	11%	**	**	**	90%
More than 12 months	89	67	**	94	203	662	**	93	**	**	**	627
	63%	73%	**	68%	65%	66%	**	67%	**	**	**	66%
	12%	9%	**	13%	28%	92%	**	13%	**	**	**	87%
Don't know	8	10	**	17	39	91	**	10	**	**	**	92
	5%	10%	**	12%	12%	9%	**	7%	**	**	**	10%
			a	a								
	7%	9%	**	16%	38%	88%	**	10%	**	**	**	89%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 100
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH14 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
More than once a week	81	46	**	65	153	576	**	77	**	**	**	530
	56%	51%	**	47%	49%	58%	**	55%	**	**	**	56%
	c					g						
	13%	8%	**	11%	25%	95%	**	13%	**	**	**	88%
Once a week	21	8	**	14	35	107	**	10	**	**	**	125
	15%	8%	**	10%	11%	11%	**	7%	**	**	**	13%
						f						h
	15%	6%	**	10%	26%	80%	**	7%	**	**	**	93%
Once every 2-3 weeks	13	4	**	5	17	68	**	8	**	**	**	67
	9%	4%	**	3%	5%	7%	**	6%	**	**	**	7%
	d											
	17%	5%	**	6%	22%	90%	**	11%	**	**	**	89%
Once a month	5	9	**	11	23	66	**	14	**	**	**	61
	4%	9%	**	8%	7%	7%	**	10%	**	**	**	6%
	7%	12%	**	15%	32%	90%	**	20%	**	**	**	83%
Once every 2-4 months	2	7	**	11	19	28	**	4	**	**	**	26
	1%	8%	**	8%	6%	3%	**	3%	**	**	**	3%
		a	a	a								
	7%	25%	**	38%	65%	95%	**	15%	**	**	**	86%
Less often than every 4 months	4	4	**	6	13	34	**	8	**	**	**	30
	2%	4%	**	4%	4%	3%	**	6%	**	**	**	3%
											l	
	9%	10%	**	15%	34%	90%	**	22%	**	**	**	80%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 100
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH14 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
Never	11	11	**	20	32	72	**	14	**	**	**	64
	8%	11%	**	15%	10%	7%	**	10%	**	**	**	7%
			a									
	14%	14%	**	26%	42%	93%	**	17%	**	**	**	83%
Don't know	6	4	**	6	20	47	**	4	**	**	**	49
	5%	4%	**	5%	7%	5%	**	3%	**	**	**	5%
	12%	7%	**	12%	38%	88%	**	8%	**	**	**	92%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 101
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH15 (QR7). SHOWCARD DVRs allow you to record and watch programmes in several different ways and have many different functions. From this list, which do you do regularly, by regularly I mean at least once a week? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
Recorded a programme and watched it on a different day to which it was broadcast	109	63	**	93	212	739	**	97	**	**	**	712
	76%	68%	**	67%	68%	74%	**	70%	**	**	**	75%
	14%	8%	**	12%	26%	92%	**	12%	**	**	**	88%
Recorded a programme and watched it on the same day	78	34	**	52	128	543	**	58	**	**	**	524
	54%	37%	**	38%	41%	54%	**	41%	**	**	**	55%
	bd											h
	13%	6%	**	9%	22%	94%	**	10%	**	**	**	90%
Set to record an individual episode or series link a particular programme through the electronic programme guide, also known as the on-screen TV guide	70	38	**	50	123	506	**	58	**	**	**	484
	49%	41%	**	36%	39%	51%	**	41%	**	**	**	51%
	cd											h
	13%	7%	**	9%	23%	94%	**	11%	**	**	**	90%
Paused live television	57	24	**	36	99	432	**	55	**	**	**	401
	40%	26%	**	26%	32%	43%	**	39%	**	**	**	42%
	bd					g						
	13%	5%	**	8%	22%	95%	**	12%	**	**	**	88%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH15 (QR7). SHOWCARD DVRs allow you to record and watch programmes in several different ways and have many different functions. From this list, which do you do regularly, by regularly I mean at least once a week? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
Recorded a programme then watched it back, fast forwarding through to just watch the highlights (for example goals in a football match)	48	26	**	31	77	356	**	41	**	**	**	340
	34%	28%	**	22%	25%	36%	**	29%	**	**	**	36%
	cd	c										k
	13%	7%	**	8%	20%	93%	**	11%	**	**	**	89%
Rewound a programme I have been watching to catch a highlight again	43	18	**	25	77	336	**	38	**	**	**	314
	30%	20%	**	18%	24%	34%	**	27%	**	**	**	33%
	cd				g							
	12%	5%	**	7%	22%	95%	**	11%	**	**	**	89%
Recorded a number of episodes of one series and watched them all in one go	36	19	**	22	68	311	**	32	**	**	**	295
	25%	21%	**	16%	22%	31%	**	23%	**	**	**	31%
	c	c			g							h
	11%	6%	**	7%	21%	95%	**	10%	**	**	**	90%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH15 (QR7). SHOWCARD DVRs allow you to record and watch programmes in several different ways and have many different functions. From this list, which do you do regularly, by regularly I mean at least once a week? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
Set to record an individual episode or series link a particular programme by clicking on the on screen icon available on some live trailers for particular programmeS	38	18	**	22	60	267	**	30	**	**	**	256
	27%	20%	**	16%	19%	27%	**	21%	**	**	**	27%
	cd											
	13%	6%	**	8%	21%	94%	**	10%	**	**	**	90%
Rewound a programme I have been watching for another reason	33	12	**	19	48	237	**	23	**	**	**	226
	23%	13%	**	14%	15%	24%	**	16%	**	**	**	24%
	bd											hk
	13%	5%	**	8%	19%	95%	**	9%	**	**	**	91%
Recorded something using my DVR and then put it onto video or DVD	13	5	**	7	10	78	**	7	**	**	**	73
	9%	5%	**	5%	3%	8%	**	5%	**	**	**	8%
	16%	6%	**	8%	13%	97%	**	9%	**	**	**	91%
None of these	16	12	**	24	44	100	**	19	**	**	**	86
	11%	13%	**	17%	14%	10%	**	14%	**	**	**	9%
			ab									
	15%	11%	**	22%	42%	95%	**	18%	**	**	**	82%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH15 (QR7). SHOWCARD DVRs allow you to record and watch programmes in several different ways and have many different functions. From this list, which do you do regularly, by regularly I mean at least once a week? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
Don't know	4	3	**	5	14	22	**	2	**	**	**	24
	3%	3%	**	3%	4%	2%	**	2%	**	**	**	3%
	15%	12%	**	17%	51%	84%	**	9%	**	**	**	90%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH16 (QR9). SHOWCARD When you watch recordings you have made with your DVR, how often, if at all, do you fast forward through the adverts? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
I always or almost always fast forward through the adverts	103	63	**	85	197	720	**	100	**	**	**	684
	72%	69%	**	61%	63%	72%	**	71%	**	**	**	72%
	cd	c										
	13%	8%	**	11%	25%	92%	**	13%	**	**	**	88%
I fast forward through the adverts about half the time	17	12	**	17	40	111	**	14	**	**	**	108
	12%	13%	**	12%	13%	11%	**	10%	**	**	**	11%
	14%	10%	**	14%	33%	90%	**	12%	**	**	**	88%
I never or hardly ever fast forward through the adverts	12	6	**	15	33	64	**	12	**	**	**	61
	8%	7%	**	11%	10%	6%	**	9%	**	**	**	6%
			ab								l	
	16%	8%	**	20%	45%	88%	**	16%	**	**	**	84%
I never play back programmes recorded from channels with adverts	11	11	**	22	43	104	**	14	**	**	**	98
	8%	12%	**	16%	14%	10%	**	10%	**	**	**	10%
			ab	a								
	10%	10%	**	20%	38%	93%	**	12%	**	**	**	88%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 103
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH17 (QR10). Since getting your DVR, do you think you watch more, less or about the same amount of television? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	~i	~j	*k	l
Unweighted total	173	139	64	203	410	1165	83	184	29	27	71	1067
Effective Weighted Sample	142	115	51	166	335	951	71	144	24	20	57	879
Total	143	92	47	138	313	999	87	139	28	18	48	951
	13%	8%	**	13%	29%	92%	**	13%	**	**	**	88%
More	27	6	**	12	44	164	**	19	**	**	**	163
	19%	7%	**	8%	14%	16%	**	13%	**	**	**	17%
	bd											k
	15%	4%	**	6%	24%	90%	**	10%	**	**	**	90%
About the same	99	71	**	107	221	698	**	106	**	**	**	642
	69%	77%	**	77%	71%	70%	**	76%	**	**	**	67%
						g		l			l	
	13%	9%	**	14%	30%	94%	**	14%	**	**	**	86%
Less	7	3	**	3	11	52	**	5	**	**	**	59
	5%	3%	**	2%	3%	5%	**	3%	**	**	**	6%
							f					
	11%	5%	**	5%	17%	83%	**	7%	**	**	**	93%
Don't know	11	11	**	17	38	84	**	10	**	**	**	87
	8%	12%	**	12%	12%	8%	**	7%	**	**	**	9%
	11%	12%	**	17%	39%	87%	**	10%	**	**	**	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 104
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH18 (QR12). SHOWCARD Which of these statements apply to when and how you use your DVR to record programmes? (MULTI CODE)

Base : Those who personally use their DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	*g	h	~i	~j	*k	l
Significance Level: 95%												
Unweighted total	137	96	44	140	289	902	62	139	27	20	53	828
Effective Weighted Sample	112	80	36	116	239	736	52	109	22	15	44	680
Total	114	63	32	96	223	773	64	107	27	14	36	735
	14%	**	**	11%	27%	92%	**	13%	**	**	**	88%
I record programmes because I am not going to be at home	92	**	**	69	166	634	**	76	**	**	**	615
	80%	**	**	72%	74%	82%	**	71%	**	**	**	84%
	13%	**	**	10%	24%	92%	**	11%	**	**	**	89%
I record programmes because two programmes I want to watch are on at the same time	89	**	**	65	137	506	**	71	**	**	**	471
	78%	**	**	68%	61%	65%	**	66%	**	**	**	64%
	16%	**	**	12%	25%	93%	**	13%	**	**	**	87%
I record programmes because someone else is watching the TV	69	**	**	40	124	467	**	59	**	**	**	440
	61%	**	**	42%	56%	60%	**	55%	**	**	**	60%
	cd					g		k				k
	14%	**	**	8%	25%	94%	**	12%	**	**	**	89%
I use my DVR so I can fast forward through the ads when I am watching TV	42	**	**	31	65	270	**	35	**	**	**	253
	37%	**	**	32%	29%	35%	**	32%	**	**	**	34%
	15%	**	**	11%	23%	94%	**	12%	**	**	**	88%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH18 (QR12). SHOWCARD Which of these statements apply to when and how you use your DVR to record programmes? (MULTI CODE)

Base : Those who personally use their DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	*g	h	~i	~j	*k	l
Significance Level: 95%												
Unweighted total	137	96	44	140	289	902	62	139	27	20	53	828
Effective Weighted Sample	112	80	36	116	239	736	52	109	22	15	44	680
Total	114	63	32	96	223	773	64	107	27	14	36	735
	14%	**	**	11%	27%	92%	**	13%	**	**	**	88%
I use my DVR so that I can build up an archive of the TV programmes I like watching	18	**	**	13	30	125	**	16	**	**	**	112
	15%	**	**	14%	13%	16%	**	15%	**	**	**	15%
	14%	**	**	10%	23%	97%	**	13%	**	**	**	87%
I never watch TV as it is broadcast, instead I use my DVR to record all of my TV watching for a week	8	**	**	6	9	40	**	6	**	**	**	36
	7%	**	**	6%	4%	5%	**	6%	**	**	**	5%
	19%	**	**	13%	22%	93%	**	15%	**	**	**	85%
Other	2	**	**	4	5	13	**	4	**	**	**	11
	1%	**	**	4%	2%	2%	**	4%	**	**	**	1%
	12%	**	**	29%	33%	92%	**	27%	**	**	**	76%
Don't know	1	**	**	3	5	12	**	2	**	**	**	10
	1%	**	**	3%	2%	2%	**	2%	**	**	**	1%
	6%	**	a	27%	37%	100%	**	18%	**	**	l	83%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH19 (QR13). SHOWCARD How often, if at all, do you check what is on TV before watching a recorded programme? (SINGLE CODE)

Base : Those who personally use their DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	*g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	137	96	44	140	289	902	62	139	27	20	53	828
Effective Weighted Sample	112	80	36	116	239	736	52	109	22	15	44	680
Total	114	63	32	96	223	773	64	107	27	14	36	735
	14%	**	**	11%	27%	92%	**	13%	**	**	**	88%
Always	56	**	**	54	122	350	**	59	**	**	**	312
	49%	**	**	56%	55%	45%	**	55%	**	**	**	42%
						g		l			l	
	15%	**	**	14%	33%	94%	**	16%	**	**	**	84%
Sometimes	41	**	**	30	80	310	**	30	**	**	**	317
	36%	**	**	32%	36%	40%	**	28%	**	**	**	43%
												hk
	12%	**	**	9%	23%	90%	**	9%	**	**	**	92%
Rarely	9	**	**	5	9	65	**	6	**	**	**	61
	8%	**	**	5%	4%	8%	**	6%	**	**	**	8%
	13%	**	**	7%	13%	97%	**	9%	**	**	**	92%
Never	5	**	**	5	9	37	**	10	**	**	**	35
	5%	**	**	5%	4%	5%	**	10%	**	**	**	5%
							f	l				
	12%	**	**	11%	20%	84%	**	23%	**	**	**	79%
Don't know	3	**	**	2	3	10	**	2	**	**	**	10
	3%	**	**	2%	2%	1%	**	2%	**	**	**	1%
	25%	**	**	15%	29%	88%	**	18%	**	**	**	85%

