

	Page	Table	Title	Base Description	Base
● 1	1	1	Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2163
● 10	2	2	Q.2 Which of these devices or services do you have? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1670
● 47	3	3	Q.2 Which of these devices or services do you have? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2163
● 84	4	4	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	1670
● 93	5	5	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2163
● 102	6	6	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	192
● 136	7	7	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with some responsibility for communications services	1670
● 171	8	8	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2163
● 206	9	9	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	192
● 233	10	10	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1670

	Page	Table	Title	Base Description	Base
●	260	11	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2163
	287	12	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All who have had communication debt in the last year	41
●	296	13	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with any difficulties paying for communication services in the last year	192
●	305	14	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	1670
●	314	15	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2163
●	323	16	Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	192
●	346	17	Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1670
●	373	18	Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2163
●	400	19	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All who don't have service/cancelled a service due to cost	399
●	422	20	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1670
●	448	21	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2163
●	474	22	Q.12A At what monthly price would you begin to think that a 10Mbps/s broadband service was too expensive to consider?	Base: All Adults 16+ in the UK	2163

	Page	Table	Title	Base Description	Base
●	543	23	Q.12B At what monthly price would you begin to think that 10Mbps\s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?	Base: All Adults 16+ in the UK	2163
●	580	24	Q.12C At what monthly price would you begin to think that 10Mbps\s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?	Base: All Adults 16+ in the UK	2163
●	642	25	Q.12D At what monthly price would you think 10 Mbps\s broadband was a bargain - great value for money?	Base: All Adults 16+ in the UK	2163
●	693	26	Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]	Base: All with more than one device or service	1560
●	702	27	Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?	Base: All with a bundled package	882
●	712	28	Q.15 Approximately how much do you spend per month on your broadband service \package that includes broadband ?	Base: All who have fixed broadband	1136
●	809	29	Q.16 And approximately how much of that cost is for your broadband service?	Base: All who have fixed broadband as part of a package	730
●	864	30	Q.17 What is the name of the company that supplies your broadband service?	Base: All who have fixed broadband	1136
●	883	31	Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2163
●	892	32	Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?	Base: All Adults 16+ in the UK	2163
●	901	33	Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?	Base: All Adults 16+ in the UK	2163
●	928	34	Q.21 What was your total personal income last year from all sources before tax?	Base: All Adults 16+ in the UK	2163
●	955	35	Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]	Base: All Adults 16+ in the UK	2163
●	964	36	Q. Break by Break	Base: All Adults 16+ in the UK	2163

	Page	Table	Title	Base Description	Base
●	1075	37	Q. Summary table	Base: All Adults 16+ in the UK	2163
●	1084	38	Q. Summary table	Base: All with some responsibility for communications services	1670

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
I am the primary decision-maker in my household	895 41%	437 42% dkn 49%	458 41% 51%	34 11% 4%	167 41% 19% _d	139 40% 16% _d	146 43% 16% _d	172 51% 19% _{ade}	109 48% 12% _{adf}	128 65% 14% _{ade}	201 28% 22%	457 44% 51% _k	237 56% 26% _{akl}	397 37% 44%	498 46% 56% _{an}	153 36% 17%	426 38% 48%	316 50% 35% _{apq}
I share in the responsibility	743 34%	380 36% djmor 51%	363 33% 49%	72 24% 10%	153 38% 21% _{dj}	141 40% 19% _{adj}	138 41% 19% _{adj}	118 35% 16% _{dj}	82 36% 11% _{dj}	39 20% 5%	224 32% 30%	398 39% 54% _{akm}	121 29% 16%	432 40% 58% _{ao}	311 29% 42%	171 40% 23% _{ar}	416 38% 56% _{ur}	156 25% 21%
Others make the decisions	511 24%	226 22% ghijlm 44%	286 26% 56% _b	192 63% 38% _{aef}	86 21% 17% _{hij}	66 19% 13%	56 17% 11%	49 14% 9%	36 16% 7%	26 13% 5%	278 39% 54% _{alm}	171 17% 33%	62 15% 12%	241 22% 47%	270 25% 53%	98 23% 19%	256 23% 50%	157 25% 31%
SUMMARY CODE																		
ANY RESPONSIBILITY	1638 76%	816 78% dk 50% _c	822 74% 50%	106 35% 6%	319 79% 19% _d	281 80% 17% _d	284 83% 17% _{ad}	290 85% 18% _{ade}	191 84% 12% _{ad}	167 85% 10% _{ade}	425 60% 26%	855 83% 52% _{ak}	358 84% 22% _{ak}	829 77% 51%	809 75% 49%	324 76% 20%	841 76% 51%	472 75% 29%
Don't know	14 1%	7 1% 49%	7 1% 51%	5 2% 34%	1 * 8%	2 1% 17%	1 * 5%	1 * 9%	1 * 4%	3 2% 22%	6 1% 42%	4 * 31%	4 1% 27%	7 1% 52%	7 1% 48%	2 * 12%	10 1% 71%	2 * 18%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
I am the primary decision-maker in my household	895 41%	733 40% / 82%	81 44% 9%	52 48% 6%	30 61% 3%abc	39 44% 4%	102 45% 11%l	66 38% 7%	68 44% 8%l	72 41% 8%	97 42% 11%	88 34% 10%	118 37% 13%	83 45% 9%l	52 48% 6%l	81 44% 9%l	30 61% 3%afghijklmnop
I share in the responsibility	743 34%	652 36% eq 88%de	54 29% 7%	26 25% 4%	11 22% 1%	23 25% 3%	72 32% 10%	67 38% 9%foq	58 37% 8%oq	72 40% 10%foq	82 35% 11%q	85 32% 11%q	132 41% 18%afgl opq	62 34% 8%q	26 25% 4%	54 29% 7%	11 22% 1%
Others make the decisions	511 24%	423 23% 83%	50 27% 10%	30 28% 6%	8 17% 2%	28 31% 5%lin q	51 23% 10%	42 24% 8%	29 19% 6%	32 18% 6%	52 22% 10%	85 32% 17%adl jkmnq	69 21% 13%	35 19% 7%	30 28% 6%	50 27% 10%	8 17% 2%
SUMMARY CODE																	
ANY RESPONSIBILITY	1638 76%	1385 76% / 85%	134 73% 8%	78 72% 5%	41 83% 3%	62 69% 4%	174 77% 11%l	132 76% 8%l	126 81% 8%ll	144 81% 9%ll	179 77% 11%l	173 66% 11%	250 78% 15%l	145 79% 9%l	78 72% 5%	134 73% 8%	41 83% 3%ll
Don't know	14 1%	14 1% 100%	- - -	- - -	- - -	- - -	1 * 5%	- - -	- - -	2 1% 16%	1 1% 10%	4 2% 31%	2 * 11%	4 2% 25%	- - -	- - -	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
		Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331	
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363	
I am the primary decision-maker in my household	895 41% c 90%	809 43% c 90%	85 31% 9%	209 53% 23%	652 39% ae	211 64% ag	335 40% 37%	251 61% ai	296 40% 33%	469 48% 52%	114 53% a	75 58% aj	125 63% ajkn	550 49% 61%	706 52% 79%	
I share in the responsibility	743 34% dth 88%	657 35% dth 88%	81 30% 11%	107 27% 14%	614 37% 83%	75 23% d	355 43% af	106 26% ah	325 43% ah	514 52% calm	101 47% am	53 42% 7%	72 37% 10%	581 51% 78%	657 48% 88%	
Others make the decisions	511 24% ijkl mno	408 22% fgh 80%	100 37% 20%	77 20% 15%	407 24% 80%	40 12% 8%	138 17% 27%	51 12% 10%	127 17% 25%	- - -	- - -	- - -	- - -	- - -	- - -	
SUMMARY CODE																
ANY RESPONSIBILITY	1638 76% c 90%	1466 78% c 90%	165 61% 10%	316 80% 19%	1265 75% 77%	287 87% 18%	690 83% a	356 87% 22%	621 83% a	982 100% 60%	215 100% 13%	128 100% 8%	197 100% 12%	1132 100% 69%	1363 83% a	
Don't know	14 1%	8 -	4 2%	2 1%	8 1%	1 -	3 -	2 1%	1 -	- -	- -	- -	- -	- -	- -	
		jno 60%	31%	17%	61%	10%	19%	18%	10%	-	-	-	-	-	-	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
I am the primary decision-maker in my household	895 41%	278 49% h 31%a	246 50% 28%a	457 50% 51%a	406 51% 45%ah	206 49% 23%ah	603 50% 67%ah	292 30% 33%	46 48% 5%h	609 50% 68%ah
I share in the responsibility	743 34%	287 50% h 39%a	242 50% 33%a	459 50% 62%a	397 51% 53%ah	215 50% 29%ah	598 15% 80%ah	145 52% 20%	50 50% 7%ah	603 50% 81%ah
Others make the decisions	511 24%	- - bcdefgij	- - -	- - -	- - -	- - -	- - -	511 53% 100%aefgij	- - -	- - -
SUMMARY CODE										
ANY RESPONSIBILITY	1638 76%	565 100% h 34%a	488 100% 30%a	916 100% 56%a	803 100% 49%ah	421 100% 26%ah	1200 100% 73%ah	438 45% 27%	96 100% 6%ah	1212 100% 74%ah
Don't know	14 1%	- - degj	- - -	- - -	- - -	- - -	- - -	14 1% 100%aefgij	- - -	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
I am the primary decision-maker in my household	895 41%	586 54% oe 65%ac	309 29% 35%	327 51% 37%ae	568 37% 63%	454 50% 51%a	121 63% 14%ah	763 54% 85%a	22 57% 2%	24 50% 3%	13 60% 1%
I share in the responsibility	743 34%	496 46% oe 67%ac	247 23% 33%	312 49% 42%ae	431 28% 58%	459 50% 62%a	72 37% 10%	662 46% 89%ag	17 43% 2%	24 50% 3%a	9 40% 1%
Others make the decisions	511 24%	- - bd ghij -	511 47% 100%ab	- - -	511 34% 100%ad	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODE											
ANY RESPONSIBILITY	1638 76%	1082 100% oe 66%ac	556 51% 34%	639 100% 39%ae	999 66% 61%	913 100% 56%a	193 100% 12%a	1425 100% 87%a	39 100% 2%a	47 100% 3%a	22 100% 1%
Don't know	14 1%	- - b fh -	14 1% 100%b	- - -	14 1% 100%d	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
I am the primary decision-maker in my household	895 41%	29 61% 3%ah	22 43% 2%	35 45% 4%	42 57% 5%ah	70 52% 8%ah	99 54% 11%ah	796 40% 89%	34 52% 4%	48 46% 5%	45 56% 5%ah	386 50% 43%a	217 50% 24%a
I share in the responsibility	743 34%	19 39% 3%	28 57% 4%ah	43 55% 6%ah	32 43% 4%	64 48% 9%ah	86 46% 12%ah	657 33% 88%	32 48% 4%ah	55 54% 7%ah	35 44% 5%	385 50% 52%a	212 50% 29%a
Others make the decisions	511 24%	- - bdefail -	- - -	- - -	- - -	- - -	- - -	511 26% 100%bdefail	- - -	- - -	- - -	- - -	- - -
	klm							k					
SUMMARY CODE													
ANY RESPONSIBILITY	1638 76%	48 100% 3%ah	50 100% 3%ah	79 100% 5%ah	73 100% 4%ah	134 100% 8%ah	184 100% 11%ah	1454 73% 89%	66 100% 4%ah	103 100% 6%ah	80 100% 5%ah	771 100% 47%a	429 100% 26%a
Don't know	14 1%	- - I	- - -	- - -	- - -	- - -	- - -	14 1% 100%	- - -	- - -	- - -	- - -	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
I am the primary decision-maker in my household	895	170	167	153	236	102	34	15	4	5	3	5
	41%	43%	47%	41%	40%	43%	34%	31%	18%	20%	49%	49%
		19%	19% ^{cd}	17%	26%	11%	4%	2%	*	1%	*	1%
I share in the responsibility	743	125	114	115	202	77	49	23	12	17	3	6
	34%	32%	32%	31%	34%	33%	48%	49%	59%	61%	51%	51%
		17%	15%	15%	27%	10%	7% ^{abcde}	3% ^{abc}	2%	2%	*	1%
Others make the decisions	511	98	75	99	150	53	18	8	5	5	-	-
	24%	25%	21%	27%	25%	22%	18%	17%	23%	19%	-	-
		19%	15%	19%	29%	10%	4%	2%	1%	1%	-	-
SUMMARY CODE												
ANY RESPONSIBILITY	1638	295	280	268	438	179	83	39	16	23	7	11
	76%	75%	79%	72%	74%	76%	82%	80%	77%	81%	100%	100%
		18%	17% ^c	16%	27%	11%	5%	2%	1%	1%	-	1%
Don't know	14	3	-	4	2	4	-	2	-	-	-	-
	1%	1%	-	1%	-	2%	-	4%	-	-	-	-
		20%	-	28%	14%	26% ^{lb}	-	13% ^{bcd}	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
I am the primary decision-maker in my household	895 41%	217 59% 24%cdelf ghi	86 53% 10%defg hi	207 47% 23%dfgh i	118 33% 13%h	117 39% 13%hi	68 35% 8%h	28 27% 3%	30 21% 3%	14 23% 2%	3 16% *	5 49% 1%	334 45% 37%lm	354 37% 40%	42 43% 5%	113 45% 13%lm	47 47% 5%	5 49% 1%	
I share in the responsibility	743 34%	91 25% 12%	44 27% 6%	130 29% 17%	130 37% 18%abc	109 36% 15%a	79 41% 11%abc	39 38% 5%a	68 47% 9%abc	36 57% 5%abcde fg	11 54% 2%	6 51% 1%	218 29% 29%	377 39% 51%lo	41 42% 5%lo	70 28% 9%	32 32% 4%	6 51% 1%	
Others make the decisions	511 24%	62 17% 12%	32 20% 6%	104 23% 20%a	103 29% 20%ab	69 23% 14%a	45 23% 9%	34 33% 7%ab	43 30% 9%a	13 20% 2%	6 30% 1%	- - -	193 26% 38%ln	216 23% 42%	15 15% 3%	67 27% 13%ln	20 21% 4%	- - -	
SUMMARY CODE																			
ANY RESPONSIBILITY	1638 76%	308 83% 19%cdelh	131 80% 8%dgh	337 76% 21%	248 70% 15%	226 76% 14%	147 76% 9%	67 66% 4%	98 68% 6%	51 80% 3%	15 70% 1%	11 100% 1%	551 74% 34%	731 77% 45%	83 85% 5%lo	183 73% 11%	78 79% 5%	11 100% 1%	
Don't know	14 1%	- - -	- - -	2 * 12%	4 1% 30%a	3 1% 24%	1 1% 8%	1 1% 9%	2 2% 17%a	- - -	- - -	- - -	6 1% 41%	8 1% 59%	- - -	- - -	- - -	- - -	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67
Weighted Base	2163	2136	27*
			-**
I am the primary decision-maker in my household	895 41%	878 41% 98%	17 65% 2% ^a
I share in the responsibility	743 34%	738 35% 99% ^b	5 19% 1%
Others make the decisions	511 24%	507 24% 99%	4 16% 1%
SUMMARY CODE			
ANY RESPONSIBILITY	1638 76%	1615 76% 99%	23 84% 1%
Don't know	14 1%	14 1% 100%	- - -

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Laptop/Desktop/Netbook computer	1169	618	551	80	248	227	230	210	118	56	328	666	175	683	486	274	650	245
	71%	76%	67%	76%	78%	81%	81%	72%	62%	34%	77%	78%	49%	82%	60%	84%	77%	52%
		cjmor 53%ac	47%	7%ij	21%ajj	19%ahi	20%ahi	18%ij	10%j	5%	28%am	57%am	15%	58%ao	42%	23%aqr	56%ar	21%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	265	299	40	125	120	122	92	46	20	165	334	66	340	224	128	326	110
	34%	32%	36%	38%	39%	43%	43%	32%	24%	12%	39%	39%	18%	41%	28%	39%	39%	23%
		ijmor 47%	53%	7%ij	22%ij	21%ahi	22%ahi	16%ij	8%j	3%	29%am	59%am	12%	60%ao	40%	23%ur	58%ur	20%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	254	235	31	117	115	86	93	32	13	149	294	46	310	179	124	281	83
	30%	31%	29%	30%	37%	41%	30%	32%	17%	8%	35%	34%	13%	37%	22%	38%	33%	18%
		ijmor 52%	48%	6%ij	24%ajj	24%agh	18%ij	19%ij	7%j	3%	30%am	60%am	9%	63%ao	37%	25%ar	57%ur	17%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	496	486	86	241	215	193	172	60	15	327	580	76	597	386	241	559	182
	60%	61%	59%	82%	75%	77%	68%	59%	32%	9%	77%	68%	21%	72%	48%	74%	66%	39%
		ijmor 51%	49%	9%agh	25%ahi	22%agh	20%ajj	17%ij	6%j	2%	33%alm	59%am	8%	61%ao	39%	25%aqr	57%ar	19%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	123	91	14	63	47	35	32	16	8	76	114	24	103	111	31	120	63
	13%	15%	11%	13%	20%	17%	12%	11%	9%	5%	18%	13%	7%	12%	14%	10%	14%	13%
		ijm 58%ac	42%	6%j	29%agh	22%ij	16%j	15%j	8%	4%	36%am	53%am	11%	48%	52%	14%	56%	30%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	59	69	2	17	17	21	28	27	16	19	66	43	61	67	17	73	39
	8%	7%	8%	2%	5%	6%	8%	9%	14%	10%	5%	8%	12%	7%	8%	5%	9%	8%
		dk 46%	54%	2%	13%	13%	17%	21%cd	21%ade	12%cd	15%	52%	33%akl	48%	52%	13%	57%	30%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Standard mobile phone (that can't access the internet) - Pay as you go	197 12%	94 12% defk 48%	102 12% 52%	3 3% 1%	14 4% 7%	18 6% 9%	21 8% 11%	42 14% 21%def	43 22% fgh	56 33% ghi	17 4% 9%	81 9% 41%k	98 27% 50%akl	84 10% 43%	113 14% 57%n	31 9% 16%	86 10% 44%	80 17% 41%apq
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 17%	133 16% jmor 48%	143 17% 52%	16 15% 6%j	51 16% 19%j	59 21% 21%j	48 17% 18%j	63 22% 23%j	29 15% 10%j	9 5% 3%	68 16% 24%lm	171 20% 62%lm	38 11% 14%	211 25% 77%ao	64 8% 23%	114 35% 41%agr	130 16% 47%r	31 7% 11%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 49%	383 47% jmr 48%	420 51% 52%	51 48% 6%j	188 59% 23%aglj	140 50% 17%j	133 47% 17%j	149 51% 19%j	93 49% 12%j	49 29% 6%	239 56% 30%alm	422 49% 53%lm	142 40% 18%	437 53% 54%ao	366 45% 46%	170 52% 21%r	444 53% 55%r	189 40% 23%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 26%	235 29% ijmor 56%c	186 23% 44%	27 25% 6%j	89 28% 21%ij	95 34% 23%aij	90 32% 21%ij	77 27% 18%ij	32 17% 8%j	10 6% 2%	116 27% 28%lm	263 31% 62%am	42 12% 10%	275 33% 65%ao	146 18% 35%	119 37% 28%agr	237 28% 56%r	65 14% 15%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Mobile broadband - Through a dongle or USB stick	96	50	46	7	24	13	19	21	9	2	31	54	11	51	45	14	62	20
	6%	6%	6%	7%	8%	5%	7%	7%	5%	1%	7%	6%	3%	6%	6%	4%	7%	4%
		j m	52%	7%	25%	14%	20%	22%	10%	2%	33% m	56% m	12%	53%	47%	15%	65% r	21%
Fixed landline telephone	1082	530	552	42	177	186	195	217	140	125	219	599	265	610	472	251	586	245
	66%	65%	67%	40%	55%	66%	69%	75%	73%	75%	51%	70%	74%	74%	58%	77%	70%	52%
		d e k o r	49%	4%	16% d	17% d e	18% d e	20% a d e	13% a d e	12% a d e f	20%	55% k	24% a k	56% a o	44%	23% a q r	54% r	23%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639	309	330	30	125	140	130	118	59	38	155	387	97	368	271	161	344	135
	39%	38%	40%	28%	39%	50%	46%	41%	31%	23%	36%	45%	27%	44%	33%	50%	41%	28%
		j m o r	48%	5%	19% j	22% a d e j	20% d j	18% j	9% j	6%	24% m	61% a k m	15%	58% a o	42%	25% a q r	54% r	21%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	1363	690	673	99	299	252	241	247	137	88	398	740	225	740	623	292	724	347
	83%	85%	82%	93%	94%	90%	85%	85%	72%	53%	94%	87%	63%	89%	77%	90%	86%	73%
		j m o r	51%	7% a j	22% a c h j	19% a j	18% j	18% j	10% j	6%	29% a l m	54% m	17%	54% a o	46%	21% a r	53% r	25%
ANY SMARTPHONE	1132	583	548	98	285	242	215	195	75	22	383	652	97	656	476	258	635	239
	69%	71%	67%	92%	89%	86%	76%	67%	39%	13%	90%	76%	27%	79%	59%	79%	75%	51%
		j m o r	52%	9% a g h j	25% a g h j	21% a g h j	19% a h i j	17% j	7% j	2%	34% a l m	58% a m	9%	58% a o	42%	23% a r	56% a r	21%
ANY STANDARD PHONE	309	145	164	5	29	31	40	67	68	69	34	138	137	136	173	47	146	116
	19%	18%	20%	5%	9%	11%	14%	23%	35%	42%	8%	16%	38%	16%	21%	15%	17%	25%
		d e f k	47%	2%	9%	10%	13% d	22% d e f	22% a d e f	22% a d e f	11%	45% k	44% a k l	44%	56% n	15%	47%	38% a p q
ANY MOBILE/SMART PHONE ON CONTRACT	1062	530	532	86	248	220	204	190	84	30	335	613	114	626	436	252	594	215
	65%	65%	65%	82%	78%	78%	72%	65%	44%	18%	79%	72%	32%	76%	54%	78%	71%	46%
		j m o r	50%	8% a h i j	23% a h i j	21% a h i j	19% a j	18% j	8% j	3%	32% a l m	58% a m	11%	59% a o	41%	24% a q r	56% a r	20%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391	207	184	16	74	58	54	68	59	62	90	180	121	172	219	60	189	142
	24%	25%	22%	15%	23%	21%	19%	24%	31%	38%	21%	21%	34%	21%	27%	18%	22%	30%
			53%	4%	19%	15%	14%	17%	15% a d e f g	16% a d e f g h	23%	46%	31% a k l	44%	56% n	15%	48%	36% a p q

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
ANY TABLET	916	452	464	64	209	200	175	164	71	32	273	540	103	561	355	227	514	175
	56%	55%	56%	60%	66%	71%	62%	57%	37%	19%	64%	63%	29%	68%	44%	70%	61%	37%
		ijmor	49%	51%	7%ij	23%ahj	22%aghi	18%ij	8%ij	4%	30%am	59%am	11%	61%ao	39%	25%aqr	56%ar	19%
ANY FIXED BROADBAND	1200	606	594	76	272	230	220	220	125	58	348	670	182	700	501	283	670	247
	73%	74%	72%	71%	85%	82%	78%	76%	65%	35%	82%	78%	51%	84%	62%	87%	80%	52%
		ijmor	50%	50%	6%ij	23%adg	19%adi	18%ij	10%ij	5%	29%am	56%am	15%	58%ao	42%	24%aqr	56%ar	21%
ANY BROADBAND	1212	612	600	76	274	230	224	224	126	58	350	679	183	703	509	283	677	252
	74%	75%	73%	71%	86%	82%	79%	77%	66%	35%	82%	79%	51%	85%	63%	87%	80%	53%
		ijmor	50%	50%	6%ij	23%adh	19%adi	19%ij	10%ij	5%	29%am	56%am	15%	58%ao	42%	23%aqr	56%ar	21%
None of these	46	21	25	2	1	6	5	4	11	18	3	14	29	9	36	4	11	31
	3%	3%	3%	2%	*	2%	2%	1%	6%	11%	1%	2%	8%	1%	4%	1%	1%	6%
		eknq	45%	5%	2%	13%	10%	8%	23%aeef	39%adeef	6%	31%	63%aki	20%	80%an	9%	24%	67%apq
Don't know	16	8	8	-	1	5	5	2	1	2	1	12	3	3	13	1	7	8
	1%	1%	1%	-	*	2%	2%	1%	1%	1%	*	1%	1%	*	2%	*	1%	2%
		50%	50%	-	7%	29%	31%	13%	9%	10%	7%	74%	19%	16%	84%an	8%	44%	49%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Laptop/Desktop/Netbook computer	1169 71%	1017 73% cepq 87%	82 61% 7%e	52 46% 4%e	19 46% 2%	40 65% 3%q	115 66% 10%q	88 66% 7%q	86 75% 7%q	113 78% 10%ghpq	138 77% 12%ghp q	134 78% 11%ghp q	194 77% 17%lghp q	109 75% 9%pq	52 67% 4%q	82 61% 7%q	19 46% 2%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 34%	490 35% n 87%	39 29% 7%	22 28% 4%	13 32% 2%	20 32% 3%	61 35% 11%n	41 31% 7%	45 36% 8%n	72 50% 13%afgh iklmnop q	65 36% 11%n	65 38% 12%n	91 36% 16%n	31 21% 5%	22 28% 4%	39 29% 7%	13 32% 2%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 30%	398 29% l 82%	38 29% 8%	37 47% 7%abc	15 38% 3%	17 28% 4%	41 23% 8%	51 39% 11%agkl	44 35% 9%gl	32 23% 7%	46 26% 9%	28 16% 6%	94 37% 19%agjk l	44 30% 9%l	37 47% 7%afgkl np	38 29% 8%l	15 38% 3%gkl
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 60%	858 62% cp 87%	60 45% 6%	42 53% 4%	22 54% 2%	41 67% 4%p	97 56% 10%	76 57% 8%	81 64% 8%p	93 64% 9%p	109 61% 11%p	109 63% 11%p	167 67% 17%gpq	86 59% 9%p	42 53% 4%	60 45% 6%	22 54% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 13%	174 13% 81%	22 17% 10%	13 17% 6%	5 13% 3%	7 11% 3%	20 11% 9%	24 16% 11%kn	13 10% 6%	19 13% 9%	17 10% 8%	29 17% 14%n	33 13% 15%	11 8% 5%	13 17% 6%	22 17% 10%n	5 13% 3%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 8%	113 8% 88%	7 5% 5%	7 9% 6%	1 3% 1%	4 6% 3%	9 5% 7%	16 12% 12%gklq	5 4% 4%	15 10% 11%	8 5% 6%	11 7% 9%	26 11% 21%kq	18 12% 14%gklq	7 9% 6%	7 5% 5%	1 3% 1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Standard mobile phone (that can't access the internet) - Pay as you go	197 12%	160 12% / 81%	17 12% 8%	15 19% 8%	5 13% 3%	7 11% 3%	22 13% 11% _d	17 13% 9% _d	14 11% 7% _d	10 7% 5%	19 11% 10% _d	7 4% 4%	43 17% 22% _{a,j,l}	21 15% 11% _{j,l}	15 19% 8% _{j,l}	17 12% 8% _d	5 13% 3% _d
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 17%	220 16% / 80%	34 25% 12% _{a,b}	16 20% 6%	6 15% 2%	10 16% 4%	21 12% 8%	25 19% 9% _d	15 12% 5%	32 22% 11% _{g,i,l}	28 15% 10%	16 9% 6%	49 20% 18% _d	25 17% 9%	16 20% 6% _d	34 25% 12% _{a,g,i,k,l}	6 15% 2%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbps"). Examples of online activity this allows include shopping and watching standard definition TV.	803 49%	688 50% cepq 86%ace	53 39% 7%	48 61% 6%ace	14 35% 2%	23 37% 3%	89 51% 11% _q	73 55% 9% _{f,p,q}	62 49% 8%	66 46% 8%	98 55% 12% _{f,p,q}	87 51% 11% _q	114 46% 14%	75 52% 9% _q	48 61% 6% _{a,j,l,m,p,q}	53 39% 7%	14 35% 2%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	421 26%	376 27% cdop 89%cd	23 17% 5%	10 12% 2%	12 30% 3% _{cd}	15 25% 4%	33 19% 8%	26 19% 6%	27 22% 6%	53 37% 12% _{a,g,h,i lop}	51 28% 12% _{op}	33 19% 8%	94 37% 22% _{a,g,h lop}	45 31% 11% _{g,h,l,o p}	10 12% 2%	23 17% 5%	12 30% 3% _{op}

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Mobile broadband - Through a dongle or USB stick	96 6%	85 6% k 88%	6 5% 6%	5 6% 5%	* 1% *	- - -	14 8% 14%liknq	13 10% 14%liknq	1 1% 2%	18 12% 18%alkn	1 1% 1%	16 9% 17%lik	18 7% 18%lik	4 2% 4%	5 6% 5%k	6 5% 6%k	* 1% *
Fixed landline telephone	1082 66%	913 66% elq 84%e	83 62% 8%	65 63% 6%abce	21 51% 2%	38 61% 4%l	116 67% 11%lq	86 65% 8%l	74 59% 7%l	106 73% 10%llq	127 71% 12%lq	67 39% 6%	194 78% 18%alfg	105 72% 10%llq	65 83% 6%alfghil	83 62% 8%l	21 51% 2%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 39%	533 38% l 83%	50 37% 8%	39 50% 6%	18 43% 3%	30 48% 5%hl	80 46% 13%hln	43 32% 7%	51 41% 8%l	65 45% 10%hl	65 36% 10%	45 26% 7%	104 42% 16%l	49 34% 8%	39 50% 6%hln	50 37% 8%	18 43% 3%l
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	1363 83%	1167 84% cp 86%c	92 69% 7%	70 90% 5%c	33 81% 2%	56 91% 4%lp	145 83% 11%p	117 88% 9%p	102 81% 8%p	123 86% 9%p	147 82% 11%p	136 79% 10%	219 88% 16%lp	120 83% 9%p	70 90% 5%p	92 69% 7%	33 81% 2%
ANY SMARTPHONE	1132 69%	977 71% cp 86%c	76 57% 7%	51 65% 5%	28 68% 2%	47 76% 4%p	115 66% 10%	94 71% 8%p	88 70% 8%p	106 74% 9%p	122 68% 11%	130 75% 11%p	182 73% 16%p	94 65% 8%	51 65% 5%	76 57% 7%	28 68% 2%
ANY STANDARD PHONE	309 19%	258 19% l 83%	23 17% 7%	22 28% 7%b	6 16% 2%	11 17% 3%	31 18% 10%l	33 25% 11%kl	19 15% 6%	23 16% 8%	27 15% 9%	16 9% 5%	62 25% 20%kl	36 25% 12%kl	22 28% 7%kl	23 17% 7%	6 16% 2%
ANY MOBILE/SMART PHONE ON CONTRACT	1062 65%	925 67% cp 87%c	66 49% 6%	47 60% 4%	23 57% 2%	44 71% 4%p	106 61% 10%p	87 66% 8%p	84 66% 8%p	102 71% 11%pq	116 65% 11%p	113 68% 11%p	178 71% 17%gpq	96 66% 9%p	47 60% 4%	66 49% 6%	23 57% 2%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 24%	316 23% 81%	37 28% 10%	27 35% 7%ab	11 27% 3%	14 22% 3%	42 24% 11%	37 28% 9%	25 20% 6%	29 20% 7%	36 20% 9%	35 20% 9%	69 18% 18%	29 20% 7%	27 35% 7%aljkln	37 28% 10%	11 27% 3%
ANY TABLET	916 56%	776 56% 85%	65 46% 7%	52 67% 6%c	23 56% 3%	35 56% 4%	93 53% 10%	79 63% 9%ln	79 61% 9%lnp	88 61% 10%lnp	98 55% 11%	85 49% 9%	150 60% 16%lnp	68 47% 7%	52 67% 6%lnp	65 48% 7%	23 56% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
ANY FIXED BROADBAND	1200	1042	74	58	27	38	121	97	89	116	144	117	207	115	58	74	27
	73%	75%	55%	74%	65%	61%	69%	73%	71%	80%	80%	68%	83%	79%	74%	55%	65%
		cfp 87%ce	6%	5%c	2%	3%	10%p	8%p	7%p	10%fglp	12%fgl	10%p	17%afg	10%flpq	5%p	6%	2%
ANY BROADBAND	1212	1053	76	58	27	38	122	97	89	116	145	121	209	115	58	76	27
	74%	76%	56%	74%	65%	61%	70%	73%	71%	81%	81%	70%	84%	79%	74%	56%	65%
		cfp 87%ce	6%	5%c	2%	3%	10%p	8%p	7%p	10%fglp	12%fgl	10%p	17%afgh	9%flpq	5%p	6%	2%
None of these	46	37	8	-	1	2	7	3	5	3	1	11	5	1	-	8	1
	3%	3%	6%	-	2%	4%	4%	2%	4%	2%	1%	6%	2%	1%	-	6%	2%
		82%	17%cd	-	2%	5%	15%	6%	10%	7%	3%	23%akm	10%	3%	-	17%kno	2%
Don't know	16	12	4	-	-	-	-	4	2	-	1	4	1	-	-	4	-
	1%	1%	3%	-	-	-	-	3%	2%	-	*	2%	*	-	-	3%	-
		75%	25%ab	-	-	-	-	24%g	13%	-	5%	26%	8%	-	-	-	25%ag

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Laptop/Desktop/Netbook computer	1169	1033	133	182	956	167	575	217	525	851	162	93	104	955	1064
	71%	70%	80%	58%	76%	58%	83%	61%	85%	87%	76%	73%	53%	84%	78%
	m	dth 88%	11%ab	16%	82%ad	14%	49%af	19%	45%ah	73%aklmo	14%km	8%lm	9%	82%aklmo	91%am
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	510	53	75	473	80	297	101	275	446	74	49	37	482	516
	34%	35%	32%	24%	37%	28%	43%	28%	44%	45%	35%	38%	19%	43%	38%
	m	dth 90%	9%	13%	84%ad	14%	53%af	18%	49%ah	79%akmo	13%km	9%lm	6%	85%akmo	91%km
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	445	41	77	397	57	277	81	253	377	96	42	49	425	464
	30%	30%	25%	24%	31%	20%	40%	23%	41%	38%	45%	33%	25%	38%	34%
		dth 91%	8%	16%	81%ad	12%	57%af	17%	52%ah	77%akmo	20%almo	9%	10%	87%am	95%am
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	864	115	126	833	139	515	180	474	982	65	49	36	982	982
	60%	59%	70%	40%	66%	48%	75%	51%	76%	100%	30%	38%	18%	87%	72%
	klm	dth 88%	12%ab	13%	85%ad	14%	52%af	18%	48%ah	100%aklmno	7%km	5%lm	4%	100%aklmo	100%aklmo
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	181	32	43	165	43	86	51	77	65	215	16	20	215	215
	13%	12%	19%	14%	13%	15%	12%	14%	12%	7%	100%	12%	10%	19%	16%
		j 85%	15%ab	20%	77%	20%	40%	24%	36%	30%	100%ajlmno	7%j	9%	100%ajm	100%jm
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	118	11	29	96	17	58	24	51	49	16	128	15	50	128
	8%	8%	6%	9%	8%	6%	8%	7%	8%	5%	7%	100%	8%	4%	9%
		jn 92%	8%	22%	75%	13%	45%	18%	40%	38%	12%	100%ajklmno	12%kn	39%	100%jn

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Standard mobile phone (that can't access the internet) - Pay as you go	197 12% ijn	188 13% oag 96% ijn	6 4% 3%	68 22% oag 96% ijn	119 9% 61%	40 14% 20% g	60 9% 30%	47 13% 24% i	53 8% 27%	36 4% 18%	20 9% 10% jn	15 12% 8% jn	197 100% 100% oajkn o	41 4% 21%	197 14% 100% jn
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 17% m	261 18% cjh 95% m	13 8% 5%	50 16% 18%	218 17% 79%	25 9% 9%	160 23% 58% af	35 10% 13%	149 24% 54% ah	221 80% am	46 21% 17% m	20 16% 7%	22 11% 8%	245 22% 89% am	265 19% 96% m
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	803 49% dm	706 48% dm	95 58% 12% b	128 41% 16%	660 52% 82% d	121 42% 15%	383 56% 46% af	159 45% 20%	345 56% 43% ah	555 69% am	120 56% 15% m	63 49% 8%	81 41% 10%	638 56% 79% am	735 54% 92% am

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421	391	28	63	346	46	235	61	220	331	52	35	33	357	389
26%		27%	17%	20%	27%	16%	34%	17%	35%	34%	24%	27%	17%	32%	29%
hm	hm	cdl 93% hm	7%	15%	82% d	11%	56% af	14%	52% ah	79% akmo	12%	8% m	8%	85% akm	92% m

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Mobile broadband - Through a dongle or USB stick	96 6%	81 6%	15 9%	13 4%	83 7%	12 4%	48 7%	20 6%	40 6%	78 8%	24 11%	20 15%	15 7%	86 8%	90 7%
		84%	16%		86%		50%		41%	81%	25%ao	21%ajmmo	15%	89%	94%
Fixed landline telephone	1082 66%	994 68%	84 51%	215 68%	842 67%	145 50%	505 73%	197 55%	452 73%	685 64%	138 64%	97 76%	148 75%	777 69%	950 70%
		clfh 92%ic	8%		72%		47%clah		63%	70%clak	13%	63%clak	14%clak	72%	88%clak
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 39%	590 40%	48 29%	114 36%	511 40%	80 28%	338 49%	113 32%	306 49%	486 49%	79 37%	55 43%	63 32%	527 47%	594 44%
		clfh 92%ic	8%		80%		53%claf		48%clah	76%clakmo	12%	9%	10%	82%clakm	93%clam
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	1363 83%	1214 83%	143 86%	243 77%	1086 86%	225 78%	628 91%	282 79%	571 92%	982 100%	215 100%	128 100%	197 100%	1132 100%	1363 100%
		df 89%	10%		80%cd		46%claf		42%clah	72%clak	16%clak	9%clak	14%clak	83%clak	100%clak
ANY SMARTPHONE	1132 69%	993 68%	135 82%	159 50%	946 75%	174 61%	563 82%	222 62%	515 83%	982 100%	215 100%	50 39%	41 21%	1132 100%	1132 83%
		lm clfh 88%	12%clab		84%clad		50%claf		45%clah	87%clalmo	19%clalmo	4%clam	4%	100%clalmo	100%clalm
ANY STANDARD PHONE	309 19%	291 20%	16 10%	96 30%	201 16%	57 20%	109 16%	70 20%	95 15%	72 7%	26 12%	128 100%	197 100%	78 7%	309 23%
		ckj 94%ic	5%		31%clae		35%		31%	23%	8%cljn	41%clajkno	64%clajkno	25%	100%clajkn
ANY MOBILE/SMART PHONE ON CONTRACT	1062 65%	938 64%	120 73%	151 48%	885 70%	154 54%	545 79%	200 56%	498 80%	982 100%	67 31%	128 100%	39 20%	984 87%	1062 78%
		clfh 88%	11%		83%clad		51%claf		47%clah	93%clakmno	6%clam	12%clakmno	4%	93%clakmo	100%clakmo
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 24%	350 24%	37 23%	109 35%	268 21%	82 29%	133 19%	96 27%	119 19%	86 9%	215 100%	22 17%	197 100%	235 21%	391 29%
		gj 90%	10%		28%clae		21%clg		25%clai	22%	55%clajlno	6%claj	50%clajlno	60%claj	100%clajln

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
ANY TABLET	916	829	84	136	756	124	489	165	448	702	133	69	69	779	848
	56%	57%	51%	43%	60%	43%	71%	46%	72%	71%	62%	54%	35%	69%	62%
	m	dth 91%	9%	15%	82% ^d	13%	53% ^{af}	18%	49% ^{ah}	77% ^{aklmo}	15% ^m	8% ^m	8%	85% ^{aklmo}	93% ^{am}
ANY FIXED BROADBAND	1200	1077	120	189	985	165	606	218	553	868	167	96	110	975	1102
	73%	73%	73%	60%	78%	57%	88%	61%	89%	88%	78%	75%	56%	86%	81%
	m	dth 90%	10%	16%	82% ^{ad}	14%	50% ^{af}	18%	46% ^{ah}	72% ^{aklmo}	14% ^m	8% ^m	9%	81% ^{aklmo}	92% ^{am}
ANY BROADBAND	1212	1086	124	191	994	170	609	224	555	873	169	97	112	982	1110
	74%	74%	75%	61%	79%	59%	88%	63%	89%	89%	79%	75%	57%	87%	81%
	m	dth 90%	10%	16%	82% ^{ad}	14%	50% ^{af}	18%	46% ^{ah}	72% ^{aklmo}	14% ^m	8% ^m	9%	81% ^{aklmo}	92% ^{am}
None of these	46	40	5	14	25	14	6	15	5	-	-	-	-	-	-
	3%	3%	3%	5%	2%	1%	1%	4%	1%	-	-	-	-	-	-
	kmno	gll 88%	12%	32% ^{ae}	55%	32% ^{ag}	13%	33% ^{al}	11%	-	-	-	-	-	-
Don't know	16	13	3	3	9	2	3	2	3	-	-	-	-	-	-
	1%	1%	2%	1%	1%	1%	*	1%	*	-	-	-	-	-	-
		jno 84%	16%	21%	59%	10%	22%	14%	17%	-	-	-	-	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Laptop/Desktop/Netbook computer	1169	483	401	759	662	384	1024	145	84	1034
	71%	86%	82%	83%	82%	91%	85%	33%	87%	85%
		h 41%a	34%a	65%a	57%ah	33%aeghj	88%ah	12%	7%ah	88%ah
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	565	137	565	323	191	500	65	62	502
	34%	100%	28%	62%	40%	45%	42%	15%	64%	41%
		ch 100%acd	24%	100%ac	57%ah	34%ah	89%ah	11%	11%aelghj	89%ah
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	137	488	488	285	179	453	35	39	455
	30%	24%	100%	53%	35%	43%	38%	8%	40%	39%
		bh 28%	100%abd	100%ab	58%ah	37%aeh	93%ah	7%	8%h	93%ah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	446	377	702	555	331	868	114	78	873
	60%	79%	77%	77%	69%	79%	72%	26%	81%	72%
		h 45%a	38%a	71%a	57%ah	34%aeghj	88%ah	12%	8%aeh	89%ah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	74	96	133	120	52	167	47	24	169
	13%	13%	20%	15%	15%	12%	14%	11%	25%	14%
		35%	45%abd	62%	56%h	24%	78%	22%	11%aelghj	79%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	49	42	69	63	35	96	32	20	97
	8%	9%	9%	8%	8%	8%	8%	7%	21%	8%
		38%	33%	54%	49%	27%	75%	25%	15%aelghj	75%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Standard mobile phone (that can't access the internet) - Pay as you go	197 12%	37 6% bdfgj	49 10% 25%	69 8% 35%	81 10% 41%	33 8% 17%	110 9% 56%	86 20% 44%aefgj	15 15% 7%l	112 9% 57%
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 17%	135 24% h	138 28% 49%a	224 24% 81%a	144 18% 52%h	119 28% 43%aeghj	255 21% 93%ah	21 5% 7%	21 22% 8%h	255 21% 93%ah
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 49%	323 57% fh	285 58% 35%a	530 58% 66%a	803 100% 100%afghij	23 5% 3%h	803 67% 100%afh	- - -	59 61% 7%afh	803 66% 100%afh
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 26%	191 34% eh	179 37% 43%a	313 34% 74%a	23 3% 5%h	421 100% 100%aeghj	421 35% 100%aah	- - -	30 31% 7%ah	421 35% 100%aah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.2 TABLET				Q.2 INTERNET					
	Total (a)	Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Mobile broadband - Through a dongle or USB stick	96 6%	62 11% h	39 8% 40%	72 8% 75%	59 7% 61%h	30 7% 31%h	84 7% 88%h	12 3% 12%	96 100% 100%aefghj	96 8% 100%ah
Fixed landline telephone	1082 66%	398 70% h	397 81% 37%abd	679 74% 63%a	584 73% 54%ah	332 79% 31%aeh	897 75% 83%ah	185 42% 17%	76 78% 7%ah	903 74% 83%ah
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 39%	278 49% h	263 54% 41%a	449 49% 70%a	364 45% 57%ah	231 55% 36%aeghj	585 48% 91%ah	54 12% 9%	44 46% 7%h	585 48% 91%ah
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	1363 83%	516 91% h	464 95% 34%ab	848 93% 62%a	735 92% 54%ah	389 92% 29%ah	1102 92% 81%ah	261 60% 19%	90 94% 7%ah	1110 92% 81%ah
ANY SMARTPHONE	1132 69%	482 85% h	425 87% 38%a	779 85% 69%a	638 79% 56%ah	357 85% 32%aeh	975 81% 86%ah	156 36% 14%	86 89% 8%aeh	982 81% 87%ah
ANY STANDARD PHONE	309 19%	75 13% bdf	81 17% 26%	127 14% 41%	136 17% 44%	60 14% 20%	193 16% 62%	116 27% 38%aefgj	24 25% 8%fgj	195 16% 63%
ANY MOBILE/SMART PHONE ON CONTRACT	1062 65%	465 82% h	390 80% 37%a	732 80% 69%a	594 74% 56%ah	347 82% 33%aeghj	923 77% 87%ah	139 32% 13%	80 83% 8%ah	927 76% 87%ah
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 24%	99 18% bf	130 27% 33%bd	186 20% 48%	191 24% 49%fd	76 18% 19%	260 22% 66%	131 30% 34%aefgj	29 30% 8%fd	264 22% 67%
ANY TABLET	916 56%	565 100% h	488 100% 53%a	916 100% 100%a	530 66% 58%ah	313 74% 34%aehj	825 69% 90%ah	91 21% 10%	72 75% 8%ah	827 66% 90%ah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
ANY FIXED BROADBAND	1200	500	453	825	803	421	1200	-	84	1200
	73%	89%	93%	90%	100%	100%	100%	-	88%	99%
		h 42%a	38%ab	69%a	67%ahij	35%ahi	100%ahij	-	7%ah	100%ahi
ANY BROADBAND	1212	502	455	827	803	421	1200	12	96	1212
	74%	89%	93%	90%	100%	100%	100%	3%	100%	100%
		h 41%a	38%ab	68%a	66%ah	35%ah	99%ah	1%	8%ah	100%ah
None of these	46	-	-	-	-	-	-	46	-	-
	3%	-	-	-	-	-	-	10%	-	-
		bcdefgij	-	-	-	-	-	100%aefgij	-	-
Don't know	16	-	-	-	-	-	-	16	-	-
	1%	-	-	-	-	-	-	4%	-	-
		bcdegij	-	-	-	-	-	100%aefgij	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Laptop/Desktop/Netbook computer	1169	823	346	531	638	747	129	1031	29	31	13
	71%	76%	62%	83%	64%	82%	67%	72%	74%	66%	59%
		oe 70%ac	30%	45%ae	55%	64%a	11%	88%	2%	3%	1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	398	167	278	286	375	70	491	13	22	6
	34%	37%	30%	44%	29%	41%	36%	34%	34%	47%	29%
		e 70%c	30%	49%ae	51%	66%a	12%	87%	2%	4%	1%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	397	92	263	225	340	55	430	9	20	5
	30%	37%	17%	41%	23%	37%	29%	30%	24%	43%	21%
		oe 81%ac	19%	54%ae	46%	70%a	11%	88%	2%	4%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	685	297	486	496	646	115	861	21	33	9
	60%	63%	53%	76%	50%	71%	60%	60%	54%	69%	42%
		oe 70%c	30%	49%ae	51%	66%a	12%	88%	2%	3%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	138	77	79	135	131	31	181	3	8	5
	13%	13%	14%	12%	14%	14%	16%	13%	8%	18%	22%
		64%	36%	37%	63%	61%	15%	84%	1%	4%	2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	97	31	55	74	81	11	117	-	-	1
	8%	9%	6%	9%	7%	9%	6%	8%	-	-	6%
		76%c	24%	43%	57%	64%	8%	91%	-	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Standard mobile phone (that can't access the internet) - Pay as you go	197 12%	148 14% c 75% _c	49 9% 25%	63 10% 32%	134 13% 68% _d	91 10% 46%	16 8% 8%	179 13% 91%	7 19% 4%	2 3% 1%	3 15% 2%
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 17%	232 21% ce 84% _{ac}	44 8% 16%	166 26% 60% _{ae}	109 11% 40%	197 22% 71% _a	24 12% 9%	248 17% 90%	6 14% 2%	3 6% 1%	1 7% 1%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 49%	584 54% ce 73% _{ac}	219 39% 27%	364 57% 45% _{ae}	439 44% 55%	524 57% 65% _a	94 48% 12%	707 50% 88%	17 43% 2%	27 58% 3%	10 44% 1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 26%	332 31% ce 79% _{ac}	89 16% 21%	231 36% 55% _{ae}	189 19% 45%	319 35% 76% _a	41 21% 10%	376 26% 89%	8 21% 2%	12 26% 3%	2 11% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Mobile broadband - Through a dongle or USB stick	96 6%	76 7% 78% ^c	21 4% 22%	44 7% 46%	52 5% 54%	56 6% 58%	7 4% 8%	89 6% 92%	1 3% 1%	* 1% *	- - -
Fixed landline telephone	1082 66%	1082 100% cegi 100% ^{ac}	- - -	558 87% 52% ^{ae}	524 52% 48%	692 76% 64% ^{ae}	104 54% 10%	967 68% 89% ^{gi}	15 39% 1%	25 53% 2%	8 35% 1%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 39%	558 52% ce 87% ^{ac}	81 15% 13%	639 100% 100% ^{ae}	- - -	466 51% 73% ^{ae}	77 40% 12%	557 39% 87%	15 38% 2%	16 35% 3%	9 42% 1%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	1363 83%	950 88% ce 70% ^{ac}	413 74% 30%	594 93% 44% ^{ae}	768 77% 56%	832 91% 61% ^{ae}	160 83% 12%	1192 84% 88%	29 74% 2%	41 87% 3%	19 86% 1%
ANY SMARTPHONE	1132 69%	777 72% ce 69% ^c	355 64% 31%	527 82% 47% ^{ae}	605 61% 53%	729 80% 64% ^{ae}	142 73% 13%	982 69% 87%	24 62% 2%	40 84% 4%	14 65% 1%
ANY STANDARD PHONE	309 19%	231 21% cj 75% ^c	78 14% 25%	106 17% 34%	204 20% 66%	161 18% 52%	26 14% 9%	281 20% 91%	7 19% 2%	2 3% *	5 22% 2%
ANY MOBILE/SMART PHONE ON CONTRACT	1062 65%	746 69% ce 70% ^{ac}	316 57% 30%	514 80% 48% ^{ae}	548 55% 52%	690 76% 65% ^{ae}	124 64% 12%	932 65% 88%	21 54% 2%	33 69% 3%	11 49% 1%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 24%	270 25% ce 69%	121 22% 31%	134 21% 34%	257 26% 66% ^{ae}	207 23% 53%	47 24% 12%	340 24% 87%	10 27% 3%	10 21% 3%	8 37% 2%
ANY TABLET	916 56%	679 63% ce 74% ^{ac}	237 43% 26%	449 70% 49% ^{ae}	467 47% 51%	614 67% 67% ^{ae}	107 55% 12%	803 56% 88%	19 48% 2%	37 78% 4% ^a	10 46% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
ANY FIXED BROADBAND	1200	897	303	585	616	825	133	1061	23	38	12
	73%	83%	55%	91%	62%	90%	69%	74%	60%	80%	55%
		ce 75%ac	25%	49%ae	51%	69%a	11%	88%	2%	3%	1%
ANY BROADBAND	1212	903	309	585	628	829	135	1071	23	38	12
	74%	83%	56%	91%	63%	91%	70%	75%	60%	80%	55%
		ce 74%ac	26%	48%ae	52%	68%a	11%	88%a	2%	3%	1%
None of these	46	-	46	-	46	-	8	32	3	-	1
	3%	-	8%	-	5%	-	4%	2%	7%	-	3%
		bdf -	100%ab	-	100%ad	-	18%	71%	6%	-	1%
Don't know	16	-	16	-	16	-	1	14	-	-	1
	1%	-	3%	-	2%	-	*	1%	-	-	4%
		bdf -	100%ab	-	100%ad	-	5%	88%	-	-	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Laptop/Desktop/Netbook computer	1169	29	35	50	45	103	141	1028	52	75	60	655	369
	71%	61%	71%	64%	61%	77%	76%	71%	78%	73%	75%	85%	86%
		3%	3%	4%	4%	9%bde	12%bde	88%	4%e	6%	5%	56%a	32%a
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	8	21	26	20	55	72	492	22	-	31	315	185
	34%	17%	42%	32%	27%	41%	39%	34%	33%	-	38%	41%	43%
		bj 1%j	4%bj	5%j	3%j	10%bj	13%bj	87%bj	4%j	-	5%bj	56%a	33%a
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	7	13	12	18	45	58	431	18	33	21	311	142
	30%	14%	26%	15%	24%	34%	31%	30%	27%	32%	26%	40%	33%
		bd 1%	3%	2%	4%	9%bd	12%bd	88%bd	4%	7%bd	4%	64%am	29%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	-	20	45	40	91	126	856	38	56	48	553	315
	60%	-	39%	58%	55%	68%	68%	59%	57%	55%	60%	72%	73%
		bc -	2%b	5%b	4%b	9%bc	13%abchj	87%bc	4%b	6%b	5%b	56%a	32%a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	-	12	9	16	24	34	180	11	17	10	106	61
	13%	-	23%	11%	22%	18%	19%	12%	16%	17%	13%	14%	14%
		b -	5%b	4%b	7%bh	11%b	16%bh	84%b	5%b	8%b	5%b	49%	29%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	7	-	5	6	11	16	112	-	9	8	69	27
	8%	14%	-	7%	8%	14%	9%	8%	-	8%	9%	9%	6%
		i 5%ci	-	4%i	4%i	8%i	13%i	87%i	-	7%i	6%i	54%	21%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Standard mobile phone (that can't access the internet) - Pay as you go	197	23	-	9	10	18	21	175	14	17	8	74	37
	12%	48% c	-	11% 5% c	14% 5% c	14% 9% c	11% 11% c	12% 89% c	22% 7% a _{ch}	17% 9% c	10% 4% c	10% 38%	9% 19%
An e-reader e.g. Kindle/Kindle Fire or Kobo	276	4	9	10	14	24	35	241	6	14	7	180	75
	17%	8% 1%	18% 3%	13% 4%	19% 5%	18% 9%	19% 13%	17% 87%	9% 2%	14% 5%	9% 3%	23% 65% _{am}	18% 27%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803	20	22	29	-	93	93	710	27	50	34	487	315
	49%	41% de	45% 3% e	37% 4% e	-	70% 12% a _{bcd} e _{gh} i _{jk}	51% 12% e	49% 88% e	40% 3% e	49% 6% e	43% 4% e	63% 61% _a	73% 39% _{al}
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421	8	10	15	24	-	24	397	19	26	24	302	119
	26%	17% fg	19% 2% f	19% 4% f	32% 6% f _g	-	13% 6% f	27% 94% f _g	28% 4% f _g	25% 6% f _g	30% 6% f _g	39% 72% _{am}	28% 28%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 DONT HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
1670	56	47	84	71	127	174	1496	68	91	75	730	406	
1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429	
96	1	3	4	2	5	8	89	-	3	3	47	38	
6%	3%	6%	5%	3%	4%	4%	6%	-	3%	4%	6%	9%	
	1%	3%	4%	2%	6%	8%	92%	-	3%	4%	48%	39%a	
1082	25	24	-	28	80	101	980	34	62	42	611	286	
66%	52%	47%	-	39%	60%	55%	67%	50%	61%	52%	79%	67%	
	bodegik 2% d	2% d	-	3% d	7% de	9% de	91% bodegik	3% d	6% de	4% d	57% am	26%	
639	11	11	12	15	48	62	577	24	34	24	412	173	
39%	28%	22%	15%	21%	36%	34%	40%	35%	33%	29%	53%	40%	
	cde 2%	2%	2%	2%	7% de	10% d	90% cde	4% d	5% d	4% d	64% am	27%	
SUMMARY CODES													
1363	29	28	61	63	125	171	1192	56	91	67	710	392	
83%	60%	55%	77%	86%	94%	93%	82%	84%	88%	83%	92%	91%	
	bc 2%	2%	4% bc	5% bc	9% abcdhik	13% abcdhik	87% bc	4% bc	7% bc	5% bc	52% a	29% a	
1132	-	28	52	52	107	149	983	47	74	57	620	355	
69%	-	55%	66%	72%	81%	80%	68%	71%	72%	71%	80%	83%	
	b -	2% b	5% b	5% b	9% abcdh	13% abcdh	87% b	4% b	7% b	5% b	55% a	31% a	
309	29	-	14	16	29	37	272	14	25	15	134	59	
19%	60%	-	18%	22%	20%	19%	18%	22%	24%	18%	17%	14%	
	cm 9% acdefghi jk	-	5% c	5% c	9% c	12% c	88% c	5% c	8% c	5% c	43%	19%	
1062	7	20	48	42	94	131	931	38	61	54	593	330	
65%	14%	39%	60%	57%	70%	71%	64%	59%	59%	68%	77%	77%	
	bc 1%	2% b	4% bc	4% b	9% bc	12% bcdi	88% bc	4% b	6% bc	5% bc	56% a	31% a	
391	23	12	16	25	42	53	338	24	33	18	166	93	
24%	48%	23%	20%	34%	31%	29%	32%	36%	32%	22%	22%	22%	
	6% acdghk	3%	4%	6%	11%	14%	86%	6% adh	8%	6%	43%	24%	
916	14	27	33	31	83	107	809	31	33	42	537	288	
56%	29%	54%	42%	42%	62%	58%	56%	47%	32%	53%	70%	67%	
	bde 2%	3% b	4%	4%	9% bde	12% bde	88% bde	3%	4%	5% b	59% a	31% a	