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

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**Table 106
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH20 (QH56). SHOWCARD Which, if any, of these devices does your household have at the moment? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Sky+ HD box	73	34	15	49	154	538	64	65	**	**	22	538
	23%	16%	8%	12%	17%	26%	33%	19%	**	**	17%	28%
	bcd	c										hjk
	12%	6%	2%	8%	26%	89%	11%	11%	**	**	4%	89%
Xbox	24	9	2	11	113	357	24	32	**	**	12	353
	7%	4%	1%	3%	13%	18%	12%	9%	**	**	9%	19%
	cd	c										hik
	6%	2%	*%	3%	29%	93%	6%	8%	**	**	3%	92%
PlayStation 3	16	7	1	8	80	307	47	32	**	**	11	322
	5%	3%	1%	2%	9%	15%	24%	9%	**	**	8%	17%
	cd	c					f					hik
	4%	2%	*%	2%	23%	87%	13%	9%	**	**	3%	91%
Nintendo DSi	18	7	1	8	57	230	27	28	**	**	11	237
	6%	3%	1%	2%	6%	11%	14%	8%	**	**	8%	12%
	cd	c										h
	7%	3%	*%	3%	21%	87%	10%	11%	**	**	4%	90%
Virgin TiVo box	18	6	1	7	22	100	9	7	**	**	1	102
	5%	3%	1%	2%	3%	5%	4%	2%	**	**	1%	5%
	cd											hk
	16%	5%	1%	6%	21%	92%	8%	7%	**	**	1%	93%
BT Vision+ box	6	2	-	2	8	47	4	10	**	**	4	42
	2%	1%	-%	1%	1%	2%	2%	3%	**	**	3%	2%
	c											
	12%	4%	-%	4%	16%	91%	8%	20%	**	**	7%	81%
Apple TV digital multimedia receiver	3	-	*	*	3	16	3	-	**	**	-	19
	1%	-%	*%	*%	*%	1%	2%	-%	**	**	-%	1%
												h
	15%	-%	2%	2%	18%	82%	16%	-%	**	**	-%	100%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH20 (QH56). SHOWCARD Which, if any, of these devices does your household have at the moment? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
None of these	203	155	172	326	570	981	86	218	**	**	87	847
	62%	73%	87%	80%	64%	48%	44%	63%	**	**	66%	45%
		a	abd	ab				l	l	l	l	
	19%	14%	16%	31%	53%	92%	8%	20%	**	**	8%	79%
Don't know	2	3	7	10	14	25	1	5	**	**	3	22
	1%	1%	3%	2%	2%	1%	1%	1%	**	**	2%	1%
			a									
	8%	11%	26%	36%	53%	95%	6%	17%	**	**	11%	82%

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

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**Table 107
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH21 (QH57). SHOWCARD Which, if any, of the uses shown on this card have you used your (SET TOP BOX/ES AT QH20) for in the last 12 months? (MULTI CODE)

Base : Those with a Virgin TiVo box, a Sky+ HD box or a BT Vision+ box in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	*b	~c	d	OR DE	f	*g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	113	67	22	89	241	765	71	106	16	11	41	731
Effective Weighted Sample	92	55	17	71	197	620	60	84	13	9	32	599
Total	95	41	16	58	183	667	76	81	17	10	27	664
	13%	**	**	**	25%	90%	**	11%	**	**	**	89%
Watching TV you've previously recorded	73	**	**	**	124	504	**	64	**	**	**	502
	76%	**	**	**	68%	76%	**	79%	**	**	**	76%
	13%	**	**	**	22%	90%	**	11%	**	**	**	89%
Watching TV live - i.e. at the same time as it is broadcast, and not something you've recorded	78	**	**	**	113	455	**	53	**	**	**	456
	82%	**	**	**	61%	68%	**	66%	**	**	**	69%
	bd											
	15%	**	**	**	22%	89%	**	10%	**	**	**	90%
Catch-up services - watch programmes or films recently broadcast (e.g. using the BBC iPlayer)	33	**	**	**	38	216	**	24	**	**	**	217
	34%	**	**	**	21%	32%	**	30%	**	**	**	33%
	bd											k
	14%	**	**	**	16%	90%	**	10%	**	**	**	90%

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

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**Table 107
Page 180**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH21 (QH57). SHOWCARD Which, if any, of the uses shown on this card have you used your (SET TOP BOX/ES AT QH20) for in the last 12 months? (MULTI CODE)

Base : Those with a Virgin TiVo box, a Sky+ HD box or a BT Vision+ box in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	*b	~c	d	OR DE	f	*g	h	~i	~j	*k	l
Significance Level: 95%					e							
Unweighted total	113	67	22	89	241	765	71	106	16	11	41	731
Effective Weighted Sample	92	55	17	71	197	620	60	84	13	9	32	599
Total	95	41	16	58	183	667	76	81	17	10	27	664
	13%	**	**	**	25%	90%	**	11%	**	**	**	89%
Video on-demand services - e.g. a service which may provide films (such as those recently available on DVD), classic TV shows and other content	14	**	**	**	14	110	**	11	**	**	**	110
	14%	**	**	**	8%	16%	**	13%	**	**	**	17%
	11%	**	**	**	12%	91%	**	9%	**	**	**	92%
Any other applications to watch programmes and video clips (e.g. YouTube)	5	**	**	**	10	40	**	6	**	**	**	40
	5%	**	**	**	6%	6%	**	7%	**	**	**	6%
	12%	**	**	**	23%	89%	**	12%	**	**	**	88%
Any applications to play games	2	**	**	**	7	32	**	6	**	**	**	32
	2%	**	**	**	4%	5%	**	8%	**	**	**	5%
	4%	**	**	**	19%	85%	**	16%	**	**	**	85%
Anything else	1	**	**	**	3	10	**	1	**	**	**	10
	1%	**	**	**	1%	1%	**	1%	**	**	**	2%
	11%	**	**	**	24%	94%	**	5%	**	**	**	94%
Don't know	4	**	**	**	26	61	**	10	**	**	**	54
	4%	**	**	**	14%	9%	**	12%	**	**	**	8%
	6%	a	**	a	41%	95%	**	15%	**	**	**	84%

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

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**Table 108
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH22 (QH58). Have you connected your (GAMES PLAYER OR APPLE TV RECEIVER AT QH20) to your television to enable you to connect to the internet via your TV in the last 12 months?

Base : Those with an Xbox, PlayStation 3, Nintendo DSi, or Apple TV digital multimedia receiver in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	*a	~b	~c	~d	OR DE	f	*g	h	~i	~j	*k	l
Unweighted total	50	25	4	29	242	762	73	86	10	12	32	751
Effective Weighted Sample	39	21	3	24	198	610	61	65	9	8	22	609
Total	45	17	2	19	188	646	75	68	8	11	24	659
	**	**	**	**	26%	89%	**	**	**	**	**	91%
Yes	**	**	**	**	66	254	**	**	**	**	**	259
	**	**	**	**	35%	39%	**	**	**	**	**	39%
	**	**	**	**	23%	89%	**	**	**	**	**	91%
No	**	**	**	**	117	378	**	**	**	**	**	386
	**	**	**	**	62%	59%	**	**	**	**	**	59%
	**	**	**	**	28%	90%	**	**	**	**	**	92%
Don't know	**	**	**	**	5	13	**	**	**	**	**	13
	**	**	**	**	2%	2%	**	**	**	**	**	2%
	**	**	**	**	26%	74%	**	**	**	**	**	74%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH23 (QH59). SHOWCARD Which, if any, of the uses shown on this card have connected your (GAMES PLAYER OR APPLE TV RECEIVER AT QH20) to your TV for in the last 12 months? (MULTI CODE)

Base : Those who have connected their games player or Apple TV receiver to their TV to enable them to connect to the internet in the last 12 months

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	~d	OR DE	f	~g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	11	4	-	4	81	299	30	33	5	6	7	296
Effective Weighted Sample	10	4	-	4	68	246	25	25	4	4	5	247
Total	8	3	-	3	66	254	33	27	4	5	7	259
	**	**	-%	**	**	89%	**	**	**	**	**	91%
To play games on a games console at home by yourself or with friends												
	**	**	-	**	**	187	**	**	**	**	**	192
	**	**	-%	**	**	74%	**	**	**	**	**	74%
	**	**	-%	**	**	89%	**	**	**	**	**	91%
To play multiplayer games with other people over the internet (i.e. with people not in your household at the time)												
	**	**	-	**	**	134	**	**	**	**	**	136
	**	**	-%	**	**	53%	**	**	**	**	**	53%
	**	**	-%	**	**	89%	**	**	**	**	**	90%
Catch-up services - watch programmes or films recently broadcast (e.g. using the BBC iPlayer)												
	**	**	-	**	**	78	**	**	**	**	**	79
	**	**	-%	**	**	31%	**	**	**	**	**	30%
	**	**	-%	**	**	90%	**	**	**	**	**	90%
Browse the internet - e.g. online shopping, checking emails, social networking sites												
	**	**	-	**	**	48	**	**	**	**	**	49
	**	**	-%	**	**	19%	**	**	**	**	**	19%
	**	**	-%	**	**	90%	**	**	**	**	**	91%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 109
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH23 (QH59). SHOWCARD Which, if any, of the uses shown on this card have connected your (GAMES PLAYER OR APPLE TV RECEIVER AT QH20) to your TV for in the last 12 months? (MULTI CODE)

Base : Those who have connected their games player or Apple TV receiver to their TV to enable them to connect to the internet in the last 12 months

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	~d	OR DE	f	~g	*h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	11	4	-	4	81	299	30	33	5	6	7	296
Effective Weighted Sample	10	4	-	4	68	246	25	25	4	4	5	247
Total	8	3	-	3	66	254	33	27	4	5	7	259
	**	**	-%	**	**	89%	**	**	**	**	**	91%
Video on-demand services - e.g. a service which may provide films (such as those recently available on DVD), classic TV shows and other content	**	**	-	**	**	43	**	**	**	**	**	44
	**	**	-%	**	**	17%	**	**	**	**	**	17%
	**	**	-%	**	**	91%	**	**	**	**	**	93%
Any other applications to watch programmes and video clips (e.g. YouTube)	**	**	-	**	**	38	**	**	**	**	**	40
	**	**	-%	**	**	15%	**	**	**	**	**	15%
	**	**	-%	**	**	85%	**	**	**	**	**	89%
Anything else	**	**	-	**	**	6	**	**	**	**	**	4
	**	**	-%	**	**	2%	**	**	**	**	**	2%
	**	**	-%	**	**	88%	**	**	**	**	**	62%
Don't know	**	**	-	**	**	11	**	**	**	**	**	10
	**	**	-%	**	**	4%	**	**	**	**	**	4%
	**	**	-%	**	**	95%	**	**	**	**	**	84%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH24 (QH60). Have you ever connected another device, such as a laptop or home PC, to access or view the internet via your TV set?

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j		
Unweighted total	414	342	256	598	1197	2496	190	483	76	82	193	2211
Effective Weighted Sample	340	278	202	473	965	2020	157	377	60	64	152	1804
Total	318	211	193	404	867	2002	188	333	60	54	130	1862
	14%	10%	9%	18%	39%	91%	9%	15%	**	**	6%	85%
Yes	19	5	2	7	47	194	20	23	**	**	8	190
	6%	2%	1%	2%	5%	10%	11%	7%	**	**	6%	10%
	bcd											j
	9%	2%	1%	3%	22%	91%	9%	11%	**	**	4%	89%
No	298	206	188	394	811	1794	168	308	**	**	122	1659
	94%	97%	98%	97%	94%	90%	89%	92%	**	**	93%	89%
		a	a	a								
	15%	10%	10%	20%	41%	91%	9%	16%	**	**	6%	84%
Don't know	*	1	3	4	9	14	1	2	**	**	*	12
	*%	*%	1%	1%	1%	1%	*%	1%	**	**	*%	1%
			a									
	2%	5%	19%	24%	58%	94%	4%	16%	**	**	2%	84%

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

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**Table 111
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH25 (QH61). SHOWCARD Which, if any, of the uses shown on this card have you used this connection for in the last 12 months? (MULTI CODE)

Base : Those who have connected another device - such as a laptop or home PC - to access or view the internet via their TV set

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	~d	OR DE	f	~g	*h	~i	~j	~k	l
Significance Level: 95%					*e							
Unweighted total	24	7	3	10	56	216	16	32	6	2	12	201
Effective Weighted Sample	21	7	3	9	48	174	14	28	6	2	11	164
Total	19	5	2	7	47	194	20	23	4	1	8	190
	**	**	**	**	**	91%	**	**	**	**	**	89%
Catch-up services - watch programmes or films recently broadcast (e.g. using the BBC iPlayer)												
	**	**	**	**	**	74	**	**	**	**	**	73
	**	**	**	**	**	38%	**	**	**	**	**	38%
	**	**	**	**	**	92%	**	**	**	**	**	91%
Browse the internet - e.g. online shopping, checking emails, social networking sites												
	**	**	**	**	**	53	**	**	**	**	**	50
	**	**	**	**	**	27%	**	**	**	**	**	26%
	**	**	**	**	**	90%	**	**	**	**	**	86%
To play games on a games console at home by yourself or with friend												
	**	**	**	**	**	54	**	**	**	**	**	50
	**	**	**	**	**	28%	**	**	**	**	**	26%
	**	**	**	**	**	95%	**	**	**	**	**	88%
Watching TV live - i.e. at the same time as it is broadcast, and not something you've recorded												
	**	**	**	**	**	50	**	**	**	**	**	52
	**	**	**	**	**	26%	**	**	**	**	**	27%
	**	**	**	**	**	90%	**	**	**	**	**	93%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH25 (QH61). SHOWCARD Which, if any, of the uses shown on this card have you used this connection for in the last 12 months? (MULTI CODE)

Base : Those who have connected another device - such as a laptop or home PC - to access or view the internet via their TV set

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	~d	OR DE	f	~g	*h	~i	~j	~k	l
Significance Level: 95%					*e							
Unweighted total	24	7	3	10	56	216	16	32	6	2	12	201
Effective Weighted Sample	21	7	3	9	48	174	14	28	6	2	11	164
Total	19	5	2	7	47	194	20	23	4	1	8	190
	**	**	**	**	**	91%	**	**	**	**	**	89%
Watching TV you've previously recorded	**	**	**	**	**	39	**	**	**	**	**	39
	**	**	**	**	**	20%	**	**	**	**	**	20%
	**	**	**	**	**	97%	**	**	**	**	**	96%
Video on-demand services - e.g. a service which may provide films (such as those recently available on DVD), classic TV shows and other content	**	**	**	**	**	34	**	**	**	**	**	37
	**	**	**	**	**	18%	**	**	**	**	**	19%
	**	**	**	**	**	91%	**	**	**	**	**	98%
To play multiplayer games with other people over the internet (i.e. with people not in your household at the time)	**	**	**	**	**	35	**	**	**	**	**	30
	**	**	**	**	**	18%	**	**	**	**	**	16%
	**	**	**	**	**	100%	**	**	**	**	**	87%
Anything else	**	**	**	**	**	27	**	**	**	**	**	24
	**	**	**	**	**	14%	**	**	**	**	**	12%
	**	**	**	**	**	96%	**	**	**	**	**	86%
Don't know	**	**	**	**	**	6	**	**	**	**	**	7
	**	**	**	**	**	3%	**	**	**	**	**	3%
	**	**	**	**	**	79%	**	**	**	**	**	88%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH26 (QH62). Are any of your TV sets "Smart TVs"? These are new types of TV that are connected to the internet and can stream video directly onto your television screen, without the need for a computer, set-top box or games console. IF NECESSARY - It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, LoveFilm and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV.

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	j	k	l
Unweighted total	414	342	256	598	1197	2496	190	483	76	82	193	2211
Effective Weighted Sample	340	278	202	473	965	2020	157	377	60	64	152	1804
Total	318	211	193	404	867	2002	188	333	60	54	130	1862
	14%	10%	9%	18%	39%	91%	9%	15%	**	**	6%	85%
Yes	9	1	1	2	16	75	15	14	**	**	2	82
	3%	1%	*%	*%	2%	4%	8%	4%	**	**	2%	4%
	bcd						f					
	9%	1%	1%	2%	17%	79%	16%	15%	**	**	2%	86%
No	304	208	189	397	835	1881	168	311	**	**	126	1736
	95%	99%	98%	98%	96%	94%	89%	93%	**	**	97%	93%
		a		a		g						
	15%	10%	9%	19%	41%	92%	8%	15%	**	**	6%	85%
Don't know	6	2	3	5	15	46	4	8	**	**	1	43
	2%	1%	2%	1%	2%	2%	2%	3%	**	**	1%	2%
	11%	4%	6%	10%	30%	91%	9%	16%	**	**	3%	85%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH27 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	12	2	1	3	21	85	15	18	2	1	4	84
Effective Weighted Sample	11	2	1	3	18	73	13	15	2	1	4	73
Total	9	1	1	2	16	75	15	14	1	1	2	82
	**	**	**	**	**	**	**	**	**	**	**	**
Watching TV live - i.e. at the same time as it is broadcast, and not something you've recorded	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Watching TV you've previously recorded	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Catch-up services - watch programmes or films recently broadcast (e.g. using the BBC iPlayer)	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Video on-demand services - e.g. a service which may provide films (such as those recently available on DVD), classic TV shows and other content	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH27 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	12	2	1	3	21	85	15	18	2	1	4	84
Effective Weighted Sample	11	2	1	3	18	73	13	15	2	1	4	73
Total	9	1	1	2	16	75	15	14	1	1	2	82
	**	**	**	**	**	**	**	**	**	**	**	**
Applications that come with the TV that allow you to watch programmes and video clips (e.g. YouTube, Amazon video)	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Applications that come with the TV that allow you to play games	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Browse the internet - e.g. online shopping, checking emails, social networking sites	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
None of these	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 114
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	ITY	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Landline phone	300	207	191	398	723	1754	170	296	**	**	117	1636
	92%	97%	97%	97%	82%	86%	87%	86%	**	**	88%	86%
		a	a	a								
	16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
Mobile phone	283	164	103	268	705	1838	184	255	**	**	88	1778
	87%	77%	52%	65%	79%	90%	94%	74%	**	**	66%	94%
	bcd	cd		c				j				hijk
	14%	8%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Fixed Broadband internet access	242	111	47	158	424	1439	161	177	**	**	54	1428
	74%	52%	24%	39%	48%	71%	82%	51%	**	**	40%	75%
	bcd	cd		c			f	k				hijk
	15%	7%	3%	10%	27%	90%	10%	11%	**	**	3%	89%
Mobile broadband internet access	34	14	3	17	71	291	22	23	**	**	7	293
	11%	6%	2%	4%	8%	14%	11%	7%	**	**	5%	15%
	cd	c										hjk
	11%	4%	1%	5%	23%	92%	7%	7%	**	**	2%	93%
Narrowband internet access	4	2	1	3	6	20	-	1	**	**	1	19
	1%	1%	1%	1%	1%	1%	-	*%	**	**	*%	1%
	21%	8%	6%	14%	30%	100%	-	5%	**	**	3%	96%
TV service with additional channels you pay to receive	184	99	54	153	389	1185	125	163	**	**	53	1150
	57%	47%	28%	37%	44%	58%	64%	47%	**	**	40%	61%
	bcd	cd		c								hjk
	14%	8%	4%	12%	30%	90%	10%	12%	**	**	4%	88%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 114
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
No, none of these	1	1	-	1	7	6	1	3	**	**	1	5
	*%	1%	-%	*%	1%	*%	1%	1%	**	**	1%	*%
	14%	14%	-%	14%	95%	82%	14%	42%	**	**	13%	58%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 115
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%												
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Landline phone	280	193	169	361	630	1490	123	265	**	**	105	1353
	86%	91%	86%	88%	71%	73%	63%	77%	**	**	79%	71%
						g		l		l	l	
	17%	12%	10%	22%	39%	92%	8%	16%	**	**	6%	84%
Mobile phone	245	143	82	224	582	1521	142	209	**	**	74	1465
	75%	67%	42%	55%	66%	75%	72%	61%	**	**	56%	77%
	bcd	cd		c								hijk
	15%	9%	5%	13%	35%	91%	9%	13%	**	**	4%	88%
Fixed Broadband internet access	220	102	41	143	355	1185	115	149	**	**	46	1155
	68%	48%	21%	35%	40%	58%	58%	43%	**	**	35%	61%
	bcd	cd		c								hijk
	17%	8%	3%	11%	27%	91%	9%	11%	**	**	4%	89%
Mobile broadband internet access	23	11	1	12	57	198	13	17	**	**	5	197
	7%	5%	*%	3%	6%	10%	7%	5%	**	**	4%	10%
	cd	c		c								hjk
	11%	5%	*%	6%	27%	93%	6%	8%	**	**	2%	93%
Narrowband internet access	2	2	1	2	5	11	-	-	**	**	-	11
	1%	1%	*%	1%	1%	1%	-%	-%	**	**	-%	1%
	18%	14%	6%	20%	41%	100%	-%	-%	**	**	-%	100%
TV service with additional channels you pay to receive	158	86	52	138	312	941	71	138	**	**	46	874
	49%	40%	26%	34%	35%	46%	36%	40%	**	**	35%	46%
	bcd	c				g						hk
	16%	8%	5%	14%	31%	93%	7%	14%	**	**	5%	86%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 115
Page 193**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
None of these	16	13	22	36	91	171	25	25	**	**	10	167
	5%	6%	11%	9%	10%	8%	13%	7%	**	**	7%	9%
			ab	a								
	8%	7%	12%	18%	47%	88%	13%	13%	**	**	5%	86%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 116
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Yes	193	93	44	137	339	1059	92	151	**	**	47	1007
	59%	44%	22%	33%	38%	52%	47%	44%	**	**	35%	53%
	bcd	cd		c								hk
	17%	8%	4%	12%	29%	92%	8%	13%	**	**	4%	87%
No	125	114	146	260	520	892	89	188	**	**	84	795
	38%	53%	74%	63%	59%	44%	46%	55%	**	**	63%	42%
		a	abd	ab				l	l	l	l	
	13%	11%	15%	26%	53%	90%	9%	19%	**	**	8%	80%
Don't know	7	6	7	13	27	87	14	5	**	**	2	94
	2%	3%	3%	3%	3%	4%	7%	1%	**	**	2%	5%
												h
	7%	6%	7%	13%	28%	87%	14%	5%	**	**	2%	95%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 117
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Unweighted total	234	142	61	203	456	1241	90	199	31	34	67	1136
Effective Weighted Sample	195	121	48	168	374	1013	74	155	24	25	50	935
Total	193	93	44	137	339	1059	92	151	26	24	47	1007
	17%	8%	**	12%	29%	92%	**	13%	**	**	**	87%
One deal or package	183	87	**	130	326	996	**	143	**	**	**	937
	95%	94%	**	95%	96%	94%	**	95%	**	**	**	93%
	17%	8%	**	12%	30%	93%	**	13%	**	**	**	87%
Two packages from one supplier	6	1	**	2	8	29	**	4	**	**	**	34
	3%	1%	**	2%	2%	3%	**	3%	**	**	**	3%
	17%	3%	**	6%	21%	76%	**	11%	**	**	**	90%
Two packages from different suppliers	2	1	**	1	2	21	**	-	**	**	**	22
	1%	1%	**	1%	*%	2%	**	-%	**	**	**	2%
	8%	4%	**	4%	7%	95%	**	-%	**	**	**	100%
Three or more packages	1	2	**	2	2	5	**	-	**	**	**	7
	*%	2%	**	1%	1%	*%	**	-%	**	**	**	1%
	9%	25%	**	25%	25%	62%	**	-%	**	**	**	100%
Don't know	2	2	**	2	2	9	**	3	**	**	**	6
	1%	2%	**	1%	1%	1%	**	2%	**	**	**	1%
	19%	23%	**	23%	23%	100%	**	38%	**	**	**	67%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 118
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	*k	l
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
Landline phone	180	85	**	124	304	951	**	138	**	**	**	897
	94%	93%	**	92%	90%	91%	**	94%	**	**	**	90%
	18%	8%	**	12%	30%	92%	**	13%	**	**	**	87%
One mobile phone	7	3	**	4	19	60	**	11	**	**	**	55
	4%	4%	**	3%	6%	6%	**	8%	**	**	**	5%
	11%	5%	**	6%	29%	93%	**	17%	**	**	**	84%
More than one mobile phone	3	2	**	3	7	19	**	3	**	**	**	18
	2%	2%	**	2%	2%	2%	**	2%	**	**	**	2%
	15%	10%	**	13%	35%	88%	**	15%		**	**	85%
Internet - Fixed Broadband access	170	72	**	105	276	918	**	130	**	**	**	874
	88%	79%	**	78%	82%	87%	**	88%	**	**	**	87%
	bcd											
	17%	7%	**	11%	28%	92%	**	13%	**	**	**	88%
Internet - Mobile Broadband access	6	1	**	1	13	57	**	1	**	**	**	58
	3%	1%	**	1%	4%	5%	**	1%	**	**	**	6%
	11%	2%	**	2%	23%	97%	**	2%	**	**	**	99%
Internet - not broadband access	1	*	**	*	*	1	**	-	**	**	**	1
	*%	*%	**	*%	*%	*%	**	-%	**	**	**	*%
	62%	38%	**	38%	38%	100%	**	-%	**	**	**	100%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	ING	*k	l
Significance Level: 95%					e					j		
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
TV service	94	44	**	61	170	558	**	75	**	**	**	537
	49%	48%	**	45%	50%	53%	**	51%	**	**	**	54%
	15%	7%	**	10%	28%	91%	**	12%	**	**	**	88%
Don't know	4	2	**	4	9	25	**	1	**	**	**	26
	2%	3%	**	3%	3%	2%	**	1%	**	**	**	3%
	14%	8%	**	16%	30%	90%	**	5%	**	**	**	94%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG4 (QG3B). Do you receive a discount or special deal for subscribing to this package of services? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
Yes	134	64	**	89	226	752	**	97	**	**	**	713
	70%	70%	**	66%	67%	72%	**	66%	**	**	**	71%
					g							
	17%	8%	**	11%	28%	93%	**	12%	**	**	**	89%
No	37	18	**	29	69	169	**	32	**	**	**	157
	19%	20%	**	21%	20%	16%	**	22%	**	**	**	16%
	20%	10%	**	15%	37%	90%	**	17%	**	**	**	83%
Don't know	21	9	**	18	42	129	**	19	**	**	**	131
	11%	10%	**	13%	13%	12%	**	13%	**	**	**	13%
					f							
	14%	6%	**	12%	28%	86%	**	13%	**	**	**	88%

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

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**Table 120
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG5 (QG3C). Do you receive one bill for this bundle of services, or more than one bill? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
One bill	181	86	**	130	314	977	**	140	**	**	**	931
	94%	95%	**	96%	93%	93%	**	95%	**	**	**	93%
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	87%
More than one bill	5	1	**	1	13	36	**	4	**	**	**	35
	3%	1%	**	1%	4%	3%	**	3%	**	**	**	3%
	14%	3%	**	3%	33%	90%	**	11%	**	**	**	88%
Don't know	5	4	**	4	10	38	**	3	**	**	**	35
	3%	4%	**	3%	3%	4%	**	2%	**	**	**	4%
	13%	10%	**	11%	27%	97%	**	8%	**	**	**	91%