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
ANY FIXED BROADBAND	1200	28	32	42	24	93	117	1084	44	73	59	771	429
	73%	58%	64%	54%	32%	70%	63%	75%	67%	71%	73%	100%	100%
		bdeg 2%e	3%e	4%e	2%	8%de	10%e	90%bdeg	4%e	6%de	5%de	64%a	36%a
ANY BROADBAND	1212	28	33	43	26	93	119	1093	44	73	60	771	429
	74%	58%	65%	55%	36%	70%	65%	75%	67%	71%	74%	100%	100%
		bdeg 2%e	3%e	4%e	2%	8%de	10%e	90%bdeg	4%e	6%de	5%de	64%a	35%a
None of these	46	2	2	5	3	1	3	43	1	1	*	-	-
	3%	4%	4%	7%	4%	1%	1%	3%	2%	1%	1%	-	-
		lm 5%	5%	12%fg	6%	3%	6%	94%	3%	3%	1%	-	-
Don't know	16	-	1	1	-	-	-	16	1	1	1	-	-
	1%	-	2%	1%	-	-	-	1%	1%	1%	2%	-	-
		l -	6%	6%	-	-	-	100%	5%	5%	9%	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Laptop/Desktop/Netbook computer	1169 71%	190 65%	174 62%	168 63%	336 77%	144 80%	72 87%	33 85%	13 81%	23 100%	7 100%	10 89%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 34%	97 33%	75 27%	90 34%	153 35%	69 39%	34 40%	17 44%	10 60%	17 73%	2 31%	1 11%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 30%	83 28%	80 29%	65 24%	136 31%	64 36%	27 32%	12 30%	3 20%	11 49%	3 48%	4 39%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 60%	158 54%	141 50%	142 53%	284 65%	122 68%	64 76%	32 83%	10 64%	18 81%	5 71%	6 51%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 13%	42 14%	35 12%	31 12%	54 12%	24 13%	8 10%	4 10%	3 21%	6 26%	-	7 65%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 8%	34 11%	22 8%	18 7%	32 7%	14 8%	4 5%	2 4%	1 4%	1 5%	1 11%	-
		26%	17%	14%	25%	11%	3%	1%	*	1%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Standard mobile phone (that can't access the internet) - Pay as you go	197 12%	37 13% 19%	53 19% 27%adef	44 17% 23%def	36 8% 18%	14 8% 7%	5 6% 3%	2 6% 1%	1 4% *	3 13% 1%	1 11% *	- - -
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 17%	41 14% 15%	43 15% 16%	32 12% 12%	81 19% 29%cd	38 21% 14%cd	12 14% 4%	12 31% 4%	3 17% 1%	10 43% 4%	1 19% *	3 26% 1%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbits"). Examples of online activity this allows include shopping and watching standard definition TV.	803 49%	148 50% 18%	120 43% 15%	128 48% 16%	220 50% 27%	95 53% 12%b	42 51% 5%	11 28% 1%	10 60% 1%	16 71% 2%	7 100% 1%	7 62% 1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbits e.g. "up to 52 Mbits, up to 100 Mbits".	421 26%	64 22% 15%	66 24% 16%cd	41 15% 10%	125 28% 30%cd	54 30% 13%cd	29 35% 7%ac	22 57% 5%	7 44% 2%	8 35% 2%	1 19% *	3 27% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME											No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8	
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**	
Mobile broadband - Through a dongle or USB stick	96 6%	14 5%	15 5%	18 7%	27 6%	12 7%	3 3%	- -	4 25%	3 13%	1 12%	- -	
Fixed landline telephone	1082 66%	197 67%	181 65%	153 57%	281 64%	130 72%	66 79%	30 79%	9 57%	21 92%	7 100%	7 67%	
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 39%	107 36%	114 41%	85 32%	167 38%	77 43%	41 50%	24 61%	6 38%	12 53%	3 51%	3 30%	
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	1363 83%	245 83%	227 81%	213 80%	366 84%	153 85%	74 89%	36 94%	13 80%	20 87%	5 82%	10 89%	
ANY SMARTPHONE	1132 69%	193 65%	168 60%	165 62%	320 73%	138 77%	68 82%	34 88%	12 76%	20 87%	5 71%	10 89%	
ANY STANDARD PHONE	309 19%	68 23%	72 26%	61 23%	67 15%	24 13%	10 12%	4 11%	3 8%	1 13%	1 11%	- -	
ANY MOBILE/SMART PHONE ON CONTRACT	1062 65%	181 62%	156 56%	153 57%	304 69%	128 71%	67 81%	32 83%	10 64%	18 81%	5 82%	6 51%	
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 24%	77 26%	84 30%	72 27%	85 19%	34 19%	13 16%	6 16%	4 25%	7 33%	1 11%	7 65%	
ANY TABLET	916 56%	155 53%	141 50%	141 53%	247 57%	112 63%	52 63%	27 71%	10 64%	18 81%	5 67%	6 51%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
ANY FIXED BROADBAND	1200	205	183	168	341	148	71	33	14	21	7	10
	73%	69%	65%	63%	78%	83%	85%	85%	88%	95%	100%	89%
		17%	15%	14%	28%abc	12%abc	6%abc	3%	1%	2%	1%	1%
ANY BROADBAND	1212	208	184	168	346	150	71	33	14	21	7	10
	74%	70%	66%	63%	79%	84%	85%	85%	88%	95%	100%	89%
		17%	15%	14%	29%abc	12%abc	6%abc	3%	1%	2%	1%	1%
None of these	46	8	8	11	12	6	-	-	-	-	-	-
	3%	3%	3%	4%	3%	3%	-	-	-	-	-	-
		18%	19%	24%	27%	13%	-	-	-	-	-	-
Don't know	16	1	4	3	5	1	-	-	-	-	-	1
	1%	*	2%	1%	1%	1%	-	-	-	-	-	11%
		3%	28%	21%	33%	8%	-	-	-	-	-	7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Laptop/Desktop/Netbook computer	1169	175	71	222	191	182	120	52	87	46	15	10	360	560	61	120	58	10
	71%	57%	54%	66%	77%	80%	82%	78%	89%	91%	100%	89%	65%	77%	73%	65%	75%	89%
		15%	6%	19%ab	16%abc	16%abc	10%abc	4%ab	7%abcd	4%abc	1%	1%	31%	48%lo	5%	10%	5%	1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	77	34	102	92	79	64	26	51	29	9	1	176	277	35	47	28	1
	34%	25%	26%	30%	37%	35%	44%	39%	52%	58%	61%	11%	32%	38%	43%	26%	36%	11%
		14%	6%	18%	16%ab	14%a	11%abc	5%a	9%abcde	5%abcde	2%	*	31%	49%lo	6%o	8%	5%	*
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	77	32	95	73	81	48	19	39	16	4	4	146	230	31	53	24	4
	30%	25%	25%	28%	29%	36%	32%	28%	40%	33%	31%	39%	26%	31%	38%	29%	31%	39%
		16%	7%	19%	15%	17%ab	10%	4%	8%abc	3%	1%	1%	30%	47%	6%l	11%	5%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	141	57	176	156	155	106	51	83	42	10	6	300	467	48	111	50	6
	60%	46%	44%	52%	63%	69%	72%	76%	84%	82%	70%	51%	54%	64%	58%	61%	64%	51%
		14%	6%	18%	16%abc	16%abc	11%abc	5%abc	8%abcde f	4%abcd	1%	1%	31%	48%l	5%	11%	5%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	38	19	44	37	22	15	9	15	7	1	7	83	64	12	36	11	7
	13%	12%	15%	13%	15%	10%	10%	13%	15%	14%	8%	65%	15%	9%	15%	20%	14%	65%
		18%	9%	21%	17%	10%	7%	4%	7%	3%	1%	3%	39%lm	30%	6%	17%lm	5%	3%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	25	10	36	18	19	10	2	3	4	1	-	42	52	10	19	5	-
	8%	8%	8%	11%	7%	9%	7%	3%	4%	7%	5%	-	8%	7%	12%	10%	6%	-
		19%	8%	28%h	14%	15%	8%	2%	3%	3%	1%	-	32%	41%	8%	15%	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Standard mobile phone (that can't access the internet) - Pay as you go	197	56	27	49	26	16	10	3	7	3	1	-	66	100	10	13	7	-
	12%	18%	21%	15%	10%	7%	7%	4%	7%	7%	5%	-	12%	14%	12%	7%	9%	-
		28%defgh	14%defgh	25%efg	13%	8%	5%	1%	3%	2%	*	-	34%	51%o	5%	7%	4%	-
An e-reader e.g. Kindle/Kindle Fire or Kobo	276	34	14	45	37	51	24	21	33	13	1	3	70	161	17	19	5	3
	17%	11%	11%	13%	15%	22%	16%	31%	34%	26%	9%	26%	13%	22%	21%	10%	7%	26%
		12%	5%	16%	13%	16%abc	9%	8%abcd	12%abcd	5%abc	*	1%	25%	58%op	6%op	7%	2%	1%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	803	140	63	155	133	117	76	28	50	25	10	7	253	373	45	92	34	7
	49%	45%	48%	46%	53%	52%	52%	42%	51%	49%	68%	62%	46%	51%	54%	50%	43%	62%
		17%	8%	19%	17%	15%	9%	4%	6%	3%	1%	1%	32%	46%	6%	11%	4%	1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. 'up to 52 Mbit/s, up to 100 Mbit/s'.	421	47	18	84	62	73	45	25	38	21	5	3	110	220	19	44	26	3
	26%	15%	14%	25%	25%	32%	31%	38%	39%	41%	35%	27%	20%	30%	23%	24%	33%	27%
		11%	4%	20%ab	15%ab	17%ab	11%ab	6%abc	9%abcd	5%abcd	1%	1%	26%	52%l	4%	10%	6%l	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Mobile broadband - Through a dongle or USB stick	96	13	8	17	21	14	10	3	8	2	1	-	37	39	8	9	4	-
	6%	4%	6%	5%	9%	6%	7%	4%	8%	4%	5%	-	7%	5%	9%	5%	5%	-
		14%	8%	17%	22%a	14%	11%	3%	8%	2%	1%	-	38%	40%	8%	10%	4%	-
Fixed landline telephone	1082	191	83	207	153	169	108	45	72	35	11	7	299	572	52	101	51	7
	66%	62%	64%	61%	62%	75%	73%	67%	74%	69%	74%	67%	54%	78%	63%	55%	65%	67%
		18%	8%	19%	14%	16%abcd	10%acd	4%	7%cd	3%	1%	1%	28%	53%lmnop	5%	9%	5%	1%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639	100	40	120	98	103	62	25	52	30	6	3	178	321	33	74	31	3
	39%	33%	31%	36%	39%	46%	42%	37%	53%	60%	43%	30%	32%	44%	40%	40%	40%	30%
		16%	6%	19%	15%	16%abc	10%	4%	8%abcd	5%abcdg	1%	1%	28%	50%l	5%	12%	5%	1%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	1363	245	100	271	207	190	129	63	90	46	12	10	443	615	63	167	66	10
	83%	80%	77%	80%	83%	84%	88%	94%	92%	90%	83%	89%	80%	84%	76%	91%	84%	89%
		18%	7%	20%	15%	14%	9%ab	5%abc	7%abc	3%	1%	1%	32%	45%	5%	12%lmn	5%	1%
ANY SMARTPHONE	1132	177	71	208	179	169	116	59	88	43	11	10	360	504	55	145	58	10
	69%	57%	55%	62%	72%	75%	79%	68%	90%	65%	78%	89%	65%	69%	66%	79%	74%	89%
		16%	6%	18%	16%abc	15%abc	10%abc	5%abcde	8%abcde	4%abc	1%	1%	32%	45%	5%	13%lmn	5%	1%
ANY STANDARD PHONE	309	79	35	81	42	32	19	5	9	7	1	-	103	147	16	32	11	-
	19%	26%	24%	27%	17%	14%	13%	7%	9%	14%	5%	-	19%	20%	20%	17%	14%	-
		26%defgh	11%defgh	13%	10%	6%	6%	2%	3%	2%	*	-	33%	48%	5%	10%	4%	-
ANY MOBILE/SMART PHONE ON CONTRACT	1062	158	63	202	167	165	110	53	83	42	11	6	328	501	51	122	54	6
	65%	51%	49%	60%	67%	73%	75%	80%	85%	84%	75%	51%	60%	69%	61%	67%	69%	51%
		15%	6%	19%ab	16%ab	16%abc	10%abc	5%abc	8%abcde	4%abcd	1%	1%	31%	47%l	5%	12%	5%	1%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391	92	43	91	59	34	23	12	18	10	2	7	145	154	19	49	16	7
	24%	30%	33%	27%	24%	15%	16%	18%	19%	20%	13%	65%	26%	21%	23%	27%	21%	65%
		24%efgh	11%efgh	23%ef	15%e	9%	6%	3%	5%	3%	*	2%	37%lm	39%	5%	13%	4%	2%
ANY TABLET	916	143	58	174	140	138	91	42	74	38	11	6	278	442	54	93	43	6
	56%	47%	45%	51%	56%	61%	62%	63%	76%	76%	78%	51%	50%	60%	65%	51%	55%	51%
		16%	6%	19%	15%ab	15%abc	10%abc	5%ab	8%abcde	4%abcd	1%	1%	30%	48%lo	6%l	10%	5%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 0 - £149,999	£150,000 0 +	No classification	Very low	Low	Medium	High	Very high	No classification
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
ANY FIXED BROADBAND	1200	182	81	232	192	189	119	54	85	42	14	10	360	578	63	131	58	10
	73%	59%	62%	69%	78%	84%	81%	80%	87%	83%	95%	89%	65%	79%	76%	71%	74%	89%
		15%	7%	19%a	16%abc	16%abc	10%abc	4%ab	7%abc	4%ab	1%	1%	30%	48%lo	5%	11%	5%	1%
ANY BROADBAND	1212	183	83	236	197	189	120	54	85	42	14	10	365	582	63	132	60	10
	74%	59%	63%	70%	79%	84%	82%	80%	87%	83%	95%	89%	66%	80%	76%	72%	76%	89%
		15%	7%	19%a	16%abc	16%abc	10%abc	4%ab	7%abc	3%ab	1%	1%	30%	48%lo	5%	11%	5%	1%
None of these	46	11	5	18	4	6	-	1	-	1	-	-	21	15	*	7	2	-
	3%	3%	4%	5%	2%	2%	-	2%	-	3%	-	-	4%	2%	*	4%	2%	-
		23%df	11%df	39%dfh	9%	12%	-	3%	-	3%	-	-	46%	34%	1%	16%	4%	-
Don't know	16	3	1	8	-	1	-	-	1	-	-	1	8	4	2	1	-	1
	1%	1%	1%	2%	-	1%	-	-	1%	-	-	11%	1%	*	3%	*	-	11%
		21%	5%	50%df	-	8%	-	-	8%	-	-	7%	52%	22%	14%lm	5%	-	7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Laptop/Desktop/Netbook computer	1169 71%	1159 72% 99% ^b	11 47% 1%	- - -
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 34%	556 34% 98%	9 38% 2%	- - -
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 30%	480 30% 98%	8 37% 2%	- - -
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 60%	970 60% 99%	12 53% 1%	- - -
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 13%	212 13% 99%	3 13% 1%	- - -
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 8%	128 8% 100%	1 3% *	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Standard mobile phone (that can't access the internet) - Pay as you go	197 12%	194 12% 99%	3 12% 1%	- - -
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 17%	272 17% 99%	4 17% 1%	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 49%	794 49% 99%	8 37% 1%	- - -
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 26%	413 26% 98%	8 33% 2%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Mobile broadband - Through a dongle or USB stick	96 6%	96 6%	* 2%	- -
Fixed landline telephone	1082 66%	1072 66% 99% ^b	10 45% 1%	- - -
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 39%	630 39% 99%	9 40% 1%	- - -
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	1363 83%	1345 83% 99%	17 76% 1%	- - -
ANY SMARTPHONE	1132 69%	1117 69% 99%	15 66% 1%	- - -
ANY STANDARD PHONE	309 19%	306 19% 99%	3 14% 1%	- - -
ANY MOBILE/SMART PHONE ON CONTRACT	1062 65%	1049 65% 99%	13 56% 1%	- - -
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 24%	385 24% 99%	6 26% 1%	- - -
ANY TABLET	916 56%	902 56% 99%	13 60% 1%	- - -
ANY FIXED BROADBAND	1200 73%	1185 73% 99%	16 70% 1%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
ANY BROADBAND	1212	1197	16	-
	74%	74%	70%	-
		99%	1%	-
None of these	46	45	1	-
	3%	3%	3%	-
		99%	1%	-
Don't know	16	16	-	-
	1%	1%	-	-
		100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Laptop/Desktop/Netbook computer	1169	618	551	80	248	227	230	210	118	56	328	666	175	683	486	274	650	245
	54%	59%	49%	26%	61%	65%	67%	62%	52%	29%	46%	65%	41%	63%	45%	65%	59%	39%
		cdjkmor 53%ac	47%	7%	21%adi	19%adi	20%adi	18%adi	10%dj	5%	28%	57%akm	15%	58%ao	42%	23%ar	56%ar	21%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	265	299	40	125	120	122	92	46	20	165	334	66	340	224	128	326	110
	26%	25%	27%	13%	31%	34%	36%	27%	20%	10%	23%	32%	16%	32%	21%	30%	29%	17%
		dijmor 47%	53%	7%	22%dj	21%adi	22%adh	16%dj	8%dj	3%	29%im	59%akm	12%	60%ao	40%	23%ur	58%ur	20%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	254	235	31	117	115	86	93	32	13	149	294	46	310	179	124	281	83
	23%	24%	21%	10%	29%	33%	25%	27%	14%	7%	21%	29%	11%	29%	16%	29%	25%	13%
		dijmor 52%	48%	6%	24%adi	24%adg	18%dj	19%dj	7%j	3%	30%im	60%akm	9%	63%ao	37%	25%ar	57%ur	17%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	496	486	86	241	215	193	172	60	15	327	580	76	597	386	241	559	182
	45%	47%	44%	29%	59%	62%	57%	51%	27%	8%	46%	56%	18%	55%	36%	57%	51%	29%
		dijmor 51%	49%	9%j	25%adh	22%adh	20%adi	17%dj	6%j	2%	33%im	59%akm	8%	61%ao	39%	25%ar	57%ar	19%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	123	91	14	63	47	35	32	16	8	76	114	24	103	111	31	120	63
	10%	12%	8%	4%	15%	13%	10%	10%	7%	4%	11%	11%	6%	10%	10%	7%	11%	10%
		djm 58%c	42%	6%	29%adh	22%dj	16%dj	15%dj	8%	4%	36%im	53%im	11%	48%	52%	14%	56%	30%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	59	69	2	17	17	21	28	27	16	19	66	43	61	67	17	73	39
	6%	6%	6%	1%	4%	5%	6%	8%	12%	8%	3%	6%	10%	6%	6%	4%	7%	6%
		dk 46%	54%	2%	13%di	13%di	17%di	21%de	12%de	fg	15%	52%ik	33%aki	48%	52%	13%	57%	30%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Standard mobile phone (that can't access the internet) - Pay as you go	197 9%	94 9% defk 48%	102 9% 52%	3 1% 1%	14 4% 7%	18 5% 9% d	21 6% 11% d	42 12% 21% def	43 19% 22% ade	56 28% 28% ade	17 2% 9%	81 8% 41% k	98 23% 50% akl	84 8% 43%	113 10% 57%	31 7% 16%	86 8% 44%	80 13% 41% apq
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 13%	133 13% dkmor 48%	143 13% 52%	16 5% 6%	51 13% 19% dj	59 17% 21% dj	48 14% 18% dj	63 19% 23% ade	29 13% 10% dj	9 4% 3%	68 10% 24%	171 17% 62% akm	38 9% 14%	211 20% 77% ao	64 6% 23%	114 27% 41% agr	130 12% 47% r	31 5% 11%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 37%	363 36% dj 48%	420 38% 52%	51 17% 6%	188 46% 23% adj	140 40% 17% dj	133 39% 17% dj	149 44% 19% adj	93 41% 12% dj	49 25% 6% d	239 34% 30%	422 41% 53% km	142 34% 18%	437 41% 54% o	366 34% 46%	170 40% 21% r	444 40% 55% r	189 30% 23%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 19%	235 22% djmor 56% c	186 17% 44%	27 9% 6%	89 22% 21% dj	95 27% 23% adi	90 26% 21% adi	77 23% 18% dj	32 14% 8% dj	10 5% 2%	116 16% 28% m	263 26% 62% akm	42 10% 10%	275 26% 65% ao	146 13% 35%	119 28% 28% agr	237 21% 56% r	65 10% 15%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 (Weeks 28/29)

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Mobile broadband - Through a dongle or USB stick	96 4%	50 5% j	46 4% k	7 2%	24 6% l	13 4% m	19 6% n	21 6% o	9 3% p	2 1% q	31 4%	54 5% r	11 3% s	51 5% t	45 4% u	14 3% v	62 6% w	20 3% x
Fixed landline telephone	1082 50%	530 51% dekor	552 50% 51%	42 14% 4%	177 43% 16% d	186 53% 17% e	195 57% 18% f	217 64% 20% g	140 62% 13% h	125 64% 12% i	219 31%	599 58% 55% ak	265 62% 24% ak	610 57% 56% ao	472 43% 44%	251 59% 23% ar	586 53% 54% ar	245 39% 23%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 30%	309 30% dkmor	330 30% 52%	30 10% 5%	125 31% 19% dj	140 40% 22% ade	130 38% 20% adi	118 35% 18% dij	59 26% 9% d	38 20% 6% d	155 22%	387 38% 61% akm	97 23% 15%	368 34% 58% ao	271 25% 42%	161 38% 25% aqr	344 31% 54% ar	135 21% 21%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	1363 63%	690 66% dkmor	673 60% 51% c	99 33% 7%	299 74% 22% adi	252 72% 19% adi	241 71% 18% adi	247 73% 18% adi	137 60% 10% dj	88 45% 6% d	398 56% 29%	740 72% 54% akm	225 53% 17%	740 69% 54% ao	623 57% 46%	292 69% 21% ar	724 65% 53% ar	347 55% 25%
ANY SMARTPHONE	1132 52%	583 56% dkmor	548 49% 52% c	98 32% 9% j	285 70% 25% adh	242 69% 21% adh	215 63% 19% adi	195 57% 17% dij	75 33% 7% j	22 11% 2%	383 54% 34% m	652 63% 58% akm	97 23% 9%	656 61% 58% ao	476 44% 42%	258 61% 23% ar	635 57% 56% ar	239 38% 21%
ANY STANDARD PHONE	309 14%	145 14% defk	164 15% 47%	5 2% 2%	29 7% 9% d	31 9% 10% d	40 12% 13% d	67 20% 22% ade	68 30% 22% ade	69 35% 22% ade	34 11%	138 13% 45% k	137 32% 44% aki	136 13% 44%	173 16% 56% n	47 11% 15%	146 13% 47%	116 18% 38% apq
ANY MOBILE/SMART PHONE ON CONTRACT	1062 49%	530 51% dkmor	532 48% 50%	86 29% 8% j	248 61% 23% adi	220 63% 21% adi	204 60% 19% adi	190 56% 18% adi	84 37% 8% dj	30 15% 3%	335 47% 32% m	613 60% 58% akm	114 27% 11%	626 58% 59% ao	436 40% 41%	252 59% 24% ar	594 54% 56% ar	215 34% 20%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 18%	207 20% dk	184 17% 47%	16 5% 4%	74 18% 19% d	58 17% 15% d	54 16% 14% d	68 20% 17% d	59 26% 15% ade	62 32% 16% ade	90 13% 23%	180 18% 46% k	121 29% 31% aki	172 16% 44%	219 20% 56% n	60 14% 15%	189 17% 48%	142 23% 36% apq

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
ANY TABLET	916	452	464	64	209	200	175	164	71	32	273	540	103	561	355	227	514	175
	42%	43%	42%	21%	51%	57%	51%	48%	31%	17%	38%	52%	24%	52%	33%	54%	46%	28%
		djlmor 49%	51%	7%	23%adi	22%adh	19%adi	18%dij	8%dj	4%	30%lm	59%akm	11%	61%ao	39%	25%aqr	56%ar	19%
ANY FIXED BROADBAND	1200	606	594	76	272	230	220	220	125	58	348	670	182	700	501	283	670	247
	55%	58%	53%	25%	67%	66%	65%	65%	55%	29%	49%	65%	43%	65%	46%	67%	60%	39%
		djkmor 50%	50%	6%	23%adi	19%adi	18%adi	18%adi	10%dj	5%	29%lm	56%akm	15%	58%ao	42%	24%aqr	56%ar	21%
ANY BROADBAND	1212	612	600	76	274	230	224	224	126	58	350	679	183	703	509	283	677	252
	56%	58%	54%	25%	67%	66%	66%	66%	55%	29%	49%	66%	43%	65%	47%	67%	61%	40%
		djkmor 50%c	50%	6%	23%adi	19%adi	19%adi	19%adi	10%dj	5%	29%lm	56%akm	15%	58%ao	42%	23%ar	56%ar	21%
None of these	46	21	25	2	1	6	5	4	11	18	3	14	29	9	36	4	11	31
	2%	2%	2%	1%	*	2%	1%	1%	5%	9%	*	1%	7%	1%	3%	1%	1%	5%
		eknq 45%	55%	5%	2%	13%	10%	8%	23%ade	39%adel	6%	31%	63%aki	20%	80%an	9%	24%	67%apq
Don't know	16	8	8	-	1	5	5	2	1	2	1	12	3	3	13	1	7	8
	1%	1%	1%	-	*	1%	1%	1%	1%	1%	*	1%	1%	*	1%	*	1%	1%
		50%	50%	-	7%	29%	31%	13%	9%	10%	7%	74%k	19%	16%	84%n	8%	44%	49%
Not Asked	525	232	293	197	87	68	57	50	36	29	284	175	66	249	276	100	266	159
	24%	22%	26%	65%	21%	20%	17%	15%	16%	15%	40%	17%	16%	23%	25%	24%	24%	25%
		ghjlm 44%	56%b	38%aef	17%hj	13%	11%	9%	7%	6%	54%alm	33%	13%	47%	53%	19%	51%	30%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Laptop/Desktop/Netbook computer	1169 54%	1017 56% cepa 87%ice	82 44% 7%	52 48% 4%	19 39% 2%	40 45% 3%	115 51% 10%q	88 50% 7%	86 56% 7%q	113 63% 10%afgh lopq	138 59% 12%dpq	134 51% 11%q	194 61% 17%afgh lopq	109 59% 9%pq	52 48% 4%	82 44% 7%	19 39% 2%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 26%	490 27% n 87%	39 21% 7%	22 20% 4%	13 27% 2%	20 22% 3%	61 27% 11%n	41 23% 7%	45 29% 8%n	72 41% 13%afgh iklmnop q	65 28% 11%n	65 25% 12%	91 28% 16%n	31 17% 5%	22 20% 4%	39 21% 7%	13 27% 2%n
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 23%	398 22% l 82%	38 21% 8%	37 34% 7%abc	15 31% 3%abc	17 19% 4%	41 18% 8%l	51 29% 11%ghkl	44 29% 9%gil	32 18% 7%l	46 20% 9%l	28 11% 6%	94 29% 19%afgh l	44 24% 9%l	37 34% 7%afghkl p	38 21% 8%l	15 31% 3%afghkl
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 45%	858 47% cp 87%ic	60 33% 6%	42 39% 4%	22 45% 2%c	41 46% 4%p	97 43% 10%p	76 43% 8%	81 52% 8%p	93 52% 9%lop	109 47% 11%p	109 42% 11%	167 52% 17%alop	86 47% 9%p	42 39% 4%	60 33% 6%	22 45% 2%p
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 10%	174 10% 81%	22 12% 10%	13 12% 6%	5 11% 3%	7 8% 3%	20 9% 9%	24 14% 11%n	13 8% 6%	19 11% 9%	17 7% 8%	29 11% 14%	33 10% 15%	11 6% 5%	13 12% 6%	22 12% 10%	5 11% 3%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 6%	113 6% 88%	7 4% 5%	7 6% 6%	1 2% 1%	4 4% 3%	9 4% 7%	16 9% 12%kq	5 3% 4%	15 8% 11%	8 4% 6%	11 4% 9%	26 8% 21%kq	18 10% 14%ghkl pq	7 7% 6%	7 4% 5%	1 2% 1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Standard mobile phone (that can't access the internet) - Pay as you go	197 9%	160 9% / 81%	17 8%	15 14% 8%	5 11% 3%	7 8% 3% _d	22 10% 11% _d	17 10% 9% _d	14 9% 7% _d	10 6% 5%	19 8% 10% _d	7 3% 4%	43 13% 22% _{ajl}	21 12% 11% _d	15 14% 8% _d	17 9% 8% _d	5 11% 3% _d
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 13%	220 12% / 80%	34 18% 12% _{ab}	16 15% 6%	6 13% 2%	10 11% 4%	21 9% 8%	25 14% 9% _d	15 10% 5%	32 18% 11% _{gjl}	28 12% 10% _d	16 6% 6%	49 15% 18% _d	25 14% 9% _d	16 15% 6% _d	34 18% 12% _{agil}	6 13% 2% _d
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbits"). Examples of online activity this allows include shopping and watching standard definition TV.	803 37%	688 38% c/p 86% _c	53 29% 7%	48 44% 6% _{ce}	14 29% 2%	23 26% 3%	89 39% 11% _p	73 42% 9% _{pq}	62 40% 8% _p	66 37% 8%	98 42% 12% _{pq}	87 33% 11%	114 36% 14%	75 41% 9% _p	48 44% 6% _{pq}	53 29% 7%	14 29% 2%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbits e.g. "up to 52 Mbits, up to 100 Mbits".	421 19% p	376 21% cdlo 89% _{cd}	23 12% 5%	10 9% 2%	12 25% 3% _{cd}	15 17% 4%	33 15% 8%	26 15% 6%	27 18% 6%	53 30% 12% _{afgh} ilop	51 22% 12% _{lop}	33 13% 8%	94 29% 22% _{afg} hilop	45 24% 11% _{ghlo} p	10 9% 2%	23 12% 5%	12 25% 3% _{ghlop}

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Mobile broadband - Through a dongle or USB stick	96 4%	85 5% fk 88%	6 3% 6%	5 4% 5%	* 1% *	- - -	14 6% 14%likq	13 8% 14%liknq	1 1% 2%	18 10% 18%afkn	1 1% 1%	16 6% 17%fik	18 6% 18%fik	4 2% 4%	5 4% 5%k	6 3% 6%	* 1% *
Fixed landline telephone	1082 50%	913 50% l 84%	83 45% 8%	65 60% 6%ce	21 43% 2%	38 42% 4%l	116 52% 11%l	86 49% 8%l	74 48% 7%l	106 59% 10%aflp	127 54% 12%l	67 26% 6%	194 61% 18%alg	105 57% 10%lppq	65 60% 6%lppq	83 45% 8%l	21 43% 2%l
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 30%	533 29% l 83%	50 27% 8%	39 36% 6%	18 36% 3%	30 33% 5%l	80 35% 13%hl	43 24% 7%	51 33% 8%l	65 37% 10%hl	65 28% 10%l	45 17% 7%	104 33% 16%l	49 27% 8%l	39 36% 6%hl	50 27% 8%l	18 36% 3%hl
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	1363 63%	1167 64% clp 86%cl	92 50% 7%	70 65% 5%cl	33 67% 2%cl	56 63% 4%	145 64% 11%lp	117 67% 9%lp	102 66% 8%lp	123 69% 9%lp	147 63% 11%lp	136 52% 10%	219 68% 16%lp	120 66% 9%lp	70 65% 5%lp	92 50% 7%	33 67% 2%lp
ANY SMARTPHONE	1132 52%	977 54% cp 86%cl	76 41% 7%	51 47% 5%	28 56% 2%cl	47 52% 1%	115 51% 10%	94 54% 8%lp	88 57% 8%lp	106 60% 9%lp	122 52% 11%lp	130 50% 11%	182 57% 16%lp	94 51% 8%	51 47% 5%	76 41% 7%	28 56% 2%lp
ANY STANDARD PHONE	309 14%	258 14% l 83%	23 12% 7%	22 21% 7%	6 13% 2%	11 12% 3%	31 14% 10%l	33 19% 11%l	19 12% 6%l	23 13% 8%l	27 12% 9%	16 6% 5%	62 19% 20%akl	36 20% 12%kl	22 21% 7%l	23 12% 7%l	6 13% 2%l
ANY MOBILE/SMART PHONE ON CONTRACT	1062 49%	926 51% cp 87%cl	66 36% 6%	47 44% 4%	23 47% 2%	44 49% 4%	106 47% 10%lp	87 50% 8%lp	84 54% 8%lp	102 57% 10%alop	116 50% 11%lp	113 43% 11%	178 56% 17%lp	96 52% 9%lp	47 44% 4%	66 36% 6%	23 47% 2%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 18%	316 17% 81%	37 20% 10%	27 25% 7%	11 22% 3%	14 15% 3%	42 19% 11%	37 21% 9%l	25 16% 6%	29 16% 7%	36 13% 9%	35 13% 9%	69 21% 18%l	29 16% 7%	27 25% 7%l	37 20% 10%	11 22% 3%l
ANY TABLET	916 42%	776 43% l 85%	65 35% 7%	52 48% 6%	23 46% 3%	35 39% 4%	93 41% 10%	79 45% 9%l	79 51% 9%alno	88 50% 10%lnp	98 42% 11%l	85 33% 9%	150 47% 16%lnp	68 37% 7%	52 48% 6%l	65 35% 7%	23 46% 3%l

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
ANY FIXED BROADBAND	1200	1042	74	58	27	38	121	97	89	116	144	117	207	115	58	74	27
	55%	57% cflp 87%	40% 6%	53% 5% ^c	54% 2% ^c	42% 3%	53% 10% ^p	56% 8% ^{flp}	57% 7% ^{flp}	65% 10% ^{afglp}	62% 12% ^{flp}	45% 10%	64% 17% ^{afglp}	62% 10% ^{flp}	53% 5% ^p	40% 6%	54% 2% ^p
ANY BROADBAND	1212	1053	76	58	27	38	122	97	89	116	145	121	209	115	58	76	27
	56%	58% cflp 87%	41% 6%	53% 5%	54% 2% ^c	42% 3%	54% 10% ^p	56% 8% ^{flp}	57% 7% ^{flp}	65% 10% ^{afal}	62% 12% ^{flp}	46% 10%	65% 17% ^{afal}	62% 9% ^{flp}	53% 5%	41% 6%	54% 2% ^p
None of these	46	37	8	-	1	2	7	3	5	3	1	11	5	1	-	8	1
	2%	2% 82%	4% 17%	3% -	2% -	2% -	3% 15%	1% 6%	1% 3%	1% 7%	1% 3%	4% 23% ^{kn}	1% 10%	1% 3%	-	4% 17% ^{kn}	2% 2%
Don't know	16	12	4	-	-	-	-	4	2	-	1	4	1	-	-	4	-
	1%	1% 75%	2% 25% ^{ab}	- -	- -	- -	- -	2% 24% ^g	1% 13%	- -	- 5%	2% 26%	- 8%	- -	- -	2% 25% ^g	- -
Not Asked	525	437	50	30	8	28	52	42	29	34	54	89	70	39	30	50	8
	24%	24% 83%	27% 9%	28% 6%	17% 2%	31% 5% ^{ljq}	23% 10%	24% 8%	19% 6%	19% 6%	23% 10%	34% 17% ^{aghhjkmnq}	22% 13%	21% 7%	28% 6%	27% 9%	17% 2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Laptop/Desktop/Netbook computer	1169 54%	1033 55% d 88%	133 49% 11%	182 46% 16%	956 57% 82% d	167 51% 14%	575 69% 49% a	217 53% 19%	525 70% 45% a	851 87% 73% a	162 76% 14% a	93 73% 8% a	104 53% 9%	955 84% 82% a	1064 78% 91% a
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 26%	510 27% cdm 90% c	53 20% 9%	75 19% 13%	473 28% 84% d	80 24% 14%	297 36% 53% a	101 25% 18%	275 37% 49% a	446 45% 79% a	74 35% 13% a	49 38% 9% a	37 19% 6%	482 43% 85% a	516 38% 91% a
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 23%	445 24% cd 91% c	41 15% 8%	77 19% 16%	397 24% 81% d	57 17% 12%	277 33% 57% a	81 20% 17%	253 34% 52% a	377 38% 77% a	96 45% 20% a	42 33% 9% a	49 25% 10%	425 38% 87% a	464 34% 95% a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 45%	864 46% dkm 88% d	115 43% 12%	126 32% 13%	833 50% 85% a	139 42% 14%	515 62% 52% a	180 44% 18%	474 63% 48% a	982 100% 100% a	65 30% 7% a	49 38% 5% a	36 18% 4%	982 87% 100% a	982 72% 100% a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 10%	181 10% j 85% j	32 12% 15%	43 11% 20%	165 10% 77%	43 13% 20%	86 10% 40%	51 12% 24%	77 10% 36%	65 7% 30% a	215 100% 100% a	16 12% 7% j	20 9% 9%	215 19% 100% a	215 16% 100% a
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 6%	118 6% 92%	11 4% 8%	29 7% 22%	96 6% 75%	17 5% 13%	58 7% 45%	24 6% 18%	51 7% 40%	49 5% 38%	16 7% 12%	128 100% 100% a	15 8% 12% n	50 4% 39%	128 9% 100% a

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDAR MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Standard mobile phone (that can't access the internet) - Pay as you go	197 9% n	188 10% n	6 2% n	68 17% n	119 7% n	40 12% n	60 7% n	47 11% n	53 7% n	36 4% n	20 9% n	15 12% n	197 100% n	41 4% n	197 14% n
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 13% n	261 14% n	13 5% n	50 13% n	218 13% n	25 7% n	160 19% n	35 8% n	149 20% n	221 80% n	46 21% n	20 16% n	22 11% n	245 22% n	265 19% n
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 37% n	706 38% n	95 35% n	128 32% n	660 39% n	121 37% n	383 46% n	159 39% n	345 46% n	555 57% n	120 56% n	63 49% n	81 41% n	638 56% n	735 54% n
		88%	12%	16%	82% d	15%	48% a	20%	43% a	69% a	15% a	8% a	10%	79% a	92% a

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Unweighted Base
Weighted BaseSuperfast Fixed
broadband - A premium
service that delivers
higher speeds and
received through either
a fibre optic or cable
that you pay a monthly
subscription fee for
(including home Wi-Fi
e.g. through your tablet
computer) for which the
advertised speed is more
than 30Mbit/s e.g. "up
to 52 Mbit/s, up to 100
Mbit/s".

Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
421	391	28	63	346	46	235	61	220	331	52	35	33	357	389
19%	21%	10%	16%	21%	14%	28%	15%	29%	34%	24%	27%	17%	32%	29%
	cfh 93%	7%	15%	82% ^d	11%	56% ^{af}	14%	52% ^{ah}	79% ^{akmo}	12%	8% ^{am}	8%	85% ^{akm}	92% ^{am}

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Mobile broadband - Through a dongle or USB stick	96 4%	81 4%	15 6%	13 3%	83 5%	12 4%	48 6%	20 5%	40 5%	78 8%	24 11%	20 15%	15 7%	86 8%	90 7%
Fixed landline telephone	1082 50%	994 53%	84 31%	215 54%	842 50%	145 44%	505 61%	197 48%	452 60%	685 70%	138 64%	97 76%	148 75%	777 69%	950 70%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 30%	590 31%	48 18%	114 29%	511 30%	80 24%	338 41%	113 28%	306 41%	486 49%	79 37%	55 43%	63 32%	527 47%	594 44%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	1363 63%	1214 65%	143 53%	243 61%	1086 65%	225 68%	628 76%	282 69%	571 76%	982 100%	215 100%	128 100%	197 100%	1132 100%	1363 100%
ANY SMARTPHONE	1132 52%	993 53%	135 50%	159 40%	946 56%	174 53%	563 68%	222 54%	515 69%	982 100%	215 100%	50 39%	41 21%	1132 100%	1132 83%
ANY STANDARD PHONE	309 14%	291 15%	16 6%	96 24%	201 12%	57 17%	109 13%	70 13%	95 13%	72 23%	26 12%	128 100%	197 100%	78 7%	309 23%
ANY MOBILE/SMART PHONE ON CONTRACT	1062 49%	938 50%	120 45%	151 38%	885 53%	154 47%	545 66%	200 49%	498 67%	982 100%	67 31%	128 100%	39 20%	984 87%	1062 76%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 18%	350 19%	37 14%	109 28%	268 16%	82 25%	133 16%	96 23%	119 16%	86 9%	215 100%	22 17%	197 100%	235 21%	391 29%
		j 90%	10%	28%ae	69%	21%ag	34%	25%aj	30%	22%	55%ajlno	6%j	50%ajlno	60%aj	100%ajln

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
ANY TABLET	916	829	84	136	756	124	489	165	448	702	133	69	69	779	848
	42%	44%	31%	34%	45%	38%	59%	40%	60%	71%	62%	54%	35%	69%	62%
		cdm 91% ^c	9%	15%	82% ^d	13%	53% ^{af}	18%	49% ^{ah}	77% ^{aklmo}	15% ^{am}	8% ^{am}	8%	85% ^{aklmo}	93% ^{am}
ANY FIXED BROADBAND	1200	1077	120	189	985	165	606	218	553	868	167	96	110	975	1102
	55%	57%	45%	48%	59%	50%	73%	53%	74%	88%	78%	75%	56%	86%	81%
		cd 90% ^c	10%	16%	82% ^d	14%	50% ^{af}	18%	46% ^{ah}	72% ^{aklmo}	14% ^{am}	8% ^{am}	9%	81% ^{aklmo}	92% ^{am}
ANY BROADBAND	1212	1086	124	191	994	170	609	224	555	873	169	97	112	982	1110
	56%	58%	46%	48%	59%	52%	73%	55%	74%	89%	79%	75%	57%	87%	81%
		cd 90% ^c	10%	16%	82% ^d	14%	50% ^{af}	18%	46% ^{ah}	72% ^{aklmo}	14% ^{am}	8% ^{am}	9%	81% ^{aklmo}	92% ^{am}
None of these	46	40	5	14	25	14	6	15	5	-	-	-	-	-	-
	2%	2%	2%	4%	1%	4%	1%	4%	1%	-	-	-	-	-	-
		gjl 88%	12%	32% ^{ae}	55%	32% ^{ag}	13%	33% ^{al}	11%	-	-	-	-	-	-
		kmno													
Don't know	16	13	3	3	9	2	3	2	3	-	-	-	-	-	-
	1%	1%	1%	1%	1%	*	*	1%	*	-	-	-	-	-	-
		jno 84%	16%	21%	59%	10%	22%	14%	17%	-	-	-	-	-	-
Not Asked	525	416	104	80	416	42	140	54	128	-	-	-	-	-	-
	24%	22%	39%	20%	25%	13%	17%	13%	17%	-	-	-	-	-	-
		igh 79%	20% ^{ab}	15%	79%	8%	27%	10%	24%	-	-	-	-	-	-
		ijkl													
		mno													

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Laptop/Desktop/Netbook computer	1169 54%	483 86% h 41%a	401 82% 34%a	759 83% 65%a	662 82% 57%ah	384 91% 33%aeghj	1024 85% 88%ah	145 15% 12%	84 87% 7%ah	1034 85% 88%ah
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 26%	565 100% h 100%acd	137 28% 24%	565 62% 100%ac	323 40% 57%ah	191 45% 34%ah	500 42% 89%ah	65 7% 11%	62 64% 11%aefghj	502 41% 89%ah
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 23%	137 24% h 28%	488 100% 100%abd	488 53% 100%ab	285 35% 58%ah	179 43% 37%aeh	453 38% 93%ah	35 4% 7%	39 40% 8%ah	455 39% 93%ah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 45%	446 79% h 45%a	377 77% 38%a	702 77% 71%a	555 69% 57%ah	331 79% 34%aeghj	868 72% 88%ah	114 12% 12%	78 81% 8%aeh	873 72% 89%ah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 10%	74 13% h 35%a	96 20% 45%abd	133 15% 62%a	120 15% 56%ah	52 12% 24%h	167 14% 78%ah	47 5% 22%	24 25% 11%aefghj	169 14% 79%ah
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 6%	49 9% h 38%a	42 9% 33%a	69 8% 54%	63 8% 49%h	35 8% 27%h	96 8% 75%ah	32 3% 25%	20 21% 15%aefghj	97 8% 75%ah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Standard mobile phone (that can't access the internet) - Pay as you go	197 9%	37 6%	49 10%	69 8%	81 10%	33 8%	110 9%	86 9%	15 15%	112 9%
		19%	25%	35%	41%	17%	56%	44%	7% ^d	57%
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 13%	135 24%	138 28%	224 24%	144 18%	119 28%	255 21%	21 2%	21 22%	255 21%
		h 49% ^a	50% ^a	81% ^a	52% ^a h	43% ^a e ^g h ^j	93% ^a h	7%	8% ^a h	93% ^a h
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 37%	323 57%	285 58%	530 58%	803 100%	23 5%	803 67%	-	59 61%	803 66%
		f ^h 40% ^a	35% ^a	66% ^a	100% ^a f ^g h ⁱ j	3% ^h	100% ^a f ^h	-	7% ^a f ^h	100% ^a f ^h
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 19%	191 34%	179 37%	313 34%	23 3%	421 100%	421 35%	-	30 31%	421 35%
		eh 45% ^a	43% ^a	74% ^a	5% ^h	100% ^a e ^g h ⁱ j	100% ^a e ^h	-	7% ^a e ^h	100% ^a e ^h

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Mobile broadband - Through a dongle or USB stick	96 4%	62 11% h 64%a	39 8% 40%a	72 8% 75%a	59 7% 61%ah	30 7% 31%ah	84 7% 88%ah	12 1% 12%	96 100% 100%aefghj	96 8% 100%ah
Fixed landline telephone	1082 50%	398 70% h 37%a	397 81% 37%abd	679 74% 63%a	584 73% 54%ah	332 79% 31%aeh	897 75% 83%ah	185 19% 17%	76 78% 7%ah	903 74% 83%ah
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 30%	278 49% h 44%a	263 54% 41%a	449 49% 70%a	364 45% 57%ah	231 55% 36%aeghj	585 48% 91%ah	54 6% 9%	44 46% 7%ah	585 48% 91%ah
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	1363 63%	516 91% h 38%a	464 95% 34%ab	848 93% 62%a	735 92% 54%ah	389 92% 29%ah	1102 92% 81%ah	261 27% 19%	90 94% 7%ah	1110 92% 81%ah
ANY SMARTPHONE	1132 52%	482 85% h 43%a	425 87% 38%a	779 85% 69%a	638 79% 56%ah	357 85% 32%aeh	975 81% 86%ah	156 16% 14%	86 89% 8%aeh	982 81% 87%ah
ANY STANDARD PHONE	309 14%	75 13% 24%	81 17% 26%	127 14% 41%	136 17% 44%h	60 14% 20%	193 16% 62%h	116 12% 38%	24 25% 8%aefghj	195 16% 63%h
ANY MOBILE/SMART PHONE ON CONTRACT	1062 49%	465 82% h 44%a	390 80% 37%a	732 80% 69%a	594 74% 56%ah	347 82% 33%aeghj	923 77% 87%ah	139 14% 13%	80 83% 8%ah	927 76% 87%ah
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 18%	99 18% h 28%	130 27% 33%abd	186 20% 48%	191 24% 49%afh	76 18% 19%	260 22% 66%ah	131 14% 34%	29 30% 8%afh	264 22% 67%ah
ANY TABLET	916 42%	565 100% h 62%a	488 100% 53%a	916 100% 100%a	530 66% 58%ah	313 74% 34%aehj	825 69% 90%ah	91 9% 10%	72 75% 8%ah	827 69% 90%ah

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
ANY FIXED BROADBAND	1200	500	453	825	803	421	1200	-	84	1200
55%		89%	93%	90%	100%	100%	100%	-	88%	99%
		h 42%a	38%ab	69%a	67%ahij	35%ahi	100%ahij	-	7%ah	100%ahi
ANY BROADBAND	1212	502	455	827	803	421	1200	12	96	1212
58%		89%	93%	90%	100%	100%	100%	1%	100%	100%
		h 41%a	38%ab	68%a	66%ah	35%ah	99%ah	1%	8%ah	100%ah
None of these	46	-	-	-	-	-	-	46	-	-
2%		-	-	-	-	-	-	5%	-	-
		bcdelfgj	-	-	-	-	-	100%aefgj	-	-
Don't know	16	-	-	-	-	-	-	16	-	-
1%		-	-	-	-	-	-	2%	-	-
		degj	-	-	-	-	-	100%aefgj	-	-
Not Asked	525	-	-	-	-	-	-	525	-	-
24%		-	-	-	-	-	-	55%	-	-
		bcdelfgj	-	-	-	-	-	100%aefgj	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Laptop/Desktop/Netbook computer	1169 54%	823 76% oe 70%ac	346 32% 30%	531 83% 45%ae	638 42% 55%	747 82% 64%a	129 67% 11%a	1031 72% 88%a	29 74% 2%a	31 66% 3%	13 59% 1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 26%	398 37% oe 70%ac	167 15% 30%	278 44% 49%ae	286 19% 51%	375 41% 66%a	70 36% 12%a	491 34% 87%a	13 34% 2%	22 47% 4%a	6 29% 1%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 23%	397 37% oe 81%ac	92 8% 19%	263 41% 54%ae	225 15% 46%	340 37% 70%a	55 29% 11%	430 30% 88%a	9 24% 2%	20 43% 4%a	5 21% 1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 45%	685 63% oe 70%ac	297 27% 30%	486 76% 49%ae	496 33% 51%	646 71% 66%a	115 60% 12%a	861 60% 88%a	21 54% 2%	33 69% 3%a	9 42% 1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 10%	138 13% c 64%ac	77 7% 36%	79 12% 37%e	135 9% 63%	131 14% 61%a	31 16% 15%a	181 13% 84%a	3 8% 1%	8 18% 4%	5 22% 2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 6%	97 9% c 76%ac	31 3% 24%	55 9% 43%ae	74 5% 57%	81 9% 64%a	11 6% 8%	117 8% 91%a	- - -	- - -	1 6% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Standard mobile phone (that can't access the internet) - Pay as you go	197 9%	148 14% c	49 4% 25%	63 10% 32%	134 9% 68%	91 10% 46%	16 8% 8%	179 13% 91%a	7 19% 4%	2 3% 1%	3 15% 2%
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 13%	232 21% ce	44 4% 16%	166 26% 60%ae	109 7% 40%	197 22% 71%a	24 12% 9%	248 17% 90%a	6 14% 2%	3 6% 1%	1 7% 1%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30Mbit/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 37%	584 54% ce	219 20% 27%	364 57% 45%ae	439 29% 55%	524 57% 65%a	94 48% 12%a	707 50% 88%a	17 43% 2%	27 58% 3%a	10 44% 1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 19%	332 31% ce	89 8% 21%	231 36% 55%ae	189 12% 45%	319 35% 76%a	41 21% 10%	376 26% 89%a	8 21% 2%	12 26% 3%	2 11% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Mobile broadband - Through a dongle or USB stick	96 4%	76 7%	21 2%	44 7%	52 3%	56 6%	7 4%	89 6%	1 3%	*	-
Fixed landline telephone	1082 50%	1082 100%	- -	558 87%	524 34%	692 76%	104 54%	967 68%	15 39%	25 53%	8 35%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 30%	558 52%	81 8%	639 100%	- -	466 51%	77 40%	557 39%	15 38%	16 35%	9 42%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	1363 63%	950 88%	413 38%	594 93%	768 50%	832 91%	160 83%	1192 84%	29 74%	41 87%	19 86%
ANY SMARTPHONE	1132 52%	777 72%	355 33%	527 82%	605 40%	729 80%	142 73%	982 69%	24 62%	40 84%	14 65%
ANY STANDARD PHONE	309 14%	231 21%	78 7%	106 17%	204 13%	161 18%	26 14%	281 20%	7 19%	2 3%	5 22%
ANY MOBILE/SMART PHONE ON CONTRACT	1062 49%	746 69%	316 29%	514 80%	548 36%	690 76%	124 64%	932 65%	21 54%	33 69%	11 49%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 18%	270 25%	121 11%	134 21%	257 17%	207 23%	47 24%	340 24%	10 27%	10 21%	8 37%
ANY TABLET	916 42%	679 63%	237 22%	449 70%	467 31%	614 67%	107 55%	803 56%	19 48%	37 78%	10 46%
		ce 74%ac	26%	49%ae	51%	67%a	12%a	88%a	2%	4%a	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
ANY FIXED BROADBAND	1200	897	303	585	616	825	133	1061	23	38	12
	55%	83%	28%	91%	40%	90%	69%	74%	60%	80%	55%
		oe 75%ac	25%	49%ae	51%	69%a	11%a	88%a	2%	3%a	1%
ANY BROADBAND	1212	903	309	585	628	829	135	1071	23	38	12
	56%	83%	29%	91%	41%	91%	70%	75%	60%	80%	55%
		oe 74%ac	26%	48%ae	52%	68%a	11%a	88%ai	2%	3%a	1%
None of these	46	-	46	-	46	-	8	32	3	-	1
	2%	-	4%	-	3%	-	4%	2%	7%	-	3%
		bdf -	100%ab	-	100%ad	-	18%	71%	6%a	-	1%
Don't know	16	-	16	-	16	-	1	14	-	-	1
	1%	-	1%	-	1%	-	*	1%	-	-	4%
		bdf -	100%ab	-	100%ad	-	5%	88%	-	-	5%
Not Asked	525	-	525	-	525	-	-	-	-	-	-
	24%	-	49%	-	34%	-	-	-	-	-	-
		bdfghij -	100%ab	-	100%ad	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Laptop/Desktop/Netbook computer	1169	29	35	50	45	103	141	1028	52	75	60	655	369
	54%	61%	71%	64%	61%	77%	76%	52%	78%	73%	75%	85%	86%
		3%	3%ah	4%	4%	9%abdeh	12%abdeh	88%	4%aeh	6%ah	5%ah	56%a	32%a
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565	8	21	26	20	55	72	492	22	-	31	315	185
	26%	17%	42%	32%	27%	41%	39%	25%	33%	-	38%	41%	43%
		j 1%j	4%abhj	5%j	3%j	10%abhj	13%abhj	87%j	4%j	-	5%abhj	56%a	33%a
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	7	13	12	18	45	58	431	18	33	21	311	142
	23%	14%	26%	15%	24%	34%	31%	22%	27%	32%	26%	40%	33%
		1%	3%	2%	4%	9%abdh	12%abdh	88%	4%	7%bdh	4%	64%am	29%a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	-	20	45	40	91	126	856	38	56	48	553	315
	45%	-	39%	58%	55%	68%	68%	43%	57%	55%	60%	72%	73%
		b -	2%b	5%abh	4%b	9%abch	13%abchj	87%b	4%bh	6%bh	5%abh	56%a	32%a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	-	12	9	16	24	34	180	11	17	10	106	61
	10%	-	23%	11%	22%	18%	19%	9%	16%	17%	13%	14%	14%
		b -	5%abh	4%b	7%abh	11%abh	16%abh	84%b	5%b	8%abh	5%b	49%a	29%a
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	7	-	5	6	11	16	112	-	9	8	69	27
	6%	14%	-	7%	8%	8%	9%	6%	-	8%	9%	9%	6%
		5%achi	-	4%l	4%l	8%l	13%l	87%	-	7%l	6%l	54%a	21%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Standard mobile phone (that can't access the internet) - Pay as you go	197	23	-	9	10	18	21	175	14	17	8	74	37
	9%	48%	-	11%	14%	14%	11%	9%	22%	17%	10%	10%	9%
		c 12%acdefghi jk	-	5%cd	5%cd	9%cd	11%cd	89%	7%ach	9%ach	4%cd	38%	19%
An e-reader e.g. Kindle/Kindle Fire or Kobo	276	4	9	10	14	24	35	241	6	14	7	180	75
	13%	8%	18%	13%	19%	18%	19%	12%	9%	14%	9%	23%	18%
		1%	3%	4%	5%	9%	13%ah	87%	2%	5%	3%	65%am	27%a
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803	20	22	29	-	93	93	710	27	50	34	487	315
	37%	41%	45%	37%	-	70%	51%	36%	40%	49%	43%	63%	73%
		e 2%e	3%e	4%e	-	12%abcdegh ijk	12%aeh	88%e	3%e	6%aeh	4%e	61%a	39%al
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421	8	10	15	24	-	24	397	19	26	24	302	119
	19%	17%	19%	19%	32%	-	13%	20%	28%	25%	30%	39%	28%
		fg 2%f	2%f	4%f	6%afgh	-	6%f	94%fg	4%fg	6%fg	6%afgh	72%am	28%a

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
96	1	3	4	2	5	8	89	-	3	3	47	38	
4%	3%	6%	5%	3%	4%	4%	4%	-	3%	4%	6%	9%	
	1%	3%	4%	2%	6%	8%	92%	-	3%	4%	48%	39%a	
1082	25	24	-	28	80	101	980	34	62	42	611	286	
50%	52%	47%	-	39%	60%	55%	50%	50%	61%	52%	79%	67%	
	2% ^d	2% ^d	-	3% ^d	7% ^{adeh}	9% ^{de}	91% ^d	3% ^d	6% ^{de}	4% ^d	57% ^{am}	26% ^a	
639	14	11	12	15	48	62	577	24	34	24	412	173	
30%	28%	22%	15%	21%	36%	34%	29%	35%	33%	29%	53%	40%	
	2%	2%	2%	2%	7% ^{de}	10% ^d	90% ^d	4% ^d	5% ^d	4% ^d	64% ^{am}	27% ^a	
SUMMARY CODES													
1363	29	28	61	63	125	171	1192	56	91	67	710	392	
63%	60%	55%	77%	86%	94%	93%	60%	84%	88%	83%	92%	91%	
	2%	2%	4% ^{abch}	5% ^{abch}	9% ^{abcdhik}	13% ^{abcdhik}	87%	4% ^{abch}	7% ^{abch}	5% ^{abch}	52% ^a	29% ^a	
1132	-	28	52	52	107	149	983	47	74	57	620	355	
52%	-	55%	66%	72%	80%	81%	72%	71%	71%	71%	80%	83%	
	b	2% ^{ab}	5% ^{abh}	5% ^{abh}	9% ^{abcdh}	13% ^{abcdh}	87% ^b	4% ^{abh}	7% ^{abh}	5% ^{abh}	55% ^a	31% ^a	
309	29	-	14	16	29	37	272	14	25	15	134	59	
14%	60%	-	18%	22%	20%	14%	14%	22%	24%	18%	17%	14%	
	c	9% ^{acdefghij}	5% ^c	5% ^c	9% ^{ach}	12% ^{ach}	88% ^c	5% ^c	8% ^{ach}	5% ^c	43%	19%	
1062	7	20	48	42	94	131	931	38	61	54	593	330	
49%	14%	39%	60%	57%	70%	71%	47%	57%	59%	68%	77%	77%	
	b	1%	2% ^{ab}	4% ^{bch}	4% ^b	9% ^{abch}	88% ^b	4% ^b	6% ^{bch}	5% ^{abch}	56% ^a	31% ^a	
391	23	12	25	25	42	53	338	24	33	18	166	93	
18%	48%	23%	20%	34%	31%	29%	36%	32%	36%	23%	22%	22%	
	6% ^{acdghk}	4%	4%	6% ^{ah}	11% ^{ah}	14% ^{ah}	86%	6% ^{adh}	8% ^{ah}	5%	43%	24%	
916	14	27	33	31	83	107	809	31	33	42	537	288	
42%	29%	42%	42%	42%	62%	58%	41%	47%	32%	53%	70%	67%	
	2%	3% ^{bj}	4%	3%	9% ^{abdehj}	12% ^{abdehj}	88%	3%	4%	5% ^{bj}	59% ^a	31% ^a	

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
ANY FIXED BROADBAND	1200	28	32	42	24	93	117	1084	44	73	59	771	429
	55%	58%	64%	54%	32%	70%	63%	55%	67%	71%	73%	100%	100%
		e 2%e	3%e	4%e	2%	8%adeh	10%eh	90%e	4%e	6%adeh	5%adeh	64%a	36%a
ANY BROADBAND	1212	28	33	43	26	93	119	1093	44	73	60	771	429
	56%	58%	65%	55%	36%	70%	65%	55%	67%	71%	74%	100%	100%
		e 2%e	3%e	4%e	2%	8%adeh	10%eah	90%e	4%e	6%adeh	5%adeh	64%a	35%a
None of these	46	2	2	5	3	1	3	43	1	1	*	-	-
	2%	4%	4%	7%	4%	1%	1%	2%	2%	1%	1%	-	-
		lm 5%	5%	12%afgh	6%	3%	6%	94%	3%	3%	1%	-	-
Don't know	16	-	1	1	-	-	-	16	1	1	1	-	-
	1%	-	2%	1%	-	-	-	1%	1%	1%	2%	-	-
		l -	6%	6%	-	-	-	100%	5%	5%	9%	-	-
Not Asked	525	-	-	-	-	-	-	525	-	-	-	-	-
	24%	-	-	-	-	-	-	27%	-	-	-	-	-
		bcdelfgj -	-	-	-	-	-	100%bcdelfgj	-	-	-	-	-
	klm	klm	-	-	-	-	-	k	-	-	-	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Laptop/Desktop/Netbook computer	1169 54%	190 49%	174 49%	168 45%	336 57%	144 61%	72 71%	33 68%	13 62%	23 81%	7 100%	10 89%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 26%	97 24%	75 21%	90 24%	153 26%	69 29%	34 33%	17 35%	10 46%	17 59%	2 31%	1 11%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 23%	83 21%	80 23%	65 18%	136 23%	64 27%	27 26%	12 24%	3 15%	11 39%	3 48%	4 39%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 45%	158 40%	141 40%	142 38%	284 48%	122 52%	64 63%	32 66%	10 49%	18 66%	5 71%	6 51%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 10%	42 11%	35 10%	31 8%	54 9%	24 10%	8 8%	4 8%	3 16%	6 23%	-	7 65%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 6%	34 8%	22 6%	18 5%	32 5%	14 6%	4 4%	2 4%	1 3%	1 4%	1 11%	-
		26%	17%	14%	25%	11%	3%	1%	*	1%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Standard mobile phone (that can't access the internet) - Pay as you go	197 9%	37 9%	53 15%	44 12%	36 6%	14 6%	5 5%	2 5%	1 3%	3 10%	1 11%	- -
		19%	27%adef	23%de	18%	7%	3%	1%	*	1%	*	-
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 13%	41 10%	43 12%	32 9%	81 14%	38 16%	12 12%	12 25%	3 13%	10 35%	1 19%	3 26%
		15%	16%	12%	29%cd	14%cd	4%	4%abc	1%	4%	*	1%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbps"). Examples of online activity this allows include shopping and watching standard definition TV.	803 37%	148 37%	120 34%	128 34%	220 37%	95 40%	42 42%	11 22%	10 46%	16 57%	7 100%	7 62%
		18%	15%	16%	27%	12%g	5%g	1%	1%	2%	1%	1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	421 19%	64 16%	66 19%	41 11%	125 21%	54 23%	29 29%	22 45%	7 34%	8 28%	1 19%	3 27%
		15%	16%cd	10%	30%cd	13%ac	7%abc	5%abcde	2%	2%	*	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME											No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8	
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
Mobile broadband - Through a dongle or USB stick	96 4%	14 4%	15 4%	18 5%	27 5%	12 5%	3 3%	- -	4 19%	3 10%	1 12%	- -	
Fixed landline telephone	1082 50%	197 50%	181 51%	153 41%	281 48%	130 55%	66 65%	30 63%	9 44%	21 74%	7 100%	7 67%	
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 30%	107 27%	114 32%	85 23%	167 26%	77 33%	41 41%	24 49%	6 29%	12 43%	3 51%	3 30%	
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	1363 63%	245 62%	227 64%	213 58%	366 62%	153 65%	74 74%	36 75%	13 62%	20 70%	5 82%	10 89%	
ANY SMARTPHONE	1132 52%	193 49%	168 47%	165 44%	320 54%	138 59%	68 67%	34 70%	12 58%	20 70%	5 71%	10 89%	
ANY STANDARD PHONE	309 14%	68 17%	72 20%	61 16%	67 11%	24 10%	10 9%	4 9%	1 6%	3 10%	1 11%	- -	
ANY MOBILE/SMART PHONE ON CONTRACT	1062 49%	181 46%	156 44%	153 41%	304 52%	128 54%	67 67%	32 66%	10 49%	18 66%	5 82%	6 51%	
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 18%	77 19%	84 24%	72 19%	85 14%	34 15%	13 13%	6 13%	4 19%	7 27%	1 11%	7 65%	
ANY TABLET	916 42%	155 39%	141 40%	141 38%	247 42%	112 48%	52 52%	27 57%	10 49%	18 66%	5 67%	6 51%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
ANY FIXED BROADBAND	1200	205	183	168	341	148	71	33	14	21	7	10
	55%	52%	52%	45%	58%	63%	70%	68%	67%	76%	100%	89%
		17%	15%	14%	28% ^c	12% ^{abc}	6% ^{abcd}	3% ^c	1%	2%	1%	1%
ANY BROADBAND	1212	208	184	168	346	150	71	33	14	21	7	10
	56%	52%	52%	45%	59%	64%	70%	68%	67%	76%	100%	89%
		17%	15%	14%	29% ^c	12% ^{abc}	6% ^{abc}	3% ^c	1%	2%	1%	1%
None of these	46	8	8	11	12	6	-	-	-	-	-	-
	2%	2%	2%	3%	2%	2%	-	-	-	-	-	-
		16%	19%	24%	27%	13%	-	-	-	-	-	-
Don't know	16	1	4	3	5	1	-	-	-	-	-	1
	1%	*	1%	1%	1%	1%	-	-	-	-	-	11%
		3%	28%	21%	33%	8%	-	-	-	-	-	7%
Not Asked	525	101	75	103	152	57	18	10	5	5	-	-
	24%	25%	21%	28%	26%	24%	18%	20%	23%	19%	-	-
		19%	14%	20% ^b	29%	11%	3%	2%	1%	1%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Laptop/Desktop/Netbook computer	1169	175	71	222	191	182	120	52	87	46	15	10	360	560	61	120	58	10
	54%	47%	43%	50%	54%	61%	62%	51%	60%	73%	70%	89%	48%	59%	62%	48%	59%	89%
		15%	6%	19%	16% ^a	16% ^{abc}	10% ^{abc}	4%	7% ^{ab}	4% ^{abodg}	1%	1%	31%	48% ^{lo}	5% ^{lo}	10%	5% ^l	1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab))	565	77	34	102	92	79	64	26	51	29	9	1	176	277	35	47	28	1
	26%	21%	21%	23%	26%	26%	33%	26%	36%	46%	43%	11%	23%	29%	36%	19%	28%	11%
		14%	6%	18%	16%	14%	11% ^{abc}	5%	9% ^{abc}	5% ^{abcde}	2%	*	31%	49% ^{lo}	6% ^{lo}	8%	5%	*
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488	77	32	95	73	81	48	19	39	16	4	4	146	230	31	53	24	4
	23%	21%	20%	21%	21%	27%	25%	18%	27%	26%	22%	39%	19%	24%	32%	21%	25%	39%
		16%	7%	19%	15%	17%	10%	4%	8%	3%	1%	1%	30%	47% ^l	6% ^{lo}	11%	5%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982	141	57	176	156	155	106	51	83	42	10	6	300	467	48	111	50	6
	45%	38%	35%	40%	44%	52%	55%	50%	57%	66%	49%	51%	40%	49%	49%	44%	51%	51%
		14%	6%	18%	16%	16% ^{abc}	11% ^{abcd}	5% ^{ab}	8% ^{abcd}	4% ^{abcd}	1%	1%	31%	48% ^l	5%	11%	5%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215	38	19	44	37	22	15	9	15	7	1	7	83	64	12	36	11	7
	10%	10%	12%	10%	11%	7%	8%	9%	10%	11%	6%	65%	11%	7%	13%	14%	11%	65%
		18%	9%	21%	17%	10%	7%	4%	7%	3%	1%	3%	39% ^m	30%	6%	17% ^m	5%	3%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128	25	10	36	18	19	10	2	3	4	1	-	42	52	10	19	5	-
	6%	7%	6%	8%	5%	6%	5%	2%	2%	6%	3%	-	6%	5%	10%	8%	5%	-
		19%	8%	28% ^h	14%	15%	8%	2%	3%	3%	1%	-	32%	41%	8%	15%	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Standard mobile phone (that can't access the internet) - Pay as you go	197	56	27	49	26	16	10	3	7	3	1	-	66	100	10	13	7	-
	9%	15%	16%	11%	7%	5%	5%	3%	5%	5%	3%	-	9%	10%	10%	5%	7%	-
		28%defg	14%defg	25%efgh	13%	8%	5%	1%	3%	2%	*	-	34%	51%o	5%	7%	4%	-
		h	hi															
An e-reader e.g. Kindle/Kindle Fire or Kobo	276	34	14	45	37	51	24	21	33	13	1	3	70	161	17	19	5	3
	13%	9%	9%	10%	10%	17%	12%	20%	23%	21%	6%	26%	9%	17%	17%	8%	5%	26%
		12%	5%	16%	13%	16%abcd	9%	8%abcd	12%abcdff	5%abcd	*	1%	25%	58%lop	6%lop	7%	2%	1%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30Mbit/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803	140	63	155	133	117	76	28	50	25	10	7	253	373	45	92	34	7
	37%	38%	39%	35%	37%	39%	39%	28%	35%	39%	48%	62%	34%	39%	45%	37%	34%	62%
		17%	8%	19%	17%	15%	9%	4%	6%	3%	1%	1%	32%	46%l	6%l	11%	4%	1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421	47	18	84	62	73	45	25	38	21	5	3	110	220	19	44	26	3
	19%	13%	11%	19%	17%	24%	23%	25%	27%	32%	25%	27%	15%	23%	19%	17%	26%	27%
		11%	4%	20%ab	15%	17%abd	11%ab	6%ab	9%abd	5%abcd	1%	1%	26%	52%l	4%	10%	6%l	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Mobile broadband - Through a dongle or USB stick	96	13	8	17	21	14	10	3	8	2	1	-	37	39	8	9	4	-
	4%	4%	5%	4%	6%	5%	5%	3%	6%	3%	4%	-	5%	4%	8%	3%	4%	-
Fixed landline telephone	1082	191	83	207	153	169	108	45	72	35	11	7	299	572	52	101	51	7
	50%	52%	51%	47%	43%	57%	56%	44%	50%	55%	52%	67%	40%	60%	53%	40%	52%	67%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639	100	40	120	98	103	62	25	52	30	6	3	178	321	33	74	31	3
	30%	27%	25%	27%	28%	35%	32%	24%	36%	46%	30%	30%	24%	34%	33%	29%	32%	30%
		16%	6%	19%	15%	16%b	10%	4%	8%b	5%abcdf	1%	1%	28%	50%l	5%	12%	5%	1%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	1363	245	100	271	207	190	129	63	90	46	12	10	443	615	63	167	66	10
	63%	66%	61%	61%	58%	64%	67%	62%	63%	72%	58%	89%	59%	64%	64%	66%	67%	89%
ANY SMARTPHONE	1132	177	71	208	179	169	116	59	88	43	11	10	360	504	55	145	58	10
	52%	48%	44%	47%	50%	57%	60%	58%	62%	68%	54%	89%	48%	53%	56%	58%	59%	89%
ANY STANDARD PHONE	309	79	35	81	42	32	19	5	9	7	1	1%	32	45%	5%	13%	5%	1%
	14%	21%	22%	18%	12%	11%	10%	5%	6%	11%	3%	-	103	147	16	32	11	-
		26%defg	11%defg	26%defg	13%	10%	6%	2%	3%	2%	-	-	14%	15%	17%	13%	11%	-
		h	h	h									33%	48%	5%	10%	4%	-
ANY MOBILE/SMART PHONE ON CONTRACT	1062	158	63	202	167	165	110	53	83	42	11	6	328	501	51	122	54	6
	49%	43%	39%	46%	47%	55%	57%	52%	58%	67%	52%	51%	44%	52%	52%	49%	55%	51%
		15%	6%	19%	16%	16%abc	10%abcd	5%b	8%abcd	4%abcd	1%	1%	31%	47%l	5%	12%	5%	1%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391	92	43	91	59	34	23	12	18	10	2	7	145	154	19	49	16	7
	18%	25%	27%	20%	16%	12%	12%	13%	16%	16%	5%	65%	19%	16%	19%	20%	17%	65%
		24%defg	11%defg	23%ef	15%	9%	6%	3%	5%	3%	*	2%	37%	39%	5%	13%	4%	2%
		h	h															
ANY TABLET	916	143	58	174	140	138	91	42	74	38	11	6	278	442	54	93	43	6
	42%	39%	36%	39%	39%	46%	47%	41%	52%	61%	55%	51%	37%	46%	55%	37%	44%	51%
		16%	6%	19%	15%	15%b	10%b	5%	8%abcd	4%abcdg	1%	1%	30%	48%b	6%b	10%	5%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS							
		< £15,000 (a)	£15,000 (b)	£20,000 (c)	£30,000 (d)	£40,000 (e)	£50,000 (f)	£60,000 (g)	£70,000 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)		
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8		
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**		
ANY FIXED BROADBAND	1200	182	81	232	192	189	119	54	85	42	14	10	360	578	63	131	58	10		
	55%	49%	50%	53%	54%	63%abcd	10%ab	4%	59%	67%	67%	89%	48%	61%	65%	52%	59%	89%		
		15%	7%	19%	16%	16%	10%ab	4%	7%	4%ab	1%	1%	30%	48%lo	5%l	11%	5%	1%		
ANY BROADBAND	1212	183	83	236	197	189	120	54	85	42	14	10	365	582	63	132	60	10		
	56%	50%	51%	53%	55%	63%	62%	53%	59%	67%	67%	89%	49%	61%	65%	53%	60%	89%		
		15%	7%	19%	16%	16%abc	10%ab	4%	7%	3%a	1%	1%	30%	48%lo	5%l	11%	5%l	1%		
None of these	46	11	5	18	4	6	-	1	-	1	-	-	21	15	*	7	2	-		
	2%	3%	3%	4%	1%	2%	-	1%	-	2%	-	-	3%	2%	*	3%	2%	-		
		23%l	11%l	39%dfh	9%	12%	-	3%	-	3%	-	-	46%	34%	1%	16%	4%	-		
Don't know	16	3	1	8	-	1	-	-	1	-	-	1	8	4	2	1	-	1		
	1%	1%	*	2%	-	*	-	-	1%	-	-	11%	1%	*	2%	*	-	11%		
		21%	5%	50%l	-	8%	-	-	8%	-	-	7%	52%	22%	14%lm	5%	-	7%		
Not Asked	525	62	32	105	107	73	46	35	46	13	6	-	198	224	15	67	20	-		
	24%	17%	20%	24%	30%	24%	24%	32%	24%	20%	30%	-	26%	23%	15%	27%	21%	-		
		12%	6%	20%la	20%ab	14%a	8%	7%ab	9%ab	2%	1%	-	38%ln	43%	3%	13%ln	4%	-		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Laptop/Desktop/Netbook computer	1169 54%	1159 54% 99% ^b	11 40% 1%	- - -
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	565 26%	556 26% 98%	9 32% 2%	- - -
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	488 23%	480 22% 98%	8 31% 2%	- - -
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	982 45%	970 45% 99%	12 45% 1%	- - -
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	215 10%	212 10% 99%	3 11% 1%	- - -
Standard mobile phone (that can't access the internet) - Contract/pay monthly	128 6%	128 6% 100%	1 2% *	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Standard mobile phone (that can't access the internet) - Pay as you go	197 9%	194 99%	3 10%	-
An e-reader e.g. Kindle/Kindle Fire or Kobo	276 13%	272 99%	4 1%	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	803 37%	794 99%	8 1%	-
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	421 19%	413 98%	8 2%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Mobile broadband - Through a dongle or USB stick	96 4%	96 4%	* 2%	- -
Fixed landline telephone	1082 50%	1072 50%	10 38%	- -
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	639 30%	630 99%	9 34%	- -
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	1363 63%	1345 63%	17 64%	- -
ANY SMARTPHONE	1132 52%	1117 52%	15 56%	- -
ANY STANDARD PHONE	309 14%	306 99%	3 1%	- -
ANY MOBILE/SMART PHONE ON CONTRACT	1062 49%	1049 49%	13 47%	- -
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	391 18%	385 99%	6 22%	- -
ANY TABLET	916 42%	902 42%	13 50%	- -
ANY FIXED BROADBAND	1200 55%	1185 55%	16 59%	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
ANY BROADBAND	1212	1197	16	-
	56%	56%	59%	-
		99%	1%	-
None of these	46	45	1	-
	2%	2%	2%	-
		99%	1%	-
Don't know	16	16	-	-
	1%	1%	-	-
		100%	-	-
Not Asked	525	521	4	-
	24%	24%	16%	-
		99%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
No difficulties being able to afford communications services in the last year	1425 87%	727 89% dor 51% ^c	698 85% 49%	83 79% 6%	271 85% 19%	240 85% 17%	237 84% 17%	266 92% 19% ^{ade}	174 91% 12% ^{deg}	153 92% 11% ^{ade}	355 83% 25%	743 87% 52%	327 91% 23% ^{aki}	757 91% 53% ^{ao}	667 83% 47%	306 94% 21% ^{aqr}	741 88% 52% ^{ur}	378 80% 27%
One or two difficulties being able to afford communications services in the last year	155 9%	69 8% j ^{mnp} 44%	86 10% 56%	19 16% 12% ^{ahi}	39 12% 25% ^{hij}	35 13% 23% ^{hij}	33 12% 21% ^{hij}	16 6% 10%	7 4% 5%	5 3% 3%	58 14% 37% ^{am}	84 10% 54% ^m	13 4% 8%	56 7% 36%	99 12% 64% ^{an}	14 4% 9%	74 9% 48% ^p	67 14% 43% ^{apq}
More frequent difficulties being able to afford communications services in the last year	39 2%	14 2% np 35%	25 3% 65%	4 4% 10%	9 3% 24%	3 1% 8%	8 3% 20%	6 2% 16%	5 3% 13%	3 2% 8%	13 3% 34%	17 2% 45%	8 2% 21%	7 1% 19%	31 4% 81% ^{an}	- - -	18 2% 47% ^p	21 4% 53% ^{apq}
SUMMARY CODE																		
ANY DIFFICULTIES	193 12%	82 10% j ^{mnp} 43%	111 14% 57% ^b	23 21% 12% ^{ahi}	48 15% 25% ^{hij}	38 14% 20% ^{hij}	41 14% 21% ^{hij}	22 8% 12%	13 7% 7%	8 5% 4%	71 17% 37% ^{alm}	102 12% 53% ^m	21 6% 11%	63 8% 33%	130 16% 67% ^{an}	14 4% 7%	93 11% 48% ^p	87 18% 45% ^{apq}
Don't know	20 1%	7 1% k 36%	13 2% 64%	- - -	- - -	2 1% 12%	6 2% 28% ^e	2 1% 10%	4 2% 22% ^{ee}	5 3% 27% ^{aeth}	- - -	10 1% 50% ^k	10 3% 50% ^{aki}	9 1% 43%	11 1% 57%	5 1% 24%	8 1% 39%	7 2% 37%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS												
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103	
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*	
No difficulties being able to afford communications services in the last year	1425 87%	1206 87% 85%	111 83% 8%	72 92% 5%	36 87% 2%	56 90% 4%	147 84% 10%	124 94% 9% ^{aglnp}	101 80% 7%	130 91% 9% ^l	155 86% 11%	148 86% 10%	224 89% 16% ^l	122 84% 9%	72 92% 5% ^l	111 83% 8%	36 87% 2%	
One or two difficulties being able to afford communications services in the last year	155 9%	127 9% h 82%	17 13% 11%	6 7% 4%	4 11% 3%	4 7% 3%	23 13% 15% ^{hijm}	5 4% 3%	18 15% 12% ^{hijm}	9 6% 6%	17 9% 11%	18 10% 12%	18 7% 12%	15 10% 10%	6 7% 4%	17 13% 11% ^h	4 11% 3% ^h	
More frequent difficulties being able to afford communications services in the last year	39 2%	33 2% 86%	4 3% 9%	1 1% 2%	1 3% 3%	2 3% 4%	3 2% 8%	2 2% 6%	5 4% 14%	2 2% 6%	7 4% 18%	2 1% 5%	5 2% 13%	5 4% 14%	1 1% 2%	4 3% 9%	1 3% 3%	
SUMMARY CODE																		
ANY DIFFICULTIES	193 12%	161 12% h 83%	21 16% 11%	7 8% 3%	5 13% 3%	6 10% 3%	26 15% 14% ^h	7 6% 4%	24 19% 12% ^{ahijm}	11 8% 6%	24 13% 12% ^h	20 11% 10%	23 9% 12%	20 14% 10% ^h	7 8% 3%	21 16% 11% ^h	5 13% 3% ^h	
Don't know	20 1%	18 1% 89%	2 2% 11%	- - -	- - -	- - -	1 * 3%	1 1% 6%	1 1% 5%	3 2% 14%	1 * 3%	5 3% 25%	4 2% 20%	3 2% 13%	- - -	2 2% 11%	- - -	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
No difficulties being able to afford communications services in the last year	1425 87% h	1285 88% cd	133 80% 9% h	253 80% 18%	1127 89% 79% d	211 74% 15%	628 91% 44% af	267 75% 19%	572 92% 40% ah	861 88% 60%	181 84% 13%	117 91% 8%	179 91% 13% k	982 87% 69%	1192 88% 84%
One or two difficulties being able to afford communications services in the last year	155 9% m	136 9% m	19 12% 12%	41 13% 26% e	108 9% 70%	57 20% 37% ag	54 8% 35%	67 19% 43% ai	43 7% 28%	95 10% 61% am	28 13% 18% m	11 8% 7%	8 4% 5%	118 10% 76% m	131 10% 85% m
More frequent difficulties being able to afford communications services in the last year	39 2% i	28 2% i	10 6% 27% ab	16 5% 42% ae	21 2% 54%	17 6% 43% ag	7 1% 18%	20 6% 52% ai	4 1% 9%	21 2% 54%	3 1% 8%	- - -	7 4% 19% l	24 2% 62%	29 2% 74%
SUMMARY CODE															
ANY DIFFICULTIES	193 12% j	164 11% i	29 18% 15% ab	57 18% 29% ae	129 10% 67%	73 26% 38% ag	61 9% 31%	87 24% 45% ai	47 8% 24%	115 12% 60%	31 15% 2%	11 8% 6%	16 8% 73%	142 13% 70%	160 12% 83%
Don't know	20 1% g	17 3% gi	3 2% 15%	6 2% 30%	10 1% 50%	3 1% 13%	1 * 7%	3 1% 7%	1 * 7%	6 1% 29%	2 1% 10%	1 * 3%	2 1% 9%	8 1% 39%	10 1% 51%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
No difficulties being able to afford communications services in the last year	1425 87%	491 87% h	430 88% 30%	803 88% 56%	707 88% 50%h	376 89% 26%h	1061 88% 74%h	364 83% 26%	89 92% 6%h	1071 88% 75%h
One or two difficulties being able to afford communications services in the last year	155 9%	56 10% 36%	46 9% 30%	88 10% 57%	77 10% 50%	33 8% 21%	109 9% 71%	45 10% 29%	6 6% 4%	112 9% 72%
More frequent difficulties being able to afford communications services in the last year	39 2%	13 2% 34%	9 2% 24%	19 2% 48%	17 2% 43%	8 2% 21%	23 2% 60%	15 4% 40%	1 1% 3%	23 2% 60%
SUMMARY CODE										
ANY DIFFICULTIES	193 12%	70 12% 36%	55 11% 29%	107 12% 55%	94 12% 48%	41 10% 21%	133 11% 69%	61 14% 31%	7 8% 4%	135 11% 70%
Don't know	20 1%	4 1% e	3 1% 15%	7 1% 33%	2 * 12%	4 1% 21%	7 1% 34%	13 3% 66%aefgi	- - -	7 1% 34%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
No difficulties being able to afford communications services in the last year	1425 87%	967 89% cgij 68% ^c	457 82% 32%	557 87% 39%	868 87% 61%	814 89% 57%	- - -	1425 100% 100% ^{agi}	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	155 9%	89 8% h 57%	66 12% 43% ^b	63 10% 40%	92 9% 60%	84 9% 54%	155 80% 100% ^{ahi}	- - -	- - -	39 83% 25% ^a	18 82% 12%
More frequent difficulties being able to afford communications services in the last year	39 2%	15 1% h 39%	24 4% 61% ^{ab}	15 2% 38%	24 2% 62%	12 1% 32%	39 20% 100% ^{ah}	- - -	39 100% 100% ^{agh}	8 17% 21% ^a	4 18% 10%
SUMMARY CODE											
ANY DIFFICULTIES	193 12%	104 10% h 54%	90 16% 46% ^{ab}	77 12% 40%	116 12% 60%	96 11% 50%	193 100% 100% ^{ah}	- - -	39 100% 20% ^{ah}	47 100% 24% ^a	22 100% 12%
Don't know	20 1%	11 9% fh 54%	9 2% 46%	5 1% 26%	15 1% 74%	3 1% 14%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
No difficulties being able to afford communications services in the last year	1425 87%	33 69% bdfgijk 2%	40 79% 3%	60 76% 4%	62 84% 4%	101 76% 7%	147 80% 10%	1278 88% 90%bdfgijk	51 76% 4%	73 71% 5%	56 69% 4%	697 90% 49%am	364 85% 26%
One or two difficulties being able to afford communications services in the last year	155 9%	10 20% 6%ah	5 9% 3%	13 16% 8%h	8 12% 5%	22 17% 14%ah	27 14% 17%h	128 9% 83%	9 14% 6%	18 18% 12%ah	18 22% 11%ah	61 8% 39%	49 11% 31%
More frequent difficulties being able to afford communications services in the last year	39 2%	4 9% 11%ah	2 5% 6%	5 6% 12%h	3 4% 8%	10 8% 27%ah	11 6% 28%ah	28 2% 72%	7 10% 17%ah	11 11% 29%ah	7 9% 18%ah	10 1% 27%	13 3% 34%
SUMMARY CODE													
ANY DIFFICULTIES													
	193 12%	14 29% 7%ah	7 14% 4%	18 22% 9%ah	12 16% 6%	33 24% 17%ah	37 20% 19%ah	156 11% 81%	16 24% 8%ah	29 29% 15%ah	25 31% 13%ah	71 9% 37%	62 14% 32%h
Don't know	20 1%	1 2% 4%	3 7% 17%aefghijk	1 2% 7%	- - -	- - -	- - -	20 1% 100%	- - -	- - -	- - -	3 * 14%	4 1% 19%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	7**	11**
No difficulties being able to afford communications services in the last year	1425 87%	233 79%	245 88%	229 85%	390 89%	161 90%	77 92%	37 97%	15 91%	22 97%	8 75%
One or two difficulties being able to afford communications services in the last year	155 9%	51 17%	23 8%	29 11%	37 8%	7 4%	5 5%	1 3%	- -	1 3%	2 14%
More frequent difficulties being able to afford communications services in the last year	39 2%	8 3%	11 4%	7 3%	6 1%	4 3%	1 1%	- -	1 4%	- -	1 11%
SUMMARY CODE											
ANY DIFFICULTIES	193 12%	59 20%	33 12%	36 14%	42 10%	12 7%	5 6%	1 3%	1 4%	1 3%	3 25%
Don't know	20 1%	2 1%	2 1%	3 1%	5 1%	6 3%	1 2%	- -	1 4%	- -	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,00 0 - £149,99 9 (i)	£150,00 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)	
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8	
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**	
No difficulties being able to afford communications services in the last year	1425 87%	245 80% 17%	110 85% 8%	291 86% 20%a	216 87% 15%a	207 91% 15%a	130 88% 9%a	62 92% 4%a	93 95% 7%abc	48 95% 3%a	14 95% 1%	8 75% 1%	473 86% 33%op	671 92% 47%op	72 87% 5%	142 78% 10%	58 74% 4%	8 75% 1%	
One or two difficulties being able to afford communications services in the last year	155 9%	51 17% 33%cd ef ghi	16 12% 10%h	31 9% 20%	21 8% 13%	16 7% 10%	11 8% 7%	2 4% 2%	3 4% 2%	2 4% 1%	- - -	2 14% 1%	57 10% 37%lm	41 6% 27%	7 9% 5%	33 18% 21%lm	15 19% 10%lm	2 14% 1%	
More frequent difficulties being able to afford communications services in the last year	39 2%	10 3% 26%e	3 3% 9%	10 3% 25%	7 3% 19%	1 * 3%	4 3% 11%	1 1% 2%	- - -	1 1% 2%	- - -	1 11% 3%	12 2% 32%	11 2% 29%	4 4% 9%	5 3% 14%	5 7% 14%lm	1 11% 3%	
SUMMARY CODE																			
ANY DIFFICULTIES	193 12%	61 20% 32%cd ef ghi	19 15% 10%eh	40 12% 21%h	28 11% 15%h	17 8% 9%	16 11% 8%	3 5% 2%	3 4% 2%	3 5% 1%	- - -	3 25% 1%	70 13% 36%lm	52 7% 27%	11 13% 6%	38 21% 20%lm	20 26% 11%lm	3 25% 1%	
Don't know	20 1%	2 1% 10%	1 1% 4%	6 2% 29%	4 1% 18%	2 1% 11%	2 1% 8%	2 3% 10%	1 1% 7%	- - -	1 5% 3%	- - -	9 2% 44%	8 1% 40%	- - -	3 2% 16%	- - -	- - -	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Single code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57
Weighted Base	1638	1615	23*
No difficulties being able to afford communications services in the last year	1425 87%	1405 87% 99%	20 87% 1%
One or two difficulties being able to afford communications services in the last year	155 9%	152 9% 98%	3 13% 2%
More frequent difficulties being able to afford communications services in the last year	39 2%	39 2% 100%	- - -
SUMMARY CODE			
ANY DIFFICULTIES	193 12%	191 12% 98%	3 13% 2%
Don't know	20 1%	20 1% 100%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
No difficulties being able to afford communications services in the last year	1425 66%	727 69% dkor 51%c	698 63% 49%	83 28% 6%	271 67% 19% d	240 69% 17% d	237 70% 17% d	266 78% 19% ade	174 77% 12% ade	153 78% 11% ade	355 50% 25%	743 72% 52% ak	327 77% 23% akl	757 70% 53% ao	667 61% 47%	306 72% 21% ar	741 67% 52% r	378 60% 27%
One or two difficulties being able to afford communications services in the last year	155 7%	69 7% ijmp 44%	86 8% 56%	19 6% 12%	39 10% 25% hij	35 10% 23% hij	33 10% 21% hij	16 5% 10%	7 3% 5%	5 3% 3%	58 8% 37% m	84 8% 54% m	13 3% 8%	56 5% 36%	98 9% 64% n	14 3% 9%	74 7% 48% p	67 11% 43% apq
More frequent difficulties being able to afford communications services in the last year	39 2%	14 1% np 35%	25 2% 65%	4 1% 10%	9 2% 24%	9 1% 8%	8 2% 20%	6 2% 16%	5 2% 13%	3 2% 8%	13 2% 34%	17 2% 45%	8 2% 21%	7 1% 19%	31 3% 81% an	- - -	18 2% 47% p	21 3% 53% apq
SUMMARY CODE																		
ANY DIFFICULTIES	193 9%	82 8% ijmp 43%	111 10% 57%	23 7% 12%	48 12% 25% hij	38 11% 20% j	41 12% 21% hij	22 7% 12%	13 6% 7%	8 4% 4%	71 10% 37% m	102 10% 53% m	21 5% 11%	63 6% 33%	130 12% 67% an	14 3% 7%	93 8% 48% p	87 14% 45% apq
Don't know	20 1%	7 1% k 36%	13 1% 64%	- - -	- - -	2 1% 12%	6 2% 28% de	2 1% 10%	4 2% 22% de	5 3% 27% ade	- - -	10 1% 50% k	10 2% 50% akl	9 1% 43%	11 1% 57%	5 1% 24%	8 1% 39%	7 1% 37%
Not asked	525 24%	232 22% ghijlm 44%	293 26% 56% b	197 65% 38% aef ghij	87 21% 17% hij	68 20% 13%	57 17% 11%	50 15% 9%	36 16% 7%	29 15% 6%	284 40% 54% alm	175 17% 33%	68 16% 13%	249 23% 47%	276 25% 53%	100 24% 19%	266 24% 51%	159 25% 30%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
No difficulties being able to afford communications services in the last year	1425 66%	1206 66% i	111 60% 8%	72 66% 5%	36 72% 2% ^c	56 62% 4%	147 65% 10%	124 71% 9% ^d	101 65% 7%	130 73% 9% ^d	155 67% 11% ^d	148 57% 10%	224 70% 16% ^d	122 67% 9% ^d	72 66% 5%	111 60% 8%	36 72% 2% ^d
One or two difficulties being able to afford communications services in the last year	155 7%	127 7% h	17 9% 11%	6 5% 4%	4 9% 3%	4 5% 3%	23 10% 15% ^h	5 3% 3%	18 12% 12% ^a	9 5% 6%	17 7% 11%	18 7% 12%	18 6% 12%	15 8% 10%	6 5% 4%	17 9% 11% ^h	4 9% 3% ^h
More frequent difficulties being able to afford communications services in the last year	39 2%	33 2% 86%	4 2% 9%	1 1% 2%	1 2% 3%	2 2% 4%	3 1% 8%	2 1% 6%	5 3% 14%	2 1% 6%	7 3% 18%	2 1% 5%	5 2% 13%	5 3% 14%	1 1% 2%	4 2% 9%	1 2% 3%
SUMMARY CODE																	
ANY DIFFICULTIES	193 9%	161 9% h	21 11% 11%	7 6% 3%	5 11% 3%	6 7% 3%	26 12% 14% ^h	7 4% 4%	24 15% 12% ^a	11 6% 6%	24 10% 12% ^h	20 8% 10%	23 7% 12%	20 11% 10% ^h	7 6% 3%	21 11% 11% ^h	5 11% 3% ^h
Don't know	20 1%	18 1% 89%	2 1% 11%	- - -	- - -	- - -	1 * 3%	1 1% 6%	1 1% 5%	3 2% 14%	1 * 3%	5 2% 25%	4 1% 20%	3 1% 13%	- - -	2 1% 11%	- - -
Not asked	525 24%	437 24% 83%	50 27% 9%	30 28% 6%	8 17% 2%	28 31% 5% ^{jq}	52 23% 10%	42 24% 8%	29 19% 6%	34 19% 6%	54 23% 10%	89 34% 17% ^{ag}	70 22% 13%	39 21% 7%	30 28% 6%	50 27% 9%	8 17% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
		Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237		472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269		396	1681	328	830	410	749	982	215	128	197	1132	1363
No difficulties being able to afford communications services in the last year	1425 66%	1285 68% c 90% c	133 49% 9%	253 64% 18%	1127 67% 79%	211 64% 15%	628 76% 44% a/f	267 65% 19%	572 76% 40% a/h	861 88% 60% a	181 84% 13% a	117 91% 8% a	179 91% 13% a/k	982 87% 69% a	1192 88% 84% a	
One or two difficulties being able to afford communications services in the last year	155 7%	136 7% 88%	19 7% 12%	41 10% 26% a/e	108 6% 70%	57 17% 37% a/g	54 6% 35%	67 16% 43% a/i	43 6% 28%	95 10% 61% a/m	28 13% 18% a/m	11 8% 7%	8 4% 5%	118 10% 76% a/m	131 10% 85% a/m	
More frequent difficulties being able to afford communications services in the last year	39 2%	28 2% i 73%	10 4% 27% a/b	16 4% 42% a/e	21 1% 54%	17 5% 43% a/g	7 1% 18%	20 5% 52% a/i	4 * 9%	21 2% 54%	3 1% 8%	- - -	7 4% 19% l	24 2% 62%	29 2% 74%	
SUMMARY CODE																
ANY DIFFICULTIES	193 9%	164 9% i 85%	29 11% 15%	57 14% 29% a/e	129 8% 67%	73 22% 38% a/g	61 7% 31%	87 21% 45% a/i	47 6% 24%	115 12% 60% a	31 15% 16% a/m	11 8% 6%	16 8% 8%	142 13% 73% a	160 12% 83% a	
Don't know	20 1%	17 1% g 85%	3 1% 15%	6 1% 30%	10 1% 50%	3 1% 13%	1 * 7%	3 1% 13%	1 * 7%	6 1% 29%	2 1% 10%	1 * 3%	2 1% 9%	8 1% 39%	10 1% 51%	
Not asked	525 24%	416 22% i/j/k 79%	104 39% 20% a/b	80 20% 15%	416 25% 79%	42 13% 8%	140 17% 27%	54 13% 10%	128 17% 24%	- - -	- - -	- - -	- - -	- - -	- - -	
	ijk mno	ijk mno														

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
No difficulties being able to afford communications services in the last year	1425 66%	491 87% h 34%a	430 88% 30%a	803 88% 56%a	707 88% 50%ah	376 89% 26%ah	1061 88% 74%ah	364 38% 26%	89 92% 6%ah	1071 88% 75%ah
One or two difficulties being able to afford communications services in the last year	155 7%	56 10% h 36%a	46 9% 30%	88 10% 57%a	77 10% 50%ah	33 8% 21%h	109 9% 71%h	45 5% 29%	6 6% 4%	112 9% 72%h
More frequent difficulties being able to afford communications services in the last year	39 2%	13 2% 34%	9 2% 24%	19 2% 48%	17 2% 43%	8 2% 21%	23 2% 60%	15 2% 40%	1 1% 3%	23 2% 60%
SUMMARY CODE										
ANY DIFFICULTIES	193 9%	70 12% h 36%a	55 11% 29%	107 12% 55%a	94 12% 48%ah	41 10% 21%h	133 11% 69%h	61 6% 31%	7 8% 4%	135 11% 70%h
Don't know	20 1%	4 1% 22%	3 1% 15%	7 1% 33%	2 * 12%	4 1% 21%	7 * 34%	13 1% 66%e	7 - -	7 1% 34%
Not asked	525 24%	- - bcdelfgj	- - -	- - -	- - -	- - -	- - -	525 55% 100%aefgij	- - -	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
No difficulties being able to afford communications services in the last year	1425	967 66%	457 42%	557 87%	868 57%	814 89%	-	1425 100%	-	-	-
		cegi	68%ac	39%ae	61%	57%a	-	100%agi	-	-	-
One or two difficulties being able to afford communications services in the last year	155	89 7%	66 6%	63 10%	92 6%	84 9%	155 80%	-	-	39 83%	18 82%
		h	57%	40%ae	60%	54%	100%ahi	-	-	25%a	12%
More frequent difficulties being able to afford communications services in the last year	39	15 2%	24 2%	15 2%	24 2%	12 1%	39 20%	-	39 100%	8 17%	4 18%
		h	39%	38%	62%	32%	100%ah	-	100%agh	21%a	10%
SUMMARY CODE											
ANY DIFFICULTIES	193	104 9%	90 8%	77 12%	116 8%	96 11%	193 100%	-	39 100%	47 100%	22 100%
		h	54%	40%ae	60%	50%	100%ah	-	20%ah	24%a	12%
Don't know	20	11 1%	9 1%	5 1%	15 1%	3 1%	-	-	-	-	-
		h	54%	26%	74%	14%	-	-	-	-	-
Not asked	525	-	525	-	525	-	-	-	-	-	-
	24%	-	49%	-	34%	-	-	-	-	-	-
		bdghij	100%ab	-	100%ad	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Total (a)												
2163	56	47	84	71	127	174	1989	68	91	75	730	406
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
1425	33	40	60	62	101	147	1278	51	73	56	697	364
66%	69%	79%	76%	84%	78%	80%	65%	71%	69%	60%	90%	85%
	2%	3%	4%h	4%ah	7%ah	10%ah	90%	4%	5%	4%	49%am	26%a
155	10	5	13	8	22	27	128	9	18	18	61	49
7%	20%	9%	16%	12%	17%	14%	6%	14%	18%	22%	8%	11%
	6%ah	3%	8%ah	5%	14%ah	17%ah	83%	6%h	12%ah	11%ah	39%	31%a
39	4	2	5	3	10	11	28	7	11	7	10	13
2%	9%	5%	6%	4%	8%	6%	1%	10%	11%	9%	1%	3%
	11%ah	6%	12%ah	8%	27%ah	28%ah	72%	17%ah	29%ah	18%ah	27%	34%
193	14	7	18	12	33	37	156	16	29	25	71	62
9%	29%	14%	22%	16%	24%	20%	8%	24%	29%	31%	9%	14%
	7%ah	4%	9%ah	6%h	17%ah	19%ah	81%	8%ah	15%ah	13%ah	37%	32%al
20	1	3	1	-	-	-	20	-	-	-	3	4
1%	2%	7%	2%	-	-	-	1%	-	-	-	*	1%
	4%	17%aefghjk	7%	-	-	-	100%	-	-	-	14%	19%
525	-	-	-	-	-	-	525	-	-	-	-	-
24%	-	-	-	-	-	-	27%	-	-	-	-	-
klm	klm	bdefalij -	-	-	-	-	100%bdefalij	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
2163	427	387	386	556	221	88	41	19	24	6	8
2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
1425	233	245	229	390	161	77	37	15	22	7	8
66%	59%	69%	62%	66%	68%	76%	77%	70%	78%	100%	75%
	16%	17%ac	16%	27%a	11%a	5%ac	3%a	1%	2%	*	1%
155	51	23	29	37	7	5	1	-	1	-	2
7%	13%	6%	8%	6%	3%	5%	2%	-	2%	-	14%
	33%bcdef	15%	19%e	24%	5%	3%	1%	-	*	-	1%
39	8	11	7	6	4	1	-	1	-	-	1
2%	2%	3%	2%	1%	2%	1%	-	3%	-	-	11%
	21%	27%cd	19%	14%	12%	2%	-	2%	-	-	3%
SUMMARY CODE											
193	59	33	36	42	12	5	1	1	1	-	3
9%	15%	9%	10%	7%	5%	5%	2%	3%	2%	-	25%
	31%bcdefg	17%	19%	22%	6%	3%	1%	*	*	-	1%
20	2	2	3	5	6	1	-	1	-	-	-
1%	1%	*	1%	1%	3%	1%	-	3%	-	-	-
	11%	8%	15%	27%	30%b	7%	-	3%	-	-	-
525	101	75	103	152	57	18	10	5	5	-	-
24%	25%	21%	28%	26%	24%	18%	20%	23%	19%	-	-
	19%	14%	20%b	29%	11%	3%	2%	1%	1%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
No difficulties being able to afford communications services in the last year	1425 66%	245 66% 17%	110 68% 8%	291 66% 20%	216 61% 15%	207 69% 15% ^d	130 67% 9%	62 61% 4%	93 65% 7%	48 76% 3% ^d	14 67% 1%	8 75% 1%	473 63% 33%	671 70% 47% ^{lop}	72 74% 5% ^{op}	142 57% 10%	58 59% 4%	8 75% 1%
One or two difficulties being able to afford communications services in the last year	155 7%	51 14% 33% ^{cdef} ghi	16 10% 10% ^{gh}	31 7% 20%	21 6% 13%	16 5% 10%	11 6% 7%	2 2% 2%	3 2% 2%	2 3% 1%	- - -	2 14% 1%	57 8% 37% ^m	41 4% 27%	7 7% 5%	33 13% 21% ^{lm}	15 15% 10% ^{lm}	2 14% 1%
More frequent difficulties being able to afford communications services in the last year	39 2%	10 3% 26% ^e	3 2% 9%	10 2% 25%	7 2% 19%	1 * 3%	4 2% 11%	1 1% 2%	- - -	1 1% 2%	- - -	1 11% 3%	12 2% 32%	11 1% 29%	4 4% 9%	5 2% 14%	5 5% 14% ^{lm}	1 11% 3%
SUMMARY CODE																		
ANY DIFFICULTIES	193 9%	61 17% 32% ^{cdef} ghi	19 12% 10% ^{egh}	40 9% 21% ^h	28 8% 15% ^h	17 6% 9%	16 8% 8% ^h	3 3% 2%	3 2% 2%	3 4% 1%	- - -	3 25% 1%	70 9% 36% ^m	52 5% 27%	11 11% 6%	38 15% 20% ^{lm}	20 21% 11% ^{lm}	3 25% 1%
Don't know	20 1%	2 1% 10%	1 * 4%	6 1% 29%	4 1% 18%	2 1% 11%	2 1% 8%	2 2% 10%	1 1% 7%	- - -	1 3% 3%	- - -	9 1% 44%	8 1% 40%	- - -	3 1% 16%	- - -	- - -
Not asked	525 24%	62 17% 12%	32 20% 6%	105 24% 20% ^a	107 30% 20% ^{ab}	73 24% 14% ^a	46 24% 9%	35 34% 7% ^{ab}	46 32% 9% ^{ab}	13 20% 2%	6 30% 1%	- - -	198 26% 38% ⁿ	224 23% 43%	15 15% 3%	67 27% 13% ⁿ	20 21% 4%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

KANTAR MEDIA

Powering Informed Decisions

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
No difficulties being able to afford communications services in the last year	1425 66%	1405 66% 99%	20 73% 1%	- - -
One or two difficulties being able to afford communications services in the last year	155 7%	152 7% 98%	3 11% 2%	- - -
More frequent difficulties being able to afford communications services in the last year	39 2%	39 2% 100%	- - -	- - -
SUMMARY CODE				
ANY DIFFICULTIES	193 9%	191 9% 98%	3 11% 2%	- - -
Don't know	20 1%	20 1% 100%	- - -	- - -
Not asked	525 24%	521 24% 99%	4 16% 1%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14	62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**	71*	102*	21*	63*	130	14**	93*	87*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 25%	20 24% m	28 25% 58%	8 34% 16%	17 36% 36%	10 26% 21%	8 19% 16%	4 20% 9%	- - -	1 8% 1%	25 35% 52% m	22 22% 46% m	1 3% 1%	19 30% 39%	29 22% 61%	6 43% 12%	20 22% 42%	22 25% 46%
Standard mobile phone (that can't access the internet)	12 6%	7 9% 59%	5 4% 41%	- - -	2 4% 16%	3 7% 22%	4 9% 31%	2 7% 13%	1 5% 5%	1 16% 11%	2 3% 16%	8 8% 66%	2 9% 16%	2 3% 14%	10 8% 86%	- - -	3 3% 25%	9 10% 75%
Fixed landline telephone	36 19%	10 12% 28%	26 23% 72%	2 10% 7%	7 14% 16%	5 14% 15%	7 18% 21%	9 42% 26%	2 12% 4%	4 44% 10%	9 13% 25%	22 22% 61%	5 25% 14%	7 11% 19%	29 22% 61%	5 35% 13%	11 12% 30%	20 23% 57%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 19%	15 18% 42%	21 19% 58%	7 31% 19%	9 20% 26%	3 8% 9%	10 23% 27%	3 14% 9%	2 14% 5%	2 25% 6%	16 23% 45%	16 16% 44%	4 18% 11%	11 17% 30%	25 20% 70%	1 5% 2%	17 19% 48%	18 21% 51%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	192	83	109	19	43	36	37	22	21	14	62	95	35	50	142	11	75	106	
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**	71*	102*	21*	63*	130	14**	93*	87*	
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps†	20 10%	8 9% 40%	12 11% 60%	3 12% 14%	4 9% 22%	3 9% 17%	4 11% 23%	4 16% 18%	1 5% 3%	* 6% 3%	7 10% 36%	11 11% 58%	1 5% 6%	5 8% 27%	14 11% 73%	3 22% 15%	6 6% 29%	11 13% 56%	
Mobile broadband - Through a dongle or USB stick	12 6%	4 5% 33%	8 7% 67%	- - -	3 5% 22%	5 13% 42%	1 2% 7%	3 15% 29%	- - -	- - -	3 4% 22%	9 9% 78%	- - -	2 3% 15%	10 8% 85%	- - -	6 7% 54%	5 6% 46%	
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	3 3% 33%	5 5% 67%	- - -	1 1% 9%	4 11% 50%	1 3% 15%	2 10% 27%	- - -	- - -	1 1% 9%	7 7% 91%	- - -	3 5% 38%	5 4% 62%	- - -	3 3% 38%	5 6% 62%	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	24 29% m 34%	46 41% 66%	4 19% 6%	18 37% 25%	16 41% 23%	22 54% 32%	6 28% 9%	2 16% 3%	2 20%	22 31% 32%	44 43% 63% _m	4 18% 5%	16 26% 23%	54 41% 77%	3 21% 4%	35 38% 50%	32 37% 46%	
Calls using a public payphone	8 4%	4 4% 45%	4 4% 55%	- - -	2 4% 23%	2 6% 29%	2 4% 20%	1 5% 13%	1 10% 16%	- - -	2 3% 23%	5 5% 61%	1 6% 16%	2 4% 30%	6 4% 70%	- - -	4 5% 52%	4 4% 48%	
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 16%	13 16% 43%	17 15% 57%	2 7% 5%	8 16% 25%	6 16% 21%	11 27% 37%	2 9% 6%	1 9% 4%	1 8% 2%	9 13% 30%	19 19% 64%	2 9% 6%	11 17% 36%	19 15% 64%	1 5% 2%	16 17% 53%	13 15% 45%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14	62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**	71*	102*	21*	63*	130	14**	93*	87*
Other	8	4	5	-	3	-	2	1	2	1	3	2	3	3	5	1	5	2
	4%	4%	4%	-	6%	-	4%	3%	18%	8%	4%	2%	14%	5%	4%	9%	5%	3%
		44%	56%	-	35%	-	21%	9%	28%	8%	35%	30%	35% ^{all}	35%	65%	15%	55%	30%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	56	25	31	8	18	12	11	6	1	1	26	28	2	20	36	6	23	27
	29%	31%	28%	34%	37%	31%	26%	27%	5%	16%	36%	28%	9%	32%	27%	43%	25%	31%
		m 45%	55%	14%	32%	21%	19%	11%	1%	2%	46% ^m	51% ^m	4%	36%	64%	10%	41%	48%
ANY BROADBAND	61	23	38	10	16	9	13	8	2	3	25	31	5	18	44	4	29	29
	32%	28%	34%	43%	32%	24%	32%	36%	19%	31%	36%	30%	24%	28%	33%	26%	31%	33%
		38%	62%	16%	26%	15%	22%	13%	4%	4%	42%	50%	8%	29%	71%	6%	48%	47%
ONLY 1 SERVICE	102	45	56	15	24	19	22	12	6	4	39	53	10	46	56	9	58	35
	53%	55%	51%	68%	49%	50%	53%	54%	48%	47%	55%	52%	43%	73%	43%	65%	63%	40%
		r 44%	56%	15%	23%	19%	21%	12%	6%	4%	38%	52%	10%	45% ^{ao}	55%	9%	57% ^r	34%
2 SERVICES	40	15	26	5	14	5	10	5	1	1	19	20	2	3	37	1	20	20
	21%	18%	23%	24%	28%	12%	25%	22%	5%	11%	27%	19%	8%	5%	28%	5%	21%	23%
		n 36%	64%	13%	34%	11%	25%	12%	2%	2%	47% ^m	49%	4%	8%	92% ⁿ	2%	48%	50%
3 SERVICES	17	7	10	-	4	5	3	3	-	2	4	11	2	9	8	3	6	8
	9%	9%	9%	-	9%	13%	7%	13%	-	21%	6%	11%	9%	15%	6%	22%	7%	9%
		42%	58%	-	26%	30%	17%	17%	-	11%	26%	63%	11%	55%	45%	17%	37%	45%
4 SERVICES	3	-	1	-	-	1	2	-	3	-	-	3	-	-	3	-	2	1
	2%	-	3%	-	-	3%	6%	-	-	-	-	3%	-	-	3%	-	1%	3%
		-	100%	-	-	32%	68%	-	-	-	-	100%	-	-	100%	-	68%	32%
5 OR MORE SERVICES	6	2	4	-	1	1	2	1	1	-	1	4	1	-	6	-	-	6
	3%	2%	4%	-	3%	2%	5%	4%	5%	-	2%	4%	3%	-	5%	-	-	7%
		29%	71%	-	24%	16%	33%	17%	11%	-	24%	65%	11%	-	100%	-	-	100% ^q
ANY COMMUNICATIONS SERVICE	169	69	100	21	43	31	39	21	7	7	64	91	14	59	110	12	87	70
	87%	84%	90%	91%	90%	81%	95%	93%	59%	80%	90%	89%	67%	83%	84%	91%	94%	80%
		m 41%	59%	12%	26%	18%	23%	12%	4%	4%	38% ^m	54% ^m	8%	35%	65%	7%	51% ^r	41%
Don't know	25	14	11	2	5	7	2	2	5	2	7	11	7	5	20	1	6	18
	13%	16%	10%	9%	10%	19%	5%	7%	41%	20%	10%	11%	33%	7%	16%	9%	6%	20%
		55%	45%	8%	20%	30%	8%	6%	21%	7%	28%	44%	28% ^{akl}	18%	82%	5%	24%	71% ^q

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	44	2	1	1	3	11	3	8	3	3	4	5	5	1	2	1
	25%	27%	12%	18%	14%	43%	42%	38%	32%	23%	14%	19%	20%	26%	18%	12%	14%
		91%	5%	2%	2%	5%	23%	6%	16%	5%	7%	8%	10%	11%	2%	5%	2%
Standard mobile phone (that can't access the internet)	12	10	2	-	-	1	1	2	4	-	2	-	1	-	-	2	-
	6%	6%	8%	-	-	15%	3%	29%	17%	-	7%	-	3%	-	-	8%	-
		87%	13%	-	-	8%	6%	18%	34%	-	14%	-	7%	-	-	13%	-
Fixed landline telephone	36	27	6	1	2	3	1	1	3	3	1	2	7	6	1	6	2
	19%	17%	31%	18%	31%	43%	3%	10%	12%	29%	6%	10%	31%	30%	18%	31%	31%
		74%	16%	3%	5%	7%	2%	2%	8%	9%	4%	6%	20%	17%	3%	18%	5%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36	29	4	3	*	2	5	-	5	3	5	4	4	2	3	4	*
	19%	18%	18%	43%	7%	21%	20%	-	20%	31%	21%	19%	16%	8%	43%	18%	7%
		81%	11%	8%	1%	5%	14%	-	13%	9%	14%	10%	10%	4%	8%	11%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS												
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15	
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**	
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 10%	18 11% 92%	1 5% 5%	- - -	1 11% 3%	3 43% 13%	1 3% 5%	- - -	5 20% 24%	2 15% 8%	1 3% 3%	1 3% 3%	3 14% 17%	4 19% 19%	- - -	1 5% 5%	1 11% 3%	
Mobile broadband - Through a dongle or USB stick	12 6%	10 6% 88%	1 5% 9%	- - -	* 7% 3%	1 15% 8%	1 3% 6%	1 10% 6%	- - -	- - -	3 12% 25%	2 9% 16%	3 14% 27%	- - -	- - -	1 5% 9%	* 7% 3%	
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	7 4% 88%	1 5% 12%	- - -	- - -	1 15% 12%	- - -	1 10% 9%	- - -	- - -	2 7% 21%	1 7% 17%	1 5% 15%	1 6% 15%	- - -	1 5% 12%	- - -	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	59 37% 84%	7 33% 10%	1 20% 2%	3 51% 4%	3 42% 4%	8 31% 12%	2 29% 3%	12 52% 18%	5 43% 7%	6 24% 8%	8 42% 12%	9 41% 14%	6 29% 8%	1 20% 2%	7 33% 10%	3 51% 4%	
Calls using a public payphone	8 4%	7 5% 90%	1 4% 10%	- - -	- - -	1 15% 12%	- - -	1 10% 9%	2 7% 21%	- - -	1 3% 8%	2 11% 27%	1 5% 14%	- - -	- - -	1 4% 10%	- - -	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30	28	2	-	*	1	5	2	3	3	-	3	4	6	-	2	*
	16%	17%	11%	-	7%	15%	18%	33%	13%	32%	-	16%	18%	28%	-	11%	7%
		91%	7%	-	1%	3%	15%	8%	10%	12%	-	11%	14%	18%	-	7%	1%
Other	8	7	-	1	-	-	2	-	2	-	2	1	-	-	1	-	-
	4%	5%	-	12%	-	-	8%	-	8%	-	10%	5%	-	-	12%	-	-
		91%	-	9%	-	-	27%	-	22%	-	29%	13%	-	-	9%	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	56	50	4	1	1	3	11	4	11	3	5	4	5	5	1	4	1
	29%	31%	19%	18%	14%	43%	42%	58%	47%	23%	21%	19%	20%	26%	18%	19%	14%
		89%	7%	2%	1%	5%	20%	8%	20%	4%	9%	7%	8%	9%	2%	7%	1%
ANY BROADBAND	61	53	4	3	1	4	6	1	9	5	9	6	9	5	3	4	1
	32%	33%	18%	43%	25%	58%	23%	10%	40%	45%	36%	31%	38%	26%	43%	18%	25%
		87%	6%	5%	2%	6%	10%	1%	15%	8%	14%	10%	14%	9%	5%	6%	2%
ONLY 1 SERVICE	102	84	12	2	3	3	16	6	7	6	17	10	8	11	2	12	3
	53%	52%	37%	35%	62%	57%	58%	81%	29%	58%	74%	50%	36%	56%	35%	57%	62%
		83%	12%	2%	3%	2%	15%	6%	7%	6%	17%	10%	8%	11%	12%	12%	3%
2 SERVICES	40	33	3	2	2	-	6	2	10	2	1	5	9	2	3	3	2
	21%	21%	15%	38%	33%	-	22%	-	41%	21%	6%	26%	38%	-	38%	15%	33%
		82%	8%	6%	4%	-	14%	-	24%	6%	4%	13%	22%	-	6%	8%	4%
3 SERVICES	17	16	1	-	-	2	1	1	4	1	2	3	2	1	-	1	-
	9%	10%	4%	-	-	28%	3%	10%	18%	11%	7%	13%	4%	4%	-	4%	-
		95%	5%	-	-	10%	5%	4%	24%	7%	10%	15%	15%	5%	-	5%	-
4 SERVICES	3	3	-	-	-	-	-	-	-	1	-	-	-	2	-	-	-
	2%	2%	-	-	-	-	-	-	-	10%	-	-	-	12%	-	-	-
		100%	-	-	-	-	-	-	-	32%	-	-	-	68%	-	-	-
5 OR MORE SERVICES	6	5	1	-	-	1	1	1	1	-	-	-	1	1	-	1	-
	3%	3%	17%	-	-	15%	3%	10%	3%	-	-	-	3%	-	-	5%	-
		83%	16%	-	-	16%	12%	12%	11%	-	-	-	13%	20%	-	17%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
ANY COMMUNICATIONS SERVICE	169	142	17	5	5	5	23	7	21	11	21	18	20	16	5	17	5
	87%	88%	80%	73%	95%	85%	87%	100%	90%	100%	87%	89%	89%	78%	73%	80%	95%
		84%	10%	3%	3%	3%	14%	4%	13%	6%	12%	10%	12%	9%	3%	10%	3%
Don't know	25	19	4	2	*	1	3	-	2	-	3	2	3	4	2	4	*
	13%	12%	20%	27%	5%	15%	13%	-	10%	-	13%	11%	11%	22%	27%	20%	5%
		75%	17%	7%	1%	4%	14%	-	9%	-	12%	8%	10%	18%	7%	17%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 25%	41 25% 85%	7 25% 15%	14 25% 29%	33 25% 68%	21 29% 44%	13 21% 26%	23 27% 48%	11 23% 23%	36 32% 76%	4 12% 8%	2 18% 4%	3 22% 7%	38 27% 80%	43 27% 90%
Standard mobile phone (that can't access the internet)	12 6%	10 6% jn 86%	2 6% 14%	5 10% 45%	7 5% 55%	7 10% 60%	3 4% 21%	7 8% 60%	3 5% 21%	- - -	1 3% 7%	1 7% 7%	4 25% 33%	1 1% 7%	6 3% 46%
Fixed landline telephone	36 19%	32 19% 88%	5 15% 12%	16 29% 45%e	20 15% 55%	12 16% 33%	9 14% 24%	13 15% 35%	8 16% 21%	17 15% 48%	4 12% 2%	1 5% 10%	7 43% 19%	19 14% 53%	24 15% 65%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 19%	31 19% 86%	5 17% 14%	12 22% 34%	24 19% 66%	16 22% 45%	11 19% 31%	18 21% 51%	9 20% 26%	19 17% 53%	10 32% 28%	- - -	6 40% 17%	27 19% 75%	33 20% 90%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. *up to 52 Mbit/s, up to 100 Mbit/s*.	20 10%	20 12% 100%	- - -	10 17% 49%	10 8% 51%	9 12% 44%	6 10% 31%	10 12% 53%	4 9% 23%	12 10% 61%	3 10% 16%	1 11% 6%	2 12% 10%	14 10% 71%	17 11% 87%
Mobile broadband - Through a dongle or USB stick	12 6%	8 5% 67%	4 13% 33%	7 12% 57%	5 4% 43%	6 8% 49%	3 4% 22%	7 8% 57%	2 4% 15%	5 5% 46%	* 1% 3%	- - -	6 37% 49%	6 4% 50%	9 6% 79%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	6 4% 79%	2 6% 21%	2 3% 24%	6 5% 76%	6 9% 79%	2 3% 21%	6 7% 79%	2 4% 21%	3 2% 32%	1 4% 15%	1 13% 17%	2 12% 24%	4 3% 46%	6 4% 70%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	66 40% 94%	4 15% 6%	20 34% 28%	48 37% 68%	28 38% 39%	28 46% 40%	37 43% 53%	18 38% 26%	43 37% 61%	14 44% 20%	3 31% 5%	7 42% 9%	55 39% 78%	62 39% 88%
Calls using a public payphone	8 4%	8 5% 100%	- - -	3 5% 34%	5 4% 66%	5 7% 60%	- - -	5 6% 60%	- - -	3 3% 38%	3 8% 32%	1 13% 17%	2 11% 20%	5 4% 62%	7 4% 82%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 16%	22 13% 71%	9 29% 29%	6 11% 21%	22 17% 73%	6 8% 20%	11 18% 37%	9 10% 29%	8 17% 27%	18 16% 60%	5 16% 17%	1 14% 5%	3 19% 10%	22 16% 74%	26 16% 86%
Other	8 4%	6 4% 73%	2 8% 27%	3 5% 38%	4 3% 49%	4 6% 49%	3 5% 38%	5 6% 58%	2 5% 29%	6 5% 71%	- - -	- - -	- - -	6 4% 71%	6 4% 71%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	56 29%	47 29% 84%	9 30% 16%	17 30% 30%	38 29% 67%	26 35% 46%	15 25% 27%	27 31% 49%	13 29% 24%	36 32% 65%	5 15% 8%	3 26% 5%	5 31% 9%	39 28% 70%	46 29% 82%
ANY BROADBAND	61 32%	52 32% 86%	9 30% 14%	22 39% 36%	39 33% 64%	26 36% 43%	20 33% 33%	31 35% 59%	16 33% 25%	36 32% 59%	14 44% 22%	1 11% 2%	9 60% 15%	47 33% 76%	54 34% 88%
ONLY 1 SERVICE	102 53%	83 50% 81%	19 65% 19%	25 45% 25%	69 54% 68%	32 43% 31%	32 52% 31%	38 44% 37%	25 54% 25%	65 57% 64%	12 40% 12%	7 63% 7%	5 33% 5%	76 54% 75%	88 55% 86%
2 SERVICES	40 21%	36 22% 89%	5 15% 11%	10 18% 26%	30 23% 74%	19 26% 47%	16 26% 39%	23 27% 57%	11 24% 28%	27 23% 66%	12 36% 30%	1 5% 1%	4 26% 10%	36 25% 89%	38 24% 94%
3 SERVICES	17 9%	13 8% 79%	4 12% 21%	7 12% 41%	10 8% 59%	7 9% 38%	8 13% 47%	9 10% 50%	6 13% 36%	13 11% 73%	1 4% 7%	1 13% 8%	1 6% 5%	13 9% 73%	13 8% 73%
4 SERVICES	3 2%	3 2% 100%	- - -	1 2% 32%	2 2% 68%	- - -	- - -	- - -	- - -	- - -	1 4% 32%	- - -	- - -	1 1% 32%	1 1% 32%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
5 OR MORE SERVICES	6	6	-	3	3	5	-	5	-	1	-	-	3	1	5
	3%	4%	-	6%	2%	6%	-	5%	-	1%	-	-	22%	1%	3%
		100%	-	57%	43%	76%	-	76%	-	20%	-	-	56%	20%	76%
ANY COMMUNICATIONS SERVICE	169	141	27	47	114	62	55	74	43	106	27	9	14	127	144
	87%	86%	93%	83%	89%	84%	91%	85%	91%	92%	85%	81%	87%	90%	90%
		84%	16%	28%	68%	37%	33%	44%	25%	63%	16%	5%	8%	76%	85%
Don't know	25	23	2	9	15	12	5	13	4	10	5	2	2	14	16
	13%	14%	7%	17%	11%	16%	9%	15%	9%	8%	15%	19%	13%	10%	10%
		92%	8%	38%	59%	47%	21%	52%	16%	39%	18%	8%	8%	58%	65%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 25%	19 27% 39%	17 31% 35%	29 28% 61%	25 27% 52%	12 29% 24%	35 26% 73%	13 21% 27%	3 35% 5%	36 27% 75%
Standard mobile phone (that can't access the internet)	12 6%	2 2% 14%	- - -	2 2% 14%	3 3% 25%	- - -	3 2% 25%	9 15% 75%aefg	- - -	3 2% 25%
Fixed landline telephone	36 19%	10 14% 28%	8 14% 21%	16 15% 44%	11 12% 30%	12 28% 32%ae	22 17% 62%	14 23% 36%	* 6% 1%	22 17% 62%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 19%	10 14% 27%	13 24% 36%	20 19% 56%	26 27% 70%af	- - -	26 19% 70%af	11 18% 30%af	2 22% 4%	26 19% 70%af