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

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**Table 121
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG6 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
Sky	50	27	**	39	112	359	**	39	**	**	**	364
	26%	29%	**	29%	33%	34%	**	27%	**	**	**	36%
							f					h
	12%	7%	**	10%	28%	89%	**	10%	**	**	**	90%
Virgin Media (previously NTL/ Telewest)	54	25	**	33	85	283	**	43	**	**	**	262
	28%	27%	**	24%	25%	27%	**	29%	**	**	**	26%
	18%	8%	**	11%	28%	93%	**	14%	**	**	**	86%
BT	48	20	**	31	63	204	**	39	**	**	**	184
	25%	22%	**	23%	19%	19%	**	27%	**	**	**	18%
								l		l	l	
	22%	9%	**	14%	29%	93%	**	18%	**	**	**	83%
Talk Talk/ Carphone Warehouse	29	12	**	22	46	117	**	12	**	**	**	112
	15%	13%	**	16%	14%	11%	**	8%	**	**	**	11%
	24%	10%	**	17%	37%	94%	**	10%	**	**	**	90%
Orange	3	2	**	2	3	19	**	4	**	**	**	16
	2%	2%	**	1%	1%	2%	**	3%	**	**	**	2%
	15%	8%	**	10%	18%	100%	**	20%	**	**	**	85%
O2	-	1	**	1	6	14	**	2	**	**	**	13
	-%	1%	**	*%	2%	1%	**	1%	**	**	**	1%
	-%	4%	**	4%	38%	93%	**	11%	**	**	**	90%
AOL	2	2	**	2	4	8	**	*	**	**	**	8
	1%	2%	**	1%	1%	1%	**	*0%	**	**	**	1%
	22%	21%	**	21%	46%	100%	**	5%	**	**	**	96%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 121
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG6 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
Plusnet	1	1	**	1	2	7	**	-	**	**	**	7
	1%	1%	**	1%	1%	1%	**	-%	**	**	**	1%
	15%	13%	**	13%	27%	100%	**	-%	**	**	**	100%
Post Office	1	1	**	1	1	5	**	1	**	**	**	5
	*%	1%	**	1%	*%	1%	**	*%	**	**	**	*%
	11%	14%	**	26%	26%	100%	**	12%	**	**	**	89%
Other	2	3	**	4	14	31	**	7	**	**	**	28
	1%	3%	**	3%	4%	3%	**	5%	**	**	**	3%
	7%	8%	**	12%	40%	92%	**	21%	**	**	**	82%
Don't know	1	-	**	*	1	4	**	1	**	**	**	3
	1%	-%	**	*%	*%	*%	**	*%	**	**	**	*%
	39%	-%	**	14%	30%	100%	**	14%	**	**	**	83%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 122
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

COMPONENTS OF PACKAGE, REGARDLESS OF WHETHER THIS INCLUDES DISCOUNT - I.E. SIMPLE BUNDLE

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
LANDLINE, BROADBAND & MULTI-CHANNEL TV	72	27	**	33	117	427	**	54	**	**	**	412
	38%	29%	**	25%	35%	41%	**	37%	**	**	**	41%
	cd							j	j			jk
	15%	6%	**	7%	25%	92%	**	12%	**	**	**	89%
LANDLINE & BROADBAND	87	42	**	65	139	414	**	60	**	**	**	389
	45%	46%	**	48%	41%	39%	**	40%	**	**	**	39%
										i		
	20%	9%	**	15%	31%	93%	**	13%	**	**	**	87%
LANDLINE & MULTI-CHANNEL TV	12	13	**	22	33	59	**	13	**	**	**	51
	6%	14%	**	16%	10%	6%	**	9%	**	**	**	5%
		a	a	a				l		l	l	
	18%	20%	**	34%	52%	93%	**	21%	**	**	**	79%
MULTI-CHANNEL TV & BROADBAND	6	2	**	3	12	45	**	4	**	**	**	49
	3%	2%	**	2%	4%	4%	**	3%	**	**	**	5%
	11%	4%	**	6%	23%	84%	**	8%	**	**	**	91%
MOBILE & BROADBAND	*	1	**	1	10	24	**	4	**	**	**	23
	*%	1%	**	1%	3%	2%	**	3%	**	**	**	2%
	1%	4%	**	5%	37%	90%	**	15%	**	**	**	87%
LANDLINE, BROADBAND, MOBILE & MULTI-CHANNEL TV	3	1	**	1	3	19	**	4	**	**	**	16
	2%	1%	**	1%	1%	2%	**	2%	**	**	**	2%
	15%	5%	**	5%	14%	100%	**	19%	**	**	**	82%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

Table 122
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

COMPONENTS OF PACKAGE, REGARDLESS OF WHETHER THIS INCLUDES DISCOUNT - I.E. SIMPLE BUNDLE

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
LANDLINE, MOBILE & BROADBAND	3	1	**	1	5	12	**	4	**	**	**	10
	2%	1%	**	*%	1%	1%	**	3%	**	**	**	1%
	23%	4%	**	4%	36%	85%	**	30%	**	**	**	71%
LANDLINE & DIAL-UP	1	-	**	-	-	1	**	-	**	**	**	1
	*%	-%	**	-%	-%	*%	**	-%	**	**	**	*%
	100%	-%	**	-%	-%	100%	**	-%	**	**	**	100%
LANDLINE, DIAL-UP & MULTI-CHANNEL TV	-	*	**	*	*	*	**	-	**	**	**	*
	-%	*%	**	*%	*%	*%	**	-%	**	**	**	*%
	-%	101%	**	101%	101%	100%	**	-%	**	**	**	100%
OTHER	4	3	**	4	9	25	**	3	**	**	**	24
	2%	3%	**	3%	3%	2%	**	2%	**	**	**	2%
	16%	11%	**	14%	32%	93%	**	11%	**	**	**	91%
DON'T KNOW	4	2	**	4	9	25	**	1	**	**	**	26
	2%	3%	**	3%	3%	2%	**	1%	**	**	**	3%
	14%	8%	**	16%	30%	90%	**	5%	**	**	**	94%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 123
Page 204**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

COMPONENTS OF PACKAGE, WHICH INCLUDES DISCOUNT - I.E. DISCOUNTED BUNDLE

Base : Those with a package for which they get a discount/ special deal

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	*g	h	~i	~j	*k	l
Unweighted total	161	98	35	133	304	876	51	127	21	20	45	803
Effective Weighted Sample	134	84	28	110	250	714	42	97	16	15	33	660
Total	134	64	25	89	226	752	53	97	19	14	31	713
	17%	**	**	11%	28%	93%	**	12%	**	**	**	89%
LANDLINE, BROADBAND & MULTI-CHANNEL TV	58	**	**	22	86	330	**	42	**	**	**	316
	44%	**	**	25%	38%	44%	**	44%	**	**	**	44%
	cd	c										
	16%	**	**	6%	24%	93%	**	12%	**	**	**	89%
LANDLINE & BROADBAND	55	**	**	45	90	280	**	36	**	**	**	261
	41%	**	**	51%	40%	37%	**	38%	**	**	**	37%
	18%	**	a	15%	30%	95%	**	12%	**	**	**	88%
MULTI-CHANNEL TV & BROADBAND	4	**	**	3	9	35	**	2	**	**	**	36
	3%	**	**	3%	4%	5%	**	2%	**	**	**	5%
	10%	**	**	7%	24%	91%	**	5%	**	**	**	94%
LANDLINE & MULTI-CHANNEL TV	7	**	**	11	19	34	**	3	**	**	**	33
	6%	**	**	13%	8%	5%	**	3%	**	**	**	5%
	21%	**	**	31%	53%	94%	**	8%	**	**	**	92%
MOBILE & BROADBAND	-	**	**	1	7	16	**	3	**	**	**	14
	-%	**	**	1%	3%	2%	**	3%	**	**	**	2%
	-%	**	**	8%	41%	94%	**	19%	**	**	**	83%
LANDLINE, BROADBAND, MOBILE & MULTI-CHANNEL TV	3	**	**	1	3	17	**	4	**	**	**	14
	2%	**	**	1%	1%	2%	**	4%	**	**	**	2%
	17%	**	**	6%	16%	100%	**	21%	**	**	**	80%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 123
Page 205**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

COMPONENTS OF PACKAGE, WHICH INCLUDES DISCOUNT - I.E. DISCOUNTED BUNDLE

Base : Those with a package for which they get a discount/ special deal

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	*g	h	~i	~j	*k	l
Significance Level: 95%												
Unweighted total	161	98	35	133	304	876	51	127	21	20	45	803
Effective Weighted Sample	134	84	28	110	250	714	42	97	16	15	33	660
Total	134	64	25	89	226	752	53	97	19	14	31	713
	17%	**	**	11%	28%	93%	**	12%	**	**	**	89%
LANDLINE, MOBILE & BROADBAND	3	**	**	1	3	10	**	4	**	**	**	8
	2%	**	**	1%	1%	1%	**	4%	**	**	**	1%
	22%	**	**	5%	28%	84%	**	31%	**	**	**	71%
LANDLINE & DIAL-UP	1	**	**	-	-	1	**	-	**	**	**	1
	1%	**	**	-%	-%	*0%	**	-%	**	**	**	*%
	100%	**	**	-%	-%	100%	**	-%	**	**	**	100%
OTHER	1	**	**	3	4	15	**	2	**	**	**	14
	1%	**	**	3%	2%	2%	**	2%	**	**	**	2%
	5%	**	**	16%	25%	93%	**	11%	**	**	**	90%
DON'T KNOW	3	**	**	2	5	16	**	1	**	**	**	17
	2%	**	**	3%	2%	2%	**	1%	**	**	**	2%
			b									
	15%	**	**	13%	28%	92%	**	5%	**	**	**	94%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 124
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF PACKAGE

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Base for %	323	210	197	407	885	2030	196	340	60	55	131	1891
	14%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
INCLUDES A DISCOUNT	134	64	25	89	226	752	53	97	**	**	31	713
	41%	30%	13%	22%	26%	37%	27%	28%	**	**	23%	38%
	bcd	cd		c		g						hjk
	17%	8%	3%	11%	28%	93%	7%	12%	**	**	4%	89%
DOES NOT INCLUDE A DISCOUNT	37	18	10	29	69	169	19	32	**	**	9	157
	11%	9%	5%	7%	8%	8%	10%	9%	**	**	7%	8%
	cd											
	20%	10%	6%	15%	37%	90%	10%	17%	**	**	5%	83%
DON'T KNOW IF INCLUDES A DISCOUNT	21	9	8	18	42	129	20	19	**	**	6	131
	6%	4%	4%	4%	5%	6%	10%	6%	**	**	4%	7%
	14%	6%	6%	12%	28%	86%	13%	13%	**	**	4%	88%
NO PACKAGES	132	119	153	272	548	979	104	193	**	**	86	889
	41%	57%	78%	67%	62%	48%	53%	57%	**	**	66%	47%
		a	abd	ab				l			l	
	12%	11%	14%	25%	50%	90%	10%	18%	**	**	8%	82%
DOUBLE PLAY	109	59	34	94	201	546	47	84	**	**	30	513
	34%	28%	18%	23%	23%	27%	24%	25%	**	**	23%	27%
	cd	c										
	18%	10%	6%	16%	34%	92%	8%	14%	**	**	5%	86%
TRIPLE PLAY	71	29	7	36	124	449	43	57	**	**	13	434
	22%	14%	4%	9%	14%	22%	22%	17%	**	**	10%	23%
	bcd	cd		c				jk	jk			hjk
	15%	6%	1%	7%	25%	92%	9%	12%	**	**	3%	89%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 124
Page 207**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF PACKAGE

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
QUAD PLAY	7	1	-	1	4	28	*	5	**	**	1	25
	2%	*%	-%	*%	*%	1%	*%	1%	**	**	1%	1%
cd												
	26%	4%	-%	4%	14%	98%	1%	16%	**	**	5%	85%
No answer	2	2	-	2	2	9	-	3	**	**	1	6
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 125
Page 208**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF PACKAGE

Base : Those with at least one deal or package with the same supplier

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	233	139	61	200	453	1232	90	196	31	34	66	1130
Effective Weighted Sample	194	118	48	165	372	1005	74	153	24	25	50	930
Total	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
Base for %	192	91	44	135	337	1051	92	147	26	24	45	1001
	17%	8%	**	12%	30%	92%	**	13%	**	**	**	88%
INCLUDES A DISCOUNT	134	64	**	89	226	752	**	97	**	**	**	713
	70%	70%	**	66%	67%	72%	**	66%	**	**	**	71%
	17%	8%	**	11%	28%	93%	**	12%	**	**	**	89%
DOES NOT INCLUDE A DISCOUNT	37	18	**	29	69	169	**	32	**	**	**	157
	19%	20%	**	21%	20%	16%	**	22%	**	**	**	16%
	20%	10%	**	15%	37%	90%	**	17%	**	**	**	83%
DON'T KNOW IF INCLUDES A DISCOUNT	21	9	**	18	42	129	**	19	**	**	**	131
	11%	10%	**	13%	13%	12%	**	13%	**	**	**	13%
	14%	6%	**	12%	28%	86%	f	13%	**	**	**	88%
DOUBLE PLAY	109	59	**	94	201	546	**	84	**	**	**	513
	57%	65%	**	69%	60%	52%	**	57%	**	**	**	51%
	18%	10%	a	a	34%	92%	**	14%	**	hil	l	86%
TRIPLE PLAY	71	29	**	36	124	449	**	57	**	**	**	434
	37%	31%	**	27%	37%	43%	**	39%	**	**	**	43%
	cd	15%	**	7%	25%	92%	**	j	j	**	**	jk
QUAD PLAY	7	1	**	1	4	28	**	5	**	**	**	25
	4%	1%	**	1%	1%	3%	**	3%	**	**	**	2%
	26%	4%	**	4%	14%	98%	**	16%	**	**	**	85%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 126
Page 209**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - FIXED BROADBAND