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 10%	6 9% e 33%	8 15% 43%	10 10% 53%	1 1% 4%	14 35% 73%aeghj	15 11% 77%e	4 7% 23%e	- - -	15 11% 77%e
Mobile broadband - Through a dongle or USB stick	12 6%	5 7% 40%	1 2% 12%	5 5% 44%	7 8% 61%	- - -	7 5% 61%	5 7% 39%	- - -	7 5% 61%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	6 9% 76%	1 3% 17%	6 6% 76%	3 3% 36%	1 3% 15%	4 3% 50%	4 7% 50%	- - -	4 3% 50%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	32 45% 45%	22 39% 31%	45 42% 64%	33 36% 48%	16 40% 23%	50 37% 71%	20 34% 29%	3 39% 4%	50 37% 71%
Calls using a public payphone	8 4%	2 3% 25%	3 6% 39%	3 3% 39%	2 2% 22%	2 4% 21%	3 3% 43%	5 8% 57%	- - -	3 3% 43%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 16%	12 17% 40%	9 16% 29%	19 17% 62%	15 16% 51%	5 12% 16%	20 15% 67%	10 16% 33%	1 17% 4%	20 15% 67%
Other	8 4%	3 4% 35%	1 2% 16%	4 4% 51%	6 6% 71%	1 2% 8%	7 5% 79%	2 3% 21%	- - -	7 5% 79%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	56 29%	21 29% 37%	17 31% 30%	31 29% 55%	27 29% 49%	12 29% 21%	37 28% 67%	19 31% 33%	3 35% 5%	38 28% 68%
ANY BROADBAND	61 32%	21 30% 34%	23 41% 37%	36 34% 58%	33 36% 55%	14 35% 23%	48 36% 78%	13 22% 22%	2 22% 3%	48 35% 78%
ONLY 1 SERVICE	102 53%	34 49% 33%	30 54% 29%	56 53% 55%	51 55% 50%	21 52% 21%	71 53% 70%	31 51% 30%	2 28% 2%	72 53% 71%
2 SERVICES	40 21%	22 31% 54%	14 26% 35%	28 27% 70%	29 31% 71% ^h	6 14% 14%	34 26% 85% ^h	6 10% 15%	3 45% 8%	34 25% 85% ^h
3 SERVICES	17 9%	8 11% 45%	9 16% 50%	14 13% 79%	6 7% 37%	6 16% 38%	13 10% 75%	4 7% 25%	- - -	13 9% 75%
4 SERVICES	3 2%	- - -	- - -	- - -	- - -	1 3% 32%	1 1% 32%	2 4% 68%	- - -	1 1% 32%
5 OR MORE SERVICES	6 3%	1 2% 20%	- - -	1 1% 20%	1 1% 11%	1 3% 20%	2 1% 31%	4 7% 69% ^{ee}	- - -	2 1% 31%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
ANY COMMUNICATIONS SERVICE	169 87%	65 92% 38%	52 95% 31%	99 93% 59%	87 93% 52% ^h	35 87% 21%	121 91% 72% ^h	48 79% 28%	5 73% 3%	122 90% 72% ^h
Don't know	25 13%	5 8% 21%	3 5% 12%	7 7% 28%	7 7% 27%	5 13% 21%	12 9% 48%	13 21% 52% ^{g,i,j}	2 27% 8%	13 10% 53%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77**	116	96*	193	**	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	24	24	19	29	23	48	-	9	17	5
	25%	23%	26%	25%	25%	24%	25%	-	24%	37%	20%
		50%	50%	40%	60%	48%	100%	-	19%	36%	9%
Standard mobile phone (that can't access the internet)	12	2	10	-	12	2	12	-	3	4	3
	6%	2%	11%	-	10%	2%	6%	-	9%	8%	14%
		d 20%	80%b	-	100% ^d	14%	100%	-	29%	33%	25%
Fixed landline telephone	36	20	16	13	23	15	36	-	12	7	2
	19%	20%	17%	17%	20%	15%	19%	-	31%	16%	8%
		57%	43%	36%	64%	41%	100%	-	33%	21%	5%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36	15	21	6	30	16	36	-	6	12	3
	19%	14%	24%	8%	26%	16%	19%	-	17%	26%	15%
		d 41%	59%	17%	83% ^d	43%	100%	-	18%	34%	9%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. *up to 52 Mbit/s, up to 100 Mbit/s".	20 10%	13 13% 68%	6 7% 32%	12 16% 63%e	7 6% 37%	7 7% 35%	20 10% 100%	- - -	4 11% 23%	5 11% 26%	2 9% 10%
Mobile broadband - Through a dongle or USB stick	12 6%	5 5% 44%	7 7% 56%	5 7% 46%	6 5% 54%	5 5% 40%	12 6% 100%	- - -	6 17% 55%ag	3 5% 22%	2 7% 13%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	6 6% 76%	2 2% 24%	3 3% 32%	6 5% 68%	5 5% 62%	8 4% 100%	- - -	1 3% 12%	2 5% 30%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	43 41% 61%	27 31% 39%	35 45% 50%	35 30% 50%	37 38% 52%	70 36% 100%	- - -	16 40% 22%	15 32% 22%	9 38% 12%
Calls using a public payphone	8 4%	3 3% 33%	5 6% 67%	2 3% 30%	6 5% 70%	4 4% 49%	8 4% 100%	- - -	3 8% 39%	1 2% 13%	3 11% 31%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile internet or TV services)	30 16%	18 18% 60%	12 13% 40%	12 16% 40%	18 15% 60%	15 15% 49%	30 16% 100%	- - -	7 18% 23%	6 13% 20%	6 27% 20%
Other	8 4%	3 3% 35%	5 6% 65%	3 4% 35%	5 5% 65%	6 6% 70%	8 4% 100%	- - -	4 9% 44%	- - -	2 8% 21%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	56 29%	27 26% 47%	30 33% 53%	19 25% 34%	37 32% 66%	25 26% 44%	56 29% 100%	- - -	11 28% 19%	21 44% 37%	7 31% 12%
ANY BROADBAND	61 32%	33 32% 54%	28 31% 46%	24 31% 39%	37 32% 61%	27 28% 44%	61 32% 100%	- - -	14 36% 22%	20 42% 33%	7 31% 11%
ONLY 1 SERVICE	102 53%	53 51% 52%	49 54% 48%	43 56% 42%	59 51% 58%	55 57% 54%	102 53% 100%	- - -	16 41% 16%	28 59% 27%	13 59% 13%
2 SERVICES	40 21%	26 25% 65%	14 16% 35%	20 26% 49%	21 18% 51%	19 20% 49%	40 21% 100%	- - -	8 20% 19%	13 27% 32%	6 27% 15%
3 SERVICES	17 9%	11 11% 65%	6 7% 35%	6 8% 34%	11 10% 66%	11 12% 66%	17 9% 100%	- - -	4 9% 21%	7 14% 38%	2 8% 11%
4 SERVICES	3 2%	1 1% 32%	2 3% 68%	1 1% 32%	2 2% 68%	- - -	3 2% 100%	- - -	2 6% 68%	- - -	- - -
5 OR MORE SERVICES	6 3%	2 2% 31%	4 5% 69%	1 2% 20%	5 4% 80%	1 1% 20%	6 3% 100%	- - -	3 8% 53%	- - -	1 3% 12%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	..	39*	47*	22**
ANY COMMUNICATIONS SERVICE	169	93	76	71	98	86	169	-	33	47	22
	87%	90%	84%	92%	84%	90%	87%	-	85%	100%	97%
		55%	45%	42%	58%	51%	100%	-	19%	28%a	13%
Don't know	25	11	14	6	18	10	25	-	6	-	1
	13%	10%	16%	8%	16%	10%	13%	-	15%	-	3%
		43%	57%	26%	74%	40%	100%	-	24%	-	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 25%	5 34% 10%	2 33% 5%	10 59% 22%	4 36% 9%	9 29% 20%	10 28% 22%	38 24% 78%	6 37% 12%	11 39% 24%	10 40% 20%	16 22% 33%	19 31% 40%
Standard mobile phone (that can't access the internet)	12 6%	5 35% 41%	- - -	4 22% 33%	3 28% 27%	5 15% 40%	5 13% 40%	7 5% 60%	2 15% 20%	4 13% 33%	2 7% 14%	2 2% 14%	1 2% 11%
Fixed landline telephone	36 19%	4 31% 12%	1 18% 3%	6 32% 16%	3 29% 10%	8 25% 22%	8 22% 22%	28 18% 78%	9 59% 26%	13 43% 36%	9 38% 26%	11 16% 31%	11 18% 31%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 19%	4 28% 11%	1 17% 3%	6 33% 16%	4 38% 12%	11 34% 31%	11 30% 31%	25 16% 69%	5 31% 13%	9 31% 25%	4 15% 10%	12 17% 34%	13 21% 36%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37**	156	16**	29**	25**	71*	62*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 10%	2 14% 10%	1 18% 6%	5 31% 28%	3 23% 14%	4 12% 21%	4 11% 21%	15 10% 79%	5 33% 27%	4 15% 23%	6 24% 30%	7 10% 35%	8 13% 43%
Mobile broadband - Through a dongle or USB stick	12 6%	4 31% 38%	- - -	3 20% 30%	4 33% 33%	7 20% 56%	7 19% 60%ah	5 3% 40%	5 31% 41%	7 22% 56%	4 16% 35%	4 5% 32%	3 5% 29%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	4 31% 54%	- - -	2 11% 24%	3 28% 41%	2 6% 24%	3 9% 41%	5 3% 59%	1 6% 12%	2 7% 24%	2 9% 26%	3 4% 36%	1 2% 15%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	5 37% 8%	5 67% 7%	5 30% 8%	6 48% 8%	11 34% 16%	13 35% 19%	57 36% 81%	5 30% 7%	15 49% 21%	7 30% 11%	28 39% 39%	22 36% 31%
Calls using a public payphone	8 4%	1 7% 12%	1 11% 10%	2 11% 24%	2 20% 29%	2 5% 20%	3 8% 38%	5 3% 62%	3 20% 39%	2 6% 20%	3 11% 34%	2 3% 22%	2 3% 21%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 16%	2 15% 7%	- - -	1 5% 3%	3 22% 9%	6 20% 21%	6 17% 21%	24 15% 79%	2 15% 8%	5 17% 17%	8 34% 28%	8 11% 26%	12 20% 41%
Other	8 4%	1 8% 13%	- - -	- - -	- - -	2 5% 21%	2 5% 21%	7 4% 79%	- - -	- - -	2 7% 21%	6 8% 70%	1 1% 9%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	56 29%	8 57% 14%	2 33% 4%	11 64% 20%	5 43% 9%	11 34% 20%	12 32% 21%	44 28% 79%	6 37% 11%	12 41% 22%	10 40% 17%	18 25% 31%	20 32% 35%
ANY BROADBAND	61 32%	6 40% 9%	2 35% 4%	8 48% 14%	5 42% 8%	16 48% 25%	16 43% 26%	45 29% 74%	11 68% 18%	14 47% 23%	11 45% 18%	23 32% 37%	25 40% 41%
ONLY 1 SERVICE	102 53%	8 56% 8%	4 54% 4%	9 50% 9%	5 47% 5%	19 60% 19%	22 58% 21%	80 51% 79%	5 35% 5%	13 44% 13%	9 36% 9%	42 60% 42%	29 46% 28%
2 SERVICES	40 21%	1 8% 3%	2 28% 5%	2 14% 6%	- - -	8 26% 21%	8 23% 7%	32 21% 79%	4 27% 11%	7 22% 16%	7 28% 17%	12 17% 30%	22 36% 55%al
3 SERVICES	17 9%	2 17% 14%	1 18% 7%	2 10% 10%	1 12% 8%	- - -	1 4% 8%	16 10% 92%	4 22% 21%	2 6% 10%	2 9% 13%	8 7% 49%	4 7% 26%
4 SERVICES	3 2%	- - -	- - -	- - -	- - -	- - -	- - -	3 2% 100%	- - -	2 8% 68%	3 14% 100%	- - -	1 2% 32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37**	156	16**	29**	25**	71*	62*
5 OR MORE SERVICES	6	3	-	3	3	4	4	2	2	4	2	1	1
	3%	19%	-	20%	29%	13%	11%	1%	15%	14%	7%	2%	1%
		44%	-	57%	57%	69%	69%ah	31%	41%	69%	28%	20%	11%
ANY COMMUNICATIONS SERVICE	169	14	7	16	10	32	35	133	16	28	23	64	57
	87%	100%	100%	93%	88%	98%	95%	85%	100%	95%	94%	90%	92%
		8%	4%	10%	6%	19%	21%	79%	9%	17%	14%	38%	34%
Don't know	25	-	-	1	1	*	2	23	-	2	2	7	5
	13%	-	-	7%	12%	2%	5%	15%	-	5%	6%	10%	8%
		-	-	5%	5%	2%	7%	93%	-	6%	6%	28%	19%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	192	60	37	33	38	14	5	1	1	1	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	3**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	11	14	6	10	4	2	-	1	-	-
	25%	19%	42%	16%	25%	30%	39%	-	-	-	-
		24%	29%a	12%	22%	8%	4%	-	100%	-	-
Standard mobile phone (that can't access the internet)	12	3	4	1	3	1	-	-	1	-	-
	6%	5%	12%	2%	7%	6%	-	-	-	-	-
		25%	32%	6%	25%	5%	-	-	100%	-	-
Fixed landline telephone	36	12	7	5	8	2	2	-	1	-	-
	19%	21%	20%	13%	18%	14%	39%	-	-	-	-
		34%	19%	13%	21%	5%	6%	-	2%	-	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	36	13	6	9	5	1	-	-	-	-	1
	19%	21%	18%	25%	11%	12%	-	-	-	-	43%
		35%	17%	25%	13%	4%	-	-	-	-	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	192	60	37	33	38	14	5	1	1	1	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	3**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 10%	3 6% 18%	5 16% 27%	4 11% 21%	5 13% 28%	- - -	1 24% 6%	- - -	- - -	- - -	- - -
Mobile broadband - Through a dongle or USB stick	12 6%	5 8% 42%	1 3% 8%	1 4% 12%	4 9% 32%	- - -	- - -	- - 100% 6%	- - -	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	1 1% 9%	1 3% 12%	2 7% 29%	4 10% 50%	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	22 38% 32%	9 27% 13%	12 34% 18%	18 42% 25%	5 46% 8%	2 47% 4%	- - 100% 1%	- - -	- - -	- - -
Calls using a public payphone	8 4%	1 2% 14%	3 8% 34%	1 4% 17%	- - -	1 12% 18%	- - -	- - -	1 100% 8%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	192	60	37	33	38	14	5	1	1	1	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	3**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30	6	7	7	5	3	-	1	-	-	-
	16%	11%	22%	19%	11%	27%	-	100%	-	-	-
		21%	25%	23%	16%	11%	-	4%	-	-	-
Other	8	3	1	-	2	2	-	-	-	-	-
	4%	5%	4%	-	6%	15%	-	6%	-	-	-
		35%	15%	-	30%	21%	-	-	-	-	-
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	56	13	16	7	14	4	2	-	1	-	-
	29%	22%	46%	18%	32%	36%	39%	-	100%	-	-
		23%	29%a	12%	24%	8%	4%	-	1%	-	-
ANY BROADBAND	61	19	10	13	14	1	2	-	1	-	1
	32%	31%	31%	35%	33%	12%	46%	-	100%	-	43%
		30%	17%	21%	23%	2%	4%	-	1%	-	2%
ONLY 1 SERVICE	102	32	18	18	25	5	1	1	-	1	1
	53%	54%	53%	50%	56%	43%	25%	100%	-	100%	43%
		31%	17%	18%	24%	5%	1%	1%	-	1%	1%
2 SERVICES	40	15	5	8	7	4	2	-	-	-	-
	21%	25%	14%	22%	17%	32%	38%	-	-	-	-
		36%	12%	20%	16%	10%	5%	-	-	-	-
3 SERVICES	17	3	4	3	5	1	1	-	-	-	-
	9%	6%	12%	7%	12%	7%	24%	-	-	-	-
		20%	24%	16%	26%	5%	7%	-	-	-	-
4 SERVICES	3	-	2	-	1	-	-	-	-	-	-
	2%	-	7%	-	3%	-	-	-	-	-	-
		-	68%	-	32%	-	-	-	-	-	-
5 OR MORE SERVICES	6	2	1	1	1	1	-	1	-	-	-
	3%	3%	3%	3%	6%	-	-	100%	-	-	-
		25%	16%	17%	20%	11%	-	12%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	192	60	37	33	38	14	5	1	1	1	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	3**
ANY COMMUNICATIONS SERVICE	169	51	30	30	39	10	5	1	1	1	1
	87%	87%	89%	82%	93%	88%	86%	100%	100%	100%	43%
		31%	18%	18%	23%	6%	3%	1%	*	-	1%
Don't know	25	8	4	7	3	1	1	-	-	-	2
	13%	13%	11%	18%	7%	12%	14%	-	-	-	57%
		31%	15%	26%	12%	6%	3%	-	-	-	6%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	**	3**	70*	52*	11**	38*	20**	3**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	15	5	11	5	3	7	-	1	1	-	-	13	12	5	12	6	-
	25%	25%	25%	28%	16%	16%	47%	-	36%	26%	-	-	19%	23%	49%	32%	28%	-
		31%	10%	24%	10%	6%	16%	-	3%	1%	-	-	27%	25%	11%	25%	12%	-
Standard mobile phone (that can't access the internet)	12	3	2	2	2	1	1	-	-	1	-	-	4	4	-	4	1	-
	6%	5%	9%	6%	8%	8%	4%	-	-	26%	-	-	5%	7%	-	10%	4%	-
		24%	14%	19%	20%	11%	5%	-	-	6%	-	-	30%	31%	-	33%	7%	-
Fixed landline telephone	36	10	6	9	2	3	4	-	1	1	-	-	9	13	3	5	6	-
	19%	16%	30%	24%	8%	17%	24%	-	29%	26%	-	-	13%	24%	26%	14%	31%	-
		28%	16%	26%	6%	8%	11%	-	3%	2%	-	-	25%	35%	8%	15%	18%	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	36	15	7	4	5	2	2	1	-	-	-	1	21	4	3	8	-	1
	19%	24%	34%	10%	18%	10%	11%	37%	-	-	-	43%	30%	7%	24%	22%	-	43%
		41%	18%	11%	14%	5%	5%	3%	-	-	-	3%	57%	10%	7%	23%	-	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	..*	3**	70*	52*	11**	38*	20**	3**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 10%	2 3% 11%	3 14% 14%	6 15% 32%	2 6% 8%	5 27% 23%	2 15% 12%	- - -	- - -	- - -	- - -	- - -	3 5% 16%	8 15% 40%	1 14% 8%	4 10% 20%	3 15% 16%	- - -
Mobile broadband - Through a dongle or USB stick	12 6%	2 3% 15%	1 5% 8%	4 9% 31%	3 10% 25%	1 6% 9%	1 5% 7%	- - -	- - -	1 26% 6%	- - -	- - -	4 6% 37%	6 11% 49%	- - -	2 4% 14%	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	2 3% 26%	2 11% 26%	1 3% 15%	2 6% 21%	1 6% 12%	- - -	- - -	- - -	- - -	- - -	- - -	2 3% 29%	3 6% 36%	- - -	2 4% 20%	1 6% 15%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	22 36% 31%	5 27% 7%	20 50% 29%	9 33% 13%	5 27% 7%	5 31% 7%	2 78% 4%	1 29% 1%	1 26% 1%	- - -	- - -	26 38% 38%	16 31% 23%	5 49% 7%	15 39% 21%	7 36% 11%	- - -
Calls using a public payphone	8 4%	2 4% 27%	2 10% 24%	- 7% -	2 7% 24%	- 4% -	1 8% -	- - -	- - -	1 50% 17%	- - -	- - -	4 6% 54%	1 1% 8%	- - -	3 8% 39%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 (b)	£20,000 (c)	£30,000 (d)	£40,000 (e)	£50,000 (f)	£60,000 (g)	£70,000 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classifi- cation (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classifi- cation (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	**	3**	70*	52*	11**	38*	20**	3**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30	10	2	3	3	7	4	-	1	-	-	-	14	6	2	5	2	-
	16%	16%	11%	8%	9%	39%	28%	-	35%	-	-	-	21%	12%	25%	13%	12%	-
		33%	7%	11%	9%	22%	15%	-	4%	-	-	-	48%	21%	8%	16%	8%	-
Other	8	2	-	2	4	-	-	-	-	-	-	-	5	2	1	-	-	-
	4%	4%	-	4%	15%	-	-	-	-	-	-	-	7%	5%	11%	-	-	-
		28%	-	20%	52%	-	-	-	-	-	-	-	56%	30%	14%	-	-	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	56	17	6	13	6	4	8	-	1	1	-	-	15	15	5	14	7	-
	29%	28%	29%	32%	22%	24%	51%	-	36%	26%	-	-	22%	28%	49%	38%	32%	-
		31%	10%	23%	11%	7%	14%	-	2%	1%	-	-	27%	26%	9%	25%	12%	-
ANY BROADBAND	61	18	9	12	9	5	5	1	-	1	-	1	25	17	4	11	3	1
	32%	29%	44%	31%	34%	31%	31%	37%	-	26%	-	43%	35%	32%	38%	30%	15%	43%
		29%	14%	20%	15%	8%	8%	2%	-	1%	-	2%	40%	28%	7%	19%	5%	2%
ONLY 1 SERVICE	102	31	11	21	15	12	6	1	2	1	-	1	37	26	1	22	13	1
	53%	51%	55%	53%	52%	73%	41%	41%	71%	24%	-	43%	54%	51%	14%	59%	62%	43%
		31%	10%	21%	14%	12%	6%	1%	2%	1%	-	1%	37%	26%	1%	22%	12%	1%
2 SERVICES	40	13	4	10	6	2	3	1	1	-	-	-	15	13	3	5	3	-
	21%	22%	23%	26%	21%	9%	18%	37%	29%	-	-	-	22%	26%	32%	14%	15%	-
		33%	11%	25%	15%	4%	7%	3%	2%	-	-	-	37%	33%	8%	14%	8%	-
3 SERVICES	17	4	2	3	4	1	2	-	-	-	-	-	6	5	1	4	1	-
	9%	7%	9%	9%	14%	7%	13%	-	-	-	-	-	8%	10%	10%	11%	4%	-
		26%	11%	20%	24%	7%	12%	-	-	-	-	-	34%	31%	6%	25%	4%	-
4 SERVICES	3	2	-	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-
	2%	4%	-	-	-	-	7%	-	-	-	-	-	-	2%	22%	-	-	-
		68%	-	-	-	-	32%	-	-	-	-	-	-	32%	68%	-	-	-
5 OR MORE SERVICES	6	1	1	2	-	1	1	-	-	1	-	-	3	-	-	2	1	-
	3%	1%	5%	5%	-	6%	4%	-	-	26%	-	-	5%	-	-	4%	6%	-
		12%	16%	33%	-	17%	11%	-	-	12%	-	-	53%	-	-	28%	20%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	-	2	72	50	10	37	21	2	
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	3**	70*	52*	11**	38*	20**	3**	
ANY COMMUNICATIONS SERVICE	169	52	18	37	25	16	13	2	3	1	1	62	46	8	34	18	1	
	87%	85%	92%	92%	87%	95%	83%	78%	100%	50%	43%	88%	89%	77%	89%	87%	43%	
		31%	11%	22%	15%	10%	8%	1%	2%	1%	1%	36%	27%	5%	20%	10%	1%	
Don't know	25	9	2	3	4	1	3	1	-	1	2	8	6	2	4	3	2	
	13%	15%	8%	8%	13%	5%	17%	22%	-	50%	57%	12%	11%	23%	11%	13%	57%	
		37%	7%	14%	14%	3%	10%	3%	-	5%	6%	32%	24%	10%	16%	11%	6%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7
Weighted Base	193	191	3**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 25%	47 25% 98%	1 25% 2%
Standard mobile phone (that can't access the internet)	12 6%	12 6% 100%	- - -
Fixed landline telephone	36 19%	35 18% 98%	1 28% 2%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 19%	36 19% 100%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7	-
Weighted Base	193	191	3**	..**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 10%	19 10% 99%	* 10% 1%	- - -
Mobile broadband - Through a dongle or USB stick	12 6%	12 6% 100%	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 4%	8 4% 100%	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 36%	68 36% 97%	2 75% 3%	- - -
Calls using a public payphone	8 4%	8 4% 100%	- - -	- - -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 16%	30 16% 100%	- - -	- - -

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

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7
Weighted Base	193	191	3**
Other	8	8	-
	4%	4%	-
		100%	-
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	56	55	1
	29%	29%	25%
		99%	1%
ANY BROADBAND	61	61	*
	32%	32%	10%
		100%	*
ONLY 1 SERVICE	102	100	2
	53%	52%	62%
		98%	2%
2 SERVICES	40	39	1
	21%	21%	38%
		97%	3%
3 SERVICES	17	17	-
	9%	9%	-
		100%	-
4 SERVICES	3	3	-
	2%	2%	-
		100%	-
5 OR MORE SERVICES	6	6	-
	3%	3%	-
		100%	-
ANY COMMUNICATIONS SERVICE	169	166	3
	87%	87%	100%
		98%	2%
Don't know	25	25	-
	13%	13%	-
		100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	20	28	8	17	10	8	4	-	1	25	22	1	19	29	6	20	22
	3%	2%	3%	7%	5%	4%	3%	2%	-	*	6%	3%	1	2%	2%	2%	2%	5%
		jm 42%	58%	16%ahi	36%ahij	21%aj	16%ai	9%	-	1%	52%alm	46%lm	1%	39%	61%	12%	42%	46%pq
Standard mobile phone (that can't access the internet)	12	7	5	-	2	3	4	2	1	1	2	8	2	2	10	-	3	9
	1%	1%	1%	-	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%	-	*	2%
		59%	41%	-	18%	22%	31%	13%	5%	11%	18%	66%	16%	14%	86%ln	-	25%	75%apq
Fixed landline telephone	36	10	26	2	7	5	7	9	2	4	9	22	5	7	29	5	11	20
	2%	1%	3%	2%	2%	2%	3%	3%	1%	2%	2%	3%	1%	1%	4%	1%	1%	4%
		n 28%	72%ab	7%	18%	15%	21%	26%	4%	10%	25%	61%	14%	19%	81%an	13%	30%	57%apq
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36	15	21	7	9	3	10	3	2	2	16	16	4	11	25	1	17	18
	2%	2%	3%	7%	3%	1%	3%	1%	1%	1%	4%	2%	1%	1%	3%	*	2%	4%
		p 42%	58%	19%alh	26%	9%	27%	9%	5%	6%	45%lm	44%	11%	30%	70%ln	2%	48%p	51%ap

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps*	20 1%	8 1% 40%	12 1% 60%	3 3% 14%	4 1% 22%	3 1% 17%	4 2% 23%	4 1% 18%	1 * 3%	* * 3%	7 2% 36%	11 1% 58%	1 * 6%	5 1% 27%	14 2% 73% ⁿ	3 1% 15%	6 1% 29%	11 2% 56% ^q
Mobile broadband - Through a dongle or USB stick	12 1%	4 * 33%	8 1% 67%	- - -	3 1% 22%	5 2% 42%	1 * 7%	3 1% 29%	- - -	- - -	3 1% 22%	9 1% 78% ^m	- - -	2 * 15%	10 1% 85% ⁿ	- - -	6 1% 54%	5 1% 46%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	3 * 33%	5 1% 67%	- - -	1 * 9%	4 1% 50%	1 * 15%	2 1% 27%	- - -	- - -	1 * 9%	7 1% 91%	- - -	3 * 38%	5 1% 62%	- - -	3 * 38%	5 1% 62%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	24 3% (j)mnp 34%	46 6% 66% ^b	4 4% 6%	18 6% 25% ^{ij}	16 6% 23% ^{ij}	22 8% 32% ^{ahij}	6 2% 9%	2 1% 3%	2 1% 2%	22 5% 32% ^m	44 5% 63% ^m	4 1% 5%	16 2% 23%	54 7% 77% ^{an}	3 1% 4%	35 4% 50% ^p	32 7% 46% ^{apq}
Calls using a public payphone	8 *	4 * 45%	4 1% 55%	- - -	2 1% 23%	2 1% 29%	2 1% 20%	1 * 13%	1 1% 16%	- - -	2 * 23%	5 1% 61%	1 * 16%	2 * 30%	6 1% 70%	- - -	4 1% 52%	4 1% 48%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 2%	13 2% m 43%	17 2% 57%	2 2% 5%	8 2% 25%	6 2% 21%	11 4% 37% ^{hij}	2 1% 6%	1 1% 4%	1 * 2%	9 2% 30% ^m	19 2% 64% ^m	2 1% 6%	11 1% 36%	19 2% 64%	1 * 2%	16 2% 53%	13 3% 45% ^p

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Other	8	4	5	-	3	-	2	1	2	1	3	2	3	3	5	1	5	2
	1%	*	1%	-	1%	-	1%	*	1%	*	1%	*	1%	*	1%	*	1%	1%
		44%	56%	-	35%	-	21%	9%	28%	8%	35%	30%	35%	35%	65%	15%	55%	30%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	56	25	31	8	18	12	11	6	1	1	26	28	2	20	36	6	23	27
	3%	3%	4%	7%	6%	4%	4%	2%	*	1%	6%	3%	1%	2%	4%	2%	3%	6%
		ijm	45%	55%	14%hij	32%hij	21%ij	19%ij	11%	2%	46%alm	51%lm	4%	36%	64%an	10%	41%	48%apq
ANY BROADBAND	61	23	38	10	16	9	13	8	2	3	25	31	5	18	44	4	29	29
	4%	3%	5%	9%	5%	3%	5%	3%	1%	2%	6%	4%	1%	2%	5%	1%	3%	6%
		imp	38%	62%	16%afh	26%ai	15%	22%ai	13%	4%	42%lm	50%lm	8%	29%	71%n	6%	48%	47%apq
ONLY 1 SERVICE	102	45	56	15	24	19	22	12	6	4	39	53	10	46	56	9	58	35
	6%	6%	7%	14%	7%	7%	8%	4%	3%	2%	9%	6%	3%	6%	7%	3%	7%	7%
		ijmp	44%	56%	15%afh	23%ij	19%ij	12%	6%	4%	38%lm	52%lm	10%	45%	55%	9%	57%p	34%p
2 SERVICES	40	15	26	5	14	5	10	5	1	1	19	20	2	3	37	1	20	20
	2%	2%	3%	5%	4%	2%	4%	2%	*	1%	4%	2%	*	*	5%	*	2%	4%
		imnp	36%	64%	13%ij	34%ij	11%	25%ij	12%	2%	47%am	49%lm	4%	8%	92%an	2%	48%p	50%apq
3 SERVICES	17	7	10	-	4	5	3	3	-	2	4	11	2	9	8	3	6	8
	1%	1%	1%	-	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%
		42%	58%	-	26%	30%ij	17%	17%	-	11%	26%	63%	11%	55%	45%	17%	37%	45%
4 SERVICES	3	-	3	-	-	1	2	-	-	-	-	3	-	-	3	-	2	1
	*	-	*	-	-	-	1%	-	-	-	-	*	-	-	*	-	*	*
		-	100%	-	-	32%	68%	-	-	-	-	100%	-	-	100%	-	68%	32%
5 OR MORE SERVICES	6	2	4	-	1	1	2	1	1	-	1	4	1	-	6	-	-	6
	*	*	1%	-	*	*	1%	*	*	-	*	*	*	-	1%	-	-	1%
		29%	71%	-	24%	16%	33%	17%	11%	-	24%	65%	11%	-	100%an	-	-	100%aq
ANY COMMUNICATIONS SERVICE	169	69	100	21	43	31	39	21	7	7	64	91	14	59	110	12	87	70
	10%	8%	12%	19%	14%	11%	14%	7%	4%	4%	15%	11%	4%	7%	14%	4%	10%	15%
		ijmnp	41%	59%ab	12%ahi	26%hij	18%ij	23%hij	12%	4%	38%alm	54%lm	8%	35%	65%an	7%	51%p	41%apq

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Don't know	25	14	11	2	5	7	2	2	5	2	7	11	7	5	20	1	6	18
	2%	2%	1%	2%	2%	3%	1%	1%	3%	1%	2%	1%	2%	1%	3%	*	1%	4%
		55%	45%	8%	20%	30%	8%	6%	21%h	7%	28%	44%	28%	18%	82%n	5%	24%	71%apq
Not asked	1444	734	711	83	271	243	243	268	179	158	355	753	337	766	679	311	749	385
	88%	90%	86%	79%	85%	86%	86%	92%	93%	95%	83%	88%	94%	92%	84%	96%	89%	82%
		dkor	51%c	6%	19%	17%	17%	19%def	12%ade	11%ade	25%	52%k	23%akl	53%ao	47%	22%aqr	52%r	27%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	44 3%	2 2%	1 2%	1 2%	3 4%	11 6%	3 2%	8 6%	3 2%	3 2%	4 2%	5 4%	5 4%	1 2%	2 2%	1 2%
		91%	5%	2%	2%	5%	23%akm	6%	16%im	5%	7%	8%	10%	11%	2%	5%	2%
Standard mobile phone (that can't access the internet)	12 1%	10 1%	2 1%	- -	- -	1 2%	1 *	2 2%	4 3%	- -	2 1%	- -	1 *	- -	- -	2 1%	- -
		87%	13%	-	-	8%	6%	18%	34%ajlmm	-	14%	-	7%	-	-	13%	-
Fixed landline telephone	36 2%	27 2%	6 5%	1 2%	2 4%	3 4%	1 *	1 1%	3 2%	3 2%	1 1%	2 1%	7 3%	6 4%	1 2%	6 5%	2 4%
		74%	18%b	3%	5%	7%g	2%	2%	8%	9%	4%	6%	20%	17%g	3%	18%ghk	5%ghk
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be up to 17 Mbit/s). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	29 2%	4 3%	3 4%	* 1%	2 3%	5 3%	- -	5 4%	3 2%	5 3%	4 2%	4 1%	2 1%	3 4%	4 3%	* 1%
		81%	11%	8%	1%	5%	14%	-	13%h	9%	14%	10%	10%	4%	8%h	11%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbit/s, up to 100 Mbit/s*.	20 1%	18 1% 92%	1 1% 5%	- - -	1 1% 3%	3 4% 13% 1	1 1% 5%	- - -	5 4% 24% ahkl	2 1% 8%	1 * 3%	1 * 3%	3 1% 17%	4 3% 19%	- - -	1 1% 5%	1 1% 3%
Mobile broadband - Through a dongle or USB stick	12 1%	10 1% 88%	1 1% 9%	- - -	* 1% 3%	1 2% 8%	1 * 6%	1 1% 6%	- - -	- - -	3 2% 25%	2 1% 16%	3 1% 27%	- - -	- - -	1 1% 9%	* 1% 3%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	7 1% 88%	1 1% 12%	- - -	- - -	1 2% 12%	- 1% -	1 1% 9%	- - -	- - -	2 1% 21%	1 1% 17%	1 * 15%	1 1% 15%	- - -	1 1% 12%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	59 4% 84%	7 5% 10%	1 2% 2%	3 7% 4%	3 4% 4%	8 5% 12%	2 2% 3%	12 10% 18% ahjklmo	5 3% 7%	6 3% 8%	8 5% 12%	9 4% 14%	6 4% 8%	1 2% 2%	7 5% 10%	3 7% 4% h
Calls using a public payphone	8 *	7 1% 90%	1 1% 10%	- - -	- - -	1 2% 12%	- 1% -	1 1% 9%	2 1% 21%	- - -	1 * 8%	2 1% 27%	1 * 14%	- - -	- - -	1 1% 10%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 2%	28 2% 91%	2 2% 7%	- - -	* 1% 1%	1 2% 3%	5 3% 15% ^k	2 2% 8%	3 2% 10%	3 2% 12%	- - -	3 2% 11%	4 2% 14%	6 4% 18% ^k	- - -	2 2% 7%	* 1% 1%
Other	8 1%	7 1% 91%	- - -	1 1% 9%	- - -	- - -	2 1% 27%	- - -	2 1% 22%	- - -	2 1% 29%	1 1% 13%	- - -	- - -	1 1% 9%	- - -	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	56 3%	50 4% 89%	4 3% 7%	1 2% 2%	1 2% 1%	3 4% 5%	11 6% 20% ^m	4 3% 8%	11 9% 20% ^a ^{jklm}	3 2% 4%	5 3% 9%	4 2% 7%	5 2% 8%	5 4% 9%	1 2% 2%	4 3% 7%	1 2% 1%
ANY BROADBAND	61 4%	53 4% 87%	4 3% 6%	3 4% 5%	1 3% 2%	4 6% 6% ^h	6 3% 10%	1 1% 1%	7 7% 15% ^h	5 3% 8%	9 5% 14% ^h	6 4% 10%	9 3% 14%	5 4% 9%	3 4% 5%	4 3% 6%	1 3% 2%
ONLY 1 SERVICE	102 6%	84 6% 83%	12 9% 12%	2 3% 2%	3 8% 3%	3 4% 2%	16 9% 15% ^m	6 4% 6%	7 5% 7%	6 4% 6%	17 10% 17% ^m	10 6% 10%	8 3% 8%	11 8% 11%	2 3% 2%	12 9% 12% ^m	3 8% 3%
2 SERVICES	40 2%	33 2% 82%	3 2% 8%	3 3% 6%	2 4% 4%	- - -	6 3% 14% ^{hn}	- - -	10 8% 24% ^a ^{hijkn}	2 2% 6%	1 1% 4%	5 3% 13%	9 3% 22% ^{hmn}	- - -	3 3% 6% ⁿ	3 2% 8%	2 4% 4% ^{hikn}
3 SERVICES	17 1%	16 1% 95%	1 1% 5%	- - -	- - -	2 3% 10%	1 1% 5%	1 1% 4%	4 3% 24% ^a	1 1% 7%	2 1% 10%	3 1% 15%	2 1% 15%	1 1% 5%	- - -	1 1% 5%	- - -
4 SERVICES	3 *	3 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 32%	- - -	- - -	- - 68% ^a	2 2% -	- - -	- - -	- - -
5 OR MORE SERVICES	6 *	5 * 83%	1 1% 17%	- - -	- - -	1 2% 16%	1 * 12%	1 1% 12%	1 1% 11%	- - -	- - -	- - -	1 * 13%	1 1% 20%	- - -	1 1% 17%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
ANY COMMUNICATIONS SERVICE	169	142	17	5	5	5	23	7	21	11	21	18	20	16	5	17	5
	10%	10%	12%	6%	13%	8%	13%	6%	17%	8%	12%	10%	8%	11%	6%	12%	13%
		84%	10%	3%	3%	3%	14%h	4%	13%ahjmo	6%	12%	10%	12%	9%	3%	10%	3%
Don't know	25	19	4	2	*	1	3	-	2	-	3	2	3	4	2	4	*
	2%	1%	3%	2%	1%	2%	2%	-	2%	-	2%	1%	1%	3%	2%	3%	1%
		75%	17%	7%	1%	4%	14%	-	9%	-	12%	8%	10%	18%	7%	17%j	1%
Not asked	1444	1224	113	72	36	56	148	125	102	133	155	153	227	125	72	113	36
	88%	88%	84%	92%	87%	90%	85%	94%	81%	92%	87%	89%	91%	86%	92%	84%	87%
		i 85%	8%	5%	2%	4%	10%	9%agiknp	7%	9%gip	11%	11%	16%l	9%	5%	8%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	41 3% 85%	7 4% 15%	14 4% 29%	33 3% 68%	21 7% 44%ag	13 2% 26%	23 6% 48%ai	11 2% 23%	36 4% 76%	4 2% 8%	2 2% 4%	3 2% 7%	38 3% 80%	43 3% 90%
Standard mobile phone (that can't access the internet)	12 1%	10 1% jn 86%	2 1% 14%	5 2% 45%e	7 1% 55%	7 3% 60%ag	3 * 21%	7 2% 60%ai	3 * 21%	- - 7%	1 * 7%j	1 1% 7%j	4 2% 33%no	1 * 7%	6 * 46%
Fixed landline telephone	36 2%	32 2% 88%	5 3% 12%	16 5% 45%ae	20 2% 55%	12 4% 33%g	9 1% 24%	13 4% 35%l	8 1% 21%	17 2% 48%	4 2% 10%	1 * 2%	7 3% 19%	19 2% 53%	24 2% 65%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	31 2% 86%	5 3% 14%	12 4% 34%e	24 2% 66%	16 6% 45%ag	11 2% 31%	18 5% 51%ai	9 2% 26%	19 2% 53%	10 5% 28%aj	- - -	6 3% 17%l	27 2% 75%	33 2% 90%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1468	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	20 1%	- -	10 3%	10 1%	9 3%	6 1%	10 3%	4 1%	12 61%	3 16%	1 6%	2 10%	14 71%	17 87%
Mobile broadband - Through a dongle or USB stick	12 1%	8 1%	4 2%	7 2%	5 43%	6 49%	3 22%	7 57%	2 15%	5 46%	- 3%	- -	6 49%	6 50%	9 79%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	6 79%	2 21%	2 24%	6 76%	2 79%	2 21%	6 79%	2 21%	3 32%	1 15%	1 17%	2 24%	4 46%	6 70%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	66 4%	4 3%	20 6%	48 4%	28 10%	28 4%	37 10%	18 3%	43 61%	14 6%	3 3%	7 3%	55 5%	62 5%
Calls using a public payphone	8 *	8 1%	- -	3 1%	5 66%	5 2%	- -	5 1%	- -	3 38%	3 32%	1 17%	2 20%	5 62%	7 82%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1468	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 2%	22 1% 71%	9 5% 29%ab	6 2% 21%	22 2% 73%	6 2% 20%	11 2% 37%	9 2% 29%	8 1% 27%	18 2% 60%	5 2% 17%	1 1% 5%	3 2% 10%	22 2% 74%	26 2% 86%
Other	8 1%	6 * 73%	2 1% 27%	3 1% 38%	4 * 49%	4 1% 49%	3 * 38%	5 1% 58%	2 * 29%	6 1% 71%	- - -	- - -	- - -	6 1% 71%	6 * 71%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	56 3%	47 3% 84%	9 5% 16%	17 5% 30%e	38 3% 67%	26 9% 46%ag	15 2% 27%	27 8% 49%ai	13 2% 24%	36 4% 65%	5 2% 8%	3 2% 5%	5 2% 9%	39 3% 70%	46 3% 82%
ANY BROADBAND	61 4%	52 4% 86%	9 5% 14%	22 7% 36%ae	39 3% 64%	26 9% 43%ag	20 3% 33%	31 2% 50%ai	16 2% 25%	36 4% 59%	14 6% 22%aj	1 1% 2%	9 5% 15%	47 4% 76%	54 4% 88%
ONLY 1 SERVICE	102 6%	83 6% m 81%	19 12% 19%ab	25 8% 25%	69 5% 68%	32 11% 31%ag	32 5% 31%	38 11% 37%ai	25 4% 25%	65 6% 64%am	12 6% 12%	7 5% 7%	5 3% 5%	76 7% 75%am	88 6% 86%am
2 SERVICES	40 2%	36 2% 89%	5 3% 11%	10 3% 26%	30 2% 74%	19 7% 47%ag	16 2% 39%	23 7% 57%ai	11 2% 28%	27 3% 66%	12 6% 30%ajlo	1 * 1%	4 2% 10%	36 3% 89%	38 3% 94%
3 SERVICES	17 1%	13 1% 79%	4 2% 21%	7 2% 41%e	10 1% 59%	7 2% 38%	8 1% 47%	9 2% 50%ia	6 1% 36%	13 1% 73%	1 1% 7%	1 1% 8%	1 * 5%	13 1% 73%	13 1% 73%
4 SERVICES	3 *	3 * 100%	- - -	1 * 32%	2 * 68%	- - -	- - -	- - -	- - -	- - -	1 1% 32%aj	- - -	- - -	1 * 32%	1 * 32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
5 OR MORE SERVICES	6	6	-	3	3	5	-	5	-	1	-	-	-	1	5
	.	.	-	1%	.	2%	-	1%	-	.	-	-	2%	.	.
		100%	-	57%e	43%	76%ag	-	76%ai	-	20%	-	-	56%ajno	20%	76%
ANY COMMUNICATIONS SERVICE	169	141	27	47	114	62	55	74	43	106	27	9	14	127	144
	10%	10%	17%	15%	9%	21%	8%	21%	7%	11%	13%	7%	7%	11%	11%
		i 84%	16%ab	28%ae	68%	37%ag	33%	44%ai	25%	63%	16%	5%	8%	76%	85%
Don't know	25	23	2	9	15	12	5	13	4	10	5	2	2	14	16
	2%	2%	1%	3%	1%	4%	1%	4%	1%	1%	2%	2%	1%	1%	1%
		92%	8%	38%e	59%	47%ag	21%	52%ai	16%	39%	18%	8%	8%	58%	65%
Not asked	1444	1302	136	259	1137	213	630	269	574	867	183	118	181	990	1203
	88%	89%	82%	82%	90%	74%	91%	76%	92%	88%	85%	92%	92%	87%	88%
	h	cdh 90%c	9%	16%	79%cd	15%	44%cd	19%	40%ah	60%	13%	8%	13%k	69%	63%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	19 3% 39%	17 3% 35%	29 3% 61%	25 3% 52%	12 3% 24%	35 3% 73%	13 3% 27%	3 3% 5%	36 3% 75%
Standard mobile phone (that can't access the internet)	12 1%	2 * 14%	- - -	2 - 14%	3 * 25%	- - -	3 * 25%	9 2% 75%aefg	- - -	3 * 25%
Fixed landline telephone	36 2%	10 2% 28%	8 2% 21%	16 2% 44%	11 1% 30%	12 3% 32%	22 2% 62%	14 3% 38%e	* 1% 1%	22 2% 62%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	10 2% f 27%	13 3% 36%	20 2% 56%	26 3% 70%l	- - -	26 2% 70%l	11 2% 30%l	2 2% 4%l	26 2% 70%l

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	6 1% e 33%	8 2% 43%	10 1% 53%	1 * 4%	14 3% 73%aeghj	15 1% 77%e	4 1% 23%e	- - -	15 1% 77%e
Mobile broadband - Through a dongle or USB stick	12 1%	5 1% 40%	1 * 12%	5 1% 44%	7 1% 61%	- - -	7 1% 61%	5 1% 39% ^f	- - -	7 1% 61%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	6 1% 76%	1 * 17%	6 1% 76%	3 * 36%	1 * 15%	4 * 50%	4 1% 50%	- - -	4 * 50%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	32 6% 45%	22 4% 31%	45 5% 64%	33 4% 48%	16 4% 23%	50 4% 71%	20 5% 29%	3 3% 4%	50 4% 71%
Calls using a public payphone	8 *	2 * 25%	3 1% 39%	3 * 39%	2 * 22%	2 * 21%	3 * 43%	5 1% 57%	- - -	3 * 43%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 2%	12 2% 40%	9 2% 29%	19 2% 62%	15 2% 51%	5 1% 16%	20 2% 67%	10 2% 33%	1 1% 4%	20 2% 67%
Other	8 1%	3 1% 35%	1 * 16%	4 * 51%	6 1% 71%	1 * 8%	7 1% 79%	2 * 21%	- - -	7 1% 79%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	56 3%	21 4% 37%	17 3% 30%	31 3% 55%	27 3% 49%	12 3% 21%	37 3% 67%	19 4% 33%	3 3% 5%	38 3% 68%
ANY BROADBAND	61 4%	21 4% 34%	23 5% 37%	36 4% 58%	33 4% 55%	14 3% 23%	48 4% 78%	13 3% 22%	2 2% 3%	48 4% 78%
ONLY 1 SERVICE	102 6%	34 6% 33%	30 6% 29%	56 6% 55%	51 6% 50%	21 5% 21%	71 6% 70%	31 7% 30%	2 2% 2%	72 6% 71%
2 SERVICES	40 2%	22 4% 54%	14 3% 35%	28 3% 70%	29 4% 71% ^{dh}	6 1% 14%	34 3% 85%	6 1% 15%	3 3% 6%	34 3% 85%
3 SERVICES	17 1%	8 1% 45%	9 2% 50%	14 1% 79%	6 1% 37%	6 2% 38%	13 1% 75%	4 1% 25%	- - -	13 1% 75%
4 SERVICES	3 *	- - -	- - -	- - -	- - -	1 * 32%	1 * 32%	2 1% 68% ^{ee}	- - -	1 * 32%
5 OR MORE SERVICES	6 *	1 * 20%	- - -	1 * 20%	1 * 11%	1 * 20%	2 * 31%	4 1% 69% ^{eej}	- - -	2 * 31%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
ANY COMMUNICATIONS SERVICE	169	65	52	99	87	35	121	48	5	122
	10%	11%	11%	11%	11%	8%	10%	11%	6%	10%
		38%	31%	59%	52%	21%	72%	28%	3%	72%
Don't know	25	5	3	7	7	5	12	13	2	13
	2%	1%	1%	1%	1%	1%	1%	3%	2%	1%
		21%	12%	28%	27%	21%	48%	52% ^{aagj}	8%	53%
Not asked	1444	495	433	809	709	380	1068	377	89	1077
	88%	89%	89%	89%	88%	90%	89%	86%	92%	89%
		34%	30%	56%	49%	26%	74%	26%	6%	75%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	24	24	19	29	23	48	-	9	17	5
	3%	2%	4%	3%	3%	3%	25%	-	24%	37%	20%
		h 50%	50%b	40%	60%	48%	100%ah	-	19%ah	36%a	9%
Standard mobile phone (that can't access the internet)	12	2	10	-	12	2	12	-	3	4	3
	1%	*	2%	-	1%	*	6%	-	9%	8%	14%
		dh 20%	80%b	-	100%d	14%	100%ah	-	29%ah	33%a	25%
Fixed landline telephone	36	20	16	13	23	15	36	-	12	7	2
	2%	2%	3%	2%	2%	2%	19%	-	31%	16%	8%
		h 57%	43%	36%	64%	41%	100%ah	-	33%ah	21%a	5%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36	15	21	6	30	16	36	-	6	12	3
	2%	1%	4%	1%	3%	2%	19%	-	17%	26%	15%
		h 41%	59%ab	17%	83%d	43%	100%ah	-	18%ah	34%a	9%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s", up to 100 Mbit/s".	20 1%	13 1% h 68%	6 1% 32%	12 2% 63%e	7 1% 37%	7 1% 35%	20 10% 100%ah	- - -	4 11% 23%ah	5 11% 26%a	2 9% 10%
Mobile broadband - Through a dongle or USB stick	12 1%	5 * h 44%	7 1% 56%	5 1% 46%	6 1% 54%	5 1% 40%	12 6% 100%ah	- - -	6 17% 55%ah	3 5% 22%a	2 7% 13%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	6 1% h 76%	2 * 24%	3 * 32%	6 1% 68%	5 1% 62%	8 4% 100%ah	- - -	1 3% 12%h	2 5% 30%a	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	43 4% h 61%	27 5% 39%	35 5% 50%	35 4% 50%	37 4% 52%	70 38% 100%ah	- - -	16 40% 22%ah	15 32% 22%a	9 38% 12%
Calls using a public payphone	8 *	3 * h 33%	5 1% 67%	2 * 30%	6 1% 70%	4 * 49%	8 4% 100%ah	- - -	3 8% 39%ah	1 2% 13%	3 11% 31%