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	*k	l
Unweighted total	302	172	60	232	569	1698	154	236	36	35	80	1619
Effective Weighted Sample	247	143	47	187	464	1376	130	183	28	26	59	1326
Total	242	111	47	158	424	1439	161	177	31	24	54	1428
	15%	7%	**	10%	27%	90%	10%	11%	**	**	**	89%
FIXED BROADBAND STANDALONE (EXCLUDING NO DISCOUNT BUNDLE)	72	38	**	52	147	517	81	45	**	**	**	552
	30%	35%	**	33%	35%	36%	50%	25%	**	**	**	39%
	12%	6%	**	9%	25%	86%	14%	7%	**	**	**	92%
FIXED BROADBAND STANDALONE (INCLUDING THOSE WHO HAVE IT AS PART OF A NO DISCOUNT BUNDLE)	121	58	**	85	232	764	113	83	**	**	**	794
	50%	52%	**	54%	55%	53%	70%	47%	**	**	**	56%
	14%	7%	**	10%	26%	87%	13%	10%	**	**	**	90%
FIXED BROADBAND TOTAL BUNDLE	170	72	**	105	276	918	80	130	**	**	**	874
	70%	65%	**	66%	65%	64%	50%	73%	**	**	**	61%
	17%	7%	**	11%	28%	92%	8%	13%	**	**	**	88%
FIXED BROADBAND DISCOUNTED BUNDLE	121	53	**	73	192	671	48	91	**	**	**	632
	50%	48%	**	46%	45%	47%	30%	51%	**	**	**	44%
	17%	7%	**	10%	27%	93%	7%	13%	**	**	**	88%
UNSURE	-	1	**	1	1	4	-	3	**	**	**	2
	-%	*%	**	*%	*%	*%	-%	1%	**	**	**	*%
	-%	13%	**	13%	13%	100%	-%	62%	**	**	**	52%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 127
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - FIXED LINE

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	389	332	252	584	997	2164	173	426	66	75	176	1917
Effective Weighted Sample	317	270	198	462	803	1755	144	334	52	59	139	1570
Total	300	207	191	398	723	1754	170	296	54	49	117	1636
	16%	11%	10%	21%	37%	91%	9%	15%	**	**	6%	85%
FIXED LINE STANDALONE (EXCLUDING NO DISCOUNT BUNDLE)	119	120	151	271	417	795	91	155	**	**	75	734
	39%	58%	79%	68%	58%	45%	54%	52%	**	**	64%	45%
	a	a	abd	ab				l			hl	
	13%	13%	17%	30%	47%	89%	10%	17%	**	**	8%	82%
FIXED LINE STANDALONE (INCLUDING THOSE WHO HAVE IT AS PART OF A NO DISCOUNT BUNDLE)	171	145	169	315	518	1065	121	202	**	**	89	989
	57%	70%	89%	79%	72%	61%	71%	68%	**	**	76%	60%
	a	a	abd	ab			f	l		l	l	
	14%	12%	14%	26%	43%	89%	10%	17%	**	**	7%	83%
FIXED LINE TOTAL BUNDLE	180	85	39	124	304	951	79	138	**	**	41	897
	60%	41%	21%	31%	42%	54%	46%	47%	**	**	35%	55%
	bcd	cd	c	c				k			hk	
	18%	8%	4%	12%	30%	92%	8%	13%	**	**	4%	87%
FIXED LINE DISCOUNTED BUNDLE	127	60	21	81	203	681	49	90	**	**	27	642
	42%	29%	11%	20%	28%	39%	29%	31%	**	**	23%	39%
	bcd	cd	c	c		g					hjk	
	17%	8%	3%	11%	28%	94%	7%	12%	**	**	4%	88%
UNSURE	2	2	-	2	2	8	-	3	**	**	1	5
	1%	1%	-%	1%	*%	*%	-%	1%	**	**	1%	*%
								l				
	21%	26%	-%	26%	26%	100%	-%	43%	**	**	17%	63%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 128
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - MOBILE BROADBAND

Base : Those in a household with mobile broadband

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	*a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l
Unweighted total	37	20	5	25	91	311	23	27	5	3	9	309
Effective Weighted Sample	30	16	5	21	78	259	20	22	3	3	8	259
Total	34	14	3	17	71	291	22	23	4	1	7	293
	**	**	**	**	**	92%	**	**	**	**	**	93%
MOBILE BROADBAND STANDALONE (EXCLUDING NO DISCOUNT BUNDLE)	**	**	**	**	**	234	**	**	**	**	**	235
	**	**	**	**	**	80%	**	**	**	**	**	80%
	**	**	**	**	**	92%	**	**	**	**	**	92%
MOBILE BROADBAND STANDALONE (INCLUDING THOSE WHO HAVE IT AS PART OF A NO DISCOUNT BUNDLE)	**	**	**	**	**	241	**	**	**	**	**	243
	**	**	**	**	**	83%	**	**	**	**	**	83%
	**	**	**	**	**	91%	**	**	**	**	**	92%
MOBILE BROADBAND TOTAL BUNDLE	**	**	**	**	**	57	**	**	**	**	**	58
	**	**	**	**	**	20%	**	**	**	**	**	20%
	**	**	**	**	**	97%	**	**	**	**	**	99%
MOBILE BROADBAND DISCOUNTED BUNDLE	**	**	**	**	**	50	**	**	**	**	**	50
	**	**	**	**	**	17%	**	**	**	**	**	17%
	**	**	**	**	**	98%	**	**	**	**	**	98%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 129
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		AGE				AGE/SEG	MEG		DISABILITY			
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL
		a	b	c	d	OR DE	f	g	h	*i	ING	ITY
		e									j	k
												l
Significance Level: 95%												
Unweighted total		425	344	261	605	1223	2542	199	496	76	84	197
Effective Weighted Sample		347	279	206	479	985	2056	165	388	60	66	155
Total		325	213	197	409	887	2039	196	344	60	55	133
		15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%
7 days a week	(7.0)	163	107	102	209	379	966	65	158	**	**	62
		50%	50%	52%	51%	43%	47%	33%	46%	**	**	46%
							g					
		16%	10%	10%	20%	37%	94%	6%	15%	**	**	6%
6 days a week	(6.0)	13	5	7	12	21	73	7	9	**	**	5
		4%	3%	3%	3%	2%	4%	3%	3%	**	**	4%
		16%	7%	8%	15%	26%	88%	8%	11%	**	**	7%
5 days a week	(5.0)	30	10	10	20	65	197	10	24	**	**	8
		9%	5%	5%	5%	7%	10%	5%	7%	**	**	6%
		bd										
		15%	5%	5%	9%	31%	94%	5%	11%	**	**	4%
3 or 4 days a week	(3.5)	23	13	9	22	72	146	22	27	**	**	9
		7%	6%	5%	5%	8%	7%	11%	8%	**	**	7%
		14%	8%	5%	13%	43%	87%	13%	16%	**	**	5%
1 or 2 days a week	(1.5)	23	19	9	29	86	168	22	32	**	**	12
		7%	9%	5%	7%	10%	8%	11%	9%	**	**	9%
		12%	10%	5%	15%	45%	88%	12%	17%	**	**	6%
Less often	(0.5)	14	12	8	20	45	101	18	20	**	**	4
		4%	6%	4%	5%	5%	5%	9%	6%	**	**	3%
							f					
		11%	10%	6%	16%	37%	84%	15%	16%	**	**	4%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		AGE				AGE/SEG	MEG		DISABILITY			
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL
		a	b	c	d	OR DE	f	g	h	*i	ING	ITY
						e					j	k
												l
Significance Level: 95%												
Unweighted total		425	344	261	605	1223	2542	199	496	76	84	197
Effective Weighted Sample		347	279	206	479	985	2056	165	388	60	66	155
Total		325	213	197	409	887	2039	196	344	60	55	133
		15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%
Never/ do not listen to the radio	(0.0)	59	44	52	97	213	375	51	73	**	**	31
		18%	21%	27%	24%	24%	18%	26%	21%	**	**	23%
				a				f				
		14%	10%	12%	23%	50%	88%	12%	17%	**	**	7%
Don't know		-	1	-	1	6	14	*	2	**	**	1
		-%	1%	-%	*%	1%	1%	*%	1%	**	**	1%
		-%	10%	-%	10%	42%	95%	3%	12%	**	**	9%
Mean number of days during an average week		4.6	4.3	4.3	4.3	4.0	4.4	3.4	4.2	**	**	4.2
							g					4.4
Standard deviation		2.88	3.05	3.13	3.09	3.03	2.91	2.99	3.01	**	**	3.03
Standard error		.14	.16	.19	.13	.09	.06	.21	.14	**	**	.22
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l											

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	53	28	37	65	110	248	21	50	**	**	21	220
	20%	17%	26%	21%	16%	15%	15%	19%	**	**	21%	14%
			b									
	19%	10%	14%	24%	41%	92%	8%	19%	**	**	8%	81%
At least weekly	30	18	13	31	76	159	15	25	**	**	8	153
	11%	11%	9%	10%	11%	10%	10%	9%	**	**	8%	10%
	17%	10%	7%	18%	43%	89%	8%	14%	**	**	5%	86%
At least monthly	5	8	5	13	27	54	5	11	**	**	5	50
	2%	5%	3%	4%	4%	3%	3%	4%	**	**	5%	3%
	9%	13%	8%	22%	45%	89%	8%	18%	**	**	8%	83%
Have tried it once	5	2	5	7	16	36	11	6	**	**	3	43
	2%	1%	3%	2%	2%	2%	7%	2%	**	**	3%	3%
					f							
	11%	4%	10%	14%	33%	73%	22%	11%	**	**	6%	88%
Never	130	78	62	141	320	863	69	127	**	**	49	803
	49%	47%	43%	45%	48%	52%	48%	47%	**	**	49%	52%
	14%	8%	7%	15%	34%	93%	7%	14%	**	**	5%	87%
Do not have access to device	42	33	22	55	119	290	24	50	**	**	15	266
	16%	19%	15%	18%	18%	18%	17%	19%	**	**	15%	17%
	13%	10%	7%	17%	38%	92%	8%	16%	**	**	5%	84%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 131
Page 215**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	104	68	84	152	246	531	34	115	**	**	50	450
	39%	41%	58%	49%	37%	32%	24%	43%	**	**	50%	29%
			abd	a		g		l	l	l	l	
	18%	12%	15%	27%	43%	94%	6%	20%	**	**	9%	79%
At least weekly	49	26	22	49	146	292	39	50	**	**	16	287
	18%	16%	15%	16%	22%	18%	27%	19%	**	**	16%	19%
						f						
	14%	8%	7%	14%	43%	87%	11%	15%	**	**	5%	85%
At least monthly	15	15	4	19	36	83	9	17	**	**	8	77
	6%	9%	3%	6%	5%	5%	6%	6%	**	**	8%	5%
		c										
	16%	16%	5%	21%	39%	89%	9%	18%	**	**	8%	82%
Have tried it once	5	2	2	4	8	27	2	5	**	**	1	23
	2%	1%	1%	1%	1%	2%	1%	2%	**	**	1%	2%
	17%	6%	7%	13%	29%	94%	6%	18%	**	**	5%	82%
Never	67	36	26	63	171	527	44	55	**	**	17	515
	25%	22%	18%	20%	26%	32%	30%	21%	**	**	17%	34%
												hik
	12%	6%	5%	11%	30%	93%	8%	10%	**	**	3%	91%
Do not have access to device	26	20	5	25	62	190	18	27	**	**	9	182
	10%	12%	3%	8%	9%	12%	12%	10%	**	**	8%	12%
	c	c										j
	12%	10%	2%	12%	30%	91%	8%	13%	**	**	4%	88%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	4	-	-	-	5	25	3	2	**	**	-	25
	1%	-%	-%	-%	1%	1%	2%	1%	**	**	-%	2%
	d											
	14%	-%	-%	-%	18%	90%	10%	8%	**	**	-%	92%
At least weekly	3	*	3	3	22	64	16	5	**	**	1	74
	1%	*%	2%	1%	3%	4%	11%	2%	**	**	1%	5%
					f							h
	4%	1%	3%	4%	28%	82%	21%	6%	**	**	2%	94%
At least monthly	4	1	1	1	19	74	11	3	**	**	2	83
	2%	*%	*%	*%	3%	4%	8%	1%	**	**	2%	5%
											h	
	5%	1%	1%	1%	21%	85%	13%	4%	**	**	2%	95%
Have tried it once	5	2	*	2	18	71	20	8	**	**	2	86
	2%	1%	*%	1%	3%	4%	14%	3%	**	**	2%	6%
					f							
	5%	2%	*%	2%	20%	77%	22%	8%	**	**	2%	93%
Never	204	126	88	214	465	1200	79	190	**	**	73	1096
	77%	76%	61%	69%	70%	73%	55%	71%	**	**	73%	71%
	cd	c				g						
	16%	10%	7%	17%	36%	93%	6%	15%	**	**	6%	85%
Do not have access to device	46	38	53	91	139	217	15	61	**	**	22	171
	17%	23%	37%	29%	21%	13%	10%	23%	**	**	22%	11%
			ab	a				l	l	l	l	
	20%	16%	23%	39%	60%	93%	6%	26%	**	**	10%	74%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	10	3	2	6	28	79	4	13	**	**	4	71
	4%	2%	2%	2%	4%	5%	3%	5%	**	**	4%	5%
	12%	4%	3%	7%	34%	94%	5%	15%	**	**	5%	84%
At least weekly	26	8	5	13	55	149	16	17	**	**	5	146
	10%	5%	3%	4%	8%	9%	11%	6%	**	**	5%	10%
	cd											
	16%	5%	3%	8%	34%	91%	10%	11%	**	**	3%	90%
At least monthly	25	7	8	15	51	161	6	20	**	**	6	148
	9%	4%	6%	5%	8%	10%	4%	7%	**	**	6%	10%
	bd					g						
	15%	4%	5%	9%	30%	96%	4%	12%	**	**	4%	88%
Have tried it once	30	8	5	13	36	119	25	14	**	**	6	136
	11%	5%	4%	4%	5%	7%	17%	5%	**	**	6%	9%
	bcd					f						h
	20%	5%	3%	9%	24%	79%	17%	10%	**	**	4%	90%
Never	152	124	92	216	414	998	80	161	**	**	64	918
	57%	74%	64%	69%	62%	60%	55%	60%	**	**	63%	60%
		ac		a								
	14%	11%	9%	20%	38%	93%	7%	15%	**	**	6%	85%
Do not have access to device	23	17	32	49	83	144	13	44	**	**	15	114
	9%	10%	22%	16%	12%	9%	9%	16%	**	**	15%	7%
			ab	a				l	l	l	l	
	15%	10%	20%	31%	53%	91%	8%	28%	**	**	10%	72%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 134
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	5	1	1	2	11	56	1	6	**	**	3	53
	2%	1%	*%	1%	2%	3%	1%	2%	**	**	3%	3%
	9%	2%	1%	3%	19%	96%	2%	11%	**	**	5%	89%
At least weekly	11	3	-	3	17	72	9	6	**	**	1	74
	4%	2%	-%	1%	3%	4%	6%	2%	**	**	1%	5%
	cd											
	13%	4%	-%	4%	21%	89%	11%	8%	**	**	2%	93%
At least monthly	14	3	2	5	18	101	9	6	**	**	3	105
	5%	2%	1%	1%	3%	6%	6%	2%	**	**	3%	7%
	cd										h	
	12%	3%	1%	4%	16%	91%	8%	6%	**	**	2%	94%
Have tried it once	14	4	-	4	17	92	19	8	**	**	1	105
	5%	3%	-%	1%	3%	6%	13%	3%	**	**	1%	7%
	cd	c					f					hk
	13%	4%	-%	4%	15%	82%	17%	7%	**	**	1%	93%
Never	178	113	74	187	413	1049	89	157	**	**	57	985
	67%	68%	51%	60%	62%	64%	62%	58%	**	**	56%	64%
	c	c										
	16%	10%	6%	16%	36%	92%	8%	14%	**	**	5%	86%
Do not have access to device	45	42	68	110	192	280	17	85	**	**	37	212
	17%	25%	47%	35%	29%	17%	12%	32%	**	**	36%	14%
		a	abd	ab				l	l	l	l	
	15%	14%	23%	37%	64%	94%	6%	29%	**	**	12%	71%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	61	32	27	59	78	272	20	41	**	**	15	255
	23%	19%	18%	19%	12%	16%	14%	15%	**	**	15%	17%
	21%	11%	9%	20%	27%	93%	7%	14%	**	**	5%	87%
At least weekly	22	10	4	14	33	127	16	9	**	**	4	143
	8%	6%	3%	5%	5%	8%	11%	3%	**	**	4%	9%
	c											hj
	14%	7%	3%	9%	21%	83%	11%	6%	**	**	3%	94%
At least monthly	2	3	-	3	9	41	1	3	**	**	-	39
	1%	2%	-%	1%	1%	2%	*%	1%	**	**	-%	3%
	5%	8%	-%	8%	20%	98%	1%	8%	**	**	-%	93%
Have tried it once	3	-	*	*	5	13	10	3	**	**	1	20
	1%	-%	*%	*%	1%	1%	7%	1%	**	**	1%	1%
						f						
	12%	-%	2%	2%	21%	58%	44%	12%	**	**	2%	89%
Never	76	68	50	118	257	601	52	82	**	**	38	569
	29%	41%	35%	38%	39%	36%	36%	30%	**	**	38%	37%
		a		a								h
	12%	10%	8%	18%	39%	92%	8%	13%	**	**	6%	87%
Do not have access to device	102	53	63	116	287	596	46	131	**	**	43	508
	38%	32%	43%	37%	43%	36%	32%	49%	**	**	43%	33%
		b						l	l	kl	l	
	16%	8%	10%	18%	45%	93%	7%	21%	**	**	7%	80%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	97	52	15	67	162	636	43	64	**	**	26	622
	37%	31%	10%	21%	24%	39%	30%	24%	**	**	26%	41%
	cd	cd	c	c								hijk
	14%	8%	2%	10%	24%	93%	6%	9%	**	**	4%	91%
At least weekly	82	44	28	73	151	417	49	60	**	**	17	410
	31%	27%	20%	23%	23%	25%	34%	22%	**	**	17%	27%
	cd						f					k
	18%	9%	6%	16%	32%	89%	11%	13%	**	**	4%	88%
At least monthly	8	8	2	10	21	57	5	9	**	**	4	53
	3%	5%	1%	3%	3%	3%	3%	4%	**	**	4%	3%
	12%	13%	3%	16%	33%	91%	8%	15%	**	**	7%	85%
Have tried it once	2	2	7	9	13	17	5	5	**	**	2	17
	1%	1%	5%	3%	2%	1%	4%	2%	**	**	2%	1%
			ab				f					
	9%	10%	32%	42%	58%	76%	25%	25%	**	**	8%	77%
Never	42	36	46	83	165	304	25	51	**	**	23	277
	16%	22%	32%	27%	25%	18%	18%	19%	**	**	23%	18%
			ab	a								
	13%	11%	14%	25%	50%	93%	8%	15%	**	**	7%	84%
Do not have access to device	34	24	46	70	156	219	17	79	**	**	28	155
	13%	14%	32%	22%	23%	13%	12%	29%	**	**	28%	10%
			abd	ab								
	14%	10%	19%	29%	66%	92%	7%	33%	**	**	12%	65%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	32	13	4	17	43	182	25	17	**	**	8	192
	12%	8%	3%	6%	6%	11%	17%	6%	**	**	8%	13%
	cd	c			f							hi
	16%	6%	2%	8%	21%	87%	12%	8%	**	**	4%	92%
At least weekly	30	11	10	21	50	148	25	16	**	**	3	156
	11%	7%	7%	7%	7%	9%	17%	6%	**	**	2%	10%
	d				f							hk
	18%	6%	6%	12%	29%	86%	14%	10%	**	**	1%	91%
At least monthly	9	7	2	10	20	45	2	2	**	**	-	45
	4%	4%	2%	3%	3%	3%	1%	1%	**	**	-%	3%
												h
	20%	15%	5%	20%	42%	95%	4%	5%	**	**	-%	96%
Have tried it once	3	4	5	9	15	27	15	4	**	**	*	41
	1%	2%	4%	3%	2%	2%	11%	2%	**	**	*%	3%
							f			k		
	7%	9%	12%	20%	34%	58%	33%	10%	**	**	1%	90%
Never	127	91	65	157	331	877	52	130	**	**	58	799
	48%	55%	45%	50%	50%	53%	36%	48%	**	**	57%	52%
						g						
	14%	10%	7%	17%	36%	95%	6%	14%	**	**	6%	86%
Do not have access to device	64	40	58	98	209	373	26	99	**	**	32	301
	24%	24%	40%	31%	31%	23%	18%	37%	**	**	32%	20%
			ab	a				l	l	l	l	
	16%	10%	14%	24%	52%	93%	6%	25%	**	**	8%	75%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2I (QP11I) SHOWCARD How often, if at all, do you access the radio via - A car radio (DAB). (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	k	l
Significance Level: 95%					e							
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
Every day	15	7	2	9	20	94	6	9	**	**	3	92
	6%	4%	2%	3%	3%	6%	4%	3%	**	**	3%	6%
	c											
	15%	7%	2%	9%	20%	94%	6%	9%	**	**	3%	91%
At least weekly	7	1	4	5	10	34	5	4	**	**	*	38
	3%	1%	3%	2%	2%	2%	4%	1%	**	**	*%	2%
	18%	3%	10%	12%	25%	82%	13%	10%	**	**	1%	91%
At least monthly	2	-	2	2	3	8	-	2	**	**	1	6
	1%	-%	1%	1%	*%	*%	-%	1%	**	**	1%	*%
	18%	-%	18%	18%	36%	89%	-%	27%	**	**	10%	72%
Have tried it once	1	-	-	-	2	2	3	-	**	**	-	6
	*%	-%	-%	-%	*%	*%	2%	-%	**	**	-%	*%
					f							
	17%	-%	-%	-%	39%	36%	48%	-%	**	**	-%	100%
Never	98	82	55	138	285	708	58	98	**	**	43	666
	37%	49%	38%	44%	43%	43%	40%	37%	**	**	43%	43%
		ac									j	hj
	13%	11%	7%	18%	37%	93%	8%	13%	**	**	6%	87%
Do not have access to device	143	77	81	158	348	804	73	155	**	**	53	726
	54%	46%	56%	51%	52%	49%	50%	58%	**	**	52%	47%
								l		kl		
	16%	9%	9%	18%	40%	91%	8%	18%	**	**	6%	83%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 139
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY - EVER USE DIGITAL RADIO

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
YES, EVER USED	154	70	49	119	289	887	90	119	**	**	44	871
	47%	33%	25%	29%	33%	44%	46%	35%	**	**	33%	46%
	bcd	c										hijk
	16%	7%	5%	12%	29%	90%	9%	12%	**	**	4%	88%
YES, USE AT LEAST MONTHLY	136	65	46	111	262	818	72	108	**	**	39	794
	42%	31%	23%	27%	30%	40%	37%	32%	**	**	29%	42%
	bcd											hijk
	15%	7%	5%	12%	29%	91%	8%	12%	**	**	4%	88%
YES, USE AT LEAST WEEKLY	120	56	38	95	210	674	61	89	**	**	32	660
	37%	27%	19%	23%	24%	33%	31%	26%	**	**	24%	35%
	bcd											hijk
	16%	8%	5%	13%	28%	90%	8%	12%	**	**	4%	89%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY - EVER LISTEN TO RADIO

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
YES, EVER USED	266	165	144	310	666	1645	142	266	**	**	101	1530
	82%	78%	73%	76%	75%	81%	72%	77%	**	**	76%	81%
	cd					g						
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
YES, USE AT LEAST MONTHLY	265	165	144	309	665	1642	140	265	**	**	101	1526
	82%	78%	73%	76%	75%	81%	71%	77%	**	**	76%	80%
	cd					g						
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
YES, USE AT LEAST WEEKLY	258	155	138	293	636	1573	134	251	**	**	98	1465
	79%	73%	70%	72%	72%	77%	69%	73%	**	**	74%	77%
	cd					g						
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP3 (QB1). Do you, or does anyone in your household, have digital radio channels in your home at the moment - whether through a specialist DAB radio receiver, through a digital television or over the internet? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Yes	203	114	78	191	446	1225	116	189	**	**	72	1166
	63%	53%	39%	47%	50%	60%	59%	55%	**	**	54%	61%
	bcd	c										h
	15%	8%	6%	14%	33%	91%	9%	14%	**	**	5%	86%
No	117	95	117	211	422	767	73	150	**	**	59	683
	36%	45%	59%	52%	48%	38%	37%	44%	**	**	44%	36%
		a	ab	a				l			l	
	14%	11%	14%	25%	50%	92%	9%	18%	**	**	7%	82%
Don't know	5	4	2	7	20	46	7	5	**	**	2	47
	2%	2%	1%	2%	2%	2%	3%	1%	**	**	1%	2%
	10%	8%	5%	13%	38%	88%	13%	9%	**	**	4%	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP4 (Q2). In total, how many radio sets do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
None	51	41	34	75	212	452	53	67	**	**	25	435
	16%	19%	17%	18%	24%	22%	27%	19%	**	**	19%	23%
	10%	8%	7%	15%	42%	90%	11%	13%	**	**	5%	86%
1	119	90	82	172	380	809	77	144	**	**	54	742
	37%	42%	42%	42%	43%	40%	40%	42%	**	**	41%	39%
	13%	10%	9%	19%	43%	91%	9%	16%	**	**	6%	84%
2-3	122	66	64	130	238	610	60	106	**	**	47	571
	37%	31%	33%	32%	27%	30%	31%	31%	**	**	36%	30%
	18%	10%	9%	19%	35%	90%	9%	16%	**	**	7%	84%
4-5	26	13	15	28	42	120	3	21	**	**	5	104
	8%	6%	8%	7%	5%	6%	2%	6%	**	**	4%	5%
					g				kl			
	21%	11%	12%	23%	34%	97%	3%	17%	**	**	4%	84%
6-10	4	2	-	2	6	25	-	1	**	**	1	24
	1%	1%	-%	1%	1%	1%	-%	*%	**	**	1%	1%
	18%	8%	-%	8%	26%	100%	-%	3%	**	**	3%	97%
11 or more	-	-	-	-	-	1	-	-	**	**	-	1
	-%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%
	-%	-%	-%	-%	-%	100%	-%	-%	**	**	-%	100%
ANY 'ACTIVE' RADIO SETS IN THE HOME	271	171	161	332	666	1564	141	272	**	**	108	1441
	83%	80%	82%	81%	75%	77%	72%	79%	**	**	81%	76%
	16%	10%	9%	19%	39%	91%	8%	16%	**	**	6%	84%
Don't know	3	1	2	3	9	22	2	4	**	**	-	20
	1%	*%	1%	1%	1%	1%	1%	1%	**	**	-%	1%
	10%	3%	7%	10%	35%	88%	9%	18%	**	**	-%	83%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP4 (Q2). In total, how many radio sets do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Mean number of 'active' radio sets	1.7	1.5	1.5	1.5	e	1.4	1.2	1.4	**	**	1.4	1.4
	bd					g						
Standard deviation	1.28	1.24	1.17	1.21	1.18	1.30	.96	1.14	**	**	1.11	1.30
Standard error	.06	.07	.07	.05	.03	.03	.07	.05	**	**	.08	.03
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP5 (QP2). Have you heard of the term DAB digital radio? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Yes	255	146	111	257	589	1587	136	224	**	**	79	1517
	78%	69%	56%	63%	66%	78%	69%	65%	**	**	60%	80%
	bcd	c				g						hijk
	15%	8%	6%	15%	34%	91%	8%	13%	**	**	5%	87%
No	67	63	84	147	282	423	58	116	**	**	51	353
	21%	30%	43%	36%	32%	21%	30%	34%	**	**	39%	19%
		a	ab	a			f	l	l	l	l	
	14%	13%	18%	31%	60%	89%	12%	24%	**	**	11%	75%
Don't know	3	3	2	5	16	28	2	4	**	**	2	26
	1%	1%	1%	1%	2%	1%	1%	1%	**	**	2%	1%
	11%	10%	5%	16%	53%	93%	6%	13%	**	**	7%	85%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP6 (QP9). How many DAB sets do you have in your household?