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile internet or TV services)	30 2%	18 2% h 60%	12 2% 40%	12 2% 40%	18 2% 60%	15 2% 49%	30 16% 100%ah	- - -	7 18% 23%ah	6 13% 20%a	6 27% 20%
Other	8 1%	3 - h 35%	5 1% 65%	3 - 35%	5 1% 65%	6 1% 70%	8 4% 100%ah	- - -	4 9% 44%ah	- - -	2 8% 21%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	56 3%	27 2% h 47%	30 5% 53%b	19 3% 34%	37 4% 66%	25 3% 44%	56 29% 100%ah	- - -	11 28% 19%ah	21 44% 37%a	7 31% 12%
ANY BROADBAND	61 4%	33 3% h 54%	28 5% 46%	24 4% 39%	37 4% 61%	27 3% 44%	61 32% 100%ah	- - -	14 36% 22%ah	20 42% 33%a	7 31% 11%
ONLY 1 SERVICE	102 6%	53 5% h 52%	49 9% 48%b	43 7% 42%	59 6% 58%	55 6% 54%	102 53% 100%ah	- - -	16 41% 16%ah	28 59% 27%a	13 59% 13%
2 SERVICES	40 2%	26 2% h 65%	14 3% 35%	20 3% 49%	21 2% 51%	19 2% 47%	40 21% 100%ah	- - -	8 20% 19%ah	13 27% 32%a	6 27% 15%
3 SERVICES	17 1%	11 1% h 65%	6 1% 35%	6 1% 34%	11 1% 66%	11 1% 66%	17 9% 100%ah	- - -	4 9% 21%ah	7 14% 38%a	2 8% 11%
4 SERVICES	3 *	1 - 32%	2 - 68%	1 - 32%	2 - 68%	- - -	3 2% 100%ah	- - -	2 6% 68%ah	- - -	- - -
5 OR MORE SERVICES	6 *	2 - h 31%	4 1% 69%	1 - 20%	5 - 80%	1 - 20%	6 3% 100%ah	- - -	3 8% 53%ah	- - -	1 3% 12%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
ANY COMMUNICATIONS SERVICE	169	93	76	71	98	86	169	-	33	47	22
10%		9%	14%	11%	10%	9%	87%	-	85%	100%	97%
		h 55%	45%ab	42%	58%	51%	100%ah	-	19%ah	28%a	13%
Don't know	25	11	14	6	18	10	25	-	6	-	1
2%		1%	3%	1%	2%	1%	13%	-	15%	-	3%
		h 43%	57%b	20%	74%	40%	100%ah	-	24%ah	-	2%
Not asked	1444	978	466	562	883	817	-	1425	-	-	-
88%		90%	84%	88%	86%	89%	-	100%	-	-	-
		cqjl 68%c	32%	39%	61%	57%	-	99%agi	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	5 10% 10%ah	2 5% 5%	10 13% 22%ah	4 6% 9%	9 7% 20%ah	10 6% 22%ah	38 3% 78%	6 9% 12%ah	11 11% 24%ah	10 12% 20%ah	16 2% 33%	19 4% 40% ^u
Standard mobile phone (that can't access the internet)	12 1%	5 10% 41%acgh	- 5% -	4 5% 33%ah	3 4% 27%ah	5 4% 40%ah	5 3% 40%ah	7 * 60%	2 4% 20%ah	4 4% 33%ah	2 2% 14%	2 * 14%	1 * 11%
Fixed landline telephone	36 2%	4 9% 12%ah	1 2% 3%	6 7% 16%ah	3 5% 10%	8 6% 22%ah	8 4% 22%	28 2% 78%	9 14% 26%ah	13 12% 36%ah	9 12% 26%ah	11 1% 31%	11 3% 31%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbps"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	4 8% 11%ah	1 2% 3%	6 7% 16%ah	4 6% 12%ah	11 8% 31%ah	11 6% 31%ah	25 2% 69%	5 7% 13%ah	9 9% 25%ah	4 5% 10%	12 2% 34%	13 3% 36%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. *up to 52 Mbit/s, up to 100 Mbit/s*.	20 1%	2 4% 10%	1 2% 6%	5 7% 28%ah	3 4% 14%	4 3% 21%	4 2% 21%	15 1% 79%	5 8% 27%ah	4 4% 23%ah	6 7% 30%ah	7 1% 35%	8 2% 43%
Mobile broadband - Through a dongle or USB stick	12 1%	4 9% 38%ach	- - -	3 4% 30%ah	4 5% 33%ah	7 5% 56%ah	7 4% 60%ah	5 * 40%	5 7% 41%ah	7 6% 56%ah	4 5% 35%ah	4 * 32%	3 1% 29%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	4 9% 54%acfgh	- - -	2 2% 24%ah	3 5% 41%ah	2 1% 24%	3 2% 41%ah	5 * 59%	1 1% 12%	2 2% 24%ah	2 3% 26%ah	3 * 36%	1 * 15%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	5 11% 8%ah	5 9% 7%	5 7% 8%	6 8% 8%	11 8% 16%ah	13 7% 19%	57 4% 81%	5 7% 7%	15 14% 21%ah	7 9% 11%ah	28 4% 39%	22 5% 31%
Calls using a public payphone	8 *	1 2% 12%	1 2% 10%	2 2% 24%ah	2 3% 29%ah	2 1% 20%	3 2% 38%ah	5 * 62%	3 5% 39%ah	2 2% 20%	3 3% 34%ah	2 * 22%	2 * 21%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 2%	2 4% 7%	- - -	1 1% 3%	3 3% 9%	6 5% 21%ah	6 3% 21%	24 2% 79%	2 4% 8%	5 5% 17%ah	8 10% 28%acdgh	8 1% 26%	12 3% 41%j
Other	8 1%	1 2% 13%	- - -	- - -	- - -	2 1% 21%	2 1% 21%	7 * 79%	- - -	- - -	2 2% 21%	6 1% 70%	1 * 9%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	56 3%	8 17% 14%aah	2 5% 4%	11 14% 20%ah	5 7% 9%	11 8% 20%ah	12 6% 21%h	44 3% 79%	6 9% 11%ah	12 12% 22%ah	10 12% 17%ah	18 2% 31%	20 5% 35%j
ANY BROADBAND	61 4%	6 12% 9%ah	2 5% 4%	8 11% 14%ah	5 7% 8%	16 12% 25%ah	16 9% 26%ah	45 3% 74%	11 16% 18%ah	14 14% 23%ah	11 14% 18%ah	23 3% 37%	25 6% 41%j
ONLY 1 SERVICE	102 6%	8 16% 8%ah	4 7% 4%	9 11% 9%	5 7% 5%	19 15% 19%ah	22 12% 21%ah	80 6% 79%	5 8% 5%	13 13% 13%ah	9 11% 9%	42 5% 42%	29 7% 28%
2 SERVICES	40 2%	1 2% 3%	2 4% 5%	2 3% 6%	- - -	8 6% 21%aah	8 5% 21%	32 2% 79%	4 6% 11%ah	7 16%ah	7 17%ah	12 2% 30%	22 5% 55%al
3 SERVICES	17 1%	2 5% 14%afgh	1 2% 7%	2 2% 10%	1 2% 8%	- - -	1 1% 8%	16 1% 92%	4 5% 21%afgh	2 2% 10%	2 3% 13%	8 1% 49%	4 1% 26%
4 SERVICES	3 *	- - -	- - -	- - -	- - -	- - -	- - -	3 * 100%	- - -	2 2% 68%ah	3 4% 100%afgh	- - -	1 * 32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
5 OR MORE SERVICES	6	3	-	3	3	4	4	2	2	4	2	1	1
	*	6%	-	4%	5%	3%	2%	*	4%	4%	2%	*	*
		44%ah	-	57%ah	57%ah	69%ah	69%ah	31%	41%ah	69%ah	28%h	20%	11%
ANY COMMUNICATIONS SERVICE	169	14	7	16	10	32	35	133	16	28	23	64	57
	10%	29%	14%	21%	14%	24%	19%	9%	24%	27%	29%	8%	13%
		8%ah	4%	10%ah	6%	19%ah	21%ah	79%	9%ah	17%ah	14%ah	38%	34%j
Don't know	25	-	-	1	1	*	2	23	-	2	2	7	5
	2%	-	-	2%	2%	*	1%	2%	-	2%	2%	1%	1%
		-	-	5%	5%	2%	7%	93%	-	6%	6%	28%	19%
Not asked	1444	34	43	61	62	101	147	1297	51	73	56	700	367
	88%	71%	86%	78%	84%	76%	80%	89%	76%	71%	69%	91%	86%
		bdfgijk 2%	3%	4%	4%	7%	10%	90%bdfgijk	4%	5%	4%	48%lm	25%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	11 4%	14 5%	6 2%	10 2%	4 2%	2 2%	- -	1 4%	- -	- -	- -
Standard mobile phone (that can't access the internet)	12 1%	3 1%	4 1%	1 *	3 1%	1 *	- -	- -	1 4%	- -	- -	- -
Fixed landline telephone	36 2%	12 4%	7 2%	5 2%	8 2%	2 1%	2 2%	- -	1 4%	- -	- -	- -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbits"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	13 4%	6 2%	9 3%	5 1%	1 1%	1 1%	- -	- -	- -	- -	1 11%
		35%de	17%	25%de	13%	4%	3%	-	-	-	-	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	11**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	3 1% 18%	5 2% 27%	4 2% 21%	5 1% 28%	- - -	1 2% 6%	- - -	- - -	- - -	- - -
Mobile broadband - Through a dongle or USB stick	12 1%	5 2% 42%	1 * 8%	1 1% 12%	4 1% 32%	- - -	- - -	- - -	1 4% 6%	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	1 * 9%	1 * 12%	2 1% 29%	4 1% 50%	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	22 8% 32% ^b	9 3% 13%	12 5% 18%	18 4% 25%	5 3% 8%	2 3% 4%	- - -	1 4% 1%	- - -	- - -
Calls using a public payphone	8 *	1 * 14%	3 1% 34%	1 1% 17%	- - -	1 1% 18%	- - -	- - -	1 4% 9%	1 3% 8%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 2%	6 2%	7 3%	7 3%	5 1%	3 2%	- -	1 3%	- -	- -	- -	- -
		21%	25%	23%	16%	11%	-	4%	-	-	-	-
Other	8 1%	3 1%	1 -	- -	2 1%	2 1%	- -	- -	- -	- -	- -	- -
		35%	15%	-	30%	21%	-	-	-	-	-	-
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	56 3%	13 4%	16 6%	7 2%	14 3%	4 2%	2 2%	- -	1 4%	- -	- -	- -
		23%	29%	12%	24%	8%	4%	-	1%	-	-	-
ANY BROADBAND	61 4%	19 6%	10 4%	13 5%	14 3%	1 1%	2 3%	- -	1 4%	- -	- -	1 11%
		30% ^e	17%	21% ^e	23%	2%	4%	-	1%	-	-	2%
ONLY 1 SERVICE	102 6%	32 11%	18 6%	18 7%	25 6%	5 3%	1 2%	1 3%	- -	1 3%	- -	1 11%
		31% ^{def}	17%	18%	24%	5%	1%	1%	-	1%	-	1%
2 SERVICES	40 2%	15 5%	5 2%	8 3%	7 2%	4 2%	2 2%	- -	- -	- -	- -	- -
		36% ^{bd}	12%	20%	16%	10%	5%	-	-	-	-	-
3 SERVICES	17 1%	3 1%	4 1%	3 1%	5 1%	1 *	1 2%	- -	- -	- -	- -	- -
		20%	24%	16%	28%	5%	7%	-	-	-	-	-
4 SERVICES	3 *	- -	2 1%	- -	1 32%	- -	- -	- -	- -	- -	- -	- -
		-	68%	-	-	-	-	-	-	-	-	-
5 OR MORE SERVICES	6 *	2 1%	1 *	1 *	1 *	1 *	- -	- -	1 4%	- -	- -	- -
		25%	16%	17%	20%	11%	-	-	12%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
ANY COMMUNICATIONS SERVICE	169 10%	51 17% 31%bcd	30 11% 18%	30 11% 18%	39 9% 23%	10 6% 6%	5 5% 3%	1 3% 1%	1 4% *	1 3% *	-	1 11% 1%
Don't know	25 2%	8 3% 31%d	4 1% 15%	7 2% 26%	3 1% 12%	1 1% 6%	1 1% 3%	-	-	-	-	2 14% 6%
Not asked	1444 88%	236 80% 16%	247 88% 17%a	231 86% 16%a	396 90% 27%a	167 93% 12%ac	78 94% 5%a	37 97% 3%	15 96% 1%	22 97% 2%	7 100% *	8 75% 1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS					
		< £15,000	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 - £149,999	£150,000 +	No classification	Very low	Low	Medium	High	Very high
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	15	5	11	5	3	7	-	1	1	-	-	13	12	5	12	6
	3%	5%	4%	3%	2%	1%	5%	-	1%	1%	-	-	2%	2%	6%	7%	7%
		31%e	10%	24%	10%	6%	16%e	-	3%	1%	-	-	27%	25%	11% <i>m</i>	25% <i>lm</i>	12% <i>lm</i>
Standard mobile phone (that can't access the internet)	12	3	2	2	2	1	1	-	-	1	-	-	4	4	-	4	1
	1%	1%	1%	1%	1%	1%	*	-	-	1%	-	-	1%	1%	-	2%	1%
		24%	14%	19%	20%	11%	5%	-	-	6%	-	-	30%	31%	-	33% <i>lm</i>	7%
Fixed landline telephone	36	10	6	9	2	3	4	-	1	1	-	-	9	13	3	5	6
	2%	3%	4%	3%	1%	1%	3%	-	1%	1%	-	-	2%	2%	3%	3%	8%
		28%	16% <i>d</i>	26%	6%	8%	11%	-	3%	2%	-	-	25%	35%	8%	15%	18% <i>lm</i>
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	36	15	7	4	5	2	2	1	-	-	-	1	21	4	3	8	-
	2%	5%	5%	1%	2%	1%	1%	2%	-	-	-	11%	4%	*	3%	5%	-
		41% <i>coh</i>	18% <i>coh</i>	11%	14%	5%	5%	3%	-	-	-	3%	57% <i>m</i>	10%	7% <i>m</i>	23% <i>lm</i>	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,00 0 - £149,99 9 (i)	£150,00 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	2 1% 11%	3 2% 14%	6 2% 32%	2 1% 8%	5 2% 23%	2 2% 12%	- - -	- - -	- - -	- - -	- - -	3 1% 16%	8 1% 40%	1 2% 8%	4 2% 20%	3 4% 16% _{lm}	- - -
Mobile broadband - Through a dongle or USB stick	12 1%	2 1% 15%	1 1% 8%	4 1% 31%	3 1% 25%	1 * 9%	1 1% 7%	- - -	- - -	1 1% 6%	- - -	- - -	4 1% 37%	6 1% 49%	- - -	2 1% 14%	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	2 1% 26%	2 2% 26%	1 * 15%	2 1% 21%	1 * 12%	- - -	- - -	- - -	- - -	- - -	- - -	2 * 29%	3 * 36%	- - -	2 1% 20%	1 2% 15%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	22 7% 31% _{eh}	5 4% 7%	20 6% 29% _{eh}	9 4% 13%	5 2% 7%	5 3% 7%	2 4% 4%	1 1% 1%	1 1% 1%	- - -	- - -	26 5% 38% _{lm}	16 2% 23%	5 6% 7% _{lm}	15 8% 21% _{lm}	7 10% 11% _{lm}	- - -
Calls using a public payphone	8 *	2 1% 27%	2 2% 24% _c	- - -	2 1% 24%	- - -	1 * 8%	- - -	- - -	1 3% 17% _{ce}	- - -	- - -	4 1% 54%	1 * 8%	- - -	3 2% 39% _{lm}	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 - £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30	10	2	3	3	7	4	-	1	-	-	-	14	6	2	5	2	-
	2%	3%	2%	1%	1%	3%	3%	-	1%	-	-	-	3%	1%	3%	3%	3%	-
		33%	7%	11%	9%	22%	15%	-	4%	-	-	-	48% _m	21%	8%	16%	8%	-
Other	8	2	-	2	4	-	-	-	-	-	-	-	5	2	1	-	-	-
	1%	1%	-	2%	2%	-	-	-	-	-	-	-	1%	-	1%	-	-	-
		28%	-	20%	52%	-	-	-	-	-	-	-	56%	30%	14%	-	-	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	56	17	6	13	6	4	8	-	1	1	-	-	15	15	5	14	7	-
	3%	6%	4%	4%	3%	2%	6%	-	1%	1%	-	-	3%	2%	6%	8%	8%	-
		31% _e	10%	23%	11%	7%	14%	-	2%	1%	-	-	27%	26%	9% _m	25% _{lm}	12% _{lm}	-
ANY BROADBAND	61	18	9	12	9	5	5	1	-	1	-	1	25	17	4	11	3	1
	4%	6%	7%	4%	4%	2%	3%	2%	-	1%	-	11%	4%	2%	5%	6%	4%	11%
		29% _h	14% _h	20%	15%	8%	8%	2%	-	1%	-	2%	40% _m	28%	7%	19% _m	5%	2%
ONLY 1 SERVICE	102	31	11	21	15	12	6	1	2	1	-	1	37	26	1	22	13	1
	6%	10%	8%	6%	6%	5%	4%	2%	3%	1%	-	11%	7%	4%	2%	12%	16%	11%
		31% _h	10%	21%	14%	12%	6%	1%	2%	1%	-	1%	37% _m	26%	1%	22% _{lmn}	12% _{lmn}	1%
2 SERVICES	40	13	4	10	6	2	3	1	1	-	-	-	15	13	3	5	3	-
	2%	4%	3%	3%	2%	1%	2%	2%	1%	-	-	-	3%	2%	4%	3%	4%	-
		33% _e	11%	25%	15%	4%	7%	3%	2%	-	-	-	37%	33%	8%	14%	8%	-
3 SERVICES	17	4	2	3	4	1	2	-	-	-	-	-	6	5	1	4	1	-
	1%	1%	1%	1%	2%	1%	1%	-	1%	-	-	-	1%	1%	1%	2%	1%	-
		26%	11%	20%	24%	7%	12%	-	-	-	-	-	34%	31%	6%	25%	4%	-
4 SERVICES	3	2	-	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-
	*	1%	-	-	-	-	1%	-	-	-	-	-	-	*	3%	-	-	-
		68%	-	-	-	-	32%	-	-	-	-	-	-	32%	68% _{lmo}	-	-	-
5 OR MORE SERVICES	6	1	1	2	-	1	1	-	-	1	-	-	3	-	-	2	1	-
	*	-	1%	1%	-	*	*	-	-	1%	-	-	1%	-	-	1%	2%	-
		12%	16%	33%	-	17%	11%	-	-	12%	-	-	53%	-	-	28% _{lm}	20% _{lm}	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
ANY COMMUNICATIONS SERVICE	169	52	18	37	25	16	13	2	3	1	-	1	62	46	8	34	18	1
10%		17%	14%	11%	10%	7%	9%	4%	4%	3%	-	11%	11%	6%	10%	18%	23%	11%
		31% ^{cdef}	11% ^{gh}	22% ^h	15%	10%	8%	1%	2%	1%	-	1%	36% ^m	27%	5%	20% ^{lm}	10% ^{lmn}	1%
Don't know	25	9	2	3	4	1	3	1	-	1	-	2	8	6	2	4	3	2
2%		3%	1%	1%	1%	1%	2%	1%	-	3%	-	14%	1%	1%	3%	2%	3%	14%
		37% ^{ae}	7%	14%	14%	3%	10%	3%	-	5%	-	6%	32%	24%	10%	16%	11% ^m	6%
Not asked	1444	247	111	297	220	209	131	64	95	48	15	8	482	679	72	146	58	8
88%		80%	85%	88%	89%	92%	89%	95%	96%	95%	100%	75%	87%	93%	87%	79%	74%	75%
		17%	8%	21% ^a	15% ^a	14% ^{ab}	9% ^a	4% ^a	7% ^{abcd}	3% ^a	1%	1%	33% ^{op}	47% ^{lop}	5%	10%	4%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	47 3% 98%	1 3% 2%	- - -
Standard mobile phone (that can't access the internet)	12 1%	12 1% 100%	- - -	- - -
Fixed landline telephone	36 2%	35 2% 98%	1 4% 2%	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	36 2% 100%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57
Weighted Base	1638	1615	23*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	19 99%	- 1%
Mobile broadband - Through a dongle or USB stick	12 1%	12 100%	- -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	8 100%	- -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 4%	68 97%	2 10%
Calls using a public payphone	8 *	8 100%	- -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 2%	30 100%	- -

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

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57
Weighted Base	1638	1615	23*
Other	8	8	-
1%	1%	-	-
	100%	-	-
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	56	55	1
3%	3%	3%	-
	99%	1%	-
ANY BROADBAND	61	61	*
4%	4%	1%	-
	100%	*	-
ONLY 1 SERVICE	102	100	2
6%	6%	8%	-
	98%	2%	-
2 SERVICES	40	39	1
2%	2%	5%	-
	97%	3%	-
3 SERVICES	17	17	-
1%	1%	-	-
	100%	-	-
4 SERVICES	3	3	-
*	*	-	-
	100%	-	-
5 OR MORE SERVICES	6	6	-
*	*	-	-
	100%	-	-
ANY COMMUNICATIONS SERVICE	169	166	3
10%	10%	13%	-
	98%	2%	-
Don't know	25	25	-
2%	2%	-	-
	100%	-	-
Not asked	1444	1425	20
88%	88%	87%	-
	99%	1%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	20	28	8	17	10	8	4	-	1	25	22	1	19	29	6	20	22
	2%	2%	3%	3%	4%	3%	2%	1%	-	*	4%	2%	*	2%	3%	1%	2%	3%
		jm 42%	58%	16%l	36%ahi j	21%kj	16%l	9%	-	1%	52%lm	46%lm	1%	39%	61%	12%	42%	46%q
Standard mobile phone (that can't access the internet)	12	7	5	-	2	3	4	2	1	1	2	8	2	2	10	-	3	9
	1%	1%	*	-	1%	1%	1%	*	*	*	*	1%	*	*	1%	-	*	1%
		59%	41%	-	18%	22%	31%	13%	5%	11%	18%	66%	16%	14%	86%ln	-	25%	75%apq
Fixed landline telephone	36	10	26	2	7	5	7	9	2	4	9	22	5	7	29	5	11	20
	2%	1%	2%	1%	2%	2%	2%	3%	1%	2%	1%	2%	1%	1%	3%	1%	1%	3%
		n 28%	72%b	7%	18%	15%	21%	26%	4%	10%	25%	61%	14%	19%	81%ln	13%	30%	57%apq
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36	15	21	7	9	3	10	3	2	2	16	16	4	11	25	1	17	18
	2%	1%	2%	2%	2%	1%	3%	1%	1%	1%	2%	2%	1%	1%	2%	*	2%	3%
		p 42%	58%	19%	26%	9%	27%	9%	5%	6%	45%	44%	11%	30%	70%ln	2%	48%p	51%ap

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300		611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196		710	1030	423	1078	1085	424	1107	632
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	20 1%	8 1% 40%	12 1% 60%	3 1% 14%	4 1% 22%	3 1% 17%	4 1% 23%	4 1% 18%	1 * 3%	* * 3%		7 1% 36%	11 1% 58%	1 * 6%	5 * 27%	14 1% 73%	3 1% 15%	6 1% 29%	11 2% 56%q
Mobile broadband - Through a dongle or USB stick	12 1%	4 * 33%	8 1% 67%	- - -	3 1% 22%	5 1% 42%	1 * 7%	3 1% 29%	- - -	- - -		3 * 22%	9 1% 78% <i>m</i>	- - -	2 * 15%	10 1% 85% <i>n</i>	- - -	6 1% 54%	5 1% 46%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	3 * 33%	5 * 67%	- - -	1 * 9%	4 * 50%	1 * 15%	2 1% 27%	- - -	- - -		1 * 9%	7 1% 91%	- - -	3 * 38%	5 * 62%	- - -	3 * 38%	5 1% 62%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	24 2% j 34%	46 4% b 66%	4 1% 6%	18 4% 25% <i>dj</i>	16 5% 23% <i>dj</i>	22 7% 32% <i>adhi</i> j	6 2% 9%	2 1% 3%	2 1% 2%		22 3% 32% <i>m</i>	44 4% 63% <i>m</i>	4 1% 5%	16 2% 23%	54 5% 77% <i>an</i>	3 1% 4%	35 3% 50% <i>p</i>	32 5% 46% <i>apq</i>
Calls using a public payphone	8 *	4 * 45%	4 * 55%	- - -	2 * 23%	2 1% 29%	2 * 20%	1 * 13%	1 1% 16%	- - -		2 * 23%	5 * 61%	1 * 16%	2 * 30%	6 1% 70%	- - -	4 * 52%	4 1% 48%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 1%	13 1% 43%	17 2% 57%	2 1% 5%	8 2% 25%	6 2% 21%	11 3% 37% <i>adhi</i> j	2 1% 6%	1 1% 4%	1 * 2%		9 1% 30%	19 2% 64% <i>m</i>	2 * 6%	11 1% 36%	19 2% 64%	1 * 2%	16 1% 53%	13 2% 45% <i>p</i>

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Other	8	4	5	-	3	-	2	1	2	1	3	2	3	3	5	1	5	2
	*	*	*	-	1%	-	*	*	1%	*	*	*	1%	*	*	*	*	*
		44%	56%	-	35%	-	21%	9%	28% ^d	8%	35%	30%	35%	35%	65%	15%	55%	30%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	56	25	31	8	18	12	11	6	1	1	26	28	2	20	36	6	23	27
	3%	2%	3%	3%	4%	3%	3%	2%	*	1%	4%	3%	*	2%	3%	1%	2%	4%
		<i>im</i> 45%	55%	14% ^d	32% ^{dj}	21% ^j	19% ^d	11%	1%	2%	46% ^m	51% ^m	4%	36%	64%	10%	41%	48% ^{apq}
ANY BROADBAND	61	23	38	10	16	9	13	8	2	3	25	31	5	18	44	4	29	29
	3%	2%	3%	3%	4%	3%	4%	2%	1%	1%	4%	3%	1%	2%	4%	1%	3%	5%
		<i>mp</i> 38%	62%	16%	26% ^d	15%	22% ^d	13%	4%	4%	42% ^m	50% ^m	8%	29%	71% ⁿ	6%	48%	47% ^{apq}
ONLY 1 SERVICE	102	45	56	15	24	19	22	12	6	4	39	53	10	46	56	9	58	35
	5%	4%	5%	5%	6%	5%	6%	4%	3%	2%	5%	5%	2%	4%	5%	2%	5%	5%
		<i>jmp</i> 44%	56%	15%	23% ^j	19% ^j	21% ^{dj}	12%	6%	4%	38% ^m	52% ^m	10%	45%	55%	9%	57% ^p	34% ^p
2 SERVICES	40	15	26	5	14	5	10	5	1	1	19	20	2	3	37	1	20	20
	2%	1%	2%	2%	3%	1%	3%	1%	*	*	3%	2%	*	*	3%	*	2%	3%
		<i>imp</i> 36%	64%	13%	34% ^{dj}	11%	25% ^{dj}	12%	2%	2%	47% ^m	49% ^m	4%	8%	92% ^{an}	2%	48% ^p	50% ^{ap}
3 SERVICES	17	7	10	-	4	5	3	3	-	2	4	11	2	9	8	3	6	8
	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	*	1%	1%	1%	1%	1%
		42%	58%	-	26%	30%	17%	17%	-	11%	26%	63%	11%	55%	45%	17%	37%	45%
4 SERVICES	3	-	3	-	-	1	2	-	-	-	-	3	-	-	3	-	2	1
	*	-	*	-	-	*	1%	-	-	-	-	*	-	-	*	-	*	*
		-	100%	-	-	32%	68%	-	-	-	-	100%	-	-	100%	-	68%	32%
5 OR MORE SERVICES	6	2	4	-	1	1	2	1	1	-	1	4	1	-	6	-	-	6
	*	-	*	-	-	*	1%	*	*	-	*	*	*	-	1%	-	-	1%
		29%	71%	-	24%	16%	33%	17%	11%	-	24%	65%	11%	-	100% ⁿ	-	-	100% ^{aq}
ANY COMMUNICATIONS SERVICE	169	69	100	21	43	31	39	21	7	7	64	91	14	59	110	12	87	70
	8%	7%	9%	7%	11%	9%	11%	6%	3%	3%	9%	9%	3%	5%	10%	3%	8%	11%
		<i>jimp</i> 41%	59%	12%	26% ^{dhj}	18% ^j	23% ^{ahj}	12%	4%	4%	38% ^m	54% ^m	8%	35%	65% ^{an}	7%	51% ^p	41% ^{apq}
Don't know	25	14	11	2	5	7	2	2	5	2	7	11	7	5	20	1	6	18
	1%	1%	1%	1%	1%	2%	1%	*	2%	1%	1%	1%	2%	*	2%	*	1%	3%
		55%	45%	8%	20%	30%	8%	6%	21% ^h	7%	28%	44%	28%	18%	82% ⁿ	5%	24%	71% ^{apq}

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Not asked	1970	966	1003	281	358	311	300	318	215	188	639	928	402	1014	955	411	1015	544
	91%	92%	90%	93%	88%	89%	88%	93%	94%	96%	90%	90%	95%	94%	88%	97%	92%	88%
		or 49%	51%	14%	18%	16%	15%	16%ag	11%aef	10%aef	32%	47%	20%aki	52%ao	48%	21%aqr	52%r	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	44 2%	2 1%	1 1%	1 2%	3 3%	11 5%	3 2%	8 5%	3 1%	3 1%	4 1%	5 1%	5 3%	1 1%	2 1%	1 2%
		91%	5%	2%	2%	5%	23% ^{alm}	6%	16% ^{alm}	5%	7%	8%	10%	11%	2%	5%	2%
Standard mobile phone (that can't access the internet)	12 1%	10 1%	2 1%	- -	- -	1 1%	1 *	2 1%	4 3%	- -	2 1%	- -	1 *	- -	- -	2 13%	- -
		87%	13%	-	-	8%	6%	18%	34% ^{ajlmm}	-	14%	-	7%	-	-	13%	-
Fixed landline telephone	36 2%	27 1%	6 3%	1 1%	2 3%	3 3%	1 *	1 *	3 2%	3 2%	1 1%	2 1%	7 2%	6 3%	1 1%	6 3%	2 3%
		74%	18%	3%	5%	7%	2%	2%	8%	9%	4%	6%	20%	17% ^g	3%	18% ^g	5% ^{ghld}
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be up to 17 Mbit/s). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	29 2%	4 2%	3 3%	* 1%	2 2%	5 2%	- -	5 3%	3 2%	5 2%	4 1%	4 1%	2 1%	3 3%	4 2%	* 1%
		81%	11%	8%	1%	5%	14%	-	13% ^{lh}	9%	14%	10%	10%	4%	8% ^{lh}	11%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	18 1% 92%	1 1% 5%	- - -	1 1% 3%	3 3% 13%hkl	1 * 5%	- - -	5 3% 24%ahkl	2 1% 8%	1 * 3%	1 * 3%	3 1% 17%	4 2% 19%	- - -	1 1% 5%	1 1% 3%
Mobile broadband - Through a dongle or USB stick	12 1%	10 1% 88%	1 1% 9%	- - -	* 1% 3%	1 1% 8%	1 * 6%	1 * 6%	- - -	- - -	3 1% 25%	2 1% 16%	3 1% 27%	- - -	- - -	1 1% 9%	* 1% 3%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	7 * 88%	1 1% 12%	- - -	- - -	1 1% 12%	- - -	1 * 9%	- - -	- - -	2 1% 21%	1 1% 17%	1 * 15%	1 1% 15%	- - -	1 1% 12%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	59 3% 84%	7 4% 10%	1 1% 2%	3 6% 4%	3 3% 4%	8 4% 12%	2 1% 3%	12 8% 18%ahjklm o	5 3% 7%	6 2% 8%	8 3% 12%	9 3% 14%	6 3% 8%	1 1% 2%	7 4% 10%	3 6% 4%h
Calls using a public payphone	8 *	7 * 90%	1 * 10%	- - -	- - -	1 1% 12%	- - -	1 * 9%	2 1% 21%	- - -	1 * 8%	2 1% 27%	1 * 14%	- - -	- - -	1 * 10%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 1%	28 2% 91%	2 1% 7%	- - -	* 1% 1%	1 1% 3%	5 2% 15%k	2 1% 8%	3 2% 10%k	3 2% 12%	- - -	3 1% 11%	4 1% 14%	6 3% 18%k	- - -	2 1% 7%	* 1% 1%
Other	8 *	7 - 91%	- - -	1 1% 9%	- - -	- - -	2 1% 27%	- - -	2 1% 22%	- - -	2 1% 29%	1 * 13%	- - -	- - -	1 1% 9%	- - -	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	56 3%	50 3% 89%	4 2% 7%	1 1% 2%	1 2% 1%	3 3% 5%	11 5% 20%lm	4 2% 8%	11 7% 20%aklmo p	3 1% 4%	5 2% 9%	4 1% 7%	5 1% 8%	5 3% 9%	1 1% 2%	4 2% 7%	1 2% 1%
ANY BROADBAND	61 3%	53 3% 87%	4 2% 6%	3 3% 5%	1 3% 2%	4 4% 6%h	6 3% 10%	1 * 1%	9 6% 15%ah	5 3% 8%	9 4% 14%h	6 2% 10%	9 3% 14%	5 3% 9%	3 3% 5%	4 2% 6%	1 3% 2%
ONLY 1 SERVICE	102 5%	84 5% 83%	12 6% 12%	2 2% 2%	3 7% 3%	3 3% 2%	16 7% 15%lm	6 3% 6%	7 4% 7%	6 4% 6%	17 7% 17%lm	10 4% 10%	8 3% 8%	11 6% 11%	2 2% 2%	12 6% 12%	3 7% 3%lm
2 SERVICES	40 2%	33 2% 82%	3 2% 6%	3 2% 6%	2 4% 4%	- - -	6 3% 14%hn	- - -	10 6% 24%afhjkl np	2 1% 6%	1 1% 4%	5 2% 13%	9 3% 22%hn	- - -	3 2% 6%	3 2% 8%	2 4% 4%fhkn
3 SERVICES	17 1%	16 1% 95%	1 * 5%	- - -	- - -	2 2% 10%	1 * 5%	1 * 4%	4 3% 24%a	1 1% 7%	2 1% 10%	3 1% 15%	2 1% 15%	1 * 5%	- - -	1 * 5%	- - -
4 SERVICES	3 *	3 - 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 - 32%	- - -	- - -	- - -	2 1% 68%a	- - -	- - -	- - -
5 OR MORE SERVICES	6 *	5 - 83%	1 1% 17%	- - -	- - -	1 1% 16%	1 * 12%	1 * 12%	1 * 11%	- - -	- - -	- - -	1 1% 13%	1 1% 20%	- - -	1 1% 17%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
ANY COMMUNICATIONS SERVICE	169	142	17	5	5	5	23	7	21	11	21	18	20	16	5	17	5
	8%	8%	9%	4%	10%	6%	10%	4%	14%	6%	9%	7%	6%	9%	4%	9%	10%
		84%	10%	3%	3%	3%	14%h	4%	13%ahjimo	6%	12%	10%	12%	9%	3%	10%	3%h
Don't know	25	19	4	2	*	1	3	-	2	-	3	2	3	4	2	4	*
	1%	1%	2%	2%	1%	1%	1%	-	1%	-	1%	1%	1%	2%	2%	2%	1%
		75%	17%	7%	1%	4%	14%	-	9%	-	12%	8%	10%	18%	7%	17%	1%
Not asked	1970	1661	163	101	44	84	199	167	131	167	209	242	298	164	101	163	44
	91%	91%	89%	94%	89%	93%	88%	96%	85%	94%	90%	92%	93%	89%	94%	89%	89%
		i 84%	8%	5%	2%	4%	10%	8%agiknp	7%	8%l	11%	12%l	15%l	8%	5%l	8%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	41 2% 85%	7 3% 15%	14 4% 29%	33 2% 68%	21 6% 44%ag	13 2% 26%	23 6% 48%ai	11 1% 23%	36 4% 76%a	4 2% 8%	2 2% 4%	3 2% 7%	38 3% 80%	43 3% 90%
Standard mobile phone (that can't access the internet)	12 1%	10 1% j 86%	2 1% 14%	5 1% 45%e	7 * 55%	7 2% 60%ag	3 * 21%	7 2% 60%ai	3 * 21%	- - -	1 * 7%	1 1% 7%j	4 2% 33%ajno	1 * 7%	6 * 46%
Fixed landline telephone	36 2%	32 2% 88%	5 2% 12%	16 4% 45%ae	20 1% 55%	12 4% 33%ag	9 1% 24%	13 3% 35%ai	8 1% 21%	17 2% 48%	4 2% 10%	1 * 2%	7 3% 19%	19 2% 53%	24 2% 65%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	31 2% 86%	5 2% 14%	12 3% 34%e	24 1% 66%	16 5% 45%ag	11 1% 31%	18 4% 51%ai	9 1% 26%	19 2% 53%	10 5% 28%ajl	- - -	6 2% 17%l	27 2% 75%	33 2% 90%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	20 1%	- -	10 2%	10 1%	9 3%	6 1%	10 3%	4 1%	12 61%	3 16%	1 6%	2 10%	14 71%	17 87%
Mobile broadband - Through a dongle or USB stick	12 1%	8 -	4 1%	7 2%	5 -	6 2%	3 -	7 2%	2 -	5 46%	- 3%	- -	6 49%	6 50%	9 79%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 -	6 -	2 1%	2 -	6 -	6 2%	2 -	6 2%	2 -	3 32%	1 15%	1 17%	2 24%	4 46%	6 70%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	66 3%	4 2%	20 5%	48 3%	28 8%	28 3%	37 9%	18 2%	43 61%	14 20%	3 3%	7 9%	55 78%	62 88%
Calls using a public payphone	8 -	8 -	- -	3 1%	5 -	5 1%	- -	5 1%	- -	3 38%	3 32%	1 17%	2 20%	5 62%	7 82%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 1%	22 1% 71%	9 3% 29%ab	6 2% 21%	22 1% 73%	6 2% 20%	11 1% 37%	9 2% 29%	8 1% 27%	18 2% 60%	5 2% 17%	1 1% 5%	3 2% 10%	22 2% 74%	26 2% 86%
Other	8 *	6 * 73%	2 1% 27%	3 1% 38%	4 * 49%	4 1% 49%a	3 * 38%	5 1% 58%a	2 * 29%	6 1% 71%	- - -	- - -	- - -	6 1% 71%	6 * 71%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	56 3%	47 3% 84%	9 3% 16%	17 4% 30%e	38 2% 67%	26 8% 46%ag	15 2% 27%	27 7% 49%ai	13 2% 24%	36 4% 65%	5 2% 8%	3 2% 5%	5 2% 9%	39 3% 70%	46 3% 82%
ANY BROADBAND	61 3%	52 3% 86%	9 3% 14%	22 6% 36%ae	39 2% 64%	26 8% 43%ag	20 2% 33%	31 2% 50%ai	16 2% 25%	36 4% 59%	14 6% 22%al	1 1% 2%	9 5% 15%	47 4% 76%	54 4% 88%
ONLY 1 SERVICE	102 5%	83 4% 81%	19 7% 19%	25 6% 25%e	69 4% 68%	32 10% 31%ag	32 4% 31%	38 2% 37%ai	25 3% 25%	65 7% 64%am	12 6% 12%	7 5% 7%	5 3% 5%	76 7% 75%am	88 6% 86%am
2 SERVICES	40 2%	36 2% 89%	5 2% 11%	10 3% 26%	30 2% 74%	19 6% 47%ag	16 2% 39%	23 6% 57%ai	11 2% 28%	27 3% 66%	12 6% 30%ajlo	1 * 1%	4 2% 10%	36 3% 89%a	38 3% 94%
3 SERVICES	17 1%	13 1% 79%	4 1% 21%	7 2% 41%e	10 1% 59%	7 2% 38%a	8 1% 47%	9 2% 50%a	6 1% 36%	13 1% 73%	1 1% 7%	1 1% 8%	1 * 5%	13 1% 73%	13 1% 73%
4 SERVICES	3 *	3 * 100%	- - -	1 * 32%	2 * 68%	- - -	- - -	- - -	- - -	- - -	1 1% 32%j	- - -	- - -	1 * 32%	1 * 32%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
5 OR MORE SERVICES	6	6	-	3	3	5	-	5	-	1	-	-	3	1	5
	.	.	-	1%	.	1%	-	1%	-	.	-	-	2%	.	.
		100%	-	57%e	43%	76%ag	-	76%ai	-	20%	-	-	56%ajno	20%	76%
ANY COMMUNICATIONS SERVICE	169	141	27	47	114	62	55	74	43	106	27	9	14	127	144
	8%	8%	10%	12%	7%	19%	7%	18%	6%	11%	13%	7%	7%	11%	11%
		84%	16%	28%ae	68%	37%ag	33%	44%ai	25%	63%a	16%a	5%	8%	76%a	85%a
Don't know	25	23	2	9	15	12	5	13	4	10	5	2	2	14	16
	1%	1%	1%	2%	1%	4%	1%	3%	1%	1%	2%	2%	1%	1%	1%
		92%	8%	38%e	59%	47%ag	21%	52%ai	16%	39%	18%	8%	8%	58%	65%
Not asked	1970	1718	240	339	1552	255	770	323	702	867	183	118	181	990	1203
	91%	91%	89%	86%	92%	78%	83%	79%	94%	88%	85%	92%	92%	87%	88%
	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno	dkno
		87%	12%	17%	79%e	13%	39%e	16%	36%ah	44%	9%	6%	9%k	50%	61%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	19 3% 39%	17 3% 35%	29 3% 61%	25 3% 52% ^h	12 3% 24%	35 3% 73% ^h	13 1% 27%	3 3% 5%	36 3% 75% ^h
Standard mobile phone (that can't access the internet)	12 1%	2 * 14%	- - -	2 - 14%	3 * 25%	- - -	3 * 25%	9 1% 75% ^{g,j}	- - -	3 * 25%
Fixed landline telephone	36 2%	10 2% 28%	8 2% 21%	16 2% 44%	11 1% 30%	12 3% 32%	22 2% 62%	14 1% 38%	* 1% 4%	22 2% 62%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	10 2% f 27%	13 3% 36%	20 2% 56%	26 3% 70% ^{a,h}	- - -	26 2% 70% ^f	11 1% 30% ^f	2 2% 4% ^f	26 2% 70% ^f

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	6 1% e 33%	8 2% 43%	10 1% 53%	1 * 4%	14 3% 73%aeghj	15 1% 77%ae	4 * 23%	- - -	15 1% 77%ae
Mobile broadband - Through a dongle or USB stick	12 1%	5 1% 40%	1 * 12%	5 1% 44%	7 1% 61%	- - -	7 1% 61%	5 * 39%	- - -	7 1% 61%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	6 1% 76%	1 * 17%	6 1% 76%	3 * 36%	1 * 15%	4 * 50%	4 * 50%	- - -	4 * 50%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	32 6% 45%a	22 4% 31%	45 5% 64%a	33 4% 48%h	16 4% 23%	50 4% 71%h	20 2% 29%	3 3% 4%	50 4% 71%h
Calls using a public payphone	8 *	2 * 25%	3 1% 39%	3 * 39%	2 * 22%	2 * 21%	3 * 43%	5 * 57%	- - -	3 * 43%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 1%	12 2% 40%	9 2% 29%	19 2% 62%	15 2% 51%	5 1% 16%	20 2% 67%	10 1% 33%	1 1% 4%	20 2% 67%
Other	8 *	3 1% 35%	1 * 16%	4 * 51%	6 1% 71%	1 * 8%	7 1% 79%	2 * 21%	- - -	7 1% 79%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	56 3%	21 4% 37%	17 3% 30%	31 3% 55%	27 3% 49%	12 3% 21%	37 3% 67%	19 2% 33%	3 3% 5%	38 3% 68%
ANY BROADBAND	61 3%	21 4% 34%	23 5% 37%	36 4% 58%	33 4% 55% ^h	14 3% 23% ^h	48 4% 78% ^h	13 2% 22%	2 2% 3%	48 4% 78% ^h
ONLY 1 SERVICE	102 5%	34 6% 33%	30 6% 29%	56 6% 55%	51 6% 50% ^h	21 5% 21%	71 6% 70% ^h	31 3% 30%	2 2% 2%	72 6% 71% ^h
2 SERVICES	40 2%	22 4% 54% ^a	14 3% 35%	28 3% 70%	29 4% 71% ^{a,h}	6 1% 14%	34 3% 85% ^h	6 1% 15%	3 3% 8% ^h	34 3% 85% ^h
3 SERVICES	17 1%	8 1% 45%	9 2% 50%	14 1% 79%	6 1% 37%	6 2% 38%	13 1% 75%	4 * 25%	- - -	13 1% 75%
4 SERVICES	3 *	- - -	- - -	- - -	- - -	1 * 32%	1 * 32%	2 * 68%	- - -	1 * 32%
5 OR MORE SERVICES	6 *	1 * 20%	- - -	1 * 20%	1 * 11%	1 * 20%	2 * 31%	4 * 69%	- - -	2 * 31%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
ANY COMMUNICATIONS SERVICE	169	65	52	99	87	35	121	48	5	122
	8%	11%	11%	11%	11%	8%	10%	5%	6%	10%
		h 38%a	31%	59%a	52%ah	21%h	72%ah	28%	3%	72%ah
Don't know	25	5	3	7	7	5	12	13	2	13
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
		21%	12%	28%	27%	21%	48%	52%	8%	53%
Not asked	1970	495	433	809	709	380	1068	902	89	1077
	91%	89%	89%	88%	88%	90%	89%	94%	92%	89%
		bde 25%	22%	41%	36%	19%	54%	46%aeafg	5%	55%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	24 2% h 50%	24 2% 50%	19 3% 40%	29 2% 60%	23 3% 48%	48 25% 100%ah	- - -	9 24% 19%ah	17 37% 36%a	5 20% 9%
Standard mobile phone (that can't access the internet)	12 1%	2 * h 20%	10 1% 80%	- - -	12 1% 100% ^d	2 * 14%	12 6% 100%ah	- - -	3 9% 29%ah	4 8% 33%a	3 14% 25%
Fixed landline telephone	36 2%	20 2% h 57%	16 1% 43%	13 2% 36%	23 2% 64%	15 2% 41%	36 19% 100%ah	- - -	12 31% 33%ah	7 16% 21%a	2 8% 5%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	15 1% h 41%	21 2% 59%	6 1% 17%	30 2% 83%	16 2% 43%	36 19% 100%ah	- - -	6 17% 18%ah	12 26% 34%a	3 15% 9%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s", up to 100 Mbit/s".	20 1%	13 1% h 68%	6 1% 32%	12 2% 63%ae	7 * 37%	7 1% 35%	20 10% 100%ah	- - -	4 11% 23%ah	5 11% 26%a	2 9% 10%
Mobile broadband - Through a dongle or USB stick	12 1%	5 * h 44%	7 1% 56%	5 1% 46%	6 * 54%	5 1% 40%	12 6% 100%ah	- - -	6 17% 55%ah	3 5% 22%a	2 7% 13%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	6 1% h 76%	2 * 24%	3 * 32%	6 * 68%	5 1% 62%	8 4% 100%ah	- - -	1 3% 12%ah	2 5% 30%a	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	43 4% h 61%	27 3% 39%	35 5% 50%ae	35 2% 50%	37 4% 52%	70 36% 100%ah	- - -	16 40% 22%ah	15 32% 22%a	9 38% 12%
Calls using a public payphone	8 *	3 * h 33%	5 1% 67%	2 * 30%	6 * 70%	4 * 49%	8 4% 100%ah	- - -	3 8% 39%ah	1 2% 13%	3 11% 31%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile internet or TV services)	30 1%	18 2% h 60%	12 1% 40%	12 2% 40%	18 1% 60%	15 2% 49%	30 16% 100%ah	- - -	7 18% 23%ah	6 13% 20%a	6 27% 20%
Other	8 *	3 * h 35%	5 * 65%	3 * 35%	5 * 65%	6 1% 70%	8 4% 100%ah	- - -	4 9% 44%ah	- - -	2 8% 21%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	56 3%	27 2% h 47%	30 3% 53%	19 3% 34%	37 2% 66%	25 3% 44%	56 29% 100%ah	- - -	11 28% 19%ah	21 44% 37%a	7 31% 12%
ANY BROADBAND	61 3%	33 3% h 54%	28 3% 46%	24 4% 39%	37 2% 61%	27 3% 44%	61 32% 100%ah	- - -	14 36% 22%ah	20 42% 33%a	7 31% 11%
ONLY 1 SERVICE	102 5%	53 5% h 52%	49 5% 48%	43 7% 42%e	59 4% 58%	55 6% 54%	102 53% 100%ah	- - -	16 41% 16%ah	28 59% 27%a	13 59% 13%
2 SERVICES	40 2%	26 2% h 65%	14 1% 35%	20 3% 49%e	21 1% 51%	19 2% 47%	40 21% 100%ah	- - -	8 20% 19%ah	13 27% 32%a	6 15% 15%
3 SERVICES	17 1%	11 1% h 65%	6 1% 35%	6 1% 34%	11 1% 66%	11 1% 66%	17 9% 100%ah	- - -	4 9% 21%ah	7 14% 38%a	2 8% 11%
4 SERVICES	3 *	1 * 32%	2 * 68%	1 * 32%	2 * 68%	- * -	3 2% 100%ah	- - -	2 6% 68%ah	- - -	- - -
5 OR MORE SERVICES	6 *	2 * 31%	4 * 69%	1 * 20%	5 * 80%	1 * 20%	6 3% 100%ah	- - -	3 8% 53%ah	- - -	1 3% 12%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
ANY COMMUNICATIONS SERVICE	169	93	76	71	98	86	169	-	33	47	22
	8%	9%	7%	11%	6%	9%	87%	-	85%	100%	97%
		h 55%	45%	42%ae	58%	51%	100%ah	-	19%ah	28%a	13%
Don't know	25	11	14	6	18	10	25	-	6	-	1
	1%	1%	1%	1%	1%	1%	13%	-	15%	-	3%
		h 43%	57%	20%	74%	40%	100%ah	-	24%ah	-	2%
Not asked	1970	978	991	562	1408	817	-	1425	-	-	-
	91%	90%	92%	88%	92%	89%	-	100%	-	-	-
		dgi 50%	50%	29%	71%id	41%	-	72%agi	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	5 10% 10%ah	2 5% 5%	10 13% 22%ah	4 6% 9%h	9 7% 20%ah	10 6% 22%ah	38 2% 78%	6 9% 12%ah	11 11% 24%ah	10 12% 20%ah	16 2% 33%	19 4% 40%al
Standard mobile phone (that can't access the internet)	12 1%	5 10% 41%acgh	- 5% -	4 5% 33%ah	3 4% 27%ah	5 4% 40%ah	5 3% 40%ah	7 * 60%	2 4% 20%ah	4 4% 33%ah	2 2% 14%h	2 * 14%	1 * 11%
Fixed landline telephone	36 2%	4 9% 12%ah	1 2% 3%	6 7% 16%ah	3 5% 10%h	8 6% 22%ah	8 4% 22%ah	28 1% 78%	9 14% 26%ah	13 12% 36%ah	9 12% 26%ah	11 1% 31%	11 3% 31%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	4 8% 11%ah	1 2% 3%	6 7% 16%ah	4 6% 12%ah	11 8% 31%ah	11 6% 31%ah	25 1% 69%	5 7% 13%ah	9 9% 25%ah	4 5% 10%h	12 2% 34%	13 3% 36%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	2 4% 10%ah	1 2% 6%	5 7% 28%ah	3 4% 14%ah	4 3% 21%ah	4 2% 21%	15 1% 79%	5 8% 27%ah	4 4% 23%ah	6 7% 30%ah	7 1% 35%	8 2% 43%
Mobile broadband - Through a dongle or USB stick	12 1%	4 9% 38%ach	- - -	3 4% 30%ah	4 5% 33%ah	7 5% 56%ah	7 4% 60%ah	5 * 40%	5 7% 41%ah	7 6% 56%ah	4 5% 35%ah	4 * 32%	3 1% 29%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	4 9% 54%acfgh	- - -	2 2% 24%ah	3 5% 41%ah	2 1% 24%ah	3 2% 41%ah	5 * 59%	1 1% 12%	2 2% 24%ah	2 3% 26%ah	3 * 36%	1 * 15%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	5 11% 8%ah	5 9% 7%ah	5 7% 8%	6 8% 8%h	11 8% 16%ah	13 7% 19%ah	57 3% 81%	5 7% 7%	15 14% 21%ah	7 9% 11%ah	28 4% 39%	22 5% 31%
Calls using a public payphone	8 *	1 2% 12%h	1 2% 10%	2 2% 24%ah	2 3% 29%ah	2 1% 20%	3 2% 38%ah	5 * 62%	3 5% 39%ah	2 2% 20%h	3 3% 34%ah	2 * 22%	2 * 21%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
One of my services	30	2	-	1	3	6	6	24	2	5	8	8	12
within a bundle from one	1%	4%	-	1%	3%	5%	3%	1%	4%	5%	10%	1%	3%
supplier, but I am not		7%	-	3%	9%	21%ah	21%ah	79%	8%	17%ah	28%acdgh	26%	41%al
sure which (e.g.													
landline, mobile,													
internet or TV services)													
Other	8	1	-	-	-	2	2	7	-	-	2	6	1
*	*	2%	-	-	-	1%	1%	*	-	-	2%	1%	*
		13%ah	-	-	-	21%	21%	79%	-	-	21%ah	70%	9%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	56	8	2	11	5	11	12	44	6	12	10	18	20
	3%	17%	5%	14%	7%	8%	6%	2%	9%	12%	12%	2%	5%
		14%aagh	4%	20%ah	9%ah	20%ah	21%ah	79%	11%ah	22%ah	17%ah	31%	35%al
ANY BROADBAND	61	6	2	8	5	16	16	45	11	14	11	23	25
	3%	12%	5%	11%	7%	12%	9%	2%	16%	14%	14%	3%	6%
		9%ah	4%	14%ah	8%h	25%ah	26%ah	74%	18%ah	23%ah	18%ah	37%	41%al
ONLY 1 SERVICE	102	8	4	9	5	19	22	80	5	13	9	42	29
	5%	16%	7%	11%	7%	15%	12%	4%	8%	13%	11%	5%	7%
		8%ah	4%	9%ah	5%	19%ah	21%ah	79%	5%	13%ah	9%ah	42%	28%
2 SERVICES	40	1	2	2	-	8	8	32	4	7	7	12	22
	2%	2%	4%	3%	-	6%	5%	2%	6%	6%	6%	2%	5%
		3%	5%	6%	-	21%aah	21%ah	79%	11%aah	16%aah	17%aah	30%	55%al
3 SERVICES	17	2	1	2	1	-	1	16	2	4	2	8	4
	1%	5%	2%	2%	2%	-	1%	1%	5%	2%	3%	1%	1%
		14%afgh	7%	10%	8%	-	8%	92%	21%afgh	10%	13%	49%	26%
4 SERVICES	3	-	-	-	-	-	-	3	-	2	3	-	1
	*	-	-	-	-	-	-	*	-	2%	4%	-	*
		-	-	-	-	-	-	100%	-	68%ah	100%afgh	-	32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
5 OR MORE SERVICES	6	3	-	3	3	4	4	2	2	4	2	1	1
	*	6%	-	4%	5%	3%	2%	*	4%	4%	2%	*	*
		44%ah	-	57%ah	57%ah	69%ah	69%ah	31%	41%ah	69%ah	28%ah	20%	11%
ANY COMMUNICATIONS SERVICE	169	14	7	16	10	32	35	133	16	28	23	64	57
	8%	29%	14%	21%	14%	24%	19%	7%	24%	27%	29%	8%	13%
		8%aah	4%	10%ah	6%h	19%ah	21%ah	79%	9%ah	17%ah	14%ah	38%	34%al
Don't know	25	-	-	1	1	*	2	23	-	2	2	7	5
	1%	-	-	2%	2%	*	1%	1%	-	2%	2%	1%	1%
		-	-	5%	5%	2%	7%	93%	-	6%	6%	28%	19%
Not asked	1970	34	43	61	62	101	147	1822	51	73	56	700	367
	91%	71%	86%	78%	84%	76%	80%	92%	76%	71%	69%	91%	86%
		bdijgikm 2%	2%	3%	3%	5%	7%	93%bdeijgik	3%	4%	3%	36%lm	19%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	11 3% 24%	14 4% 29%	6 2% 12%	10 2% 22%	4 2% 8%	2 2% 4%	- - -	1 3% 1%	- - -	- - -	- - -
Standard mobile phone (that can't access the internet)	12 1%	3 1% 25%	4 1% 32%	1 * 6%	3 1% 25%	1 * 5%	- - -	- - -	1 3% 6%	- - -	- - -	- - -
Fixed landline telephone	36 2%	12 3% 34%	7 2% 19%	5 1% 13%	8 1% 21%	2 1% 5%	2 2% 6%	- - -	1 3% 2%	- - -	- - -	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	13 3% 35% ^d	6 2% 17%	9 2% 25% ^d	5 1% 13%	1 1% 4%	1 1% 3%	- - -	- - -	- - -	- - -	1 11% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	3 1% 18%	5 1% 27%	4 1% 21%	5 1% 28%	- - -	1 1% 6%	- - -	- - -	- - -	- - -	- - -
Mobile broadband - Through a dongle or USB stick	12 1%	5 1% 42%	1 * 8%	1 * 12%	4 1% 32%	- - -	- - -	- - -	1 3% 6%	- - -	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	1 * 9%	1 * 12%	2 1% 29%	4 1% 50%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	22 6% 32% ^b	9 3% 13%	12 3% 18%	18 3% 25%	5 2% 8%	2 2% 4%	- - -	1 3% 1%	- - -	- - -	- - -
Calls using a public payphone	8 *	1 * 14%	3 1% 34% ^d	1 * 17%	- - -	1 1% 18%	- - -	- - -	1 3% 9%	1 2% 8%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 1%	6 2% 21%	7 2% 25%	7 2% 23%	5 1% 16%	3 1% 11%	- - -	1 2% 4%	- - -	- - -	- - -	- - -
Other	8 *	3 1% 35%	1 - 15%	- - -	2 - 30%	2 1% 21%	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	56 3%	13 3% 23%	16 5% 29% ^c	7 2% 12%	14 2% 24%	4 2% 8%	2 2% 4%	- - -	1 3% 1%	- - -	- - -	- - -
ANY BROADBAND	61 3%	19 5% 30% ^e	10 3% 17%	13 3% 21% ^e	14 2% 23%	1 1% 2%	2 2% 2%	- - -	1 3% 1%	- - -	- - -	1 11% 2%
ONLY 1 SERVICE	102 5%	32 8% 31% ^{def}	18 5% 17%	18 5% 18%	25 4% 24%	5 2% 5%	1 1% 1%	1 2% 1%	- - -	1 2% 1%	- - -	1 11% 1%
2 SERVICES	40 2%	15 4% 36% ^d	5 1% 12%	8 2% 20%	7 1% 16%	4 2% 10%	2 2% 5%	- - -	- - -	- - -	- - -	- - -
3 SERVICES	17 1%	3 1% 20%	4 1% 24%	3 1% 16%	5 1% 28%	1 1% 5%	1 1% 7%	- - -	- - -	- - -	- - -	- - -
4 SERVICES	3 *	- - 68%	2 1% 68%	- - -	1 - 32%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
5 OR MORE SERVICES	6 *	2 - 25%	1 - 16%	1 - 17%	1 - 20%	1 - 11%	1 - -	- - -	1 3% 12%	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
ANY COMMUNICATIONS SERVICE	169 8%	51 13%	30 8%	30 8%	39 7%	10 4%	5 7%	1 2%	1 3%	1 2%	-	1 11%
		31%bdef	18%	18%	23%	6%	3%	1%	*	*	-	1%
Don't know	25 1%	8 2%	4 1%	7 2%	3 1%	1 1%	1 1%	-	-	-	-	2 14%
		31%	15%	26%	12%	6%	3%	-	-	-	-	6%
Not asked	1970 91%	337 85%	321 91%	334 90%	548 93%	224 95%	96 95%	47 98%	20 97%	27 98%	7 100%	8 75%
		17%	16%a	17%a	28%a	11%a	5%a	2%a	1%	1%	*	*