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	*j	ITY	l
Significance Level: 95%					e							
Unweighted total	344	268	195	463	918	2035	144	383	58	64	146	1803
Effective Weighted Sample	281	217	154	367	741	1648	121	296	45	49	113	1473
Total	266	167	144	311	668	1650	145	269	46	43	101	1534
	15%	9%	8%	17%	37%	92%	8%	15%	**	**	6%	85%
1	77	57	32	89	153	491	47	63	**	**	28	487
	29%	34%	22%	29%	23%	30%	32%	23%	**	**	28%	32%
		c										hj
	14%	10%	6%	16%	28%	90%	9%	11%	**	**	5%	89%
2	20	4	7	11	20	85	8	12	**	**	3	81
	8%	2%	5%	4%	3%	5%	6%	4%	**	**	3%	5%
	bd											
	22%	4%	8%	12%	21%	92%	9%	13%	**	**	4%	88%
3 or more	9	4	5	9	11	44	-	2	**	**	*	42
	4%	2%	4%	3%	2%	3%	-%	1%	**	**	*%	3%
												h
	21%	8%	12%	20%	24%	100%	-%	4%	**	**	1%	96%
ANY DAB SETS	107	64	45	109	183	620	55	76	**	**	32	610
	40%	38%	31%	35%	27%	38%	38%	28%	**	**	32%	40%
												hj
	16%	9%	7%	16%	27%	91%	8%	11%	**	**	5%	89%
None	157	97	91	188	462	989	80	180	**	**	65	888
	59%	58%	63%	60%	69%	60%	55%	67%	**	**	65%	58%
								l				
	15%	9%	9%	18%	43%	93%	8%	17%	**	**	6%	83%
Don't know	2	5	9	14	23	42	10	12	**	**	4	36
	1%	3%	6%	4%	3%	3%	7%	5%	**	**	4%	2%
			a	a			f	l	l	l		
	5%	11%	18%	28%	48%	85%	20%	25%	**	**	7%	74%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP7 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those who listen to radio but no DAB sets at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR ING	MOBIL ITY	NO
Significance Level: 95%	a	b	c	d	e	f	*g	h	*i	*j	k	l
Unweighted total	215	167	125	292	642	1269	79	263	35	44	93	1090
Effective Weighted Sample	176	139	96	230	514	1030	67	200	27	31	71	892
Total	157	97	91	188	462	989	80	180	29	29	65	888
	15%	9%	9%	18%	43%	93%	**	17%	**	**	**	83%
Certain to	4	2	2	4	9	22	**	1	**	**	**	22
	3%	2%	2%	2%	2%	2%	**	1%	**	**	**	3%
	18%	6%	9%	16%	36%	95%	**	6%	**	**	**	94%
Very likely	8	6	1	7	16	50	**	2	**	**	**	50
	5%	6%	1%	4%	3%	5%	**	1%	**	**	**	6%
	15%	12%	2%	14%	31%	96%	**	4%	**	**	**	hk 96%
Likely	19	8	8	16	44	90	**	20	**	**	**	81
	12%	9%	8%	8%	10%	9%	**	11%	**	**	**	9%
	19%	8%	8%	16%	45%	91%	**	20%	**	**	**	81%
TOTAL LIKELY	31	16	11	27	69	162	**	23	**	**	**	153
	20%	16%	12%	14%	15%	16%	**	13%	**	**	**	17%
	18%	9%	6%	15%	39%	93%	**	13%	**	**	**	87%
Unlikely	26	15	11	26	69	171	**	33	**	**	**	155
	16%	16%	12%	14%	15%	17%	**	18%	**	**	**	18%
	14%	8%	6%	14%	37%	91%	**	17%	**	**	**	83%
Very unlikely	33	16	23	39	105	224	**	44	**	**	**	197
	21%	17%	25%	21%	23%	23%	**	24%	**	**	**	22%
	14%	7%	9%	16%	43%	93%	**	18%	**	**	**	82%
Certain not to	41	36	27	63	129	247	**	54	**	**	**	206
	26%	37%	30%	34%	28%	25%	**	30%	**	**	**	23%
	16%	a 14%	10%	24%	49%	95%	**	21%	**	**	**	79%
TOTAL UNLIKELY	100	67	61	128	303	642	**	131	**	**	**	558
	64%	69%	67%	68%	66%	65%	**	73%	**	**	**	63%
	15%	10%	9%	19%	44%	93%	**	19%	**	**	**	81%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP7 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those who listen to radio but no DAB sets at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	*g	h	*i	ING	ITY	l
Significance Level: 95%					e					*j	k	
Unweighted total	215	167	125	292	642	1269	79	263	35	44	93	1090
Effective Weighted Sample	176	139	96	230	514	1030	67	200	27	31	71	892
Total	157	97	91	188	462	989	80	180	29	29	65	888
	15%	9%	9%	18%	43%	93%	**	17%	**	**	**	83%
Don't know	25	14	19	34	90	185	**	26	**	**	**	177
	16%	15%	21%	18%	19%	19%	**	14%	**	**	**	20%
	12%	7%	9%	16%	44%	90%	**	13%	**	**	**	87%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP8 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
Significance Level: 95%	a	b	c	d	OR DE	f	*g	h	~i	*j	*k	l
Unweighted total	142	118	89	207	438	852	47	196	26	36	71	706
Effective Weighted Sample	116	97	66	159	348	691	40	146	19	26	53	578
Total	100	67	61	128	303	642	47	131	21	23	50	558
	15%	10%	**	19%	44%	93%	**	19%	**	**	**	81%
No need	50	36	**	72	149	344	**	69	**	**	**	299
	50%	54%	**	56%	49%	54%	**	52%	**	**	**	54%
	14%	10%	**	20%	41%	94%	**	19%	**	**	**	82%
Happy to use existing service	27	21	**	44	93	184	**	36	**	**	**	159
	27%	32%	**	35%	31%	29%	**	27%	**	**	**	28%
	14%	11%	**	23%	48%	95%	**	18%	**	**	**	81%
Can receive through digital TV service	12	4	**	6	34	71	**	13	**	**	**	62
	12%	6%	**	5%	11%	11%	**	10%	**	**	**	11%
	cd											
	16%	6%	**	8%	45%	95%	**	17%	**	**	**	82%
Would never listen	6	6	**	7	18	47	**	7	**	**	**	47
	6%	8%	**	6%	6%	7%	**	6%	**	**	**	8%
							f					
	12%	10%	**	14%	33%	87%	**	14%	**	**	**	87%
Too expensive generally	5	3	**	5	21	32	**	10	**	**	**	24
	5%	5%	**	4%	7%	5%	**	8%	**	**	**	4%
	15%	10%	**	15%	62%	93%	**	30%	**	**	**	69%
Can't afford it	1	1	**	2	16	23	**	11	**	**	**	13
	1%	2%	**	1%	5%	4%	**	9%	**	**	**	2%
								l				
	6%	5%	**	7%	66%	93%	**	46%	**	**	**	54%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP8 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	*g	h	~i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	142	118	89	207	438	852	47	196	26	36	71	706
Effective Weighted Sample	116	97	66	159	348	691	40	146	19	26	53	578
Total	100	67	61	128	303	642	47	131	21	23	50	558
	15%	10%	**	19%	44%	93%	**	19%	**	**	**	81%
Happy to use analogue radio service	6	3	**	7	13	17	**	5	**	**	**	12
	6%	4%	**	5%	4%	3%	**	4%	**	**	**	2%
										l		
	35%	16%	**	38%	76%	97%	**	31%	**	**	**	70%
Poor reception in our area	1	3	**	4	6	16	**	5	**	**	**	12
	1%	5%	**	3%	2%	2%	**	3%	**	**	**	2%
	8%	20%	**	22%	40%	100%	**	29%	**	**	**	74%
Don't know why I should	2	1	**	3	4	13	**	3	**	**	**	10
	2%	2%	**	2%	1%	2%	**	2%	**	**	**	2%
	16%	10%	**	23%	35%	100%	**	20%	**	**	**	79%
Not available in our area	2	2	**	3	4	6	**	1	**	**	**	6
	2%	4%	**	2%	1%	1%	**	*0%	**	**	**	1%
	32%	39%	**	45%	64%	100%	**	9%	**	**	**	92%
Will get it when I have to/ when switchover	-	1	**	1	2	3	**	-	**	**	**	4
	-%	1%	**	*%	1%	*%	**	-%	**	**	**	1%
	-%	16%	**	16%	43%	81%	**	-%	**	**	**	100%
Other	5	*	**	1	3	9	**	1	**	**	**	8
	5%	1%	**	1%	1%	1%	**	1%	**	**	**	1%
	d											
	58%	5%	**	13%	36%	100%	**	10%	**	**	**	89%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP8 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	*g	h	~i	*j	*k	l
Significance Level: 95%					e							
Unweighted total	142	118	89	207	438	852	47	196	26	36	71	706
Effective Weighted Sample	116	97	66	159	348	691	40	146	19	26	53	578
Total	100	67	61	128	303	642	47	131	21	23	50	558
	15%	10%	**	19%	44%	93%	**	19%	**	**	**	81%
ANY INVOLUNTARY REASONS	10	10	**	12	46	75	**	24	**	**	**	55
	10%	14%	**	10%	15%	12%	**	18%	**	**	**	10%
		c						l				
	12%	12%	**	16%	59%	95%	**	30%	**	**	**	70%
ANY VOLUNTARY REASONS	87	58	**	117	265	576	**	114	**	**	**	505
	87%	87%	**	91%	87%	90%	**	87%	**	**	**	91%
	14%	9%	**	19%	43%	93%	**	18%	**	**	**	82%
ONLY VOLUNTARY REASONS	84	56	**	114	252	553	**	106	**	**	**	488
	84%	84%	**	89%	83%	86%	**	81%	**	**	**	87%
			ab									h
	14%	10%	**	19%	43%	93%	**	18%	**	**	**	82%
Don't know	2	*	**	*	2	7	**	1	**	**	**	9
	2%	1%	**	*%	1%	1%	**	1%	**	**	**	2%
							f					
	26%	5%	**	5%	19%	73%	**	9%	**	**	**	92%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ1. SHOWCARD Could you please take a look at the options shown on this card and let me know which applies to you? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%												
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Married/ civil partnership	221	140	89	229	399	1073	112	157	**	**	63	1029
	68%	66%	45%	56%	45%	53%	57%	46%	**	**	47%	54%
	cd	cd		c								hi
	19%	12%	7%	19%	34%	91%	9%	13%	**	**	5%	87%
Co-habiting	13	7	1	8	64	196	12	23	**	**	9	189
	4%	3%	1%	2%	7%	10%	6%	7%	**	**	7%	10%
	c											
	6%	3%	1%	4%	30%	93%	6%	11%	**	**	4%	90%
Single	37	11	9	20	208	473	60	66	**	**	15	471
	11%	5%	5%	5%	24%	23%	31%	19%	**	**	11%	25%
	bcd					f		k				hjk
	7%	2%	2%	4%	39%	88%	11%	12%	**	**	3%	88%
Widowed, divorced or separated	53	53	97	151	211	291	12	95	**	**	47	202
	16%	25%	49%	37%	24%	14%	6%	28%	**	**	35%	11%
		a	abd	ab		g		l	l	hl	l	
	17%	18%	32%	50%	69%	96%	4%	31%	**	**	15%	67%
Refused	1	1	1	2	5	6	-	3	**	**	-	5
	*%	*%	1%	1%	1%	*%	-%	1%	**	**	-%	*%
	12%	12%	14%	26%	56%	70%	-%	34%	**	**	-%	63%