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	15 4% 31%de	5 3% 10%	11 3% 24%	5 1% 10%	3 1% 6%	7 4% 16%e	- - -	1 1% 3%	1 1% 1%	- - -	- - -	13 2% 27%	12 1% 25%	5 5% 11%lm	12 5% 25%lm	6 6% 12%lm	- - -
Standard mobile phone (that can't access the internet)	12 1%	3 1% 24%	2 1% 14%	2 1% 19%	2 1% 20%	1 * 11%	1 * 5%	- - -	- - -	1 1% 6%	- - -	- - -	4 * 30%	4 * 31%	- - -	4 2% 33%	1 1% 7%	- - -
Fixed landline telephone	36 2%	10 3% 28% d	6 4% 16% d	9 2% 26% d	2 1% 6% d	3 1% 8% d	4 2% 11% d	- - -	1 1% 3% d	1 1% 2% d	- - -	- - -	9 1% 25% m	13 1% 35% m	3 3% 8% m	5 2% 15% m	6 6% 18% lm	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	15 4% 41% cdeh	7 4% 18% ceh	4 1% 11%	5 1% 14%	2 1% 5%	2 1% 5%	1 1% 3%	- - -	- - -	- - -	1 11% 3%	21 3% 57% m	4 * 10%	3 3% 7% m	8 3% 23% m	- - -	1 11% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s"	20 1%	2 1% 11%	3 2% 14%	6 1% 32%	2 * 8%	5 2% 23%	2 1% 12%	- - -	- - -	- - -	- - -	- - -	3 * 16%	8 1% 40%	1 2% 8%	4 2% 20%	3 3% 16%lm	- - -	
Mobile broadband - Through a dongle or USB stick	12 1%	2 * 15%	1 1% 8%	4 1% 31%	3 1% 25%	1 * 9%	1 * 7%	- - -	- - -	1 1% 6%	- - -	- - -	4 1% 37%	6 1% 49%	- - -	2 1% 14%	- - -	- - -	
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	2 1% 26%	2 1% 26%	1 * 15%	2 * 21%	1 * 12%	- - -	- - -	- - -	- - -	- - -	- - -	2 * 29%	3 * 36%	- - -	2 1% 20%	1 1% 15%	- - -	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	22 6% 31% deh	5 3% 7%	20 5% 29% e	9 3% 13%	5 2% 7%	5 3% 7%	2 2% 4%	1 1% 1%	1 1% 1%	- - -	- - -	26 4% 38% m	16 2% 23%	5 5% 7% m	15 6% 21% m	7 8% 11% m	- - -	
Calls using a public payphone	8 *	2 1% 27%	2 1% 24% c	- - -	2 1% 24%	- - -	1 * 8%	- - -	- - -	1 2% 17% ce	- - -	- - -	4 1% 54%	1 * 8%	- - -	3 1% 39% m	- - -	- - -	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 1%	10 3% 33% ^c	2 1% 7%	3 1% 11%	3 1% 9%	7 2% 22%	4 2% 15%	- - -	1 1% 4%	- - -	- - -	-	14 2% 48% ^m	6 1% 21%	2 2% 8%	5 2% 16%	2 2% 8%	- - -
Other	8 *	2 1% 28%	- - -	2 * 20%	4 1% 52%	- - -	- - -	- - -	- - -	- - -	- - -	-	5 1% 56%	2 * 30%	1 1% 14%	- - -	- - -	- - -
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	56 3%	17 5% 31% ^d ^{eg}	6 3% 10%	13 3% 23%	6 2% 11%	4 1% 7%	8 4% 14%	- - -	1 1% 2%	1 1% 1%	- - -	-	15 2% 27%	15 2% 26%	5 5% 9% ^m	14 6% 25% ^{lm}	7 7% 12% ^{lm}	- - -
ANY BROADBAND	61 3%	18 5% 29% ^{eh}	9 5% 14% ^{eh}	12 3% 20%	9 3% 15%	5 2% 8%	5 3% 8%	1 1% 2%	- - -	1 1% 1%	- - -	1 11%	25 3% 40%	17 2% 28%	4 4% 7%	11 5% 19% ^m	3 3% 5%	1 11% 2%
ONLY 1 SERVICE	102 5%	31 8% 31% ^d ^{ef} ^{gh}	11 7% 10%	21 5% 21%	15 4% 14%	12 4% 12%	6 3% 6%	1 1% 1%	2 2% 2%	1 1% 1%	- - -	1 11%	37 5% 37% ^m	26 3% 26%	1 1% 1%	22 9% 22% ^{lmn}	13 13% 12% ^{lmn}	1 11% 1%
2 SERVICES	40 2%	13 4% 33% ^e	4 3% 11%	10 2% 25%	6 2% 15%	2 1% 4%	3 2% 7%	1 1% 3%	1 1% 2%	- - -	- - -	-	15 2% 37%	13 1% 33%	3 3% 8%	5 2% 14%	3 3% 8%	- - -
3 SERVICES	17 1%	4 1% 26%	2 1% 11%	3 1% 20%	4 1% 24%	1 * 7%	2 1% 12%	- - -	- - -	- - -	- - -	-	6 1% 34%	5 1% 31%	1 1% 6%	4 2% 25%	1 1% 4%	- - -
4 SERVICES	3 *	2 1% 68%	- - -	- - -	- - -	- - -	1 1% 32%	- - -	- - -	- - -	- - -	-	- - -	1 - 32%	2 2% 68% ^{lmo}	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
5 OR MORE SERVICES	6	1	1	2	-	1	1	-	-	1	-	-	3	-	-	2	1	-	
	*	-	1%	-	-	*	*	-	-	1%	-	-	*	-	-	1%	1%	-	
		12%	16%	33%	-	17%	11%	-	-	12%	-	-	53%	-	-	28% _{lm}	20% _{lm}	-	
ANY COMMUNICATIONS SERVICE	169	52	18	37	25	16	13	2	3	1	-	1	62	46	8	34	18	1	
	8%	14%	11%	8%	7%	5%	7%	2%	2%	2%	-	11%	8%	5%	8%	13%	18%	11%	
		31% _{cdefghi}	11% _{egh}	22% _h	15%	10%	8%	1%	2%	1%	-	1%	36% _{lm}	27%	5%	20% _{lm}	10% _{lm}	1%	
Don't know	25	9	2	3	4	1	3	1	-	1	-	2	8	6	2	4	3	2	
	1%	2%	1%	1%	1%	*	1%	1%	-	2%	-	14%	1%	1%	2%	2%	3%	14%	
		37% _e	7%	14%	14%	3%	10%	3%	-	5%	-	6%	32%	24%	10%	16%	11% _{lm}	6%	
Not asked	1970	308	144	403	327	282	178	99	140	60	21	8	680	903	87	213	78	8	
	91%	83%	88%	91%	92%	94%	92%	97%	98%	96%	100%	75%	91%	95%	89%	85%	79%	75%	
		16%	7%	20% _a	17% _a	14% _{ab}	9% _a	5% _{ab}	7% _{abcd}	3% _a	1%	*	35% _{op}	46% _{lop}	4%	11%	4%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	..**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	47 2% 98%	1 3% 2%	- - -
Standard mobile phone (that can't access the internet)	12 1%	12 1% 100%	- - -	- - -
Fixed landline telephone	36 2%	35 2% 98%	1 3% 2%	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	36 2%	36 2% 100%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67
Weighted Base	2163	2136	27*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	20 1%	19 1% 99%	- 1% -
Mobile broadband - Through a dongle or USB stick	12 1%	12 1% 100%	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	8 *	8 * 100%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	70 3%	68 3% 97%	2 8% 3%a
Calls using a public payphone	8 *	8 * 100%	- - -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	30 1%	30 1% 100%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67
Weighted Base	2163	2136	27*
Other	8	8	-
	*	*	-
	100%	-	-
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	56	55	1
	3%	3%	3%
		99%	1%
ANY BROADBAND	61	61	*
	3%	3%	1%
		100%	*
ONLY 1 SERVICE	102	100	2
	5%	5%	7%
		98%	2%
2 SERVICES	40	39	1
	2%	2%	4%
		97%	3%
3 SERVICES	17	17	-
	1%	1%	-
		100%	-
4 SERVICES	3	3	-
	*	*	-
		100%	-
5 OR MORE SERVICES	6	6	-
	*	*	-
		100%	-
ANY COMMUNICATIONS SERVICE	169	166	3
	8%	8%	11%
		98%	2%
Don't know	25	25	-
	1%	1%	-
		100%	-
Not asked	1970	1946	24
	91%	91%	89%
		99%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14		62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**		71*	102*	21*	63*	130	14**	93*	87*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19	7	11	8	4	5	1	1	-	-		11	7	-	9	9	3	10	6
	10%	9%	10%	35%	8%	13%	3%	5%	-	-		16%	7%	-	15%	7%	21%	11%	7%
		40%	60%	42%	20%	27%	6%	6%	-	-		62% ^m	38%	-	51%	49%	16%	54%	31%
Standard mobile phone (that can't access the internet)	2	-	2	-	-	-	-	1	-	1		-	1	1	-	2	-	1	1
	1%	-	2%	-	-	-	-	6%	-	8%		-	1%	3%	-	2%	-	1%	1%
		-	100%	-	-	-	-	67%	-	33%		-	67%	33%	-	100%	-	67%	33%
Fixed landline telephone	7	2	5	-	4	-	2	1	-	1		4	3	1	-	7	-	2	5
	4%	2%	5%	-	8%	-	5%	4%	-	8%		5%	3%	3%	-	6%	-	3%	6%
		27%	73%	-	53%	-	27%	11%	-	9%		53%	38%	9%	-	100%	-	32%	68%
Standard Speed Fixed Broadband	15	7	9	2	3	4	5	-	-	1		5	10	1	5	10	-	8	7
	8%	8%	8%	7%	7%	11%	13%	-	-	8%		7%	10%	3%	8%	8%	-	9%	8%
		43%	57%	10%	22%	28%	36%	-	-	4%		32%	63%	4%	32%	68%	-	54%	46%
Superfast Fixed Broadband	5	3	2	2	2	-	1	-	-	-		4	1	-	3	2	1	1	2
	3%	3%	2%	10%	4%	-	2%	-	-	-		6%	1%	-	4%	2%	11%	1%	3%
		53%	47%	46%	38%	-	16%	-	-	-		84%	16%	-	53%	47%	28%	24%	47%
Mobile broadband - through a dongle or USB stick	2	1	1	-	-	-	1	1	-	-		-	2	-	-	2	-	-	2
	1%	1%	1%	-	-	-	3%	4%	-	-		-	2%	-	-	2%	-	-	2%
		40%	60%	-	-	-	60%	40%	-	-		-	100%	-	-	100%	-	-	100%
3G or 4G enabled Tablet	3	2	1	2	1	-	-	-	-	-		3	-	-	1	1	1	-	1
	1%	2%	1%	9%	2%	-	-	-	-	-		4%	-	-	2%	1%	11%	-	1%
		70%	30%	70%	30%	-	-	-	-	-		100%	-	-	53%	47%	53%	-	47%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14	5	10	-	2	4	8	1	-	-		2	12	-	3	11	-	8	6
	7%	5%	9%	-	4%	9%	19%	4%	-	-		3%	12%	-	4%	9%	-	8%	7%
		32%	68%	-	13%	25%	55% ^{ae}	6%	-	-		13%	87%	-	19%	81%	-	54%	46%
Gas	14	6	8	1	8	1	2	2	1	-		9	4	1	6	8	-	8	6
	7%	7%	7%	4%	17%	2%	4%	8%	5%	-		13%	4%	3%	9%	6%	-	8%	7%
		44%	56%	6%	59%	6%	11%	13%	4%	-		65%	30%	4%	40%	60%	-	56%	44%
Electricity	14	7	7	1	7	1	1	3	1	-		8	5	1	6	8	-	7	7
	7%	9%	6%	4%	15%	3%	2%	15%	5%	-		11%	5%	3%	9%	6%	-	7%	8%
		52%	48%	6%	51%	9%	6%	24%	4%	-		57%	39%	4%	40%	60%	-	48%	52%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14	62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**	71*	102*	21*	63*	130	14**	93*	87*
Water	9	3	6	-	4	1	2	1	1	1	4	4	1	2	7	-	3	6
	5%	4%	5%	-	8%	3%	4%	5%	5%	8%	5%	4%	6%	3%	5%	-	3%	7%
		32%	68%	-	43%	11%	20%	11%	7%	7%	43%	43%	14%	23%	77%	-	34%	66%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	7	13	8	4	5	1	2	-	1	11	8	1	9	11	3	11	6
	11%	9%	12%	35%	8%	13%	3%	11%	-	8%	16%	8%	3%	15%	9%	21%	12%	7%
		36%	64%	38%	18%	25%	5%	11%	-	3%	56%	41%	3%	46%	54%	14%	55%	31%
ANY FIXED BROADBAND	20	9	11	4	5	4	6	-	-	1	9	11	1	8	13	1	10	9
	11%	11%	10%	17%	11%	11%	15%	-	-	8%	13%	10%	3%	12%	10%	11%	10%	11%
		46%	54%	19%	26%	21%	31%	-	-	3%	45%	52%	3%	37%	63%	7%	47%	46%
ANY BROADBAND	21	10	11	4	5	4	6	1	-	1	9	11	1	8	14	1	10	10
	11%	12%	10%	17%	11%	11%	15%	4%	-	8%	13%	11%	3%	12%	10%	11%	10%	12%
		48%	52%	18%	25%	20%	30%	4%	-	3%	44%	53%	3%	36%	64%	7%	45%	48%
ONLY 1 COMMUNICATIONS SERVICE	32	14	18	7	9	9	5	2	-	-	16	16	-	15	17	-	21	11
	17%	17%	16%	30%	20%	23%	12%	11%	-	-	23%	16%	-	24%	13%	-	23%	13%
		m 44%	56%	21%	29%	27%	15%	7%	-	-	50% ^m	50% ^m	-	48%	52%	-	66%	34%
2 COMMS SERVICES	10	5	6	3	2	2	3	-	-	-	5	5	-	3	8	3	5	3
	5%	6%	5%	15%	4%	5%	8%	-	-	-	7%	5%	-	5%	6%	21%	5%	3%
		44%	56%	32%	18%	19%	30%	-	-	-	51%	49%	-	28%	72%	28%	45%	27%
3 COMMS SERVICES	5	1	4	-	1	-	2	1	-	1	1	3	1	-	5	-	-	5
	2%	1%	3%	-	2%	-	6%	4%	-	8%	1%	3%	3%	-	4%	-	-	5%
		17%	83%	-	17%	-	52%	17%	-	14%	17%	69%	14%	-	100%	-	-	100% ^q
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	10	13	1	11	2	4	3	1	1	11	10	1	7	16	-	10	13
	12%	12%	11%	4%	22%	6%	10%	15%	5%	8%	16%	10%	6%	10%	12%	-	11%	14%
		43%	57%	4%	47%	10%	19%	15%	3%	3%	51%	43%	6%	29%	71%	-	44%	56%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14	62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**	71*	102*	21*	63*	130	14**	93*	87*
ANY COMMUNICATIONS SERVICE	47	20	28	10	12	11	10	3	-	1	22	24	1	18	29	3	26	18
	24%	24%	25%	45%	25%	28%	25%	14%	-	8%	32%	24%	3%	29%	22%	21%	28%	21%
		m	42%	22%	26%	23%	22%	7%	-	1%	47% ^m	51% ^m	1%	39%	61%	6%	55%	39%
None of these	113	48	65	9	25	21	27	15	9	6	34	63	15	38	74	11	54	48
	58%	58%	58%	42%	51%	56%	66%	67%	71%	74%	48%	62%	72%	60%	57%	79%	58%	55%
		43%	57%	8%	22%	19%	24%	13%	8%	6%	30%	56%	13% ^k	34%	66%	10%	48%	42%
Don't know	19	7	12	3	2	6	1	3	3	1	5	10	4	2	16	-	7	12
	10%	8%	11%	13%	4%	15%	3%	12%	24%	10%	7%	10%	19%	4%	13%	-	7%	13%
		36%	64%	16%	11%	31%	6%	15%	16%	5%	27%	52%	21%	12%	88%	-	37%	63%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19	17	-	1	*	-	6	1	4	-	4	1	-	1	1	-	*
	10%	11%	-	18%	9%	-	23%	18%	16%	-	16%	4%	-	7%	18%	-	9%
		91%	-	6%	2%	-	32%	7%	20%	-	20%	4%	-	7%	6%	-	2%
Standard mobile phone (that can't access the internet)	2	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-
	1%	*	6%	-	-	-	-	-	3%	-	-	-	-	-	-	6%	-
		33%	67%	-	-	-	-	-	33%	-	-	-	-	-	-	67%	-
Fixed landline telephone	7	5	2	1	-	-	-	1	1	-	1	1	-	-	1	2	-
	4%	3%	8%	18%	-	-	-	10%	6%	-	5%	6%	-	-	18%	8%	-
		62%	22%	16%	-	-	-	10%	20%	-	16%	16%	-	-	16%	22%	-
Standard Speed Fixed Broadband	15	13	1	2	-	-	2	-	1	-	3	3	3	-	2	1	-
	8%	8%	4%	23%	-	-	9%	-	3%	-	14%	16%	15%	-	23%	4%	-
		85%	5%	10%	-	-	16%	-	4%	-	22%	21%	22%	-	10%	5%	-
Superfast Fixed Broadband	5	5	-	-	-	-	2	1	1	-	-	-	1	-	-	-	-
	3%	3%	-	-	-	-	9%	10%	3%	-	-	-	5%	-	-	-	-
		100%	-	-	-	-	46%	14%	16%	-	-	-	24%	-	-	-	-
Mobile broadband - through a dongle or USB stick	2	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	1%	1%	4%	-	-	-	-	-	-	-	-	6%	-	-	-	4%	-
		60%	40%	-	-	-	-	-	-	-	-	60%	-	-	-	40%	-
3G or 4G enabled Tablet	3	2	-	-	*	-	1	-	-	-	-	-	-	-	-	-	*
	1%	1%	-	-	9%	-	6%	-	-	-	-	1	-	-	-	-	9%
		83%	-	-	17%	-	53%	-	-	-	-	30%	-	-	-	-	17%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14	12	2	-	-	-	-	2	1	-	4	2	2	-	-	2	-
	7%	8%	8%	-	-	-	-	33%	5%	-	18%	12%	10%	-	-	8%	-
		89%	11%	-	-	-	-	17%	8%	-	30%	17%	17%	-	-	11%	-
Gas	14	11	2	-	-	-	5	-	1	-	1	3	1	1	-	2	-
	7%	7%	11%	-	-	-	18%	-	4%	-	5%	13%	6%	3%	-	11%	-
		83%	17%	-	-	-	34%	-	8%	-	9%	19%	10%	4%	-	17%	-
Electricity	10	4	1	*	-	1	4	1	1	-	1	1	1	-	-	1	*
	14	6%	18%	-	7%	-	15%	10%	4%	-	5%	4%	6%	3%	-	18%	7%
	7%	69%	28%	-	3%	-	28%	5%	7%	-	8%	6%	10%	4%	-	28%	3%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
Water	9	9	-	-	-	-	1	1	2	-	2	-	2	1	-	-	-
5%		6%	-	-	-	-	4%	10%	7%	-	8%	-	10%	7%	-	-	-
		100%	-	-	-	-	10%	8%	19%	-	20%	-	26%	16%	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	18	1	1	*	-	6	1	4	-	4	1	-	1	1	1	*
11%		11%	6%	18%	9%	-	23%	18%	18%	-	16%	4%	-	7%	18%	6%	9%
		85%	6%	6%	2%	-	29%	7%	21%	-	18%	4%	-	7%	6%	6%	2%
ANY FIXED BROADBAND	20	18	1	2	-	-	5	1	1	-	3	3	5	-	2	1	-
11%		11%	4%	23%	-	-	18%	10%	6%	-	14%	16%	20%	-	23%	4%	-
		89%	4%	7%	-	-	23%	4%	7%	-	17%	16%	23%	-	7%	4%	-
ANY BROADBAND	21	18	2	2	-	-	5	1	1	-	3	3	5	-	2	2	-
11%		11%	8%	23%	-	-	18%	10%	6%	-	14%	16%	20%	-	23%	8%	-
		85%	7%	7%	-	-	22%	3%	7%	-	16%	15%	22%	-	7%	7%	-
ONLY 1 COMMUNICATIONS SERVICE	32	29	1	2	-	-	6	4	5	-	10	1	2	1	2	1	-
17%		18%	6%	23%	-	-	24%	51%	20%	-	43%	4%	10%	7%	23%	6%	-
		91%	4%	5%	-	-	20%	12%	15%	-	32%	3%	7%	4%	5%	4%	-
2 COMMS SERVICES	10	9	-	1	*	-	3	1	1	-	1	1	2	-	1	-	*
5%		5%	-	18%	9%	-	11%	10%	3%	-	5%	4%	10%	-	18%	-	9%
		84%	-	11%	4%	-	28%	7%	8%	-	11%	8%	23%	-	11%	-	4%
3 COMMS SERVICES	5	3	2	-	-	-	-	-	1	-	-	2	-	-	-	2	-
2%		2%	8%	-	-	-	-	-	3%	-	-	12%	-	-	-	8%	-
		66%	34%	-	-	-	-	-	14%	-	-	52%	-	-	-	34%	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	18	4	-	*	-	6	1	2	-	3	3	2	1	-	4	*
12%		11%	18%	-	7%	-	21%	20%	7%	-	13%	13%	10%	7%	-	18%	7%
		81%	17%	-	2%	-	25%	6%	8%	-	13%	12%	10%	6%	-	17%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
ANY COMMUNICATIONS SERVICE	47	41	3	3	*	-	9	4	6	-	11	4	5	1	3	3	*
	24%	26%	14%	41%	9%	-	35%	61%	26%	-	48%	20%	20%	7%	41%	14%	9%
		87%	6%	6%	1%	-	19%	9%	13%	-	24%	8%	10%	3%	6%	6%	1%
None of these	113	96	12	1	4	6	11	1	17	10	11	10	17	13	1	12	4
	58%	60%	56%	12%	79%	100%	43%	19%	71%	90%	45%	52%	74%	64%	12%	56%	79%
		85%	10%	1%	4%	5%	10%	1%	15%	9%	9%	9%	15%	11%	1%	10%	4%
Don't know	19	12	3	3	*	-	2	-	-	1	1	4	-	4	3	3	*
	10%	7%	16%	47%	5%	-	7%	-	-	10%	4%	19%	-	22%	47%	16%	5%
		64%	18%	17%	2%	-	10%	-	-	6%	5%	20%	-	23%	17%	18%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 10%	16 10% 84%	3 10% 16%	3 5% 16%	16 12% 84%	7 9% 36%	9 15% 48%	8 9% 41%	8 17% 44%	17 15% 93%	- - -	- - -	- - -	17 12% 93%	17 11% 93%
Standard mobile phone (that can't access the internet)	2 1%	2 1% 100%	- - -	- - -	2 2% 100%	1 1% 33%	1 2% 67%	1 3% 33%	1 3% 67%	1 1% 67%	- - -	- - -	- - -	1 1% 67%	1 1% 67%
Fixed landline telephone	7 4%	6 4% 84%	1 4% 16%	3 5% 38%	5 4% 62%	3 3% 35%	3 5% 38%	3 4% 46%	2 4% 27%	2 2% 33%	3 38% -	- - 11%	1 5% 70%	5 4% 81%	6 4% 81%
Standard Speed Fixed Broadband	15 8%	12 8% 81%	3 10% 19%	2 3% 10%	14 11% 90%	3 4% 17%	10 16% 62%	4 5% 27%	8 17% 52%	7 6% 45%	5 17% 34%	- - -	1 5% 5%	12 9% 80%	13 8% 85%
Superfast Fixed Broadband	5 3%	5 3% 100%	- - -	2 4% 60%	3 2% 60%	3 4% 60%	2 3% 40%	3 4% 60%	2 4% 40%	3 2% 53%	2 7% 40%	- - -	- - -	4 2% 69%	4 2% 69%
Mobile broadband - through a dongle or USB stick	2 1%	2 1% 100%	- - -	1 1% 40%	1 1% 60%	1 2% 60%	- - -	- 1% 60%	- - -	- - 60%	1 4% -	- - 40%	- 5% -	1 1% 60%	2 1% 100%
3G or 4G enabled Tablet	3 1%	3 2% 100%	- - -	- 2% -	3 2% 100%	- - -	1 2% 53%	- - 53%	1 3% 100%	3 2% -	- - -	- 2% -	- 2% 100%	3 2% 100%	3 2% 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 7%	12 7% 84%	2 8% 16%	2 4% 18%	12 9% 82%	3 4% 21%	9 14% 61%	6 6% 39%	6 13% 43%	8 7% 58%	4 14% 31%	- - -	1 5% 6%	13 9% 89%	13 8% 95%
Gas	14 7%	12 7% 88%	2 6% 12%	5 9% 39%	8 6% 61%	6 9% 46%	5 8% 34%	7 8% 52%	4 8% 28%	5 4% 36%	5 16% 36%	- - -	2 10% 11%	10 7% 72%	11 7% 83%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
Electricity	14	12	2	7	7	8	4	9	3	6	4	1	2	10	12
	7%	7%	6%	11%	7%	11%	6%	10%	6%	5%	13%	7%	12%	7%	8%
		88%	12%	47%	53%	57%	26%	63%	20%	41%	29%	6%	14%	70%	89%
Water	9	9	-	4	5	7	1	7	1	5	1	1	1	6	8
	5%	5%	-	7%	4%	9%	2%	8%	2%	4%	4%	6%	5%	4%	5%
		100%	-	43%	57%	77%	11%	77%	11%	54%	15%	7%	8%	69%	84%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	21	18	3	3	17	7	10	8	9	19	-	-	-	19	19
	11%	11%	10%	5%	14%	10%	17%	9%	20%	16%	-	-	-	13%	12%
		86%	14%	15%	85%	36%	50%	40%	46%	90%	-	-	-	90%	90%
ANY FIXED BROADBAND	20	18	3	4	17	6	12	7	10	10	7	-	1	16	16
	11%	11%	10%	6%	13%	8%	19%	8%	21%	8%	23%	-	5%	11%	10%
		86%	14%	18%	82%	28%	57%	35%	49%	47%	36%	-	4%	77%	81%
ANY BROADBAND	21	18	3	4	17	6	12	7	10	10	7	-	2	16	17
	11%	11%	10%	6%	13%	8%	19%	8%	21%	8%	23%	-	10%	11%	11%
		86%	14%	21%	79%	27%	55%	34%	47%	45%	35%	-	7%	74%	81%
ONLY 1 COMMUNICATIONS SERVICE	32	27	6	5	28	8	16	9	14	25	3	-	1	27	28
	17%	16%	19%	8%	21%	10%	26%	11%	29%	22%	11%	-	5%	19%	17%
		82%	18%	15%	85% ^d	23%	48% ^f	29%	43% ^h	77%	10%	-	2%	83%	86%
2 COMMS SERVICES	10	10	-	3	8	3	7	4	6	7	3	-	-	10	10
	5%	6%	-	5%	6%	5%	11%	5%	12%	6%	10%	-	-	7%	6%
		100%	-	27%	73%	32%	63%	40%	56%	63%	30%	-	-	93%	93%
3 COMMS SERVICES	5	3	1	1	4	2	2	3	1	1	2	-	1	3	4
	2%	2%	4%	1%	3%	3%	3%	3%	3%	1%	6%	-	5%	2%	2%
		74%	26%	17%	83%	40%	43%	57%	26%	26%	43%	-	17%	68%	86%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	21	2	8	14	13	6	13	5	9	5	1	3	14	19
	12%	13%	6%	14%	11%	17%	9%	15%	10%	8%	16%	14%	22%	10%	12%
		92%	8%	36%	64%	56%	25%	60%	22%	42%	22%	6%	15%	65%	86%
ANY COMMUNICATIONS SERVICE	47	40	7	8	39	13	24	16	21	33	8	-	2	40	41
	24%	25%	23%	15%	30%	17%	40%	19%	44%	28%	27%	-	10%	28%	26%
		85%	15%	18%	82% ^d	27%	51% ^{af}	34%	44% ^{ah}	69%	18%	-	3%	84%	87%
None of these	113	95	18	36	68	43	30	52	21	69	18	9	10	83	94
	58%	58%	60%	64%	53%	59%	50%	60%	45%	60%	57%	86%	63%	59%	59%
		84%	16%	32%	61%	38%	27%	46%	19%	61%	16%	8%	9%	74%	84%
Don't know	19	15	3	8	11	7	3	9	1	8	1	-	2	10	11
	10%	9%	11%	13%	9%	10%	4%	10%	3%	7%	4%	-	16%	7%	7%
		83%	17%	41%	59%	40%	14%	46%	7%	44%	7%	-	13%	51%	61%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 10%	12 17% 65%	8 15% 46%	16 15% 87%	11 11% 57%	7 16% 39%h	16 12% 87%	2 4% 13%	* 6% 2%	16 12% 87%
Standard mobile phone (that can't access the internet)	2 1%	1 2% 67%	- - -	1 1% 67%	1 1% 33%	1 3% 67%	2 1% 100%	- - -	- - -	2 1% 100%
Fixed landline telephone	7 4%	3 4% 37%	1 2% 16%	4 4% 53%	5 5% 68%	- - -	5 4% 68%	2 4% 32%	- - -	5 4% 68%
Standard Speed Fixed Broadband	15 8%	5 7% 32%	5 9% 31%	10 9% 63%	14 15% 94%h	- - -	14 11% 94%h	1 2% 6%	- - -	14 11% 94%h
Superfast Fixed Broadband	5 3%	4 6% 84%	1 2% 24%	4 4% 84%	1 2% 28%	1 3% 24%	3 2% 53%	2 4% 47%	- - -	3 2% 53%
Mobile broadband - through a dongle or USB stick	2 1%	- - -	- - -	- - -	1 1% 60%	- - -	1 1% 60%	1 1% 40%	- - -	1 1% 60%
3G or 4G enabled Tablet	3 1%	* 1% 17%	2 3% 70%	2 2% 70%	1 2% 53%	* 1% 17%	2 1% 70%	1 1% 30%	* 6% 17%	2 1% 70%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 7%	4 6% 28%	7 12% 49%	11 10% 77%	9 9% 63%	2 6% 17%	11 8% 80%	3 5% 20%	- - -	11 8% 80%
Gas	14 7%	3 4% 22%	2 3% 14%	5 5% 36%	7 8% 53%	2 5% 15%	9 7% 68%	4 7% 32%	- - -	9 7% 68%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
Electricity	14	3	1	4	7	1	8	6	-	8
	7%	4%	2%	4%	7%	3%	6%	10%	-	6%
		22%	8%	30%	47%	10%	57%	43%	-	57%
Water	9	5	3	7	4	1	5	4	-	5
	5%	7%	5%	6%	4%	3%	4%	6%	-	4%
		53%	32%	74%	44%	11%	56%	44%	-	56%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	21	13	8	18	11	9	18	2	*	18
	11%	19%	15%	16%	12%	21%	14%	4%	6%	13%
		65%	41%	65%	54%	41% ^h	88%	12%	2%	86%
ANY FIXED BROADBAND	20	9	6	14	16	1	17	3	-	17
	11%	13%	11%	13%	17%	3%	13%	5%	-	13%
		45%	30%	68%	78% ^h	6%	84%	16%	-	84%
ANY BROADBAND	21	9	6	14	16	1	17	4	-	17
	11%	13%	11%	13%	17%	3%	13%	7%	-	13%
		43%	29%	66%	75% ^h	6%	80%	20%	-	80%
ONLY 1 COMMUNICATIONS SERVICE	32	16	16	26	15	12	25	7	-	25
	17%	22%	29%	25%	16%	29%	19%	12%	-	19%
		48%	49%	82%	47%	36% ^h	78%	22%	-	78%
2 COMMS SERVICES	10	6	4	10	8	*	9	2	*	9
	5%	8%	8%	9%	9%	1%	7%	2%	6%	7%
		56%	41%	92%	61%	4%	85%	15%	4%	85%
3 COMMS SERVICES	5	1	-	1	4	-	4	1	-	4
	2%	1%	-	1%	4%	-	3%	1%	-	3%
		17%	-	17%	83%	-	83%	17%	-	83%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
GAS, ELEC OR WATER	22	6	5	10	10	2	12	10	-	12
	12%	9%	9%	10%	11%	6%	9%	17%	-	9%
		29%	21%	46%	44%	11%	55%	45%	-	55%
ANY COMMUNICATIONS SERVICE	47	22	20	37	27	12	38	9	*	38
	24%	32%	37%	35%	29%	30%	29%	15%	6%	28%
		47%	43%	78%	58%	26%	80%	20%	1%	80%
None of these	113	35	29	53	54	23	77	36	5	78
	58%	49%	52%	50%	57%	57%	58%	53%	75%	58%
		31%	26%	47%	48%	20%	68%	32%	5%	69%
Don't know	19	9	6	12	6	4	10	8	1	11
	10%	13%	10%	11%	7%	10%	8%	14%	18%	8%
		50%	30%	63%	34%	21%	56%	44%	7%	60%

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

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 10%	9 8% 47%	10 11% 53%	10 13% 54%	8 7% 46%	9 10% 51%	19 10% 100%	- - -	4 10% 20%	19 39% 100%a	3 13% 16%
Standard mobile phone (that can't access the internet)	2 1%	1 1% 67%	1 1% 33%	- - -	2 2% 100%	1 1% 67%	2 1% 100%	- - -	1 2% 33%	2 4% 100%	- - -
Fixed landline telephone	7 4%	4 4% 53%	3 4% 47%	- - -	7 6% 100% ^d	3 3% 37%	7 4% 100%	- - -	2 5% 25%	7 15% 100%a	2 9% 27%
Standard Speed Fixed Broadband	15 8%	7 7% 48%	8 9% 52%	3 3% 17%	13 11% 83%	10 10% 64%	15 8% 100%	- - -	1 4% 9%	15 32% 100%a	3 11% 17%
Superfast Fixed Broadband	5 3%	2 2% 38%	3 4% 62%	1 2% 24%	4 3% 76%	2 2% 38%	5 3% 100%	- - -	- - -	5 11% 100%a	1 4% 17%
Mobile broadband - through a dongle or USB stick	2 1%	- - -	2 2% 100%	- - -	2 2% 100%	- - -	2 1% 100%	- - -	- - -	2 4% 100%	1 4% 40%
3G or 4G enabled Tablet	3 1%	2 2% 70%	1 1% 30%	* 1% 17%	2 2% 83%	1 1% 47%	3 1% 100%	- - -	- - -	3 6% 100%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 7%	8 7% 55%	6 7% 45%	5 6% 33%	9 8% 67%	9 9% 63%	14 7% 100%	- - -	2 5% 12%	14 30% 100%a	1 4% 6%
Gas	14 7%	6 6% 42%	8 9% 58%	6 8% 44%	8 7% 56%	8 8% 56%	14 7% 100%	- - -	3 8% 21%	5 11% 40%	14 61% 100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
Electricity	14	4	10	5	8	8	14	-	3	5	14
	7%	4%	11%	7%	7%	8%	7%	-	7%	10%	62%
		31%	69%	39%	61%	57%	100%	-	19%	34%	100%
Water	9	3	6	4	5	3	9	-	2	3	9
	5%	3%	6%	5%	4%	4%	5%	-	5%	6%	40%
		35%	65%	45%	55%	38%	100%	-	19%	34%	100%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	21	10	10	10	10	11	21	-	4	21	3
	11%	10%	12%	13%	9%	11%	11%	-	11%	43%	13%
		49%	51%	49%	51%	52%	100%	-	21%	100%a	14%
ANY FIXED BROADBAND	20	9	11	4	17	12	20	-	1	20	3
	11%	9%	12%	5%	14%	12%	11%	-	4%	43%	15%
		45%	55%	19%	81%	58%	100%	-	7%	100%a	17%
ANY BROADBAND	21	9	12	4	17	12	21	-	1	21	4
	11%	9%	13%	5%	15%	12%	11%	-	4%	45%	19%
		44%	56%	18%	82% ^d	56%	100%	-	7%	100%a	20%
ONLY 1 COMMUNICATIONS SERVICE	32	18	14	14	18	20	32	-	7	32	6
	17%	17%	16%	18%	16%	20%	17%	-	19%	68%	26%
		56%	44%	43%	57%	61%	100%	-	23%	100%a	18%
2 COMMS SERVICES	10	6	4	2	8	7	10	-	-	10	1
	5%	6%	5%	3%	7%	7%	5%	-	-	22%	4%
		59%	41%	24%	76%	64%	100%	-	-	100%a	6%
3 COMMS SERVICES	5	1	4	-	5	1	5	-	1	5	1
	2%	1%	4%	-	4%	1%	2%	-	2%	10%	4%
		17%	83%	-	100%	17%	100%	-	14%	100%a	17%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
GAS, ELEC OR WATER	22	8	14	9	13	11	22	-	4	7	22
	12%	8%	16%	12%	11%	11%	12%	-	10%	16%	100%
		35%	65%	42%	58%	49%	100%	-	18%	33%	100%
ANY COMMUNICATIONS SERVICE	47	25	22	16	31	27	47	-	8	47	7
	24%	24%	25%	21%	27%	28%	24%	-	21%	100%	33%
		53%	47%	35%	65%	57%	100%	-	17%	100%a	16%
None of these	113	65	48	51	62	53	113	-	24	-	-
	58%	63%	53%	66%	53%	55%	58%	-	63%	-	-
		j	58%	42%	55%	47%	100%	-	22%	-	-
Don't know	19	9	10	4	14	8	19	-	5	-	-
	10%	8%	11%	6%	12%	9%	10%	-	14%	-	-
		j	46%	24%	76%	44%	100%	-	28%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 10%	1 10% 7%	1 21% 8%	4 20% 19%	- 10% -	3 10% 18%	3 9% 18%	15 10% 82%	2 14% 12%	1 5% 7%	2 10% 13%	7 10% 39%	9 15% 48%
Standard mobile phone (that can't access the internet)	2 1%	- - -	- - -	1 4% 33%	- - -	- - -	- - -	2 1% 100%	- - -	- - -	- - -	1 2% 67%	1 1% 33%
Fixed landline telephone	7 4%	2 11% 21%	- - -	1 8% 20%	1 7% 11%	4 12% 54%	4 11% 54%h	3 2% 46%	1 8% 16%	2 7% 27%	- - -	1 1% 11%	4 7% 58%
Standard Speed Fixed Broadband	15 8%	2 17% 16%	1 17% 8%	2 12% 14%	- - -	3 10% 21%	3 9% 21%	12 8% 79%	1 5% 5%	2 8% 15%	2 6% 10%	9 13% 58%	5 9% 36%
Superfast Fixed Broadband	5 3%	1 5% 14%	1 18% 24%	2 13% 44%	- - -	1 2% 16%	1 2% 16%	4 3% 84%	1 8% 24%	- - -	1 4% 17%	1 2% 24%	1 2% 28%
Mobile broadband - through a dongle or USB stick	2 1%	1 6% 40%	1 17% 60%	- - -	1 7% 40%	1 2% 40%	1 2% 40%	1 1% 60%	- - -	1 3% 40%	- - -	- - -	1 2% 60%
3G or 4G enabled Tablet	3 1%	- - -	1 21% 53%	- - -	- - -	- - -	- - -	3 2% 100%	- - -	1 3% 30%	1 6% 53%	* 1% 17%	1 2% 53%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 7%	1 6% 8%	1 17% 8%	- - -	1 7% 6%	3 9% 21%	3 8% 21%	11 7% 79%	- 13% -	4 - -	2 - -	9 12% 63%	2 4% 17%
Gas	14 7%	2 11% 11%	- - -	1 6% 8%	1 7% 6%	6 18% 42%	6 15% 42%h	8 5% 58%	2 11% 13%	6 20% 42%	3 11% 20%	5 7% 36%	4 7% 32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with Internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
Electricity	14	2	-	1	1	5	5	9	2	5	2	4	4
	7%	14%	-	6%	7%	15%	13%	6%	12%	18%	8%	6%	6%
		14%	-	7%	6%	36%	36%	64%	13%	37%	14%	31%	26%
Water	9	-	-	3	-	2	2	7	1	1	3	2	3
	5%	-	-	16%	-	5%	5%	5%	7%	2%	11%	3%	4%
		-	-	32%	-	19%	19%	81%	11%	6%	29%	26%	30%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	21	1	1	4	-	3	3	17	2	1	2	9	10
	11%	10%	21%	24%	-	10%	9%	11%	14%	5%	10%	12%	16%
		7%	7%	20%	-	16%	16%	84%	11%	7%	12%	42%	47%
ANY FIXED BROADBAND	20	3	2	4	-	4	4	16	2	2	2	10	7
	11%	22%	35%	25%	-	12%	11%	11%	13%	8%	10%	14%	11%
		15%	12%	22%	-	20%	20%	80%	10%	12%	12%	50%	34%
ANY BROADBAND	21	4	2	4	1	5	5	16	2	3	2	10	7
	11%	28%	35%	25%	7%	15%	13%	11%	13%	11%	10%	14%	11%
		19%	11%	21%	4%	23%	23%	77%	9%	15%	11%	48%	33%
ONLY 1 COMMUNICATIONS SERVICE	32	4	1	4	-	6	6	26	3	4	3	17	8
	17%	27%	18%	20%	-	20%	17%	17%	19%	14%	14%	24%	14%
		12%	4%	11%	-	20%	20%	80%	9%	13%	11%	52%	26%
2 COMMS SERVICES	10	1	1	2	-	3	3	7	1	2	1	5	4
	5%	5%	21%	13%	-	10%	8%	5%	8%	8%	6%	7%	7%
		7%	14%	22%	-	30%	30%	70%	11%	23%	14%	46%	39%
3 COMMS SERVICES	5	1	1	1	1	1	1	4	-	1	-	1	3
	2%	6%	17%	4%	7%	2%	2%	2%	-	3%	-	1%	5%
		17%	26%	14%	17%	17%	17%	83%	-	17%	-	17%	66%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
GAS, ELEC OR WATER	22	3	-	3	1	7	7	15	3	7	4	6	6
	12%	19%	-	16%	7%	23%	20%	10%	16%	23%	17%	9%	10%
		12%	-	13%	4%	34%	34%	66%	11%	31%	19%	28%	27%
ANY COMMUNICATIONS SERVICE	47	5	4	6	1	10	10	37	4	7	5	22	16
	24%	38%	56%	37%	7%	32%	28%	24%	27%	25%	20%	32%	25%
		11%	8%	14%	2%	22%	22%	78%	9%	15%	10%	47%	33%
None of these	113	8	2	7	10	17	22	91	10	17	17	39	38
	58%	54%	32%	39%	84%	52%	58%	58%	62%	59%	71%	55%	61%
		7%	2%	6%	9%	15%	19%	81%	9%	15%	15%	35%	34%
Don't know	19	-	1	3	1	2	2	17	1	-	-	5	5
	10%	-	12%	20%	9%	5%	4%	11%	7%	-	-	7%	8%
		-	4%	19%	6%	9%	9%	91%	6%	-	-	28%	27%

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

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

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	192	60	37	33	38	14	5	1	1	1	-	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	..	3**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 10%	4 7%	5 16%	4 23%	3 18%	1 10%	- -	- -	- -	- -	- -	- -
Standard mobile phone (that can't access the internet)	2 1%	1 2%	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fixed landline telephone	7 4%	3 6%	1 4%	- -	1 3%	- -	- -	- -	- -	- -	- -	1 43%
Standard Speed Fixed Broadband	15 8%	6 11%	2 7%	- -	5 13%	- -	1 22%	- -	- -	- -	- -	- 16%
Superfast Fixed Broadband	5 3%	3 5%	- -	1 2%	1 3%	- -	- -	- -	- -	- -	- -	- -
Mobile broadband - through a dongle or USB stick	2 1%	- -	1 4%	- -	- -	- -	1 22%	- -	- -	- -	- -	- -
3G or 4G enabled Tablet	3 1%	- -	1 53%	- -	1 47%	- -	- -	- -	- -	- -	- -	- -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 7%	3 5%	2 11%	2 13%	4 28%	1 10%	2 47%	- -	- -	- -	- -	- -
Gas	14 7%	2 4%	3 8%	4 12%	3 6%	1 8%	- -	- -	- -	- -	- -	1 43%
Electricity	14 7%	2 4%	3 8%	4 12%	3 6%	- -	- -	- -	- -	- -	- -	1 43%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	192	60	37	33	38	14	5	1	1	1	-	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	..	3**
Water	9	2	4	1	1	1	-	-	1	-	-	-
	5%	4%	11%	2%	2%	7%	-	-	100%	-	-	-
		24%	40%	7%	11%	9%	-	-	8%	-	-	-
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	21	6	6	4	3	1	-	-	-	-	-	-
	11%	10%	18%	12%	8%	10%	-	-	-	-	-	-
		28%	29%	21%	17%	6%	-	-	-	-	-	-
ANY FIXED BROADBAND	20	9	2	1	7	-	1	-	-	-	-	-
	11%	16%	7%	2%	16%	-	22%	-	-	-	-	-
		46%	12%	4%	33%	-	6%	-	-	-	-	-
ANY BROADBAND	21	9	3	1	7	-	1	-	-	-	-	-
	11%	16%	9%	2%	16%	-	22%	-	-	-	-	-
		44%	15%	4%	31%	-	6%	-	-	-	-	-
ONLY 1 COMMUNICATIONS SERVICE	32	6	6	7	10	-	1	-	-	-	-	1
	17%	11%	19%	19%	25%	-	25%	-	-	-	-	43%
		19%	20%	21%	32%	-	4%	-	-	-	-	4%
2 COMMS SERVICES	10	7	1	-	1	1	-	-	-	-	-	-
	5%	11%	4%	-	3%	10%	-	-	-	-	-	-
		63%	14%	-	12%	11%	-	-	-	-	-	-
3 COMMS SERVICES	5	1	1	-	1	-	1	-	-	-	-	-
	2%	1%	4%	-	3%	-	22%	-	-	-	-	-
		17%	32%	-	26%	-	26%	-	-	-	-	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	4	6	4	4	2	-	-	1	-	-	1
	12%	7%	18%	12%	10%	15%	-	-	100%	-	-	43%
		18%	27%	19%	19%	8%	-	-	3%	-	-	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

Total	PERSONAL INCOME										No classificat ion (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	192	60	37	33	38	14	5	1	1	1	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	3**
ANY COMMUNICATIONS SERVICE	47	14	9	7	13	1	2	-	-	-	1
	24%	23%	28%	19%	30%	10%	47%	-	-	-	43%
		29%	20%	15%	27%	2%	5%	-	-	-	2%
None of these	113	37	19	19	23	8	3	1	1	-	2
	58%	63%	56%	53%	54%	69%	53%	100%	100%	-	57%
		33%	17%	17%	20%	7%	2%	1%	1%	-	1%
Don't know	19	5	2	7	4	1	-	-	-	-	-
	10%	9%	7%	18%	9%	6%	-	-	-	-	-
		28%	12%	35%	21%	4%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 9 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	**	3**	70*	52*	11**	38*	20**	3**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19	7	3	3	3	-	2	-	-	-	-	-	5	2	2	6	4	-
	10%	12%	14%	8%	12%	-	14%	-	-	-	-	-	7%	5%	14%	15%	20%	-
		39%	15%	17%	18%	-	12%	-	-	-	-	-	26%	13%	8%	31%	22%	-
Standard mobile phone (that can't access the internet)	2	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-
	1%	-	7%	-	2%	-	-	-	-	-	-	-	-	1%	-	-	7%	-
		-	67%	-	33%	-	-	-	-	-	-	-	-	33%	-	-	67%	-
Fixed landline telephone	7	3	1	1	2	-	-	-	-	-	-	1	2	1	-	2	2	1
	4%	4%	4%	2%	7%	-	-	-	-	-	-	43%	3%	1%	-	4%	10%	43%
		37%	11%	11%	25%	-	-	-	-	-	-	16%	27%	9%	-	21%	27%	16%
Standard Speed Fixed Broadband	15	7	-	1	5	-	1	1	-	-	-	-	10	2	-	3	-	-
	8%	12%	-	2%	19%	-	5%	37%	-	-	-	-	14%	5%	-	9%	-	-
		46%	-	6%	34%	-	5%	8%	-	-	-	-	63%	15%	-	22%	-	-
Superfast Fixed Broadband	5	3	-	1	-	1	-	-	-	-	-	-	1	1	-	2	1	-
	3%	5%	-	2%	-	7%	-	-	-	-	-	-	1%	2%	-	6%	4%	-
		60%	-	16%	-	24%	-	-	-	-	-	-	17%	24%	-	43%	16%	-
Mobile broadband - through a dongle or USB stick	2	-	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-
	1%	-	4%	-	-	-	-	37%	-	-	-	-	-	-	-	2%	-	-
		-	40%	-	-	-	-	60%	-	-	-	-	60%	-	-	40%	-	-
3G or 4G enabled Tablet	3	1	-	-	-	-	1	-	-	-	-	-	2	-	-	-	-	-
	1%	2%	-	1%	-	-	5%	-	-	-	-	-	3%	-	-	1%	-	-
		53%	-	17%	-	-	30%	-	-	-	-	-	83%	-	-	17%	-	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14	4	2	2	2	2	-	2	-	-	-	-	5	1	-	4	4	-
	7%	6%	8%	5%	8%	10%	-	78%	-	-	-	-	8%	2%	-	10%	18%	-
		28%	11%	15%	17%	12%	-	18%	-	-	-	-	39%	7%	-	28%	26%	-
Gas	14	4	4	-	2	2	1	-	-	-	-	1	7	1	-	5	-	1
	7%	6%	20%	-	6%	14%	5%	-	-	-	-	43%	10%	1%	-	12%	-	43%
		27%	28%	-	12%	17%	6%	-	-	-	-	9%	53%	4%	-	34%	-	9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	**	3**	70*	52*	11**	38*	20**	3**
Electricity	14	4	4	1	2	1	1	-	-	-	-	1	6	1	-	6	-	1
	7%	7%	20%	2%	6%	8%	5%	-	-	-	-	43%	8%	1%	-	17%	-	43%
		30%	28%	6%	12%	10%	6%	-	-	-	-	8%	42%	4%	-	45%um	-	8%
Water	9	4	2	1	1	-	1	-	-	1	-	-	5	2	-	2	-	-
	5%	6%	8%	2%	4%	-	5%	-	-	26%	-	-	7%	3%	-	6%	-	-
		42%	18%	11%	11%	-	9%	-	-	8%	-	-	55%	18%	-	27%	-	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	7	4	3	4	-	2	-	-	-	-	-	5	3	2	6	5	-
	11%	12%	21%	8%	14%	-	14%	-	-	-	-	-	7%	6%	14%	15%	26%	-
		35%	20%	15%	19%	-	11%	-	-	-	-	-	23%	15%	7%	28%	28%	-
ANY FIXED BROADBAND	20	10	-	2	5	1	1	1	-	-	-	-	11	4	-	5	1	-
	11%	17%	-	4%	19%	7%	5%	37%	-	-	-	-	15%	7%	-	14%	4%	-
		50%	-	9%	26%	6%	4%	6%	-	-	-	-	52%	18%	-	27%	4%	-
ANY BROADBAND	21	10	1	2	5	1	1	1	-	-	-	-	11	4	-	6	1	-
	11%	17%	4%	4%	19%	7%	5%	37%	-	-	-	-	15%	7%	-	17%	4%	-
		48%	4%	8%	25%	6%	4%	6%	-	-	-	-	50%	17%	-	30%	4%	-
ONLY 1 COMMUNICATIONS SERVICE	32	9	5	6	6	3	2	1	-	-	-	1	10	6	2	6	8	1
	17%	14%	25%	15%	20%	17%	14%	41%	-	-	-	43%	14%	12%	14%	15%	38%	43%
		27%	15%	18%	17%	9%	7%	4%	-	-	-	4%	30%	20%	5%	17%	24%	4%
2 COMMS SERVICES	10	7	-	1	1	-	1	-	-	-	-	-	3	-	-	5	2	-
	5%	12%	-	3%	4%	-	5%	-	-	-	-	-	5%	-	-	13%	10%	-
		68%	-	12%	11%	-	8%	-	-	-	-	-	33%	-	-	48%um	19%	-
3 COMMS SERVICES	5	1	1	-	2	-	-	1	-	-	-	-	3	1	-	1	-	-
	2%	1%	4%	-	7%	-	-	37%	-	-	-	-	5%	1%	-	2%	-	-
		17%	17%	-	40%	-	-	26%	-	-	-	-	68%	14%	-	17%	-	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	..	3**	70*	52*	11**	38*	20**	3**
GAS, ELEC OR WATER	22	8	4	2	3	2	2	-	-	1	-	1	13	2	-	6	-	1
	12%	13%	20%	4%	10%	14%	10%	-	-	26%	-	43%	19%	3%	-	17%	-	43%
ANY COMMUNICATIONS SERVICE	17	9	6	8	12%	11%	7%	-	-	3%	-	5%	60% ^m	7%	-	28% ^{um}	-	5%
	47	17	3	9	3	3	3	2	9	-	-	1	16	7	2	11	10	1
None of these	24%	27%	29%	18%	30%	17%	19%	78%	-	-	-	43%	24%	13%	14%	30%	48%	43%
		35%	12%	15%	18%	6%	6%	5%	-	-	-	2%	35%	15%	3%	24%	21%	2%
Don't know	113	33	9	29	17	9	11	-	3	1	-	2	36	41	8	20	6	2
	58%	54%	44%	72%	59%	54%	69%	-	100%	24%	-	57%	52%	78%	71%	53%	30%	57%
		29%	8%	26%	15%	8%	10%	-	3%	1%	-	1%	32%	36% ^{lo}	7%	18%	6%	1%
	19	5	3	3	1	2	1	1	-	1	-	-	7	4	2	2	4	-
	10%	9%	16%	8%	5%	14%	7%	22%	-	50%	-	-	10%	7%	14%	5%	21%	-
		28%	17%	18%	7%	13%	6%	4%	-	7%	-	-	38%	20%	8%	10%	23%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7	-
Weighted Base	193	191	3**	..**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 10%	18 9%	* 16%	- 2%
Standard mobile phone (that can't access the internet)	2 1%	2 1%	- -	- -
Fixed landline telephone	7 4%	7 4%	- -	- -
Standard Speed Fixed Broadband	15 8%	15 8%	- -	- -
Superfast Fixed Broadband	5 3%	5 3%	- -	- -
Mobile broadband - through a dongle or USB stick	2 1%	2 1%	- -	- -
3G or 4G enabled Tablet	3 1%	2 1%	* 16%	- -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 7%	14 7%	- -	- -
Gas	14 7%	14 7%	- -	- -
Electricity	14 7%	14 7%	- -	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7	-
Weighted Base	193	191	3**	..**
Water	9	9	-	-
	5%	5%	-	-
		100%	-	-
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	21	20	*	-
	11%	11%	16%	-
		98%	2%	-
ANY FIXED BROADBAND	20	20	-	-
	11%	11%	-	-
		100%	-	-
ANY BROADBAND	21	21	-	-
	11%	11%	-	-
		100%	-	-
ONLY 1 COMMUNICATIONS SERVICE	32	32	-	-
	17%	17%	-	-
		100%	-	-
2 COMMS SERVICES	10	10	*	-
	5%	5%	16%	-
		96%	4%	-
3 COMMS SERVICES	5	5	-	-
	2%	2%	-	-
		100%	-	-
4 COMMS SERVICES	-	-	-	-
	-	-	-	-
	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-
	-	-	-	-
	-	-	-	-
GAS, ELEC OR WATER	22	22	-	-
	12%	12%	-	-
		100%	-	-
ANY COMMUNICATIONS SERVICE	47	47	*	-
	24%	25%	16%	-
		99%	1%	-

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7	-
Weighted Base	193	191	3**	-.**
None of these	113	110	2	-
	58%	58%	75%	-
		98%	2%	-
Don't know	19	18	*	-
	10%	10%	10%	-
		98%	2%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	7 1%	11 1%	8 42% ghj	4 1%	5 2%	1 *	1 *	- -	- -	11 3%	7 1%	- -	9 1%	9 1%	3 1%	10 1%	6 1%
Standard mobile phone (that can't access the internet)	2 *	- -	2 100%	- -	- -	- -	- -	1 67%	- -	1 33%	- -	1 67%	1 33%	- -	2 100%	- -	1 67%	1 33%
Fixed landline telephone	7 *	2 *	5 1%	- -	4 1%	- -	2 1%	1 *	- -	- *	4 1%	3 *	1 *	- -	7 1%	- -	2 *	5 1%
Standard Speed Fixed Broadband	15 1%	7 1%	9 1%	2 1%	3 1%	4 2%	5 2%	- -	- -	1 4%	5 32%	10 63%	1 4%	5 32%	10 68%	- -	8 54%	7 46%
Superfast Fixed Broadband	5 *	3 *	2 *	2 46% ah	2 38%	- 16%	1 16%	- -	- -	- -	4 84% l	1 16%	- -	3 53%	2 47%	1 28%	1 24%	2 47%
Mobile broadband - through a dongle or USB stick	2 *	1 40%	1 60%	- -	- -	- -	1 60%	1 40%	- -	- -	- -	2 100%	- -	- -	2 100%	- -	- -	2 100%
3G or 4G enabled Tablet	3 *	2 *	1 30%	2 70% ahg	1 30%	- -	- -	- -	- -	- -	3 100% l	- -	- -	1 53%	1 47%	1 53%	- -	1 47%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	5 1%	10 1%	- -	2 1%	4 1%	8 3%	1 *	- -	- -	2 *	12 1%	- -	3 *	11 1%	- -	8 1%	6 1%
Gas	14 1%	6 1%	8 1%	1 6%	8 59% ahj	1 6%	2 11%	2 13%	1 4%	- -	9 65% alm	4 30%	1 4%	6 40%	8 60%	- -	8 56%	6 44%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Electricity	14	7	7	1	7	1	1	3	1	-	8	5	1	6	8	-	7	7
	1%	1%	1%	1%	2%	*	*	1%	*	-	2%	1%	*	1%	1%	-	1%	2%
		52%	48%	6%	51%j	9%	6%	24%	4%	-	57%lm	39%	4%	40%	60%	-	48%	52%p
Water	9	3	6	-	4	1	2	1	1	1	4	4	1	2	7	-	3	6
	1%	*	1%	-	1%	*	1%	*	*	*	1%	*	*	*	1%	-	*	1%
		32%	68%	-	43%	11%	20%	11%	7%	7%	43%	43%	14%	23%	77%	-	34%	66%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	7	13	8	4	5	1	2	-	1	11	8	1	9	11	3	11	6
	1%	1%	2%	7%	1%	2%	*	1%	-	*	3%	1%	*	1%	1%	1%	1%	1%
		m 36%	64%	38%aef ghj	18%	25%	5%	11%	-	3%	56%lm	41%	3%	46%	54%	14%	55%	31%
ANY FIXED BROADBAND	20	9	11	4	5	4	6	-	-	1	9	11	1	8	13	1	10	9
	1%	1%	1%	4%	2%	2%	2%	-	-	*	2%	1%	*	1%	2%	*	1%	2%
		m 46%	54%	19%hij	26%h	21%	31%hi	-	-	3%	45%lm	52%	3%	37%	63%	7%	47%	46%
ANY BROADBAND	21	10	11	4	5	4	6	1	-	1	9	11	1	8	14	1	10	10
	1%	1%	1%	4%	2%	2%	2%	*	-	*	2%	1%	*	1%	2%	*	1%	2%
		m 48%	52%	18%hij	25%	20%	30%l	4%	-	3%	44%lm	53%lm	3%	36%	64%	7%	45%	48%
ONLY 1 COMMUNICATIONS SERVICE	32	14	18	7	9	9	5	2	-	-	16	16	-	15	17	-	21	11
	2%	2%	2%	6%	3%	3%	3%	1%	-	-	4%	2%	-	2%	2%	-	3%	2%
		jmp 44%	56%	21%acdh ij	29%ij	27%ij	15%	7%	-	-	50%am	50%lm	-	48%	52%	-	66%p	34%p
2 COMMS SERVICES	10	5	6	3	2	2	3	-	-	-	5	5	-	3	8	3	5	3
	1%	1%	1%	3%	1%	1%	3%	-	-	-	1%	1%	-	*	1%	1%	1%	1%
		44%	56%	32%ahij	18%	19%	30%	-	-	-	51%lm	49%	-	28%	72%	28%	45%	27%
3 COMMS SERVICES	5	1	4	-	1	-	2	1	-	1	1	3	1	-	5	-	-	5
	*	*	*	-	*	-	1%	*	-	*	*	*	*	-	1%	-	-	1%
		17%	83%	-	17%	-	52%	17%	-	14%	17%	69%	14%	-	100%n	-	-	100%aq
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
GAS, ELEC OR WATER	22	10	13	1	11	2	4	3	1	1	11	10	1	7	16	-	10	13
	1%	1%	2%	1%	3%	1%	1%	1%	*	*	3%	1%	*	1%	2%	-	1%	3%
		43%	57%	4%	47% ^{aij}	10%	19%	15%	3%	3%	51% ^m	43%	6%	29%	71%	-	44%	56% ^{apq}
ANY COMMUNICATIONS SERVICE	47	20	28	10	12	11	10	3	-	1	22	24	1	18	29	3	26	18
	3%	2%	3%	10%	4%	4%	4%	1%	-	*	5%	3%	*	2%	4%	1%	3%	4%
		^{ijm} 42%	58%	22% ^{aaef} ghij	26% ^{aj}	23% ^{aj}	22% ^{aj}	7%	-	1%	47% ^{am}	51% ^m	1%	39%	61%	6%	55%	39% ^p
None of these	113	48	65	9	25	21	27	15	9	6	34	63	15	38	74	11	54	48
	7%	6%	8%	9%	8%	8%	10%	5%	5%	4%	8%	7%	4%	5%	9%	3%	6%	10%
		^{mnp} 43%	57%	8%	22%	19%	24% ^{ej}	13%	8%	6%	30% ^m	56% ^m	13%	34%	66% ^{an}	10%	46%	42% ^{apq}
Don't know	19	7	12	3	2	6	1	3	3	1	5	10	4	2	16	-	7	12
	1%	1%	1%	3%	1%	2%	*	1%	2%	1%	1%	1%	1%	*	2%	-	1%	2%
		ⁿ 36%	64%	16%	11%	31%	6%	15%	16%	5%	27%	52%	21%	12%	88% ⁿ	-	37%	63% ^{apq}
Not asked	1444	734	711	83	271	243	243	268	179	158	355	753	337	766	679	311	749	385
	88%	90%	86%	79%	85%	86%	86%	92%	93%	95%	83%	88%	94%	92%	84%	96%	89%	82%
		^{dkor} 51% ^c	49%	6%	19%	17%	17%	19% ^{def}	12% ^{ade}	11% ^{ade}	25%	52% ^k	23% ^{aki}	53% ^{ao}	47%	22% ^{aqr}	52% ^{ur}	27%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	17 1% 91%	- - -	1 2% 6%	* 1% 2%	- - -	6 3% 32%ajmp	1 1% 7%	4 3% 20%im	- - -	4 2% 20%im	1 * 4%	- - -	1 1% 7%	1 2% 6%	- - -	* 1% 2%im
Standard mobile phone (that can't access the internet)	2 *	1 * 33%	1 1% 67%kab	- - -	- - -	- - -	- - -	- - -	1 1% 33%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 67%a	- - -
Fixed landline telephone	7 *	5 * 62%	2 1% 22%	1 2% 16%	- - -	- - -	- - -	1 1% 10%	1 1% 20%	- - -	1 1% 16%	1 1% 16%	- - -	- - -	1 2% 16%	2 1% 22%	- - -
Standard Speed Fixed Broadband	15 1%	13 1% 85%	1 1% 5%	2 2% 10%	- - -	- - -	2 1% 16%	- - -	1 1% 4%	- - -	3 2% 22%	3 1% 21%	3 1% 22%	- - -	2 2% 10%	1 1% 5%	- - -
Superfast Fixed Broadband	5 *	5 * 100%	- - -	- - -	- - -	- - -	2 1% 46%	1 1% 14%	- 1% 16%	- - -	- - -	- - -	1 * 24%	- - -	- - -	- - -	- - -
Mobile broadband - through a dongle or USB stick	2 *	1 * 60%	1 1% 40%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 60%	- - -	- - -	- - -	1 1% 40%	- - -
3G or 4G enabled Tablet	3 *	2 * 83%	- - -	- - -	- 1% 17%kab	- - -	1 1% 53%	- - -	- - -	- - -	- - -	1 * 30%	- - -	- - -	- - -	- - -	* 1% 17%am
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	12 1% 89%	2 1% 11%	- - -	- - -	- - -	- - -	2 2% 17%	1 1% 8%	- - -	4 2% 30%	2 1% 17%	2 1% 17%	- - -	- - -	2 1% 11%	- - -
Gas	14 1%	11 1% 83%	2 2% 17%	- - -	- - -	- - -	5 3% 34%a	- - -	1 1% 8%	- - -	1 1% 9%	3 2% 19%	1 1% 10%	1 * 4%	- - -	2 2% 17%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Electricity	14	10	4	-	*	-	4	1	1	-	1	1	1	1	-	4	*
	1%	1%	3%	-	1%	-	2%	1%	1%	-	1%	*	1%	*	-	3%	1%
		69%	28%ab	-	3%	-	28%	5%	7%	-	8%	6%	10%	4%	-	28%a	3%
Water	9	9	-	-	-	-	1	1	2	-	2	-	2	1	-	-	-
	1%	1%	-	-	-	-	1%	1%	1%	-	1%	-	1%	1%	-	-	-
		100%	-	-	-	-	10%	8%	19%	-	20%	-	26%	16%	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	18	1	1	*	-	6	1	4	-	4	1	-	1	1	1	*
	1%	1%	1%	2%	1%	-	3%	1%	3%	-	2%	*	-	1%	2%	1%	1%
		85%	6%	6%	2%	-	29%ajm	7%	21%jm	-	18%im	4%	-	7%	6%	6%	2%im
ANY FIXED BROADBAND	20	18	1	2	-	-	5	1	1	-	3	3	5	-	2	1	-
	1%	1%	1%	2%	-	-	3%	1%	1%	-	2%	2%	2%	-	2%	1%	-
		89%	4%	7%	-	-	23%	4%	7%	-	17%	16%	23%	-	7%	4%	-
ANY BROADBAND	21	18	2	2	-	-	5	1	1	-	3	3	5	-	2	2	-
	1%	1%	1%	2%	-	-	3%	1%	1%	-	2%	2%	2%	-	2%	1%	-
		85%	7%	7%	-	-	22%	3%	7%	-	16%	15%	22%	-	7%	7%	-
ONLY 1 COMMUNICATIONS SERVICE	32	29	1	2	-	-	6	4	5	-	10	1	2	1	2	1	-
	2%	2%	1%	2%	-	-	4%	3%	4%	-	6%	*	1%	1%	2%	1%	-
		91%	4%	5%	-	-	20%j	12%	15%j	-	32%ajlm	3%	7%	4%	5%	4%	-
2 COMMS SERVICES	10	9	-	1	*	-	3	1	1	-	1	1	2	-	1	-	*
	1%	1%	-	2%	1%	-	2%	1%	1%	-	1%	*	1%	-	2%	-	1%
		84%	-	11%	4%	-	28%	7%	8%	-	11%	8%	23%	-	11%	-	4%
3 COMMS SERVICES	5	3	2	-	-	-	-	-	1	-	-	2	-	-	-	2	-
	*	*	1%	-	-	-	-	-	1%	-	-	1%	-	-	-	1%	-
		66%	34%	-	-	-	-	-	14%	-	-	52%a	-	-	-	34%	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South West (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
GAS, ELEC OR WATER	22	18	4	-	*	-	6	1	2	-	3	3	2	1	-	4	*
	1%	1%	3%	-	1%	-	3%	1%	1%	-	2%	2%	1%	1%	-	3%	1%
ANY COMMUNICATIONS SERVICE	47	41	3	3	*	-	9	4	6	-	11	4	5	1	3	3	*
	3%	3%	2%	3%	1%	-	5%	3%	5%	-	6%	2%	2%	1%	3%	2%	1%
None of these	113	96	12	1	4	6	11	1	17	10	11	10	17	13	1	12	4
	7%	7%	9%	1%	10%	10%	6%	1%	13%	7%	6%	6%	7%	9%	1%	9%	10%
Don't know	19	h 85%	10% ^d	1%	4% ^d	5% ^{ho}	10% ^h	1%	15% ^{ahkld}	9% ^h	9% ^h	9% ^h	15% ^h	11% ^{ho}	1%	10% ^{ho}	4% ^{ho}
	1%	12	3	3	*	-	2	-	-	1	1	4	-	4	3	3	*
Not asked	1444	1224	113	72	36	56	148	125	102	133	155	153	227	125	72	113	36
	88%	88%	84%	92%	87%	90%	85%	94%	81%	92%	87%	89%	91%	86%	92%	84%	87%
		i 85%	8%	5%	2%	4%	10%	9% ^{agiknp}	7%	9% ^{gjp}	11%	11%	16%	9%	5%	8%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	16 1% 84%	3 2% 16%	3 1% 16%	16 1% 84%	7 2% 36%	9 1% 48%	8 2% 41%	8 1% 44%	17 2% 93%	- - -	- - -	- - -	17 2% 93%	17 1% 93%
Standard mobile phone (that can't access the internet)	2 *	2 * 100%	- - -	- - -	2 * 100%	1 * 33%	1 * 67%	1 * 33%	1 * 67%	1 * 67%	- - -	- - -	- - -	1 * 67%	1 * 67%
Fixed landline telephone	7 *	6 * 84%	1 1% 16%	3 1% 38%	5 * 62%	3 1% 35%	3 * 38%	3 1% 46%	2 * 27%	2 * 33%	3 1% 38%	- - -	1 * 11%	5 * 70%	6 * 81%
Standard Speed Fixed Broadband	15 1%	12 1% 81%	3 2% 19%	2 * 10%	14 1% 90%	3 1% 17%	10 1% 62%	4 1% 27%	8 1% 52%	7 1% 45%	5 2% 34%]	- - -	1 * 5%	12 1% 80%	13 1% 85%
Superfast Fixed Broadband	5 *	5 * 100%	- - -	2 1% 40%	3 * 60%	3 1% 60%	2 * 40%	3 1% 60%	2 * 40%	3 * 53%	2 1% 40%	- - -	- - -	4 * 69%	4 * 69%
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	1 * 40%	1 * 60%	1 * 60%	- - -	1 * 60%	- - -	- - -	1 1% 60%]	- - -	1 * 40%]	1 * 60%	2 * 100%
3G or 4G enabled Tablet	3 *	3 * 100%	- - -	- - -	3 * 100%	- - -	1 * 53%	- - -	1 * 53%	3 * 100%	- - -	- - -	- - -	3 * 100%	3 * 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	12 1% 84%	2 1% 16%	2 1% 16%	12 1% 82%	3 1% 21%	9 1% 61%	6 2% 39%	13 1% 43%	8 1% 58%	4 2% 31%	- - -	1 * 6%	13 1% 89%	13 1% 95%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Gas	14	12	2	5	8	6	5	7	4	5	5	-	2	10	11
	1%	1%	1%	2%	1%	2%	1%	2%	1%	*	2%	-	1%	72%	1%
		88%	12%	39%	61%	46% ^{ag}	34%	52%	28%	36%	36% ^{aj}	-	11%	72%	83%
Electricity	14	12	2	7	7	8	4	9	3	6	4	1	2	10	12
	1%	1%	1%	2%	1%	3%	1%	2%	*	1%	2%	1%	1%	70%	1%
		88%	12%	47% ^{ae}	53%	57% ^{ag}	26%	63% ^{ai}	20%	41%	29%	6%	14%	70%	89%
Water	9	9	-	4	5	7	1	7	1	5	1	1	1	6	8
	1%	1%	-	1%	*	2%	*	2%	*	*	1%	1%	*	1%	1%
		100%	-	43%	57%	77% ^{ag}	11%	77% ^{ai}	11%	54%	15%	7%	8%	69%	84%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	21	18	3	3	17	7	10	8	9	19	-	-	-	19	19
	1%	1%	2%	1%	1%	3%	1%	2%	2%	2%	-	-	-	2%	1%
		86%	14%	15%	85%	36%	50%	40%	46%	90%	-	-	-	90%	90%
ANY FIXED BROADBAND	20	18	3	4	17	6	12	7	10	10	7	-	1	16	16
	1%	1%	2%	1%	1%	2%	2%	2%	2%	1%	3%	-	*	1%	1%
		86%	14%	18%	82%	28%	57%	35%	49%	47%	36% ^{ajlmo}	-	4%	77%	81%
ANY BROADBAND	21	18	3	4	17	6	12	7	10	10	7	-	2	16	17
	1%	1%	2%	1%	1%	2%	2%	2%	2%	1%	3%	-	1%	1%	1%
		86%	14%	21%	79%	27%	55%	34%	47%	45%	35% ^{ajlo}	-	7%	74%	81%
ONLY 1 COMMUNICATIONS SERVICE	32	27	6	5	28	8	16	9	14	25	3	-	1	27	28
	2%	2%	3%	1%	2%	3%	2%	3%	2%	3%	2%	-	*	2%	2%
		82%	18%	15%	85%	23%	48%	29%	43%	77%	10%	-	2%	83%	86%
2 COMMS SERVICES	10	10	-	3	8	3	7	4	6	7	3	-	-	10	10
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%
		100%	-	27%	73%	32%	63%	40%	56%	63%	30%	-	-	93%	93%
3 COMMS SERVICES	5	3	1	1	4	2	2	3	1	1	2	-	1	3	4
	*	*	1%	*	*	1%	*	1%	*	*	1%	-	*	*	*
		74%	26%	17%	83%	40%	43%	57%	26%	26%	43%	-	17%	68%	86%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	21	2	8	14	13	6	13	5	9	5	1	3	14	19
	1%	1%	1%	3%	1%	4%	1%	4%	1%	1%	2%	1%	2%	1%	1%
		92%	8%	36%	64%	56% ^a	25%	60% ^a	22%	42%	22%	8%	15%	65%	86%
ANY COMMUNICATIONS SERVICE	47	40	7	8	39	13	24	16	21	33	8	-	2	40	41
	3%	3%	4%	3%	3%	4%	3%	3%	3%	3%	4%	-	1%	4%	3%
		85%	15%	18%	82%	27%	51%	34%	44%	69% ^d	18% ^d	-	3%	84% ^d	87%
None of these	113	95	18	36	68	43	30	52	21	69	18	9	10	83	94
	7%	6%	11%	11%	5%	15%	4%	15%	3%	7%	8%	7%	5%	7%	7%
		gi 84%	16%	32% ^a	61%	38% ^a	27%	46% ^a	19%	61%	16%	8%	9%	74%	84%
Don't know	19	15	3	8	11	7	3	9	1	8	1	-	2	10	11
	1%	1%	2%	2%	1%	3%	*	2%	*	1%	1%	-	1%	1%	1%
		83%	17%	41% ^e	59%	40% ^g	14%	46% ^g	7%	44%	7%	-	13%	51%	61%
Not asked	1444	1302	136	259	1137	213	630	269	574	867	183	118	181	990	1203
	88%	89%	82%	82%	90%	74%	91%	76%	92%	88%	85%	92%	92%	87%	88%
		cdl 90% ^c	9%	18%	79% ^d	15%	44% ^f	19%	40% ^{ah}	60%	13%	8%	13% ^k	69%	83%
	h	h													

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	12 2% 65%	8 2% 46%	16 2% 87%	11 1% 57%	7 2% 39%	16 1% 87%	2 1% 13%	* * 2%	16 1% 87%
Standard mobile phone (that can't access the internet)	2 *	1 * 67%	- - -	1 * 67%	1 * 33%	1 * 67%	2 * 100%	- - -	- - -	2 * 100%
Fixed landline telephone	7 *	3 * 37%	1 * 16%	4 * 53%	5 * 68%	- - -	5 * 68%	2 * 32%	- - -	5 * 68%
Standard Speed Fixed Broadband	15 1%	5 1% 32%	5 1% 31%	10 1% 63%	14 2% 94% ^{d,h}	- - -	14 1% 94% ^f	1 * 6%	- - -	14 1% 94% ^f
Superfast Fixed Broadband	5 *	4 * 84%	1 * 24%	4 * 84%	1 * 28%	1 * 24%	3 * 53%	2 * 47%	- - -	3 * 53%
Mobile broadband - through a dongle or USB stick	2 *	- - -	- - -	- - -	1 * 60%	- - -	1 * 60%	1 * 40%	- - -	1 * 60%
3G or 4G enabled Tablet	3 *	* * 17%	2 * 70%	2 * 70%	1 * 53%	* * 17%	2 * 70%	1 * 30%	* * 17%	2 * 70%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	4 1% 28%	7 1% 49%	11 1% 77%	9 1% 63%	2 1% 17%	11 1% 80%	3 1% 20%	- - -	11 1% 80%
Gas	14 1%	3 1% 22%	2 * 14%	5 1% 36%	7 1% 53%	2 * 15%	9 1% 68%	4 1% 32%	- - -	9 1% 68%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Electricity	14	3	1	4	7	1	8	6	-	8
	1%	1%	*	*	1%	*	1%	1%	-	1%
		22%	8%	30%	47%	10%	57%	43%	-	57%
Water	9	5	3	7	4	1	5	4	-	5
	1%	1%	1%	1%	*	*	*	1%	-	*
		53%	32%	74%	44%	11%	56%	44%	-	56%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	21	13	8	18	11	9	18	2	*	18
	1%	2%	2%	2%	1%	2%	2%	1%	*	1%
		65%	41%	65%	54%	41%	88%	12%	2%	88%
ANY FIXED BROADBAND	20	9	6	14	16	1	17	3	-	17
	1%	2%	1%	2%	2%	*	1%	1%	-	1%
		45%	30%	68%	78% ¹	6%	84%	16%	-	84%
ANY BROADBAND	21	9	6	14	16	1	17	4	-	17
	1%	2%	1%	2%	2%	*	1%	1%	-	1%
		43%	29%	66%	75% ¹	6%	80%	20%	-	80%
ONLY 1 COMMUNICATIONS SERVICE	32	16	16	26	15	12	25	7	-	25
	2%	3%	3%	3%	2%	3%	2%	2%	-	2%
		48%	49%	82%	47%	36%	78%	22%	-	78%
2 COMMS SERVICES	10	6	4	10	8	*	9	2	*	9
	1%	1%	1%	1%	1%	*	1%	*	*	1%
		56%	41%	92%	81%	4%	85%	15%	4%	85%
3 COMMS SERVICES	5	1	-	-	4	-	4	1	-	4
	*	*	-	*	*	-	*	*	-	*
		17%	-	17%	83%	-	83%	17%	-	83%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
GAS, ELEC OR WATER	22	6	5	10	10	2	12	10	-	12
	1%	1%	1%	1%	1%	1%	1%	2%	-	1%
		29%	21%	46%	44%	11%	55%	45%[j]	-	55%
ANY COMMUNICATIONS SERVICE	47	22	20	37	27	12	38	9	*	38
	3%	4%	4%	4%	3%	3%	3%	2%	*	3%
		47%	43%	78%	58%	26%	80%	20%	1%	80%
None of these	113	35	29	53	54	23	77	36	5	78
	7%	6%	6%	6%	7%	5%	6%	8%	6%	6%
		31%	26%	47%	48%	20%	68%	32%	5%	69%
Don't know	19	9	6	12	6	4	10	8	1	11
	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%
		50%	30%	63%	34%	21%	56%	44%	7%	60%
Not asked	1444	495	433	809	709	380	1068	377	89	1077
	88%	88%	89%	88%	88%	90%	89%	86%	92%	89%
		34%	30%	56%	49%	26%	74%	26%	6%	75%

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	9 1% h	10 2% 53%	10 2% 54%	8 1% 46%	9 1% 51%	19 10% 100%ah	- - -	4 10% 20%ah	19 39% 100%a	3 13% 16%
Standard mobile phone (that can't access the internet)	2 *	1 * 67%	1 * 33%	- - -	2 * 100%	1 * 67%	2 1% 100%ah	- - -	1 2% 33%ah	2 4% 100%a	- - -
Fixed landline telephone	7 *	4 * h	3 * 53%	- - -	7 1% 100% ^d	3 * 37%	7 4% 100%ah	- - -	2 5% 25%ah	7 15% 100%a	2 9% 27%
Standard Speed Fixed Broadband	15 1%	7 1% h	8 1% 52%	3 1% 17%	13 1% 83%	10 1% 64%	15 8% 100%ah	- - -	1 4% 9%ah	15 32% 100%a	3 11% 17%
Superfast Fixed Broadband	5 *	2 * h	3 1% 38%	1 * 24%	4 * 76%	2 * 38%	5 3% 100%ah	- - -	- - -	5 11% 100%a	1 4% 17%
Mobile broadband - through a dongle or USB stick	2 *	- - -	2 * 100%	- - -	2 * 100%	- * -	2 1% 100%ah	- - -	- - -	2 4% 100%a	1 4% 40%
3G or 4G enabled Tablet	3 *	2 * 70%	1 * 30%	* * 17%	2 * 83%	1 * 47%	3 1% 100%ah	- - -	- - -	3 6% 100%a	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	8 1% h	6 1% 45%	5 1% 33%	9 1% 67%	9 1% 63%	14 7% 100%ah	- - -	2 5% 12%ah	14 30% 100%a	1 4% 6%
Gas	14 1%	6 1% h	8 1% 58%	6 1% 44%	8 1% 56%	8 1% 56%	14 7% 100%ah	- - -	3 8% 21%ah	5 11% 40%a	14 61% 100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Electricity	14	4	10	5	8	8	14	-	3	5	14
	1%	*	2%	1%	1%	1%	7%	-	7%	10%	62%
		h 31%	69% ^b	39%	61%	57%	100% ^{ah}	-	19% ^{ah}	34% ^a	100%
Water	9	3	6	4	5	3	9	-	2	3	9
	1%	*	1%	1%	*	*	5%	-	5%	6%	40%
		h 35%	65%	45%	55%	38%	100% ^{ah}	-	19% ^{ah}	34% ^a	100%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	21	10	10	10	10	11	21	-	4	21	3
	1%	1%	2%	2%	1%	1%	11%	-	11%	43%	13%
		h 49%	51%	49%	51%	52%	100% ^{ah}	-	21% ^{ah}	100% ^a	14%
ANY FIXED BROADBAND	20	9	11	4	17	12	20	-	1	20	3
	1%	1%	2%	1%	2%	1%	11%	-	4%	43%	15%
		h 45%	55%	19%	81%	58%	100% ^{ah}	-	7% ^{ah}	100% ^a	17%
ANY BROADBAND	21	9	12	4	17	12	21	-	1	21	4
	1%	1%	2%	1%	2%	1%	11%	-	4%	45%	19%
		h 44%	56% ^b	18%	82%	56%	100% ^{ah}	-	7% ^{ah}	100% ^a	20%
ONLY 1 COMMUNICATIONS SERVICE	32	18	14	14	18	20	32	-	7	32	6
	2%	2%	3%	2%	2%	2%	17%	-	19%	68%	26%
		h 56%	44%	43%	57%	61%	100% ^{ah}	-	23% ^{ah}	100% ^a	18%
2 COMMS SERVICES	10	6	4	2	8	7	10	-	-	10	1
	1%	1%	1%	*	1%	1%	5%	-	-	22%	4%
		h 59%	41%	24%	76%	64%	100% ^{ah}	-	-	100% ^a	6%
3 COMMS SERVICES	5	1	4	-	5	1	5	-	1	5	1
	*	*	1%	-	*	*	2%	-	2%	10%	4%
		17%	83% ^b	-	100%	17%	100% ^{ah}	-	14% ^{ah}	100% ^a	17%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
GAS, ELEC OR WATER	22	8	14	9	13	11	22	-	4	7	22
	1%	1%	3%	1%	1%	1%	12%	-	10%	16%	100%
		h 35%	65%b	42%	58%	49%	100%ah	-	18%ah	33%a	100%
ANY COMMUNICATIONS SERVICE	47	25	22	16	31	27	47	-	8	47	7
	3%	2%	4%	3%	3%	3%	24%	-	21%	100%	33%
		h 53%	47%	35%	65%	57%	100%ah	-	17%ah	100%a	16%
None of these	113	65	48	51	62	53	113	-	24	-	-
	7%	6%	9%	8%	6%	8%	58%	-	63%	-	-
		h 58%	42%	45%	55%	47%	100%ah	-	22%ah	-	-
Don't know	19	9	10	4	14	8	19	-	5	-	-
	1%	1%	2%	1%	1%	1%	10%	-	14%	-	-
		h 46%	54%	24%	76%	44%	100%ah	-	28%ah	-	-
Not asked	1444	978	466	562	883	817	-	1425	-	-	-
	88%	90%	84%	88%	88%	89%	-	100%	-	-	-
		cqj 68%c	32%	39%	61%	57%	-	99%agi	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	1 3% 7%	1 3% 6%	4 4% 19%ah	- - -	3 3% 16%	3 2% 16%	15 1% 82%	2 3% 12%	1 1% 7%	2 3% 13%	7 1% 39%	9 2% 46%
Standard mobile phone (that can't access the internet)	2 *	- - -	- - -	1 1% 33%	- - -	- - -	- - -	2 * 100%	- - -	- - -	- - -	1 * 67%	1 * 33%
Fixed landline telephone	7 *	2 3% 21%ah	- - -	1 2% 20%ah	1 1% 11%	4 3% 54%ah	4 2% 54%ah	3 * 46%	1 2% 16%ah	2 2% 27%ah	- - -	1 * 11%	4 1% 58%ah
Standard Speed Fixed Broadband	15 1%	2 5% 16%ah	1 2% 8%	2 3% 14%	- - -	3 2% 21%	3 2% 21%	12 1% 79%	1 1% 5%	2 2% 15%	2 2% 10%	9 1% 58%	5 1% 36%
Superfast Fixed Broadband	5 *	1 1% 14%	1 2% 24%ah	2 3% 44%ah	- - -	1 1% 16%	1 * 16%	4 * 84%	1 2% 24%ah	- - -	1 1% 17%	1 * 24%	1 * 28%
Mobile broadband - through a dongle or USB stick	2 *	1 2% 40%ah	1 2% 60%ah	- - -	1 1% 40%ah	1 1% 40%	1 * 40%	1 * 60%	- - -	1 1% 40%	- - -	- - -	1 * 60%
3G or 4G enabled Tablet	3 *	- - -	1 3% 53%ah	- - -	- - -	- - -	- - -	3 * 100%	- - -	1 1% 30%	1 2% 53%ah	* * 17%	1 * 53%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	1 2% 6%	1 2% 8%	- - -	1 1% 6%	3 2% 21%	3 2% 21%	11 1% 79%	- - -	4 4% 28%ah	- - -	9 1% 63%	2 1% 17%
Gas	14 1%	2 3% 11%ah	- - -	1 1% 8%	1 1% 6%	6 4% 42%ah	6 3% 42%ah	8 1% 56%	2 3% 13%ah	6 6% 42%ah	3 3% 20%ah	5 1% 36%	4 1% 32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with Internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Electricity	14	2	-	1	1	5	5	9	2	5	2	4	4
	1%	4%	-	1%	1%	4%	3%	1%	3%	5%	2%	1%	1%
		14%ah	-	7%	6%	36%ah	36%ah	64%	13%	37%ah	14%	31%	26%
Water	9	-	-	3	-	2	2	7	1	1	3	2	3
	1%	-	-	4%	-	1%	1%	*	2%	1%	3%	*	1%
		-	-	32%ah	-	19%	19%	81%	11%	6%	29%ah	26%	30%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	21	1	1	4	-	3	3	17	2	1	2	9	10
	1%	3%	3%	5%	-	3%	2%	1%	3%	1%	3%	1%	2%
		7%	7%	20%ah	-	16%	16%	84%	11%	7%	12%	42%	47%
ANY FIXED BROADBAND	20	3	2	4	-	4	4	16	2	2	2	10	7
	1%	7%	5%	6%	-	3%	2%	1%	3%	2%	3%	1%	2%
		15%aah	12%h	22%ah	-	20%	20%	80%	10%	12%	12%	50%	34%
ANY BROADBAND	21	4	2	4	1	5	5	16	2	3	2	10	7
	1%	8%	5%	6%	1%	4%	3%	1%	3%	3%	3%	1%	2%
		19%ah	11%h	21%ah	4%	23%h	23%	77%	9%	15%	11%	48%	33%
ONLY 1 COMMUNICATIONS SERVICE	32	4	1	4	-	6	6	26	3	4	3	17	8
	2%	8%	2%	5%	-	5%	3%	2%	5%	4%	4%	2%	2%
		12%aah	4%	11%	-	20%h	20%	80%	9%	13%	11%	52%	26%
2 COMMS SERVICES	10	1	1	2	-	3	3	7	1	2	1	5	4
	1%	1%	3%	3%	-	2%	2%	1%	2%	2%	2%	1%	1%
		7%	14%	22%ah	-	30%ah	30%	70%	11%	23%h	14%	46%	39%
3 COMMS SERVICES	5	1	1	1	1	1	1	4	-	1	-	1	3
	*	2%	2%	1%	1%	1%	*	*	-	1%	-	*	1%
		17%	26%ah	14%	17%	17%	17%	83%	-	17%	-	17%	66%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
GAS, ELEC OR WATER	22	3	-	3	1	7	7	15	3	7	4	6	6
1%		6% 12%ah	-	4% 13%h	1% 4%	6% 34%ah	4% 34%ah	1% 66%	4% 11%h	7% 31%ah	5% 19%ah	1% 28%	1% 27%
ANY COMMUNICATIONS SERVICE	47	5	4	6	1	10	10	37	4	7	5	22	16
3%		11% 11%aah	8% 8%h	8% 14%ah	1% 2%	8% 22%ah	6% 22%h	3% 78%	6% 9%	7% 15%ah	6% 10%	3% 47%	4% 33%
None of these	113	8	2	7	10	17	22	91	10	17	17	39	38
7%		16% 7%ah	5% 2%	9% 6%	13% 9%h	13% 15%ah	12% 19%ah	6% 81%	15% 9%ah	17% 15%ah	22% 15%acdh	5% 35%	9% 34%h
Don't know	19	-	1	3	1	2	2	17	1	-	-	5	5
1%		-	2% 4%	4% 19%ah	1% 6%	1% 9%	1% 91%	1% 9%	2% 6%	-	-	1% 28%	1% 27%
Not asked	1444	34	43	61	62	101	147	1297	51	73	56	700	367
88%		71% bdfgijk 2%	86% 3%	78% 4%	84% 4%	76% 7%	80% 10%	89% 90%bdfgijk	76% 4%	71% 5%	69% 4%	91% 48%lm	86% 25%

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	4 1%	5 2%	4 2%	3 1%	1 1%	- -	- -	- -	- -	- -	- -
Standard mobile phone (that can't access the internet)	2 *	1 67%	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fixed landline telephone	7 *	3 1%	1 1%	- -	1 16%	- -	- -	- -	- -	- -	- -	1 11%
Standard Speed Fixed Broadband	15 1%	6 2%	2 1%	- -	5 1%	- -	1 1%	- -	- -	- -	- -	- -
Superfast Fixed Broadband	5 *	3 1%	- -	1 17%	1 24%	- -	- -	- -	- -	- -	- -	- -
Mobile broadband - through a dongle or USB stick	2 *	- -	1 40%	- -	- -	- -	1 60% ^d	- -	- -	- -	- -	- -
3G or 4G enabled Tablet	3 *	- -	1 53%	- -	1 47%	- -	- -	- -	- -	- -	- -	- -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	3 1%	2 1%	2 1%	4 1%	1 1%	2 3%	- -	- -	- -	- -	- -
Gas	14 1%	2 1%	3 1%	4 2%	3 1%	1 1%	- -	- -	- -	- -	- -	1 11%
Electricity	14 1%	2 1%	3 1%	4 2%	3 1%	- -	- -	- -	- -	- -	- -	1 11%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Water	9	2	4	1	1	1	-	-	1	-	-	-
1%		1%	1%	*	*	*	-	-	4%	-	-	-
		24%	40%	7%	11%	9%	-	-	8%	-	-	-
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	21	6	6	4	3	1	-	-	-	-	-	-
1%		2%	2%	2%	1%	1%	-	-	-	-	-	-
		28%	29%	21%	17%	6%	-	-	-	-	-	-
ANY FIXED BROADBAND	20	9	2	1	7	-	1	-	-	-	-	-
1%		3%	1%	*	2%	-	1%	-	-	-	-	-
		46%ce	12%	4%	33%	-	6%	-	-	-	-	-
ANY BROADBAND	21	9	3	1	7	-	1	-	-	-	-	-
1%		3%	1%	*	2%	-	1%	-	-	-	-	-
		44%ce	15%	4%	31%	-	6%	-	-	-	-	-
ONLY 1 COMMUNICATIONS SERVICE	32	6	6	7	10	-	1	-	-	-	-	1
2%		2%	2%	3%	2%	-	2%	-	-	-	-	11%
		19%	20%	21%e	32%	-	4%	-	-	-	-	4%
2 COMMS SERVICES	10	7	1	-	1	1	-	-	-	-	-	-
1%		2%	1%	-	*	1%	-	-	-	-	-	-
		63%cd	14%	-	12%	11%	-	-	-	-	-	-
3 COMMS SERVICES	5	1	1	-	1	-	1	-	-	-	-	-
*		*	1%	-	*	-	1%	-	-	-	-	-
		17%	32%	-	26%	-	26%	-	-	-	-	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	4	6	4	4	2	-	-	1	-	-	1
1%		1%	2%	2%	1%	1%	-	-	4%	-	-	11%
		18%	27%	19%	19%	8%	-	-	3%	-	-	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
ANY COMMUNICATIONS SERVICE	47	14	9	7	13	1	2	-	-	-	-	1
	3%	5%	3%	3%	3%	1%	3%	-	-	-	-	11%
		29% ^e	20%	15%	27%	2%	5%	-	-	-	-	2%
None of these	113	37	19	19	23	8	3	1	-	1	-	2
	7%	13%	7%	7%	5%	5%	3%	3%	-	3%	-	14%
		33% ^{bcd}	17%	17%	20%	7%	2%	1%	-	1%	-	1%
Don't know	19	5	2	7	4	1	-	-	-	-	-	-
	1%	2%	1%	2%	1%	*	-	-	-	-	-	-
		28%	12%	35%	21%	4%	-	-	-	-	-	-
Not asked	1444	236	247	231	396	167	78	37	15	22	7	8
	88%	80%	88%	86%	90%	93%	94%	97%	96%	97%	100%	75%
		16%	17% ^a	16% ^a	27% ^a	12% ^{ac}	5% ^a	3%	1%	2%	*	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 to £19,999 (b)	£20,000 to £29,999 (c)	£30,000 to £39,999 (d)	£40,000 to £49,999 (e)	£50,000 to £59,999 (f)	£60,000 to £69,999 (g)	£70,000 to £99,999 (h)	£100,000 or more (i)	£149,999 or more (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19	7	3	3	3	-	2	-	-	-	-	-	5	2	2	6	4	-
	1%	2%	2%	1%	1%	-	1%	-	-	-	-	-	1%	*	2%	3%	5%	-
		39%e	15%e	17%	18%	-	12%	-	-	-	-	-	26%	13%	8%	31%lm	22%lm	-
Standard mobile phone (that can't access the internet)	2	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-
	*	-	1%	-	*	-	-	-	-	-	-	-	-	*	-	-	2%	-
		-	67%	-	33%	-	-	-	-	-	-	-	-	33%	-	-	67%lm	-
Fixed landline telephone	7	3	1	1	2	-	-	-	-	-	-	1	2	1	-	2	2	1
	*	1%	1%	*	1%	-	-	-	-	-	-	11%	*	*	-	1%	3%	11%
		37%	11%	11%	25%	-	-	-	-	-	-	16%	27%	9%	-	21%	27%lm	16%
Standard Speed Fixed Broadband	15	7	-	1	5	-	1	1	-	-	-	-	10	2	-	3	-	-
	1%	2%	-	*	2%	-	1%	2%	-	-	-	-	2%	*	-	2%	-	-
		46%ce	-	6%	34%ce	-	5%	8%	-	-	-	-	63%lm	15%	-	22%lm	-	-
Superfast Fixed Broadband	5	3	-	1	-	1	-	-	-	-	-	-	1	1	-	2	1	-
	*	1%	-	*	-	1%	-	-	-	-	-	-	*	*	-	1%	1%	-
		60%	-	16%	-	24%	-	-	-	-	-	-	17%	24%	-	43%	16%	-
Mobile broadband - through a dongle or USB stick	2	-	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-
	*	-	1%	-	-	-	-	2%	-	-	-	-	*	-	-	*	-	-
		-	40%	-	-	-	-	60%ac	-	-	-	-	60%	-	-	40%	-	-
3G or 4G enabled Tablet	3	1	-	*	-	-	1	-	-	-	-	-	2	-	-	*	-	-
	*	*	-	*	-	-	1%	-	-	-	-	-	*	-	-	*	-	-
		53%	-	17%	-	-	30%	-	-	-	-	-	83%	-	-	17%	-	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14	4	2	2	2	2	-	2	-	-	-	-	5	1	-	4	4	-
	1%	1%	1%	1%	1%	1%	-	4%	-	-	-	-	1%	*	-	2%	5%	-
		28%	11%	15%	17%	12%	-	18%l	-	-	-	-	39%lm	7%	-	28%lm	26%lm	-
Gas	14	4	4	-	2	2	1	-	-	-	-	1	7	1	-	5	-	1
	1%	1%	3%	-	1%	1%	1%	-	-	-	-	11%	1%	*	-	3%	-	11%
		27%e	28%e	-	12%	17%	6%	-	-	-	-	9%	53%lm	4%	-	34%lm	-	9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 (b)	£20,000 (c)	£30,000 (d)	£40,000 (e)	£50,000 (f)	£60,000 (g)	£70,000 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif- ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif- ication (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Electricity	14	4	4	1	2	1	1	-	-	-	-	1	6	1	-	6	-	1
	1%	1%	3%	*	1%	1%	1%	-	-	-	-	11%	1%	*	-	3%	-	11%
		30%	28% ^c	6%	12%	10%	6%	-	-	-	-	8%	42% ^m	4%	-	45% ^{lm}	-	8%
Water	9	4	2	1	1	-	1	-	-	1	-	-	5	2	-	2	-	-
	1%	1%	1%	*	*	-	1%	-	-	1%	-	-	1%	*	-	1%	-	-
		42%	18%	11%	11%	-	9%	-	-	8%	-	-	55%	18%	-	27%	-	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	7	4	3	4	-	2	-	-	-	-	-	5	3	2	6	5	-
	1%	2%	3%	1%	2%	-	1%	-	-	-	-	-	1%	*	2%	3%	7%	-
		35% ^{ae}	20% ^{ae}	15%	19%	-	11%	-	-	-	-	-	23%	15%	7%	28% ^{lm}	26% ^{lm}	-
ANY FIXED BROADBAND	20	10	-	2	5	1	1	1	-	-	-	-	11	4	-	5	1	-
	1%	3%	-	1%	2%	1%	1%	2%	-	-	-	-	2%	*	-	3%	1%	-
		50% ^{bce}	-	9%	26%	6%	4%	6%	-	-	-	-	52% ^m	18%	-	27% ^m	4%	-
ANY BROADBAND	21	10	1	2	5	1	1	1	-	-	-	-	11	4	-	6	1	-
	1%	3%	1%	1%	2%	1%	1%	2%	-	-	-	-	2%	*	-	3%	1%	-
		48% ^{ce}	4%	8%	25%	6%	4%	6%	-	-	-	-	50% ^m	17%	-	30% ^m	4%	-
ONLY 1 COMMUNICATIONS SERVICE	32	9	5	6	6	3	2	1	-	-	-	1	10	6	2	6	8	1
	2%	3%	4%	2%	2%	1%	1%	2%	-	-	-	11%	2%	1%	2%	3%	10%	11%
		27%	15%	18%	17%	9%	7%	4%	-	-	-	4%	30%	20%	5%	17% ^m	24% ^{lmno}	4%
2 COMMS SERVICES	10	7	-	1	1	-	1	-	-	-	-	-	3	-	-	5	2	-
	1%	2%	-	*	*	-	1%	-	-	-	-	-	1%	-	-	3%	3%	-
		68% ^{ce}	-	12%	11%	-	8%	-	-	-	-	-	33% ^m	-	-	48% ^{lm}	19% ^m	-
3 COMMS SERVICES	5	1	1	-	2	-	-	1	-	-	-	-	3	1	-	1	-	-
	*	17%	17%	-	1%	-	-	2%	-	-	-	-	1%	*	-	*	-	-
					40%	-	-	26% ^c	-	-	-	-	68%	14%	-	17%	-	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8	
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**	
GAS, ELEC OR WATER	22	8	4	2	3	2	2	-	-	1	-	1	13	2	-	6	-	1	
	1%	3%	3%	1%	1%	1%	1%	-	-	1%	-	11%	2%	-	-	3%	-	11%	
		36% ^c	17% ^c	8%	12%	11%	7%	-	-	3%	-	5%	60% ^m	7%	-	28% ^m	-	5%	
ANY COMMUNICATIONS SERVICE	47	17	6	7	9	3	3	2	-	-	-	1	16	7	2	11	10	1	
	3%	5%	4%	2%	3%	1%	2%	4%	-	-	-	11%	3%	1%	2%	6%	13%	11%	
		35% ^{ceh}	12%	15%	18%	6%	6%	5%	-	-	-	2%	35% ^m	15%	3%	24% ^m	21% ^{lmn}	2%	
None of these	113	33	9	29	17	9	11	-	3	1	-	2	36	41	8	20	6	2	
	7%	11%	7%	9%	7%	4%	7%	-	4%	1%	-	14%	7%	6%	9%	11%	8%	14%	
		29% ^{eg}	8% ^g	26% ^g	15%	8%	10% ^g	-	3%	1%	-	1%	32%	36%	7%	18% ^m	6%	1%	
Don't know	19	5	3	3	1	2	1	1	-	1	-	-	7	4	2	2	4	-	
	1%	2%	2%	1%	1%	1%	1%	1%	-	3%	-	-	1%	1%	2%	1%	6%	-	
		28%	17%	18%	7%	13%	6%	4%	-	7%	-	-	38%	20%	8%	10%	23% ^{lmo}	-	
Not asked	1444	247	111	297	220	209	131	64	95	48	15	8	482	679	72	146	58	8	
	88%	80%	85%	88%	89%	92%	89%	95%	96%	95%	100%	75%	87%	93%	87%	79%	74%	75%	
		17%	8%	21% ^a	15% ^a	14% ^{ab}	9% ^a	4% ^a	7% ^{abcd}	3% ^a	1%	1%	33% ^{op}	47% ^{lop}	5%	10%	4%	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	..**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	18 1% 98%	* 2% 2%	- - -
Standard mobile phone (that can't access the internet)	2 *	2 * 100%	- - -	- - -
Fixed landline telephone	7 *	7 * 100%	- - -	- - -
Standard Speed Fixed Broadband	15 1%	15 1% 100%	- - -	- - -
Superfast Fixed Broadband	5 *	5 * 100%	- - -	- - -
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	- - -
3G or 4G enabled Tablet	3 *	2 * 83%	* 2% 17% ^{1a}	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	14 1% 100%	- - -	- - -
Gas	14 1%	14 1% 100%	- - -	- - -
Electricity	14 1%	14 1% 100%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Water	9	9	-	-
	1%	1%	-	-
		100%	-	-
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	21	20	*	-
	1%	1%	2%	-
		98%	2%	-
ANY FIXED BROADBAND	20	20	-	-
	1%	1%	-	-
		100%	-	-
ANY BROADBAND	21	21	-	-
	1%	1%	-	-
		100%	-	-
ONLY 1 COMMUNICATIONS SERVICE	32	32	-	-
	2%	2%	-	-
		100%	-	-
2 COMMS SERVICES	10	10	*	-
	1%	1%	2%	-
		96%	4%	-
3 COMMS SERVICES	5	5	-	-
	*	*	-	-
		100%	-	-
4 COMMS SERVICES	-	-	-	-
	-	-	-	-
		-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-
	-	-	-	-
		-	-	-
GAS, ELEC OR WATER	22	22	-	-
	1%	1%	-	-
		100%	-	-
ANY COMMUNICATIONS SERVICE	47	47	*	-
	3%	3%	2%	-
		99%	1%	-

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
None of these	113	110	2	-
	7%	7%	10%	-
		98%	2%	-
Don't know	19	18	*	-
	1%	1%	1%	-
		98%	2%	-
Not asked	1444	1425	20	-
	88%	88%	87%	-
		99%	1%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19	7	11	8	4	5	1	1	-	-	11	7	-	9	9	3	10	6
	1%	1%	1%	3%	1%	1%	*	*	-	-	2%	1%	-	1%	1%	1%	1%	1%
		m	40%	42% l	20%	27%	6%	6%	-	-	62% m	38%	-	51%	49%	16%	54%	31%
Standard mobile phone (that can't access the internet)	2	-	2	-	-	-	-	1	-	1	-	1	1	-	2	-	1	1
	*	-	*	-	-	-	-	*	-	*	-	*	*	-	*	-	*	*
		-	100%	-	-	-	-	67%	-	33%	-	67%	33%	-	100%	-	67%	33%
Fixed landline telephone	7	2	5	-	4	-	2	1	-	1	4	3	1	-	7	-	2	5
	*	*	*	-	1%	-	1%	*	-	*	1%	*	*	-	1%	-	*	1%
		27%	73%	-	53%	-	27%	11%	-	9%	53%	38%	9%	-	100% n	-	32%	68%
Standard Speed Fixed Broadband	15	7	9	2	3	4	5	-	-	1	5	10	1	5	10	-	8	7
	1%	1%	1%	1%	1%	1%	2%	-	-	*	1%	1%	*	*	1%	-	1%	1%
		43%	57%	10%	22%	28%	36% h	-	-	4%	32%	63%	4%	32%	68%	-	54%	46% p
Superfast Fixed Broadband	5	3	2	2	2	-	1	-	-	-	4	1	-	3	2	1	1	2
	*	*	*	1%	*	-	*	-	-	-	1%	*	-	*	*	-	*	*
		53%	47%	46%	38%	-	16%	-	-	-	84%	16%	-	53%	47%	28%	24%	47%
Mobile broadband - through a dongle or USB stick	2	1	1	-	-	-	1	1	-	-	-	2	-	-	2	-	-	2
	*	*	*	-	-	-	*	*	-	-	-	*	-	-	*	-	-	*
		40%	60%	-	-	-	60%	40%	-	-	-	100%	-	-	100%	-	-	100%
3G or 4G enabled Tablet	3	2	1	2	1	-	-	-	-	-	3	-	-	1	1	1	-	1
	*	*	*	1%	*	-	-	-	-	-	*	-	-	*	*	-	-	*
		70%	30%	70%	30%	-	-	-	-	-	100%	-	-	53%	47%	53%	-	47%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14	5	10	-	2	4	8	1	-	-	2	12	-	3	11	-	8	6
	1%	-	1%	-	-	1%	2%	*	-	-	-	1%	-	-	1%	-	1%	1%
		32%	68%	-	13%	25%	55% adhi j	6%	-	-	13%	87% m	-	19%	81% n	-	54%	46% p
Gas	14	6	8	1	8	1	2	2	1	-	9	4	1	6	8	-	8	6
	1%	1%	1%	*	2%	*	*	1%	*	-	1%	*	*	1%	1%	-	1%	1%
		44%	56%	6%	59% afj	6%	11%	13%	4%	-	65% m	30%	4%	40%	60%	-	56%	44%
Electricity	14	7	7	1	7	1	1	3	1	-	8	5	1	6	8	-	7	7
	1%	1%	1%	*	2%	*	*	1%	*	-	1%	1%	*	1%	1%	-	1%	1%
		52%	48%	6%	51% aj	9%	6%	24%	4%	-	57%	39%	4%	40%	60%	-	48%	52% p

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Water	9	3	6	-	4	1	2	1	1	1	4	4	1	2	7	-	3	6
	*		1%	-	1%	*	1%	*	*	*	1%	*	*	*	1%	-	*	1%
		32%	68%	-	43%	11%	20%	11%	7%	7%	43%	43%	14%	23%	77%	-	34%	66%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	7	13	8	4	5	1	2	-	1	11	8	1	9	11	3	11	6
	1%	1%	1%	3%	1%	1%	*	1%	-	*	2%	1%	*	1%	1%	1%	1%	1%
		36%	64%	38%agi	18%	25%	5%	11%	-	3%	56%im	41%	3%	46%	54%	14%	55%	31%
ANY FIXED BROADBAND	20	9	11	4	5	4	6	-	-	1	9	11	1	8	13	1	10	9
	1%	1%	1%	1%	1%	1%	2%	-	-	*	1%	1%	*	1%	1%	*	1%	1%
		46%	54%	19%	26%	21%	31%hi	-	-	3%	45%im	52%	3%	37%	63%	7%	47%	46%
ANY BROADBAND	21	10	11	4	5	4	6	1	-	1	9	11	1	8	14	1	10	10
	1%	1%	1%	1%	1%	1%	2%	*	-	*	1%	1%	*	1%	1%	*	1%	2%
		48%	52%	18%	25%	20%	30%il	4%	-	3%	44%im	53%	3%	36%	64%	7%	45%	48%
ONLY 1 COMMUNICATIONS SERVICE	32	14	18	7	9	9	5	2	-	-	16	16	-	15	17	-	21	11
	1%	1%	2%	2%	2%	3%	1%	1%	-	-	2%	2%	-	1%	2%	-	2%	2%
		imp 44%	56%	21%ij	29%ij	27%ij	15%	7%	-	-	50%im	50%im	-	48%	52%	-	66%ip	34%ip
2 COMMS SERVICES	10	5	6	3	2	2	3	-	-	-	5	5	-	3	8	3	5	3
	*	*	1%	1%	*	1%	1%	-	-	-	1%	1%	-	*	1%	1%	*	*
		44%	56%	32%	18%	19%	30%	-	-	-	51%	49%	-	28%	72%	28%	45%	27%
3 COMMS SERVICES	5	1	4	-	1	-	2	1	-	1	1	3	1	-	5	-	-	5
	*	*	*	-	*	-	1%	*	-	*	*	*	*	-	*	-	-	1%
		17%	83%	-	17%	-	52%	17%	-	14%	17%	69%	14%	-	100%in	-	-	100%aq
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	10	13	1	11	2	4	3	1	1	11	10	1	7	16	-	10	13
	1%	1%	1%	*	3%	1%	1%	1%	*	*	2%	1%	*	1%	1%	-	1%	2%
		43%	57%	4%	47%adi	10%	19%	15%	3%	3%	51%im	43%	6%	29%	71%	-	44%	56%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
ANY COMMUNICATIONS SERVICE	47	20	28	10	12	11	10	3	-	1	22	24	1	18	29	3	26	18
	2%	2%	2%	3%	3%	3%	3%	1%	-	*	3%	2%	*	2%	3%	1%	2%	3%
		jm	42%	22%ij	26%ij	23%ij	22%ij	7%	-	1%	47%km	51%km	1%	39%	61%	6%	55%	39%p
None of these	113	48	65	9	25	21	27	15	9	6	34	63	15	38	74	11	54	48
	5%	5%	6%	3%	6%	6%	8%	4%	4%	3%	5%	6%	4%	4%	7%	3%	5%	8%
		p	43%	8%	22%	19%	24%dj	13%	8%	6%	30%	56%km	13%	34%	66%kn	10%	48%	42%lao
Don't know	19	7	12	3	2	6	1	3	3	1	5	10	4	2	16	-	7	12
	1%	1%	1%	1%	1%	2%	*	1%	1%	*	1%	1%	1%	*	2%	-	1%	2%
		n	36%	16%	11%	31%	6%	15%	16%	5%	27%	52%	21%	12%	88%kn	-	37%	63%lao
Not asked	1970	966	1003	281	358	311	300	318	215	188	639	928	402	1014	955	411	1015	544
	91%	92%	90%	93%	88%	89%	88%	93%	94%	96%	90%	90%	95%	94%	88%	97%	92%	86%
		or	49%	14%	16%	16%	15%	16%eg	11%ael	10%ael	32%	47%	20%aki	52%ao	48%	21%agr	52%r	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	17 1% 91%	- - -	1 1% 6%	* 1% 2%	- - -	6 3%ajmp 7%	1 1% -	4 2% 20%am	- - -	4 2% 20%am	1 * 4%	- - -	1 1% 7%	1 1% 6%	- - -	* 1% 2%am
Standard mobile phone (that can't access the internet)	2 *	1 * 33%	1 1% 67%ab	- - -	- - -	- - -	- - -	- - -	1 * 33%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 67%a	- - -
Fixed landline telephone	7 *	5 * 62%	2 1% 22%	1 1% 16%	- - -	- - -	- - -	1 * 10%	1 1% 20%	- - -	1 1% 16%	1 * 16%	- - -	- - -	1 1% 16%	2 1% 22%	- - -
Standard Speed Fixed Broadband	15 1%	13 1% 85%	1 * 5%	2 1% 10%	- - -	- - -	2 1% 16%	- * -	1 * 4%	- - -	3 1% 22%	3 1% 21%	3 1% 22%	- - -	2 1% 10%	1 * 5%	- - -
Superfast Fixed Broadband	5 *	5 * 100%	- - -	- - -	- - -	- - -	2 1% 46%	1 * 14%	1 1% 16%	- - -	- - -	- - -	1 * 24%	- - -	- - -	- - -	- - -
Mobile broadband - through a dongle or USB stick	2 *	1 * 60%	1 * 40%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 60%	- - -	- - -	- - -	1 * 40%	- - -
3G or 4G enabled Tablet	3 *	2 * 83%	- - -	- - -	* 1% 17%ab	- - -	1 1% 53%	- - -	- - -	- - -	- - -	1 * 30%	- - -	- - -	- - -	- - -	* 1% 17%am
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	12 1% 89%	2 1% 11%	- - -	- - -	- - -	- - -	2 1% 17%	1 1% 8%	- - -	4 2% 30%	2 1% 17%	2 1% 17%	- - -	- - -	2 1% 11%	- - -
Gas	14 1%	11 1% 83%	2 1% 17%	- - -	- - -	- - -	5 2% 34%a	- - -	1 1% 8%	- - -	1 1% 9%	3 1% 19%	1 * 10%	1 * 4%	- - -	2 1% 17%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Electricity	14 1%	10 1%	4 2% ab	- - -	* 1% -3%	- - -	4 2% -28%	1 * 5%	1 1% 7%	- - -	1 1% 8%	1 * 6%	1 * 10%	1 * 4%	- - -	4 2% 28%a	* 1% 3%
Water	9 *	9 *	- -	- -	- -	- -	1 *	1 *	2 1%	- -	2 1%	- -	2 1%	1 1%	- -	- -	- -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21 1%	18 1%	1 1%	1 1%	* 1%	- -	6 3%	1 1%	4 3%	- -	4 2%	1 *	- -	1 1%	1 1%	1 6%	* 1% 2% m
ANY FIXED BROADBAND	20 1%	18 1%	1 *	2 2%	- -	- -	5 *	1 *	1 1%	- -	3 1%	3 1%	5 1%	- -	2 1%	1 7%	- -
ANY BROADBAND	21 1%	18 1%	2 1%	2 1%	- -	- -	5 2%	1 *	1 1%	- -	3 1%	3 1%	5 1%	- -	2 1%	2 7%	- -
ONLY 1 COMMUNICATIONS SERVICE	32 1%	29 1%	1 2%	2 1%	- -	- -	6 3%	4 2%	5 3%	- -	10 4%	1 *	2 1%	1 1%	2 1%	1 4%	- -
2 COMMS SERVICES	10 *	9 *	- -	1 1%	* 1%	- -	3 1%	1 *	1 1%	- -	1 1%	1 *	2 1%	- -	1 1%	- -	* 1% 4%
3 COMMS SERVICES	5 *	3 *	2 1% ab	- -	- -	- -	- -	- -	1 14%	- -	- -	2 52%	- -	- -	- -	2 34%	- -
4 COMMS SERVICES	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
5 OR MORE COMMS SERVICES	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
GAS, ELEC OR WATER	22	18	4	-	*	-	6	1	2	-	3	3	2	1	-	4	*
	1%	1%	2%	-	1%	-	2%	1%	1%	-	1%	1%	1%	1%	-	2%	1%
ANY COMMUNICATIONS SERVICE	47	41	3	3	-	-	9	4	6	-	11	4	5	1	3	3	*
	2%	2%	2%	3%	1%	-	4%	3%	4%	-	5%	2%	1%	1%	3%	2%	1%
None of these	113	96	12	1	4	6	11	1	17	10	11	10	17	13	1	12	4
	5%	5%	6%	1%	9%	7%	5%	1%	11%	5%	5%	4%	5%	7%	1%	6%	9%
Don't know	19	12	3	3	*	-	2	-	-	1	1	4	-	4	3	3	*
	1%	1%	2%	3%	1%	-	1%	-	-	1%	*	1%	-	2%	3%	2%	1%
Not asked	1970	1661	163	101	44	84	199	167	131	167	209	242	298	164	101	163	44
	91%	91%	89%	94%	89%	93%	88%	96%	85%	94%	90%	92%	93%	89%	94%	89%	89%
		i 84%	8%	5%	2%	4%	10%	8%agknpr	7%	8%	11%	12%	15%	8%	5%	8%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	16 1% 84%	3 1% 16%	3 1% 16%	16 1% 84%	7 2% 36%a	9 1% 48%	8 2% 41%	8 1% 44%	17 2% 93%a	- - -	- - -	- - -	17 2% 93%	17 1% 93%
Standard mobile phone (that can't access the internet)	2 *	2 * 100%	- - -	- - -	2 * 100%	1 * 33%	1 * 67%	1 * 33%	1 * 67%	1 * 67%	- - -	- - -	- - -	1 * 67%	1 * 67%
Fixed landline telephone	7 *	6 * 84%	1 * 16%	3 1% 38%	5 * 62%	3 1% 35%	3 * 38%	3 1% 46%	2 * 27%	2 * 33%	3 1% 38%	- - -	1 * 11%	5 * 70%	6 * 81%
Standard Speed Fixed Broadband	15 1%	12 1% 81%	3 1% 19%	2 * 10%	14 1% 90%	3 1% 17%	10 1% 62%	4 1% 27%	8 1% 52%	7 1% 45%	5 2% 34%aj	- - -	1 * 5%	12 1% 80%	13 1% 85%
Superfast Fixed Broadband	5 *	5 * 100%	- - -	2 1% 40%	3 * 60%	3 1% 60%a	2 * 40%	3 1% 60%	2 * 40%	3 * 53%	2 1% 40%	- - -	- - -	4 * 69%	4 * 69%
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	1 * 40%	1 * 60%	1 * 60%	- - -	1 * 60%	- - -	- - -	1 1% 60%j	- - -	1 * 40%j	1 * 60%	2 * 100%
3G or 4G enabled Tablet	3 *	3 * 100%	- - -	- - -	3 * 100%	- - -	1 * 53%	- - -	1 * 53%	3 * 100%	- - -	- - -	- - -	3 * 100%	3 * 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	12 1% 84%	2 1% 16%	2 1% 18%	12 1% 82%	3 1% 21%	9 1% 61%	6 1% 39%	8 1% 43%	8 1% 58%	4 2% 31%a	- - -	1 * 6%	13 1% 89%	13 1% 95%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Gas	14	12	2	5	8	6	5	7	4	5	5	-	2	10	11
	1%	1%	1%	1%	*	2%	1%	2%	1%	*	2%	-	1%	1%	1%
		88%	12%	39%	61%	46% ^a	34%	52% ^a	28%	36%	36% ^a	-	11%	72%	83%
Electricity	14	12	2	7	7	8	4	9	3	6	4	1	2	10	12
	1%	1%	1%	2%	*	2%	*	2%	*	1%	2%	1%	1%	1%	1%
		88%	12%	47% ^a	53%	57% ^a	26%	63% ^a	20%	41%	29%	6%	14%	70%	89%
Water	9	9	-	4	5	7	1	7	1	5	1	1	1	6	8
	*	*	-	1%	*	2%	*	2%	*	*	1%	1%	*	1%	1%
		100%	-	43%	57%	77% ^a	11%	77% ^a	11%	54%	15%	7%	8%	69%	84%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	21	18	3	3	17	7	10	8	9	19	-	-	-	19	19
	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	-	-	-	2%	1%
		86%	14%	15%	85%	36% ^a	50%	40%	46%	90% ^a	-	-	-	90%	90%
ANY FIXED BROADBAND	20	18	3	4	17	6	12	7	10	10	7	-	*	16	16
	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	3%	-	*	1%	1%
		86%	14%	18%	82%	28%	57%	35%	49%	47%	38% ^a	1%	4%	77%	81%
ANY BROADBAND	21	18	3	4	17	6	12	7	10	10	7	-	2	16	17
	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	3%	-	1%	1%	1%
		86%	14%	21%	79%	27%	55%	34%	47%	45%	35% ^a	-	7%	74%	81%
ONLY 1 COMMUNICATIONS SERVICE	32	27	6	5	28	8	16	9	14	25	3	-	1	27	28
	1%	1%	2%	1%	2%	2%	2%	2%	2%	3%	2%	-	*	2%	2%
		82%	18%	15%	85%	23%	48%	29%	43%	77%	10%	-	2%	83%	86%
2 COMMS SERVICES	10	10	-	3	8	3	7	4	6	7	3	-	-	10	10
	*	1%	-	1%	*	1%	1%	1%	1%	1%	1%	-	-	1%	1%
		100%	-	27%	73%	32%	63%	40%	56%	63%	30%	-	-	93%	93%
3 COMMS SERVICES	5	3	1	1	4	2	2	3	1	1	2	-	1	3	4
	*	*	*	*	*	*	*	*	*	*	1%	-	*	*	*
		74%	26%	17%	83%	40%	43%	57%	26%	26%	43%	-	17%	68%	86%

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

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	21	2	8	14	13	6	13	5	9	5	1	3	14	19
	1%	1%	1%	2%	1%	4%	1%	3%	1%	1%	2%	1%	2%	1%	1%
ANY COMMUNICATIONS SERVICE	47	40	7	8	39	13	24	16	21	33	8	-	2	40	41
	2%	2%	3%	2%	2%	4%	3%	3%	3%	3%	4%	-	1%	4%	3%
None of these	113	95	18	36	68	43	30	52	21	69	18	9	10	83	94
	5%	5%	7%	9%	4%	13%	4%	13%	3%	7%	8%	7%	5%	7%	7%
Don't know	19	15	3	8	11	7	3	9	1	8	1	-	2	10	11
	1%	1%	1%	2%	1%	2%	*	2%	*	1%	1%	-	1%	1%	1%
Not asked	1970	1718	240	339	1552	255	770	323	702	867	183	118	181	990	1203
	91%	91%	89%	86%	92%	78%	93%	79%	94%	88%	85%	92%	92%	87%	88%
	jkn	jkn	l	dh	g	h	i	h	h	h	h	h	h	h	h