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

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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
WHITE												
British	213	136	125	261	546	1427	-	211	**	**	89	1216
	66%	64%	63%	64%	62%	70%	-%	62%	**	**	67%	64%
						g						
	15%	10%	9%	18%	38%	100%	-%	15%	**	**	6%	85%
English	48	39	41	80	140	277	-	57	**	**	24	222
	15%	18%	21%	19%	16%	14%	-%	17%	**	**	18%	12%
						g		l		l	l	
	17%	14%	15%	29%	50%	100%	-%	20%	**	**	9%	80%
Scottish	28	16	11	27	68	151	-	26	**	**	7	121
	9%	8%	5%	7%	8%	7%	-%	8%	**	**	5%	6%
						g						
	18%	11%	7%	18%	45%	100%	-%	18%	**	**	5%	80%
Welsh	10	7	9	17	37	68	-	18	**	**	6	49
	3%	3%	5%	4%	4%	3%	-%	5%	**	**	5%	3%
						g		l				
	15%	11%	14%	24%	54%	100%	-%	26%	**	**	9%	72%
Irish	6	5	4	9	18	38	-	11	**	**	3	28
	2%	2%	2%	2%	2%	2%	-%	3%	**	**	2%	1%
								l		l		
	16%	13%	11%	23%	47%	100%	-%	29%	**	**	8%	73%
Any other white background	4	3	*	3	25	78	-	5	**	**	1	74
	1%	1%	*%	1%	3%	4%	-%	1%	**	**	1%	4%
						g			hjk			hk
	5%	3%	*%	4%	32%	100%	-%	6%	**	**	1%	95%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 148
Page 237**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
MIXED												
White and Black Caribbean	1	1	-	1	5	-	8	2	**	**	-	9
	*%	*%	-%	*%	1%	-%	4%	1%	**	**	-%	*%
							f					
	11%	7%	-%	7%	46%	-%	71%	22%	**	**	-%	79%
White and Black African	1	-	-	-	1	-	5	2	**	**	-	6
	*%	-%	-%	-%	*%	-%	3%	1%	**	**	-%	*%
							f					
	19%	-%	-%	-%	19%	-%	66%	25%	**	**	-%	79%
White and Asian	-	-	-	-	1	-	4	-	**	**	-	6
	-%	-%	-%	-%	*%	-%	2%	-%	**	**	-%	*%
							f					
	-%	-%	-%	-%	21%	-%	66%	-%	**	**	-%	100%
Any other mixed background	-	-	-	-	1	-	2	-	**	**	-	3
	-%	-%	-%	-%	*%	-%	1%	-%	**	**	-%	*%
							f					
	-%	-%	-%	-%	21%	-%	75%	-%	**	**	-%	100%
ASIAN AND BRITISH ASIAN												
Indian	5	-	3	3	7	-	40	4	**	**	-	29
	1%	-%	1%	1%	1%	-%	20%	1%	**	**	-%	2%
	b						f					
	14%	-%	8%	8%	23%	-%	122%	11%	**	**	-%	90%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 148
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Pakistani	2	*	-	*	6	-	33	-	**	**	-	24
	1%	*%	-%	*%	1%	-%	17%	-%	**	**	-%	1%
							f					h
	7%	1%	-%	1%	26%	-%	138%	-%	**	**	-%	100%
Bangladeshi	1	-	-	-	3	-	12	1	**	**	-	9
	*%	-%	-%	-%	*%	-%	6%	*%	**	**	-%	*%
							f					
	6%	-%	-%	-%	34%	-%	125%	5%	**	**	-%	94%
Any other Asian background	4	-	-	-	5	-	17	-	**	**	-	13
	1%	-%	-%	-%	1%	-%	9%	-%	**	**	-%	1%
	d						f					
	27%	-%	-%	-%	33%	-%	129%	-%	**	**	-%	100%
BLACK AND BLACK BRITISH												
Caribbean	1	2	3	5	10	-	22	2	**	**	2	26
	*%	1%	1%	1%	1%	-%	11%	1%	**	**	2%	1%
							f					
	2%	6%	10%	16%	35%	-%	75%	8%	**	**	8%	91%
African	-	3	2	5	9	-	28	2	**	**	-	38
	-%	1%	1%	1%	1%	-%	14%	1%	**	**	-%	2%
		a					f					
	-%	7%	4%	12%	23%	-%	71%	6%	**	**	-%	95%
Any other black background	-	-	-	-	1	-	1	-	**	**	-	1
	-%	-%	-%	-%	*%	-%	*%	-%	**	**	-%	*%
							f					
	-%	-%	-%	-%	100%	-%	86%	-%	**	**	-%	100%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 148
Page 239**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
MIDDLE EAST AND ARABIC ORIGIN												
Middle Eastern, including Arabic origin	-	-	-	-	-	-	7	-	**	**	-	6
	-%	-%	-%	-%	-%	-%	4%	-%	**	**	-%	*%
							f					
	-%	-%	-%	-%	-%	-%	135%	-%	**	**	-%	100%
CHINESE OR OTHER ETHNIC GROUP												
Chinese	*	1	-	1	1	-	7	1	**	**	-	5
	*%	*%	-%	*%	*%	-%	4%	*%	**	**	-%	*%
							f					
	4%	13%	-%	13%	13%	-%	124%	18%	**	**	-%	84%
Any other background	1	-	-	-	-	-	9	1	**	**	-	6
	*%	-%	-%	-%	-%	-%	4%	*%	**	**	-%	*%
							f					
	10%	-%	-%	-%	-%	-%	125%	12%	**	**	-%	89%
Refused	*	-	-	-	3	-	-	-	**	**	-	6
	*%	-%	-%	-%	*%	-%	-%	-%	**	**	-%	*%
	7%	-%	-%	-%	58%	-%	-%	-%	**	**	-%	100%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 149
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Cannot walk far or manage stairs or can only do so with difficulty	23	21	55	76	108	125	2	123	**	**	123	-
	7%	10%	28%	19%	12%	6%	1%	36%	**	**	93%	-%
			abd	ab		g		l	l	l	hijl	
	18%	16%	43%	59%	84%	98%	2%	96%	**	**	96%	-%
Breathlessness or chest pains	25	15	29	45	75	92	3	95	**	**	30	-
	8%	7%	15%	11%	8%	5%	1%	28%	**	**	23%	-%
			ab					l	l	l	l	
	27%	16%	31%	47%	79%	97%	3%	100%	**	**	32%	-%
Poor vision, partial sight or blindness	6	13	17	30	45	57	4	60	**	**	17	-
	2%	6%	9%	7%	5%	3%	2%	17%	**	**	13%	-%
		a	a	a				l	hijkl	l	l	
	10%	22%	29%	51%	76%	96%	6%	101%	**	**	29%	-%
Poor hearing, partial hearing or deafness	6	10	31	41	54	56	-	55	**	**	21	-
	2%	5%	16%	10%	6%	3%	-%	16%	**	**	16%	-%
		a	abd	ab		g		l	l	hikl	l	
	10%	18%	56%	74%	97%	100%	-%	98%	**	**	38%	-%
Mental health problems or difficulties	8	1	2	3	22	36	1	38	**	**	8	-
	2%	*%	1%	1%	3%	2%	1%	11%	**	**	6%	-%
	bd							l	l	l	l	
	21%	2%	5%	7%	59%	94%	3%	100%	**	**	20%	-%

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

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 149
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	j	k	l
Significance Level: 95%					e							
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Limited ability to reach	5	4	6	10	18	26	-	27	**	**	27	-
	2%	2%	3%	2%	2%	1%	-%	8%	**	**	20%	-%
								l	l	l	hil	
	19%	14%	24%	39%	69%	100%	-%	104%	**	**	104%	-%
Dyslexia	2	1	-	1	9	16	1	20	**	**	4	-
	1%	*%	-%	*%	1%	1%	1%	6%	**	**	3%	-%
								l	l	l	l	
	12%	3%	-%	3%	49%	92%	7%	116%	**	**	23%	-%
Other illnesses or health problems which limit your daily activities or the work that you can do												
	18	16	21	37	64	92	3	93	**	**	25	-
	6%	8%	11%	9%	7%	5%	1%	27%	**	**	19%	-%
			a			g		ikl	l	l	l	
	19%	17%	22%	39%	68%	98%	3%	99%	**	**	27%	-%
None	266	155	97	252	628	1709	182	-	**	**	-	1896
	82%	73%	49%	62%	71%	84%	93%	-%	**	**	-%	100%
	bcd	cd	c			f						hijk
	14%	8%	5%	13%	33%	90%	10%	-%	**	**	-%	100%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	*d	OR DE	*f	~g	*h	*i	~j	~k	~l
Significance Level: 95%	~a	~b	~c	*d	*e	*f	~g	*h	*i	~j	~k	~l
Unweighted total	8	19	22	41	60	73	3	76	76	12	22	-
Effective Weighted Sample	7	16	18	34	49	61	3	60	60	10	19	-
Total	6	13	17	30	45	57	4	60	60	8	17	-
	**	**	**	**	**	**	**	**	**	**	**	-%
Have difficulty seeing ordinary newspaper print	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%
Cannot see well enough to read a newspaper headline	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	~c	*d	OR DE	*f	~g	*h	*i	~j	~k	~l
Significance Level: 95%												
Unweighted total	8	19	22	41	60	73	3	76	76	12	22	-
Effective Weighted Sample	7	16	18	34	49	61	3	60	60	10	19	-
Total	6	13	17	30	45	57	4	60	60	8	17	-
	**	**	**	**	**	**	**	**	**	**	**	-%
Cannot see well enough to read a large print book												
	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%
Cannot see well enough to recognise a friend if he or she is at arm's length												
	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%
Cannot tell by the light where the windows are												
	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%
Other												
	**	**	**	**	**	**	**	**	**	**	**	-
	**	**	**	**	**	**	**	**	**	**	**	-%
	**	**	**	**	**	**	**	**	**	**	**	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	*c	*d	OR DE	f	~g	h	~i	ING	ITY	~l
Significance Level: 95%	~a	~b	*c	*d	*e	f	~g	h	~i	j	*k	~l
Unweighted total	9	18	43	61	77	84	-	84	12	84	32	-
Effective Weighted Sample	7	15	31	45	56	69	-	66	10	66	25	-
Total	6	10	31	41	54	56	-	55	8	55	21	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
Cannot hear sounds at all	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%
Cannot follow a TV programme with the volume turned up	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%
Have difficulty hearing someone talking in a loud voice in a quiet room	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%
Cannot hear a doorbell, alarm clock or telephone bell	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%
Cannot follow a TV programme at a volume others find acceptable	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	~a	~b	*c	*d	OR DE	f	~g	h	~i	ING	ITY	~l
Significance Level: 95%					*e					j	*k	
Unweighted total	9	18	43	61	77	84	-	84	12	84	32	-
Effective Weighted Sample	7	15	31	45	56	69	-	66	10	66	25	-
Total	6	10	31	41	54	56	-	55	8	55	21	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
Difficulty hearing someone talking in a normal voice in a quiet room												
	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%
Difficulty following a conversation against background noise												
	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%
Other												
	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%
Don't know												
	**	**	**	**	**	**	-	**	**	**	**	-
	**	**	**	**	**	**	-%	**	**	**	**	-%
	**	**	**	**	**	**	-%	**	**	**	**	-%

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

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**Table 152
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Under £11,500	55	52	73	124	305	347	32	110	**	**	44	255
	17%	24%	37%	30%	34%	17%	16%	32%	**	**	33%	13%
		a	ab	a				l	l	l	l	
	15%	14%	19%	33%	81%	92%	8%	29%	**	**	12%	68%
Above £11,500	188	94	56	150	328	1144	113	136	**	**	53	1138
	58%	44%	28%	37%	37%	56%	58%	40%	**	**	40%	60%
	bcd	cd		c								hijk
	15%	7%	4%	12%	26%	90%	9%	11%	**	**	4%	90%
Don't know	13	11	17	28	84	154	25	32	**	**	10	144
	4%	5%	9%	7%	9%	8%	13%	9%	**	**	8%	8%
		a					f					
	7%	6%	10%	16%	47%	87%	14%	18%	**	**	6%	81%
Refused	69	56	51	107	170	394	26	66	**	**	26	359
	21%	26%	26%	26%	19%	19%	13%	19%	**	**	20%	19%
	16%	13%	12%	25%	40%	93%	6%	16%	**	**	6%	85%

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

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**Table 153
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ8 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Unweighted total	425	344	261	605	1223	2542	199	496	76	84	197	2253
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
Total	325	213	197	409	887	2039	196	344	60	55	133	1896
	15%	9%	9%	18%	40%	91%	9%	15%	**	**	6%	85%
Under £11,500	55	52	73	124	305	347	32	110	**	**	44	255
	17%	24%	37%	30%	34%	17%	16%	32%	**	**	33%	13%
		a	ab	a				l	l	l	l	
	15%	14%	19%	33%	81%	92%	8%	29%	**	**	12%	68%
£11,500 - £17,499	40	32	21	53	130	228	28	54	**	**	23	200
	12%	15%	11%	13%	15%	11%	14%	16%	**	**	18%	11%
								l	l		l	
	16%	13%	8%	21%	51%	90%	11%	21%	**	**	9%	79%
£17,500 - £29,999	36	22	11	32	82	233	13	25	**	**	8	225
	11%	10%	5%	8%	9%	11%	6%	7%	**	**	6%	12%
		c				g					hk	
	15%	9%	4%	13%	33%	94%	5%	10%	**	**	3%	91%
£30,000 - £49,999	39	8	5	13	23	240	18	20	**	**	5	245
	12%	4%	2%	3%	3%	12%	9%	6%	**	**	4%	13%
	bcd										hk	
	15%	3%	2%	5%	9%	91%	7%	8%	**	**	2%	93%
£50,000+	13	4	*	4	5	142	14	7	**	**	-	149
	4%	2%	*%	1%	1%	7%	7%	2%	**	**	-%	8%
	cd								k		hk	
	9%	2%	*%	3%	3%	91%	9%	4%	**	**	-%	96%
REFUSED BUT ABOVE £11.5K	63	29	21	49	94	324	44	32	**	**	16	343
	19%	14%	11%	12%	11%	16%	22%	9%	**	**	12%	18%
	cd					f					hij	
	17%	8%	6%	13%	25%	87%	12%	9%	**	**	4%	92%
DK/ Refused	78	67	66	133	247	525	48	96	**	**	36	479
	24%	31%	34%	32%	28%	26%	24%	28%	**	**	27%	25%
		a	a	a								
	14%	12%	12%	23%	43%	92%	8%	17%	**	**	6%	84%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

OFCOM TECHNOLOGY TRACKER QUARTER 3 2011 - SUBSET - 1st October to 10th December 2011.

**Table 153
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ8 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR	MOBIL	NO
	a	b	c	d	OR DE	f	g	h	*i	ING	ITY	l
Significance Level: 95%					e					j	k	
Effective Weighted Sample	347	279	206	479	985	2056	165	388	60	66	155	1838
HOUSEHOLD INCOME												
UNDER												
£11.5K	55	52	73	124	305	347	32	110	**	**	44	255
	17%	24%	37%	30%	34%	17%	16%	32%	**	**	33%	13%
		a	ab	a								
	15%	14%	19%	33%	81%	92%	8%	29%	**	**	12%	68%
£11.5K- £17.5K	40	32	21	53	130	228	28	54	**	**	23	200
	12%	15%	11%	13%	15%	11%	14%	16%	**	**	18%	11%
	16%	13%	8%	21%	51%	90%	11%	21%	**	**	9%	79%
£17.5K- £29.9K	36	22	11	32	82	233	13	25	**	**	8	225
	11%	10%	5%	8%	9%	11%	6%	7%	**	**	6%	12%
	c					g						hk
	15%	9%	4%	13%	33%	94%	5%	10%	**	**	3%	91%
£30K+	52	11	5	17	28	382	32	27	**	**	5	395
	16%	5%	3%	4%	3%	19%	16%	8%	**	**	4%	21%
	bcd											hijk
	12%	3%	1%	4%	7%	91%	8%	6%	**	**	1%	94%

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