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	12 2% 65%a	8 2% 46%	16 2% 87%a	11 1% 57%h	7 2% 39%h	16 1% 87%h	2 * 13%	* * 2%	16 1% 87%h
Standard mobile phone (that can't access the internet)	2 *	1 * 67%	- - -	1 * 67%	1 * 33%	1 * 67%	2 * 100%	- - -	- - -	2 * 100%
Fixed landline telephone	7 *	3 * 37%	1 * 16%	4 * 53%	5 * 68%	- - -	5 * 68%	2 * 32%	- - -	5 * 68%
Standard Speed Fixed Broadband	15 1%	5 1% h 32%	5 1% 31%	10 1% 63%	14 2% 94%alh	- - -	14 1% 94%ah	1 * 6%	- - -	14 1% 94%ah
Superfast Fixed Broadband	5 *	4 * 84%	1 * 24%	4 * 84%	1 * 28%	1 * 24%	3 * 53%	2 * 47%	- - -	3 * 53%
Mobile broadband - through a dongle or USB stick	2 *	- - -	- - -	- - -	1 * 60%	- - -	1 * 60%	1 * 40%	- - -	1 * 60%
3G or 4G enabled Tablet	3 *	* * 17%	2 * 70%	2 * 70%	1 * 53%	* * 17%	2 * 70%	1 * 30%	* * 17%	2 * 70%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	4 1% 28%	7 1% 49%	11 1% 77%	9 1% 63%	2 1% 17%	11 1% 80%	3 * 20%	- - -	11 1% 80%
Gas	14 1%	3 1% 22%	2 * 14%	5 1% 36%	7 1% 53%	2 * 15%	9 1% 68%	4 * 32%	- - -	9 1% 68%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Electricity	14	3	1	4	7	1	8	6	-	8
	1%	1%	*	*	1%	*	1%	1%	-	1%
		22%	8%	30%	47%	10%	57%	43%	-	57%
Water	9	5	3	7	4	1	5	4	-	5
	*	1%	1%	1%	*	*	*	*	-	*
		53%	32%	74%	44%	11%	56%	44%	-	56%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	21	13	8	18	11	9	18	2	*	18
	1%	2%	2%	2%	1%	2%	2%	12%	*	1%
		h 65%a	41%	85%a	54%h	41%h	88%h	-	2%	88%h
ANY FIXED BROADBAND	20	9	6	14	16	1	17	3	-	17
	1%	2%	1%	2%	2%	*	1%	*	-	1%
		45%	30%	68%	78%alh	6%	84%h	16%	-	84%h
ANY BROADBAND	21	9	6	14	16	1	17	4	-	17
	1%	2%	1%	2%	2%	*	1%	*	-	1%
		43%	29%	66%	75%alh	6%	80%h	20%	-	80%h
ONLY 1 COMMUNICATIONS SERVICE	32	16	16	26	15	12	25	7	-	25
	1%	3%	3%	3%	2%	3%	2%	1%	-	2%
		48%	49%a	82%a	47%h	36%h	78%h	22%	-	78%h
2 COMMS SERVICES	10	6	4	10	8	*	9	2	*	9
	*	1%	1%	1%	1%	*	1%	*	*	1%
		56%	41%	92%	81%h	4%	85%	15%	4%	85%
3 COMMS SERVICES	5	1	-	1	4	-	4	1	-	4
	*	*	-	*	*	-	*	*	-	*
		17%	-	17%	83%	-	83%	17%	-	83%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
GAS, ELEC OR WATER	22	6	5	10	10	2	12	10	-	12
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
		29%	21%	46%	44%	11%	55%	45%	-	55%
ANY COMMUNICATIONS SERVICE	47	22	20	37	27	12	38	9	*	38
	2%	4%	4%	4%	3%	3%	3%	1%	*	3%
		h 47%a	43%a	78%a	58%h	26%h	80%h	20%	1%	80%h
None of these	113	35	29	53	54	23	77	36	5	78
	5%	6%	6%	6%	7%	5%	6%	4%	6%	6%
		31%	26%	47%	48%h	20%	68%h	32%	5%	69%h
Don't know	19	9	6	12	6	4	10	8	1	11
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
		50%	30%	63%	34%	21%	56%	44%	7%	60%
Not asked	1970	495	433	809	709	380	1068	902	89	1077
	91%	88%	89%	88%	88%	90%	89%	94%	92%	89%
		bde 25%	22%	41%	36%	19%	54%	46%acdfgj	5%	55%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	9 1% h	10 1% 53%	10 2% 54%	8 1% 46%	9 1% 51%	19 10% 100%ah	- - -	4 10% 20%ah	19 39% 100%a	3 13% 16%
Standard mobile phone (that can't access the internet)	2 *	1 * 67%	1 * 33%	- - -	2 * 100%	1 * 67%	2 1% 100%ah	- - -	1 2% 33%ah	2 4% 100%a	- - -
Fixed landline telephone	7 *	4 * h	3 * 47%	- * -	7 * 100%	3 * 37%	7 4% 100%ah	- - -	2 5% 25%ah	7 15% 100%a	2 9% 27%
Standard Speed Fixed Broadband	15 1%	7 1% h	8 1% 48%	3 * 17%	13 1% 83%	10 1% 64%	15 8% 100%ah	- - -	1 4% 9%ah	15 32% 100%a	3 11% 17%
Superfast Fixed Broadband	5 *	2 * 38%	3 * 62%	1 * 24%	4 * 76%	2 * 38%	5 3% 100%ah	- - -	- - -	5 11% 100%a	1 4% 17%
Mobile broadband - through a dongle or USB stick	2 *	- - -	2 * 100%	- - -	2 * 100%	- - -	2 1% 100%ah	- - -	- - -	2 4% 100%a	1 4% 40%
3G or 4G enabled Tablet	3 *	2 * 70%	1 * 30%	* * 17%	2 * 83%	1 * 47%	3 1% 100%ah	- - -	- - -	3 6% 100%a	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	8 1% h	6 1% 45%	5 1% 33%	9 1% 67%	9 1% 63%	14 7% 100%ah	- - -	2 5% 12%ah	14 30% 100%a	1 4% 6%
Gas	14 1%	6 1% h	8 1% 58%	6 1% 44%	8 1% 56%	8 1% 56%	14 7% 100%ah	- - -	3 8% 21%ah	5 11% 40%a	14 61% 100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Electricity	14	4	10	5	8	8	14	-	3	5	14
	1%	*	1%	1%	1%	1%	7%	-	7%	10%	62%
		h 31%	69%	39%	61%	57%	100%ah	-	19%ah	34%a	100%
Water	9	3	6	4	5	3	9	-	2	3	9
	*	*	1%	1%	*	*	5%	-	5%	6%	40%
		h 35%	65%	45%	55%	38%	100%ah	-	19%ah	34%a	100%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	21	10	10	10	10	11	21	-	4	21	3
	1%	1%	1%	2%	1%	1%	11%	-	11%	43%	13%
		h 49%	51%	49%	51%	52%	100%ah	-	21%ah	100%a	14%
ANY FIXED BROADBAND	20	9	11	4	17	12	20	-	1	20	3
	1%	1%	1%	1%	1%	1%	11%	-	4%	43%	15%
		h 45%	55%	19%	81%	58%	100%ah	-	7%h	100%a	17%
ANY BROADBAND	21	9	12	4	17	12	21	-	1	21	4
	1%	1%	1%	1%	1%	1%	11%	-	4%	45%	19%
		h 44%	56%	18%	82%	56%	100%ah	-	7%h	100%a	20%
ONLY 1 COMMUNICATIONS SERVICE	32	18	14	14	18	20	32	-	7	32	6
	1%	2%	1%	2%	1%	2%	17%	-	19%	68%	26%
		h 56%	44%	43%	57%	61%	100%ah	-	23%ah	100%a	18%
2 COMMS SERVICES	10	6	4	2	8	7	10	-	-	10	1
	*	1%	*	*	1%	1%	5%	-	-	22%	4%
		h 59%	41%	24%	76%	64%	100%ah	-	-	100%a	6%
3 COMMS SERVICES	5	1	4	-	5	1	5	-	1	5	1
	*	*	*	-	*	*	2%	-	2%	10%	4%
		17%	83%	-	100%	17%	100%ah	-	14%h	100%a	17%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
GAS, ELEC OR WATER	22	8	14	9	13	11	22	-	4	7	22
1%		1%	1%	1%	1%	1%	12%	-	10%	16%	100%
		h 35%	65%	42%	58%	49%	100%ah	-	18%ah	33%a	100%
ANY COMMUNICATIONS SERVICE	47	25	22	16	31	27	47	-	8	47	7
2%		2%	2%	3%	2%	3%	24%	-	21%	100%	33%
		h 53%	47%	35%	65%	57%	100%ah	-	17%ah	100%a	16%
None of these	113	65	48	51	62	53	113	-	24	-	-
5%		6%	4%	8%	4%	8%	58%	-	63%	-	-
		h 58%	42%	45%ae	55%	47%	100%ah	-	22%ah	-	-
Don't know	19	9	10	4	14	8	19	-	5	-	-
1%		1%	1%	1%	1%	1%	10%	-	14%	-	-
		h 46%	54%	24%	76%	44%	100%ah	-	28%ah	-	-
Not asked	1970	978	991	562	1408	817	-	1425	-	-	-
91%		90%	92%	88%	92%	89%	-	100%	-	-	-
		dgi 50%	50%	29%	71%d	41%	-	72%agi	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	1 3% 7%	1 3% 8%	4 4% 19%ah	- - -	3 3% 16%	3 2% 16%	15 1% 82%	2 3% 12%h	1 1% 7%	2 3% 13%	7 1% 39%	9 2% 48%a
Standard mobile phone (that can't access the internet)	2 *	- - -	- - -	1 1% 33%	- - -	- - -	- - -	2 * 100%	- - -	- - -	- - -	1 * 67%	1 * 33%
Fixed landline telephone	7 *	2 3% 21%ah	- - -	1 2% 20%ah	1 1% 11%	4 3% 54%ah	4 2% 54%ah	3 * 46%	1 2% 16%h	2 2% 27%ah	- - -	1 * 11%	4 1% 58%l
Standard Speed Fixed Broadband	15 1%	2 5% 16%ah	1 2% 8%	2 3% 14%h	- - -	3 2% 21%h	3 2% 21%h	12 1% 79%	1 1% 5%	2 2% 15%	2 2% 10%	9 1% 58%	5 1% 36%
Superfast Fixed Broadband	5 *	1 1% 14%	1 2% 24%ah	2 3% 44%ah	- - -	1 1% 16%	1 * 16%	4 * 84%	1 2% 24%ah	- - -	1 1% 17%	1 * 24%	1 * 28%
Mobile broadband - through a dongle or USB stick	2 *	1 2% 40%ah	1 2% 60%ah	- - -	1 1% 40%ah	1 1% 40%	1 * 40%	1 * 60%	- - -	1 1% 40%h	- - -	- - -	1 * 60%
3G or 4G enabled Tablet	3 *	- - -	1 3% 53%ah	- - -	- - -	- - -	- - -	3 * 100%	- - -	1 1% 30%	1 2% 53%ah	* * 17%	1 * 53%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	1 2% 6%	1 2% 8%	- - -	1 1% 6%	3 2% 21%h	3 2% 21%	11 1% 79%	- 4% -	4 - 28%ah	- - -	9 1% 63%	2 1% 17%
Gas	14 1%	2 3% 11%ah	- - -	1 1% 8%	1 1% 6%	6 4% 42%ah	6 3% 42%ah	8 * 58%	2 3% 13%h	6 6% 42%ah	3 3% 20%ah	5 1% 36%	4 1% 32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Electricity	14	2	-	1	1	5	5	9	2	5	2	4	4
	1%	4%	-	1%	1%	4%	3%	*	3%	5%	2%	1%	1%
Water	9	14%ah	-	7%	6%	36%ah	36%ah	64%	13%h	37%ah	14%h	31%	26%
Gas	1	-	-	3	-	2	2	7	1	1	3	2	3
	*	-	-	4%	-	1%	1%	*	2%	1%	3%	*	1%
		-	-	32%ah	-	19%	19%	81%	11%	6%	29%ah	26%	30%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	21	1	1	4	-	3	3	17	2	1	2	9	10
	1%	3%	3%	5%	-	3%	2%	1%	3%	1%	3%	1%	2%
		7%	7%	20%ah	-	16%	16%	84%	11%	7%	12%	42%	47%a
ANY FIXED BROADBAND	20	3	2	4	-	4	4	16	2	2	2	10	7
	1%	7%	5%	6%	-	3%	2%	1%	3%	2%	3%	1%	2%
		15%aah	12%ah	22%ah	-	20%ah	20%	80%	10%	12%	12%	50%	34%
ANY BROADBAND	21	4	2	4	1	5	5	16	2	3	2	10	7
	1%	8%	5%	6%	1%	4%	3%	1%	3%	3%	3%	1%	2%
		19%ah	11%ah	21%ah	4%	23%ah	23%h	77%	9%	15%h	11%	48%	33%
ONLY 1 COMMUNICATIONS SERVICE	32	4	1	4	-	6	6	26	3	4	3	17	8
	1%	8%	2%	5%	-	5%	3%	1%	5%	4%	4%	2%	2%
		12%aah	4%	11%ah	-	20%ah	20%h	80%	9%h	13%	11%	52%	26%
2 COMMS SERVICES	10	1	1	2	-	3	3	7	1	2	1	5	4
	*	1%	3%	3%	-	2%	2%	*	2%	2%	2%	1%	1%
		7%	14%ah	22%ah	-	30%ah	30%h	70%	11%	23%ah	14%	46%	39%
3 COMMS SERVICES	5	1	1	1	1	1	1	4	-	1	-	1	3
	*	2%	2%	1%	1%	1%	*	*	-	1%	-	*	1%
		17%ah	26%ah	14%	17%	17%	17%	83%	-	17%	-	17%	66%
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
GAS, ELEC OR WATER	22	3	-	3	1	7	7	15	3	7	4	6	6
	1%	6%	-	4%	1%	6%	4%	1%	4%	7%	5%	1%	1%
		12%ah	-	13%ah	4%	34%ah	34%ah	66%	11%ah	31%ah	19%ah	28%	27%
ANY COMMUNICATIONS SERVICE	47	5	4	6	1	10	10	37	4	7	5	22	16
	2%	11%	8%	8%	1%	8%	6%	2%	6%	7%	6%	3%	4%
		11%aah	8%ah	14%ah	2%	22%ah	22%ah	78%	9%ah	15%ah	10%ah	47%	33%
None of these	113	8	2	7	10	17	22	91	10	17	17	39	38
	5%	16%	5%	9%	13%	13%	12%	5%	15%	17%	22%	5%	9%
		7%ah	2%	6%	9%ah	15%ah	19%ah	81%	9%ah	15%ah	15%aach	35%	34%al
Don't know	19	-	1	3	1	2	2	17	1	-	-	5	5
	1%	-	2%	4%	1%	1%	1%	1%	2%	-	-	1%	1%
		-	4%	19%ah	6%	9%	9%	91%	6%	-	-	28%	27%
Not asked	1970	34	43	61	62	101	147	1822	51	73	56	700	367
	91%	71%	86%	78%	84%	76%	80%	92%	76%	71%	69%	91%	86%
		bdgijkm 2%	2%	3%	3%	5%	7%	93%bdefgijk	3%	4%	3%	36%lm	19%

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	4 1%	5 2%	4 1%	3 1%	1 *	- -	- -	- -	- -	- -	- -
		23%	29%	23%	18%	6%	-	-	-	-	-	-
Standard mobile phone (that can't access the internet)	2 *	1 *	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fixed landline telephone	7 *	3 1%	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	1 11%
		48%	20%	-	16%	-	-	-	-	-	-	16%
Standard Speed Fixed Broadband	15 1%	6 2%	2 1%	- -	5 1%	- -	1 1%	- -	- -	- -	- -	- -
		41% ^c	15%	-	35%	-	8%	-	-	-	-	-
Superfast Fixed Broadband	5 *	3 1%	- -	1 *	1 *	- -	- -	- -	- -	- -	- -	- -
		58%	-	17%	24%	-	-	-	-	-	-	-
Mobile broadband - through a dongle or USB stick	2 *	- -	1 *	- -	- -	- -	1 60% ^d	- -	- -	- -	- -	- -
3G or 4G enabled Tablet	3 *	- -	1 53%	- -	1 47%	- -	- -	- -	- -	- -	- -	- -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	3 1%	2 *	2 *	4 1%	1 *	2 2%	- -	- -	- -	- -	- -
		22%	11%	13%	28%	8%	18%	-	-	-	-	-
Gas	14 1%	2 1%	3 1%	4 1%	3 *	1 *	- -	- -	- -	- -	- -	1 11%
		15%	19%	32%	18%	7%	-	-	-	-	-	9%
Electricity	14 1%	2 1%	3 1%	4 1%	3 1%	- -	- -	- -	- -	- -	- -	1 11%
		18%	19%	31%	24%	-	-	-	-	-	-	8%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Water	9	2	4	1	1	1	-	-	1	-	-	-
	*	1%	1%	*	*	*	-	-	3%	-	-	-
		24%	40%	7%	11%	9%	-	-	8%	-	-	-
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	21	6	6	4	3	1	-	-	-	-	-	-
	1%	1%	2%	1%	1%	*	-	-	-	-	-	-
		28%	29%	21%	17%	6%	-	-	-	-	-	-
ANY FIXED BROADBAND	20	9	2	1	7	-	1	-	-	-	-	-
	1%	2%	1%	*	1%	-	1%	-	-	-	-	-
		46%ce	12%	4%	33%	-	6%	-	-	-	-	-
ANY BROADBAND	21	9	3	1	7	-	1	-	-	-	-	-
	1%	2%	1%	*	1%	-	1%	-	-	-	-	-
		44%ce	15%	4%	31%	-	6%	-	-	-	-	-
ONLY 1 COMMUNICATIONS SERVICE	32	6	6	7	10	-	1	-	-	-	-	1
	1%	2%	2%	2%	2%	-	1%	-	-	-	-	11%
		19%	20%	21%	32%	-	4%	-	-	-	-	4%
2 COMMS SERVICES	10	7	1	-	1	1	-	-	-	-	-	-
	*	2%	*	-	*	*	-	-	-	-	-	-
		63%cd	14%	-	12%	11%	-	-	-	-	-	-
3 COMMS SERVICES	5	1	1	-	1	-	1	-	-	-	-	-
	*	*	*	-	*	-	1%	-	-	-	-	-
		17%	32%	-	26%	-	26%	-	-	-	-	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	22	4	6	4	4	2	-	-	1	-	-	1
	1%	1%	2%	1%	1%	1%	-	-	3%	-	-	11%
		18%	27%	19%	19%	8%	-	-	3%	-	-	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
ANY COMMUNICATIONS SERVICE	47	14	9	7	13	1	2	-	-	-	-	1
	2%	3%	3%	2%	2%	*	2%	-	-	-	-	11%
		29% ^e	20%	15%	27%	2%	5%	-	-	-	-	2%
None of these	113	37	19	19	23	8	3	1	-	1	-	2
	5%	9%	5%	5%	4%	3%	3%	2%	-	2%	-	14%
		33% ^{bcd}	17%	17%	20%	7%	2%	1%	-	1%	-	1%
Don't know	19	5	2	7	4	1	-	-	-	-	-	-
	1%	1%	1%	2%	1%	*	-	-	-	-	-	-
		28%	12%	35%	21%	4%	-	-	-	-	-	-
Not asked	1970	337	321	334	548	224	96	47	20	27	7	8
	91%	85%	91%	90%	93%	95%	95%	98%	97%	98%	100%	75%
		17%	16% ^a	17% ^a	28% ^a	11% ^a	5% ^a	2% ^a	1%	1%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,00 0 - £149,99 9 (i)	£150,00 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	7 2% 39%e	3 2% 15%e	3 1% 17%	3 1% 18%	- 1% -	2 1% 12%	- - -	- - -	- - -	- - -	- - -	5 1% 26%	2 * 13%	2 2% 8%	6 2% 31%lm	4 4% 22%lm	- - -	
Standard mobile phone (that can't access the internet)	2 *	- - -	1 1% 67%	- - -	1 * 33%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 33%	- - -	- - -	1 1% 67%lm	- - -	
Fixed landline telephone	7 *	3 1% 37%	1 * 11%	1 * 11%	2 1% 25%	- - -	- - -	- - -	- - -	- - -	- - -	1 11% 16%	2 * 27%	1 9% 9%	- - -	2 1% 21%	2 2% 27%lm	1 11% 16%	
Standard Speed Fixed Broadband	15 1%	7 2% 46%ce	- - -	1 * 6%	5 1% 34%	- - -	1 * 5%	1 1% 8%	- - -	- - -	- - -	- - -	10 1% 63%lm	2 * 15%	- - -	3 1% 22%lm	- - -	- - -	
Superfast Fixed Broadband	5 *	3 1% 60%	- - -	1 * 16%	- - -	1 * 24%	- - -	- 1% 60%cd	- - -	- - -	- - -	- - -	1 * 17%	1 * 24%	- - -	2 1% 43%	1 1% 16%	- - -	
Mobile broadband - through a dongle or USB stick	2 *	- - -	1 * 40%	- - -	- - -	- - -	- - -	1 1% 60%cd	- - -	- - -	- - -	- - -	1 * 60%	- - -	- - -	1 * 40%	- - -	- - -	
3G or 4G enabled Tablet	3 *	1 * 53%	- - -	* - 17%	- - -	- - -	1 * 30%	- - -	- - -	- - -	- - -	- - -	2 * 83%	- - -	- - -	* * 17%	- - -	- - -	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	4 1% 28%	2 1% 11%	2 * 15%	2 1% 17%	2 1% 12%	- - -	2 2% 18%	- - -	- - -	- - -	- - -	5 1% 39%	1 * 7%	- - -	4 2% 28%lm	4 4% 26%lm	- - -	
Gas	14 1%	4 1% 27%cd	4 2% 28%cd	- - -	2 * 12%	2 1% 17%	1 * 6%	- - -	- - -	- - -	- - -	1 11% 9%	7 1% 53%lm	1 * 4%	- - -	5 2% 34%lm	- - -	1 11% 9%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Electricity	14	4	4	1	2	1	1	-	-	-	-	1	6	1	-	6	-	1
	1%	1%	2%	*	*	*	*	-	-	-	-	11%	1%	*	-	2%	-	11%
		30%	28% ^c	6%	12%	10%	6%	-	-	-	-	8%	42% ^m	4%	-	45% ^{lm}	-	8%
Water	9	4	2	1	1	-	1	-	-	1	-	-	5	2	-	2	-	-
	*	1%	1%	*	*	-	*	-	-	1%	-	-	1%	*	-	1%	-	-
		42%	18%	11%	11%	-	9%	-	-	8%	-	-	55%	18%	-	27%	-	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	7	4	3	4	-	2	-	-	-	-	-	5	3	2	6	5	-
	1%	2%	2%	1%	1%	-	1%	-	-	-	-	-	1%	*	2%	1%	5%	-
		35% ^{ae}	20% ^{ae}	15%	19%	-	11%	-	-	-	-	-	22%	15%	7%	28% ^{lm}	26% ^{lm}	-
ANY FIXED BROADBAND	20	10	-	2	5	1	1	1	-	-	-	-	11	4	-	5	1	-
	1%	3%	-	*	1%	*	*	1%	-	-	-	-	1%	*	-	2%	1%	-
		50% ^{bce}	-	9%	26%	6%	4%	6%	-	-	-	-	52% ^m	18%	-	27% ^m	4%	-
ANY BROADBAND	21	10	1	2	5	1	1	1	-	-	-	-	11	4	-	6	1	-
	1%	3%	*	*	1%	*	*	1%	-	-	-	-	1%	*	-	3%	1%	-
		48% ^{ce}	4%	8%	25%	6%	4%	6%	-	-	-	-	50% ^m	17%	-	30% ^m	4%	-
ONLY 1 COMMUNICATIONS SERVICE	32	9	5	6	6	3	2	1	-	-	-	1	10	6	2	6	8	1
	1%	2%	3%	1%	2%	1%	1%	1%	-	-	-	11%	1%	1%	2%	2%	8%	11%
		27%	15%	18%	17%	9%	7%	4%	-	-	-	4%	30%	20%	5%	17% ^m	24% ^{lmo}	4%
2 COMMS SERVICES	10	7	-	1	1	-	1	-	-	-	-	-	3	-	-	5	2	-
	*	2%	-	*	*	-	*	-	-	-	-	-	*	-	-	2%	2%	-
		68% ^{ce}	-	12%	11%	-	8%	-	-	-	-	-	33% ^m	-	-	48% ^{lm}	19% ^m	-
3 COMMS SERVICES	5	1	1	-	2	-	-	1	-	-	-	-	3	1	-	1	-	-
	*	*	*	-	1%	-	-	1%	-	-	-	-	*	*	-	*	-	-
		17%	17%	-	40%	-	-	26% ^c	-	-	-	-	68%	14%	-	17%	-	-
4 COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
GAS, ELEC OR WATER	22	8	4	2	3	2	2	-	-	1	-	1	13	2	-	6	-	1
	1%	2%	2%	*	1%	1%	1%	-	-	1%	-	11%	2%	*	-	2%	-	11%
		36% ^c	17% ^c	8%	12%	11%	7%	-	-	3%	-	5%	60% ^m	7%	-	28% ^m	-	5%
ANY COMMUNICATIONS SERVICE	47	17	6	7	9	3	3	2	-	-	-	1	16	7	2	11	10	1
	2%	4%	3%	2%	2%	1%	2%	2%	-	-	-	11%	2%	1%	2%	5%	10%	11%
		35% ^{cdeh}	12% ^h	15%	18%	6%	6%	5%	-	-	-	2%	35% ^m	15%	3%	24% ^m	21% ^{lmn}	2%
None of these	113	33	9	29	17	9	11	-	3	1	-	2	36	41	8	20	6	2
	5%	9%	5%	7%	5%	3%	6%	-	2%	1%	-	14%	5%	4%	8%	8%	6%	14%
		29% ^{ddegh}	8% ^g	26% ^g	15% ^g	8%	10% ^g	-	3%	1%	-	1%	32%	36%	7%	18% ^m	6%	1%
Don't know	19	5	3	3	1	2	1	1	-	1	-	-	7	4	2	2	4	-
	1%	1%	2%	1%	*	1%	1%	1%	-	2%	-	-	1%	*	2%	1%	4%	-
		28%	17%	18%	7%	13%	6%	4%	-	7%	-	-	38%	20%	8%	10%	23% ^{lmo}	-
Not asked	1970	308	144	403	327	282	178	99	140	60	21	8	680	903	87	213	78	8
	91%	83%	88%	91%	92%	94%	92%	97%	98%	96%	100%	75%	91%	95%	89%	85%	79%	75%
		16%	7%	20% ^a	17% ^a	14% ^{ab}	9% ^a	5% ^{ab}	7% ^{abcd}	3% ^a	1%	*	35% ^{op}	46% ^{op}	4%	11%	4%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	19 1%	18 1% 98%	* 2% 2%	- - -
Standard mobile phone (that can't access the internet)	2 *	2 * 100%	- - -	- - -
Fixed landline telephone	7 *	7 * 100%	- - -	- - -
Standard Speed Fixed Broadband	15 1%	15 1% 100%	- - -	- - -
Superfast Fixed Broadband	5 *	5 * 100%	- - -	- - -
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	- - -
3G or 4G enabled Tablet	3 *	2 * 83%	* 2% 17% ^{1a}	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	14 1%	14 1% 100%	- - -	- - -
Gas	14 1%	14 1% 100%	- - -	- - -
Electricity	14 1%	14 1% 100%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Water	9	9	-	-
	*	*	-	-
		100%	-	-
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	21	20	*	-
	1%	1%	2%	-
		98%	2%	-
ANY FIXED BROADBAND	20	20	-	-
	1%	1%	-	-
		100%	-	-
ANY BROADBAND	21	21	-	-
	1%	1%	-	-
		100%	-	-
ONLY 1 COMMUNICATIONS SERVICE	32	32	-	-
	1%	2%	-	-
		100%	-	-
2 COMMS SERVICES	10	10	*	-
	*	*	2%	-
		96%	4%	-
3 COMMS SERVICES	5	5	-	-
	*	*	-	-
		100%	-	-
4 COMMS SERVICES	-	-	-	-
	-	-	-	-
		-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-
	-	-	-	-
		-	-	-
GAS, ELEC OR WATER	22	22	-	-
	1%	1%	-	-
		100%	-	-
ANY COMMUNICATIONS SERVICE	47	47	*	-
	2%	2%	2%	-
		99%	1%	-

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
None of these	113	110	2	-
	5%	5%	6%	-
		98%	2%	-
Don't know	19	18	*	-
	1%	1%	1%	-
		98%	2%	-
Not asked	1970	1946	24	-
	91%	91%	89%	-
		99%	1%	-

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

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	41	16	25	8	11	9	9	3	-	1	19	21	1	13	28	2	19	20
Weighted Base	47*	20**	28**	10**	12**	11**	10**	3**	**	1**	22**	24**	1**	18**	29**	3**	26**	18**
I have/had a manageable communications debt	34	15	19	8	9	8	7	1	-	1	18	16	1	16	18	3	20	11
	73%	79%	68%	82%	76%	70%	69%	42%	-	100%	79%	66%	100%	87%	63%	100%	77%	62%
		45%	55%	24%	27%	22%	21%	4%	-	2%	51%	47%	2%	46%	54%	8%	58%	33%
I have/had a serious or unmanageable communications debt	11	4	7	2	2	2	3	2	-	-	4	7	-	1	10	-	5	6
	23%	21%	24%	18%	17%	17%	31%	58%	-	-	18%	28%	-	6%	34%	-	18%	33%
		39%	61%	17%	19%	17%	30%	17%	-	-	36%	64%	-	9%	91%	-	43%	57%
Don't know	2	-	2	-	1	1	-	-	-	-	1	1	-	1	1	-	1	1
	5%	-	8%	-	7%	12%	-	-	-	-	4%	6%	-	7%	3%	-	5%	4%
		-	100%	-	38%	62%	-	-	-	-	38%	62%	-	62%	38%	-	62%	38%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	41	35	3	2	1	-	8	4	6	-	9	4	3	1	2	3	1
Weighted Base	47*	41*	3**	3**	***	..	9**	4**	6**	..	11**	4**	5**	1**	3**	3**	***
I have/had a manageable communications debt	34	30	2	3	-	-	8	2	5	-	8	2	5	-	3	2	-
	73%	72%	73%	100%	-	-	82%	54%	84%	-	68%	50%	100%	-	100%	73%	-
I have/had a serious or unmanageable communications debt	11	10	1	1	*	-	2	1	1	-	4	1	-	1	8	6	*
	23%	23%	27%	100%	4%	-	18%	16%	16%	-	32%	29%	-	100%	-	27%	100%
Don't know	2	2	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-
	5%	5%	-	-	-	-	-	30%	-	-	-	21%	-	-	-	-	-
		100%	-	-	-	-	-	62%	-	-	-	38%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	41	36	5	8	33	12	19	16	15	27	7	-	2	33	35
Weighted Base	47*	40*	7**	8**	39**	13**	24**	16**	21**	33**	8**	..*	2**	40*	41*
I have/had a manageable communications debt	34 73%	30 74% 87%	4 63% 13%	6 69% 17%	29 73% 83%	10 81% 30%	19 79% 56%	14 85% 40%	16 76% 46%	25 76% 74%	6 75% 19%	- - -	- - -	30 76% 88%	30 73% 88%
I have/had a serious or unmanageable communications debt	11 23%	10 24% 89%	1 17% 11%	3 31% 24%	8 21% 76%	2 19% 23%	4 15% 34%	2 15% 23%	4 18% 34%	5 16% 47%	2 25% 19%	- 100% -	2 - 14%	7 18% 67%	9 21% 81%
Don't know	2 5%	1 2% 38%	1 20% 62%	- - -	2 6% 100%	- - -	1 6% 62%	- 6% -	1 7% 62%	2 7% 100%	- - -	- - -	- - -	2 5% 100%	2 5% 100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	41	19	17	31	22	10	31	10	1	31
Weighted Base	47*	22**	20**	37**	27**	12**	38**	9**	***	38**
I have/had a manageable communications debt	34 73%	19 87% 56%	16 78% 46%	30 81% 87%	22 79% 63%	11 88% 31%	31 81% 90%	3 37% 10%	- - -	31 81% 90%
I have/had a serious or unmanageable communications debt	11 23%	3 13% 27%	3 15% 28%	6 15% 51%	4 16% 39%	1 12% 14%	6 15% 53%	5 54% 47%	* 100% 4%	6 15% 53%
Don't know	2 5%	- -	1 7% 62%	1 4% 62%	1 5% 62%	- - -	1 4% 62%	1 9% 38%	- - -	1 4% 62%

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

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	41	21	20	15	26	23	41	-	8	41	8
Weighted Base	47*	25**	22**	16**	31**	27**	47*	**	8**	47*	7**
I have/had a manageable communications debt	34	23	12	14	21	24	34	-	4	34	4
	73%	91%	52%	84%	66%	87%	73%	-	54%	73%	50%
		66%	34%	40%	60%	69%	100%	-	13%	100%	11%
I have/had a serious or unmanageable communications debt	11	2	8	3	8	3	11	-	4	11	4
	23%	9%	38%	16%	26%	9%	23%	-	46%	23%	50%
		22%	78%	25%	75%	24%	100%	-	34%	100%	34%
Don't know	2	-	2	-	2	1	2	-	-	2	-
	5%	-	10%	-	7%	3%	5%	-	-	5%	-
		-	100%	-	100%	38%	100%	-	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	41	5	3	6	1	10	10	31	4	6	4	18	13
Weighted Base	47*	5**	4**	6**	1**	10**	10**	37**	4**	7**	5**	22**	16**
I have/had a manageable communications debt	34 73%	2 46%	4 100%	5 84%	-	6 54%	6 54%	29 78%	2 58%	4 52%	4 79%	21 93%	10 65%
I have/had a serious or unmanageable communications debt	11 23%	3 54%	-	1 16%	1 100%	5 46%	5 46%	6 16%	2 42%	3 37%	1 21%	2 7%	4 26%
Don't know	2 5%	-	-	-	-	-	-	2 6%	-	1 11%	-	-	1 9%
		-	-	-	-	-	-	100%	-	38%	-	-	62%

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

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

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	41	11	9	6	11	1	2	-	-	-	-	1
Weighted Base	47*	14**	9**	7**	13**	1**	2**	.**	.**	.**	.**	1**
I have/had a manageable communications debt	34 73%	12 88%	6 66%	5 70%	10 81%	-	1 48%	-	-	-	-	-
		35%	18%	14%	30%	-	3%	-	-	-	-	-
I have/had a serious or unmanageable communications debt	11 23%	2 12%	2 20%	2 30%	2 13%	1 100%	2 52%	-	-	-	-	1 100%
		15%	17%	19%	15%	11%	12%	-	-	-	-	11%
Don't know	2 5%	-	1 15%	-	1 6%	-	-	-	-	-	-	-
		-	62%	-	38%	-	-	-	-	-	-	-

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

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	41	14	5	7	7	2	3	2	-	-	-	1	15	6	1	10	8	1
Weighted Base	47*	17**	6**	7**	9**	3**	3**	2**	1**	16**	7**	2**	11**	10**	1**
I have/had a manageable communications debt	34	15	3	4	6	3	2	1	-	-	-	-	11	6	2	8	8	-
	73%	90%	54%	55%	72%	100%	73%	48%	-	-	-	-	68%	81%	100%	72%	79%	-
		43%	9%	11%	18%	9%	6%	3%	-	-	-	-	33%	16%	4%	24%	23%	-
I have/had a serious or unmanageable communications debt	11	2	3	2	2	-	-	1	-	-	-	1	3	1	-	3	2	1
	23%	10%	46%	25%	28%	-	-	52%	-	-	-	100%	19%	19%	-	28%	21%	100%
		15%	23%	17%	22%	-	-	12%	-	-	-	11%	28%	12%	-	30%	19%	11%
Don't know	2	-	-	1	-	-	1	-	-	-	-	-	2	-	-	-	-	-
	5%	-	-	19%	-	-	27%	-	-	-	-	-	13%	-	-	-	-	-
		-	-	62%	-	-	38%	-	-	-	-	-	100%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	41	40	1	-
Weighted Base	47*	47*	***	..**
I have/had a manageable communications debt	34	34	-	-
	73%	73%	-	-
		100%	-	-
I have/had a serious or unmanageable communications debt	11	10	*	-
	23%	22%	100%	-
		96%	4%	-
Don't know	2	2	-	-
	5%	5%	-	-
		100%	-	-

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

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14	62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**	71*	102*	21*	63*	130	14**	93*	87*
I have/had a manageable communications debt	34	15	19	8	9	8	7	1	-	1	18	16	1	16	18	3	20	11
	18%	19%	17%	37%	19%	20%	17%	6%	-	8%	25%	16%	3%	25%	14%	21%	22%	13%
	m	45%	55%	24%	27%	22%	21%	4%	-	2%	51%	47%	2%	46%	54%	8%	58%	33%
I have/had a serious or unmanageable communications debt	11	4	7	2	2	2	3	2	-	-	4	7	-	1	10	-	5	6
	6%	5%	6%	8%	4%	5%	8%	8%	-	-	6%	7%	-	2%	8%	-	5%	7%
		39%	61%	17%	19%	17%	30%	17%	-	-	36%	64%	-	9%	91%	-	43%	57%
Don't know	2	-	2	-	1	1	-	-	-	-	1	1	-	1	1	-	1	1
	1%	-	2%	-	2%	4%	-	-	-	-	1%	1%	-	2%	1%	-	1%	1%
		-	100%	-	38%	62%	-	-	-	-	38%	62%	-	62%	38%	-	62%	38%
Not asked	146	63	84	12	36	27	31	19	13	8	48	77	20	45	101	11	67	69
	76%	76%	75%	55%	75%	72%	75%	86%	100%	92%	68%	76%	97%	71%	78%	79%	72%	79%
		43%	57%	8%	25%	19%	21%	13%	9%	5%	33%	53%	14% ^{akl}	31%	69%	7%	46%	47%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
I have/had a manageable communications debt	34 18%	30 18%	2 10%	3 41%	-	-	8 29%	2 33%	5 22%	-	8 33%	2 10%	5 20%	-	3 41%	2 10%	-
		86%	6%	8%	-	-	22%	7%	15%	-	22%	6%	13%	-	8%	6%	-
I have/had a serious or unmanageable communications debt	11 6%	10 6%	1 4%	-	9%	-	2 6%	1 10%	1 4%	-	4 15%	1 6%	-	1 7%	-	4 7%	9%
		88%	7%	-	4%	-	15%	7%	9%	-	34%	11%	-	12%	-	7%	4%
Don't know	2 1%	2 1%	-	-	-	-	-	1 16%	-	-	-	1 4%	-	-	-	-	-
		100%	-	-	-	-	-	62%	-	-	-	38%	-	-	-	-	-
Not asked	146 76%	119 74%	18 86%	4 59%	5 91%	6 100%	17 65%	3 39%	17 74%	11 100%	12 52%	16 80%	18 80%	19 93%	4 59%	18 86%	5 91%
		82%	12%	3%	3%	4%	12%	2%	12%	7%	8%	11%	12%	13%	3%	12%	3%

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

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
I have/had a manageable communications debt	34 18%	30 18%	4 15%	6 10%	29 22%	10 14%	19 32%	14 16%	16 34%	25 22%	6 20%	-	-	30 21%	30 19%
							56%af	40%	46%ah	74%	19%	-	-	88%	88%
I have/had a serious or unmanageable communications debt	11 6%	10 6%	1 4%	3 5%	8 6%	2 3%	4 6%	2 3%	4 8%	5 4%	2 7%	-	2 10%	7 5%	9 5%
												-	14%	67%	81%
Don't know	2 1%	1 1%	1 3%	-	2 100%	-	1 2%	-	1 62%	2 100%	-	-	-	2 100%	2 100%
												-	-	2%	1%
Not asked	146 76%	124 75%	23 77%	49 85%	90 70%	61 83%	36 60%	71 81%	26 56%	83 72%	23 73%	11 100%	14 90%	102 72%	119 74%
		gi 85%	15%	33%ae	61%	41%g	25%	48%aj	18%	57%	16%	7%	10%	70%	81%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
I have/had a manageable communications debt	34 18%	19 28% h	16 29% 46%	30 28% 87%	22 23% 63%h	11 26% 31%h	31 23% 90%h	3 6% 10%	- - -	31 23% 90%h
I have/had a serious or unmanageable communications debt	11 6%	3 4% 27%	3 6% 28%	6 5% 51%	4 5% 39%	1 4% 14%	6 4% 53%	5 8% 47%	* 6% 4%	6 4% 53%
Don't know	2 1%	- - -	1 2% 62%	1 1% 62%	1 1% 62%	- - -	1 1% 62%	1 1% 38%	- - -	1 1% 62%
Not asked	146 76%	48 68% 33%	35 63% 24%	70 65% 48%	66 71% 45%	28 70% 19%	95 71% 65%	51 85% 35%	7 94% 5%	97 72% 66%

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

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
I have/had a manageable communications debt	34	23	12	14	21	24	34	-	4	34	4
	18%	22%	13%	18%	18%	25%	18%	-	11%	73%	17%
		66%	34%	40%	60%	69%	100%	-	13%	100%a	11%
I have/had a serious or unmanageable communications debt	11	2	8	3	8	3	11	-	4	11	4
	6%	2%	9%	3%	7%	3%	6%	-	9%	23%	17%
		22%	78%b	25%	75%	24%	100%	-	34%	100%a	34%
Don't know	2	-	2	-	2	1	2	-	-	2	-
	1%	-	2%	-	2%	1%	1%	-	-	5%	-
		-	100%	-	100%	38%	100%	-	-	100%	-
Not asked	146	79	67	61	85	69	146	-	31	-	15
	76%	76%	75%	79%	73%	72%	76%	-	79%	-	67%
		54%	46%	42%	58%	47%	100%	-	21%	-	10%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
I have/had a manageable communications debt	34 18%	2 17%	4 56%	5 31%	- -	6 17%	6 15%	29 18%	2 15%	4 13%	4 16%	21 29%	10 16%
		7%	11%	16%	-	16%	16%	84%	7%	11%	11%	61%	29%
I have/had a serious or unmanageable communications debt	11 6%	3 20%	- -	1 6%	1 7%	5 15%	5 13%	6 4%	2 11%	3 9%	1 4%	2 2%	4 7%
		27%	-	9%	7%	44%	44%	56%	16%	25%	9%	15%	38%
Don't know	2 1%	- -	- -	- -	- -	- -	- -	2 1%	- -	1 3%	- -	- -	1 2%
		-	-	-	-	-	-	100%	-	38%	-	-	62%
Not asked	146 76%	9 62%	3 44%	11 63%	11 93%	22 68%	27 72%	119 76%	12 73%	22 75%	20 80%	49 68%	46 75%
		6%	2%	8%	7%	15%	18%	82%	8%	15%	14%	33%	32%

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

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

Total	PERSONAL INCOME										No classificat ion (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	192	60	37	33	38	14	5	1	1	1	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	3**
I have/had a manageable communications debt	34 18%	12 20%	6 16%	5 13%	10 25%	- -	1 22%	- -	- -	- -	- -
I have/had a serious or unmanageable communications debt	11 6%	2 3%	2 5%	2 6%	2 4%	1 10%	1 25%	- -	- -	- -	1 43%
Don't know	2 1%	- -	1 4%	- -	1 2%	- -	- -	- -	- -	- -	- -
Not asked	146 76%	46 77%	24 72%	29 81%	29 70%	11 90%	3 53%	1 100%	1 100%	1 100%	2 57%
		31%	16%	20%	20%	7%	2%	1%	*	*	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	**	3**	70*	52*	11**	38*	20**	3**
I have/had a manageable communications debt	34	15	3	4	6	3	2	1	-	-	-	-	11	6	2	8	8	-
	18%	24%	16%	10%	22%	17%	14%	37%	-	-	-	-	16%	11%	14%	22%	38%	-
		43%	9%	11%	18%	9%	6%	3%	-	-	-	-	33%	16%	4%	24%	23%	-
I have/had a serious or unmanageable communications debt	11	2	3	2	2	-	-	1	-	-	-	1	3	1	-	3	2	1
	6%	3%	13%	5%	8%	-	-	41%	-	-	-	43%	4%	3%	-	9%	10%	43%
		15%	23%	17%	22%	-	-	12%	-	-	-	11%	28%	12%	-	30%	19%	11%
Don't know	2	-	-	1	-	-	1	-	-	-	-	-	2	-	-	-	-	-
	1%	-	-	3%	-	-	5%	-	-	-	-	-	3%	-	-	-	-	-
		-	-	62%	-	-	38%	-	-	-	-	-	100%	-	-	-	-	-
Not asked	146	44	14	33	20	14	13	1	3	3	-	2	53	45	9	26	11	2
	76%	73%	71%	82%	70%	83%	81%	22%	100%	100%	-	57%	76%	87%	86%	70%	52%	57%
		30%	9%	23%	13%	10%	9%	*	2%	2%	-	1%	36%	31%	6%	18%	7%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7	-
Weighted Base	193	191	3**	-.**
I have/had a manageable communications debt	34 18%	34 18% 100%	- - -	- - -
I have/had a serious or unmanageable communications debt	11 6%	10 5% 96%	* 16% 4%	- - -
Don't know	2 1%	2 1% 100%	- - -	- - -
Not asked	146 76%	144 75% 98%	2 84% 2%	- - -

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
I have/had a manageable communications debt	34	15	19	8	9	8	7	1	-	1	18	16	1	16	18	3	20	11
	2%	2%	2%	8%	3%	3%	3%	*	-	*	4%	2%	*	2%	2%	1%	2%	2%
		im 45%	55%	24%aef ghj	27%hi	22%i	21%i	4%	-	2%	51%alm	47%lm	2%	46%	54%	8%	58%	33%
I have/had a serious or unmanageable communications debt	11	4	7	2	2	2	3	2	-	-	4	7	-	1	10	-	5	6
	1%	1%	1%	2%	1%	1%	1%	1%	-	-	1%	1%	-	*	1%	-	1%	1%
		39%	61%	17%	19%	17%	30%	17%	-	-	36%	64%	-	9%	91% n	-	43%	57% p
Don't know	2	-	2	-	1	1	-	-	-	-	1	1	-	1	1	-	1	1
	*	-	*	-	*	*	-	-	-	-	*	*	-	*	*	-	*	*
		-	100%	-	38%	62%	-	-	-	-	38%	62%	-	62%	38%	-	62%	38%
Not asked	1591	797	794	96	307	270	273	287	191	166	403	830	357	811	780	321	815	454
	97%	98%	97%	90%	96%	96%	96%	99%	100%	100%	95%	97%	100%	98%	96%	99%	97%	96%
		dk 50%	50%	6%	19% d	17% d	17% d	18% d	12% ade fg	10% ade fg	25%	52%	22% akl	51%	49%	20% r	51%	29%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
I have/had a manageable communications debt	34 2%	30 2%	2 2%	3 3%	- -	- -	8 4%	2 2%	5 4%	- -	8 4%	2 1%	5 2%	- -	3 3%	2 2%	- -
		86%	6%	8%	-	-	22% _n	7%	15% _n	-	22% _n	6%	13%	-	8% _n	6%	-
I have/had a serious or unmanageable communications debt	11 1%	10 1%	1 1%	- -	* 1%	- -	2 1%	1 1%	1 1%	- -	4 2%	1 1%	- -	1 1%	- -	1 1%	* 1%
		88%	7%	-	4%	-	15%	7%	9%	-	34% _m	11%	-	12%	-	7%	4% _m
Don't know	2 -	2 -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 *	- -	- -	- -	- -	- -
		100%	-	-	-	-	-	62% _a	-	-	-	38%	-	-	-	-	-
Not asked	1591 97%	1343 97%	131 98%	75 97%	41 99%	62 100%	165 95%	128 97%	120 95%	144 100%	168 94%	168 98%	246 98%	144 99%	75 97%	131 98%	41 99%
		k 84%	8%	5%	3%	4%	10%	8%	8%	9% _{ghik} o	11%	11%	15% _k	9% _{gk}	5%	8%	3%

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

Base: All with some responsibility for communications services

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
		Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331	
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363	
I have/had a manageable communications debt	34 2%	30 2%	4 3%	6 2%	29 2%	10 4%	19 3%	14 4%	16 3%	25 3%	6 3%	- -	- -	30 3%	30 2%	
		m	87%	13%	17%	83%	30%	56%	40%	74% ^m	19% ^m	-	-	88% ^m	88% ^m	
I have/had a serious or unmanageable communications debt	11 1%	10 1%	1 1%	3 1%	8 1%	2 1%	4 1%	2 1%	4 1%	5 1%	2 1%	- -	2 1%	7 1%	9 1%	
			89%	11%	24%	76%	23%	34%	23%	34%	19%	-	14%	67%	61%	
Don't know	2 *	1 *	1 1%	- -	2 *	- -	1 *	- -	1 *	2 *	- -	- -	- -	2 *	2 *	
			38%	62% ^b	- 100%	- -	62%	- -	62%	100%	- -	- -	- -	100%	100%	
Not asked	1591 97%	1426 97%	158 96%	308 97%	1226 97%	274 96%	666 97%	340 95%	600 97%	950 97%	206 96%	128 100%	195 99%	1092 96%	1321 97%	
			90%	10%	19%	77%	17%	42%	21%	38%	60%	13%	8% ^{lkn}	12% ^{kn}	69%	83%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
I have/had a manageable communications debt	34 2%	19 3%	16 3%	30 3%	22 3%	11 3%	31 3%	3 1%	-	31 3%
		56%	46%	87%	63% ^h	31%	90% ^h	10%	-	90% ^h
I have/had a serious or unmanageable communications debt	11 1%	3 1%	3 1%	6 1%	4 1%	1 *	6 *	5 1%	*	6 *
		27%	28%	51%	39%	14%	53%	47%	4%	53%
Don't know	2 *	-	1 *	1 *	1 *	-	1 *	1 *	-	1 *
		-	62%	62%	62%	-	62%	38%	-	62%
Not asked	1591 97%	542 96%	468 96%	879 96%	775 97%	409 97%	1162 97%	428 98%	96 100%	1174 97%
		34%	29%	55%	49%	28%	73%	27%	6%	74%

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
I have/had a manageable communications debt	34 2%	23 2%	12 2%	14 2%	21 2%	24 3%	34 18%	-	4 11%	34 73%	4 17%
		h 66%	34%	40%	60%	69%	100%ah	-	13%ah	100%a	11%
I have/had a serious or unmanageable communications debt	11 1%	2 *	8 2%	3 *	8 1%	3 *	11 6%	-	4 9%	11 23%	4 17%
		h 22%	78%b	25%	75%	24%	100%ah	-	34%ah	100%a	34%
Don't know	2 *	-	2 *	-	2 *	1 *	2 1%	-	-	2 5%	-
		-	100%	-	100%	38%	100%ah	-	-	100%a	-
Not asked	1591 97%	1057 98%	534 96%	623 97%	968 97%	885 97%	146 76%	1425 100%	31 79%	-	15 67%
		g/j 66%	34%	39%	61%	56%	9%	90%agj	2%	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
I have/had a manageable communications debt	34 2%	2 5%	4 8%	5 7%	-	6 4%	6 3%	29 2%	2 4%	4 4%	4 5%	21 3%	10 2%
		7%	11%aah	16%aah	-	16%	16%	84%	7%	11%	11%	61%	29%
I have/had a serious or unmanageable communications debt	11 1%	3 6%	-	1 1%	1 1%	5 4%	5 3%	6 *	2 3%	3 3%	1 1%	2 *	4 1%
		27%ah	-	9%	7%	44%ah	44%ah	56%	16%h	25%h	9%	15%	38%
Don't know	2 *	-	-	-	-	-	-	2 *	-	1 *	-	-	1 *
		-	-	-	-	-	-	100%	-	38%	-	-	62%
Not asked	1591 97%	43 89%	46 92%	72 92%	73 99%	123 92%	174 94%	1417 97%	62 94%	95 93%	76 94%	749 97%	413 96%
		bdfj 3%	3%	5%	5%b	8%	11%	89%bdfgj	4%	6%	5%	47%	26%

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
I have/had a manageable communications debt	34 2%	12 4%	6 2%	5 2%	10 2%	-	1 1%	-	-	-	-	-
		35%a	18%	14%	30%	-	3%	-	-	-	-	-
I have/had a serious or unmanageable communications debt	11 1%	2 1%	2 1%	2 1%	2 *	1 1%	1 2%	-	-	-	-	1 11%
		15%	17%	19%	15%	11%	12%	-	-	-	-	11%
Don't know	2 *	-	1 *	-	1 *	-	-	-	-	-	-	-
		-	62%	-	38%	-	-	-	-	-	-	-
Not asked	1591 97%	281 95%	271 97%	261 97%	425 97%	178 99%	81 97%	39 100%	16 100%	23 100%	7 100%	10 89%
		18%	17%	16%	27%	11%a	5%	2%	1%	1%	+	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 - £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
I have/had a manageable communications debt	34	15	3	4	6	3	2	1	-	-	-	-	11	6	2	8	8	-
2%		5%	2%	1%	2%	1%	1%	2%	-	-	-	-	2%	1%	2%	4%	10%	-
		43%coh	9%	11%	18%	9%	6%	3%	-	-	-	-	33%	16%	4%	24%um	23%um	-
I have/had a serious or unmanageable communications debt	11	2	3	2	2	-	-	1	-	-	-	1	3	1	-	3	2	1
1%		1%	2%	1%	1%	-	-	2%	-	-	-	11%	1%	*	-	2%	3%	11%
		15%	23%e	17%	22%	-	-	12%	-	-	-	11%	28%	12%	-	30%um	19%um	11%
Don't know	2	-	-	1	-	-	1	-	-	-	-	-	2	-	-	-	-	-
*		-	-	*	-	-	1%	-	-	-	-	-	*	-	-	-	-	-
		-	-	62%	-	-	38%	-	-	-	-	-	100%	-	-	-	-	-
Not asked	1591	291	125	330	240	223	144	65	98	51	15	10	535	724	81	172	68	10
97%		95%	96%	98%	97%	99%	98%	96%	100%	100%	100%	89%	97%	99%	98%	94%	87%	89%
		18%	8%	21%a	15%	14%a	9%	4%	6%a	3%	1%	1%	34%p	46%lop	5%p	11%	4%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
I have/had a manageable communications debt	34 2%	34 2% 100%	- - -	- - -
I have/had a serious or unmanageable communications debt	11 1%	10 1% 98%	* 2% 4%	- - -
Don't know	2 *	2 * 100%	- - -	- - -
Not asked	1591 97%	1568 97% 99%	22 98% 1%	- - -

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
I have/had a manageable communications debt	34 2%	15 1%	19 2%	8 3%	9 2%	8 2%	7 2%	1 *	- *	1 *	18 2%	16 2%	1 *	16 1%	18 2%	3 1%	20 2%	11 2%
		im 45%	55%	24%hij	27%kl	22%kl	21%kl	4%	-	2%	51%lm	47%lm	2%	46%	54%	8%	58%	33%
I have/had a serious or unmanageable communications debt	11 1%	4 *	7 1%	2 1%	2 1%	2 1%	3 1%	2 1%	- *	- *	4 1%	7 1%	- *	1 *	10 1%	- *	5 *	6 1%
		39%	61%	17%	19%	17%	30%	17%	-	-	36%	64%	-	9%	91%n	-	43%	57%
Don't know	2 *	- *	2 *	- *	1 *	1 *	- *	- *	- *	- *	1 *	1 *	- *	1 *	1 *	- *	1 *	1 *
		-	100%	-	38%	62%	-	-	-	-	38%	62%	-	62%	38%	-	62%	38%
Not asked	2116 98%	1029 98%	1087 98%	293 97%	394 97%	338 97%	330 97%	337 99%	227 100%	195 100%	687 97%	1005 98%	423 100%	1059 98%	1056 97%	421 99%	1081 98%	613 97%
		49%	51%	14%	19%	16%	16%	16%	11%adefg	9%adefg	32%	48%	20%akl	50%	50%	20%pr	51%	29%

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
I have/had a manageable communications debt	34 2%	30 2%	2 1%	3 3%	-	-	8 3%	2 1%	5 3%	-	8 3%	2 1%	5 1%	-	3 3%	2 1%	-
		86%	6%	8%	-	-	22% _h	7%	15% _h	-	22% _h	6%	13%	-	8%	6%	-
I have/had a serious or unmanageable communications debt	11 1%	10 1%	1 *	-	1 1%	-	2 1%	1 *	1 1%	-	4 2%	1 *	-	1 1%	-	1 *	1 1%
		88%	7%	-	4%	-	15%	7%	9%	-	34% _m	11%	-	12%	-	7%	4% _m
Don't know	2 *	2 *	-	-	-	-	-	1 1%	-	-	-	1 *	-	-	-	-	-
		100%	-	-	-	-	-	62% _a	-	-	-	38%	-	-	-	-	-
Not asked	2116 98%	1781 98%	181 98%	105 97%	49 99%	90 100%	217 96%	170 97%	149 96%	178 100%	221 95%	258 98%	316 99%	182 99%	105 97%	181 98%	49 99%
		k 84%	9%	5%	2%	4% _k	10%	8%	7%	8% _{ghik}	10%	12%	15% _k	9% _{gk}	5%	9%	2%

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

Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
I have/had a manageable communications debt	34 2%	30 2%	4 2%	6 1%	29 2%	10 3%	19 2%	14 3%	16 2%	25 3%	6 3%	-	-	30 3%	30 2%
		87%	13%	17%	83%	30%	56%	40%a	46%	74%am	19%am	-	-	88%am	88%am
I have/had a serious or unmanageable communications debt	11 1%	10 1%	1 *	3 1%	8 *	2 1%	4 *	2 1%	4 *	5 1%	2 1%	-	2 1%	7 1%	9 1%
		89%	11%	24%	76%	23%	34%	23%	34%	47%	19%	-	14%	67%	61%
Don't know	2 *	1 *	1 1%	-	2 *	-	1 *	-	1 *	2 *	-	-	-	2 *	2 *
		38%	62%b	-	100%	-	62%	-	62%	100%	-	-	-	100%	100%
Not asked	2116 98%	1841 98%	263 97%	387 98%	1642 98%	316 96%	806 97%	394 96%	728 97%	950 97%	206 96%	128 100%	195 99%	1092 96%	1321 97%
		98%	97%	98%	98%	96%	97%	96%	97%	97%	96%	100%	99%	96%	97%
		87%	12%	18%	78%	15%	38%	19%	34%	45%	10%	6%jkn	9%kn	52%	62%

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
I have/had a manageable communications debt	34 2%	19 3%	16 3%	30 3%	22 3%	11 3%	31 3%	3 *	-	31 3%
		h 56%a	46%a	87%a	63%h	31%h	90%h	10%	-	90%h
I have/had a serious or unmanageable communications debt	11 1%	3 1%	3 1%	6 1%	4 1%	1 *	6 *	5 1%	*	6 *
		27%	28%	51%	39%	14%	53%	47%	4%	53%
Don't know	2 *	-	1 *	1 *	1 *	-	1 *	1 *	-	1 *
		-	62%	62%	62%	-	62%	38%	-	62%
Not asked	2116 98%	542 96%	468 96%	879 96%	775 97%	409 97%	1162 97%	953 99%	96 100%	1174 97%
		bcd 26%	22%	42%	37%	19%	55%	45%aefgj	5%	56%

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
I have/had a manageable communications debt	34 2%	23 2%	12 1%	14 2%	21 1%	24 3%	34 18%	-	4 11%	34 73%	4 17%
		h 66%	34%	40%	60%	69%	100%ah	-	13%ah	100%a	11%
I have/had a serious or unmanageable communications debt	11 1%	2 *	8 1%	3 *	8 1%	3 *	11 6%	-	4 9%	11 23%	4 17%
		h 22%	78%	25%	75%	24%	100%ah	-	34%ah	100%a	34%
Don't know	2 *	-	2 *	-	2 *	1 *	2 1%	-	-	2 5%	-
		-	100%	-	100%	38%	100%ah	-	-	100%a	-
Not asked	2116 98%	1057 98%	1059 98%	623 97%	1493 98%	885 97%	146 76%	1425 100%	31 79%	-	15 67%
		gij 50%	50%	29%	71%	42%	7%	67%agj	1%	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
I have/had a manageable communications debt	34 2%	2 5% 7%h	4 8% 11%aah	5 7% 16%aah	- - -	6 4% 16%ah	6 3% 16%	29 1% 84%	2 4% 7%	4 4% 11%h	4 5% 11%h	21 3% 61%	10 2% 29%
I have/had a serious or unmanageable communications debt	11 1%	3 6% 27%ah	- - -	1 1% 9%	1 1% 7%	5 4% 44%ah	5 3% 44%ah	6 * 56%	2 3% 16%ah	3 3% 25%ah	1 1% 9%	2 * 15%	4 1% 38%
Don't know	2 *	- - -	- - -	- - -	- - -	- - -	- - -	2 * 100%	- - -	1 1% 38%	- - -	- - -	1 * 62%
Not asked	2116 98%	43 89% bcdgijk 2%	46 92% 2%	72 92% 3%	73 99% 3%b	123 92% 6%	174 94% 8%	1942 98% 92%bcdgijk	62 94% 3%	95 93% 5%	76 94% 4%	749 97% 35%	413 96% 20%

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
I have/had a manageable communications debt	34 2%	12 3%	6 2%	5 1%	10 2%	- -	1 1%	- -	- -	- -	- -	- -
		35% <i>e</i>	18%	14%	30%		3%	-	-	-	-	-
I have/had a serious or unmanageable communications debt	11 1%	2 *	2 1%	2 1%	2 *	1 *	1 1%	- -	- -	- -	- -	1 11%
		15%	17%	19%	15%	11%	12%	-	-	-	-	11%
Don't know	2 *	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -
		-	62%	-	38%	-	-	-	-	-	-	-
Not asked	2116 98%	382 97%	345 97%	364 98%	577 98%	235 100%	99 98%	48 100%	21 100%	28 100%	7 100%	10 89%
		18%	16%	17%	27%	11% <i>a</i>	5%	2%	1%	1%	*	*

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
I have/had a manageable communications debt	34	15	3	4	6	3	2	1	-	-	-	-	11	6	2	8	8	-
	2%	4%	2%	1%	2%	1%	1%	1%	-	-	-	-	1%	1%	2%	3%	8%	-
		43%cdh	9%	11%	18%	9%	6%	3%	-	-	-	-	33%	16%	4%	24%lm	23%lm	-
I have/had a serious or unmanageable communications debt	11	2	3	2	2	-	-	1	-	-	-	1	3	1	-	3	2	1
	1%	*	2%	*	1%	-	-	1%	-	-	-	11%	*	*	-	1%	2%	11%
		15%	23%e	17%	22%	-	-	12%	-	-	-	11%	28%	12%	-	30%lm	19%lm	11%
Don't know	2	-	-	1	-	-	1	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
		-	-	62%	-	-	38%	-	-	-	-	-	100%	-	-	-	-	-
Not asked	2116	353	158	435	347	296	190	99	144	63	21	10	733	948	96	239	89	10
	98%	96%	97%	98%	98%	99%	98%	98%	100%	100%	100%	89%	98%	99%	98%	95%	90%	89%
		17%	7%	21%a	16%	14%a	9%	5%	7%ab	3%	1%	*	35%p	45%op	5%p	11%	4%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
I have/had a manageable communications debt	34 2%	34 2%	-	-
		100%	-	-
I have/had a serious or unmanageable communications debt	11 1%	10 *	2%	-
		96%	4%	-
Don't know	2 *	2 *	-	-
		100%	-	-
Not asked	2116 98%	2089 98%	26 98%	-
		99%	1%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14		62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**		71*	102*	21*	63*	130	14**	93*	87*
I have decided to cancel one of my other communications services	23 12%	13 16% 59%	9 8% 41%	3 14% 14%	10 20% 43%	3 8% 14%	5 12% 22%	1 6% 6%	* 2% 1%	-		13 18% 56% m	10 9% 42%	* 1% 1%	10 16% 44%	13 10% 56%	3 22% 13%	8 9% 37%	11 13% 50%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17 9%	9 11% 54%	8 7% 46%	2 9% 11%	3 7% 20%	5 13% 30%	5 11% 27%	* 2% 2%	1 7% 5%	1 10% 5%		5 8% 31%	10 10% 59%	2 9% 10%	8 13% 48%	9 7% 52%	1 11% 8%	8 8% 45%	8 9% 46%
I am careful about what I buy/spend	64 33%	27 33% 42%	37 33% 58%	7 30% 11%	18 37% 28%	9 24% 14%	17 42% 27%	7 33% 11%	2 15% 3%	4 42% 6%		25 35% 39%	34 33% 53%	5 26% 8%	25 40% 40%	39 30% 60%	4 31% 7%	36 39% 57%	24 27% 37%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22 12%	12 14% 52%	11 10% 48%	1 6% 6%	8 16% 35%	2 6% 10%	5 13% 24%	4 16% 16%	1 10% 5%	1 7% 3%		9 13% 41%	11 11% 51%	2 9% 8%	7 10% 29%	16 12% 71%	5 36% 22%	6 7% 28%	11 13% 50%
I go without certain smaller goods/services - e.g. making clothes last longer	26 14%	7 8% 27%	19 17% 73%	2 10% 8%	10 20% 37% f	1 2% 3%	8 19% 30% f	5 22% 18%	1 6% 3%	-		12 17% 46%	13 13% 51%	1 4% 3%	6 9% 22%	21 16% 78%	2 12% 6%	15 16% 58%	9 11% 35%
I cut back on luxuries e.g. going out less	58 30%	24 29% 41% m	34 30% 59%	3 13% 5%	20 41% 34%	12 30% 20%	17 43% 30%	4 16% 6%	2 12% 3%	1 8% 1%		23 32% 39% m	33 32% 57% m	2 11% 4%	22 35% 38%	36 27% 62%	3 22% 5%	29 31% 51%	26 29% 44%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38 20%	14 17% 37%	24 21% 63%	6 27% 16%	10 21% 27%	4 11% 11%	9 23% 24%	7 31% 18%	1 5% 2%	1 8% 2%		16 23% 43%	21 20% 54%	1 6% 3%	13 20% 34%	25 19% 66%	4 28% 10%	19 21% 50%	15 17% 40%
I borrowed from family/friends	21 11%	10 12% 48%	11 10% 52%	5 21% 23%	11 24% 54% ag	2 6% 11%	1 2% 4%	2 8% 9%	- - -	-		16 23% 76% allm	5 5% 24%	- -	10 16% 47%	11 9% 53%	3 23% 15%	9 10% 43%	9 10% 42%
I have asked family/friends to pay the bill/accepted gifts from family and friends	19 10%	11 13% 59%	8 7% 41%	5 22% 27%	8 17% 44% ag	3 7% 13%	1 2% 4%	2 10% 12%	- -	-		13 19% 70% lm	6 5% 30%	- -	10 16% 55%	8 6% 45%	5 34% 25%	7 7% 36%	7 8% 39%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Multi code]

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

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	192	83	109	19	43	36	37	22	21	14		62	95	35	50	142	11	75	106
Weighted Base	193	82*	111*	23**	48*	38*	41*	22**	13**	8**		71*	102*	21*	63*	130	14**	93*	87*
I have taken out a loan from a bank or another company (e.g. payday loan company)	8	5	4	*	4	2	-	1	-	-		5	3	-	5	3	3	5	*
	4%	5%	3%	2%	9%	6%	-	5%	-	-		7%	3%	-	8%	2%	22%	5%	1%
		56%	44%	6%	52%	30%	-	13%	-	-		57%	43%	-	66%	34%	36%	58%	6%
I have sold items (e.g. through a pawn shop, eBay, etc.)	18	10	8	1	8	4	2	2	-	-		10	8	-	8	10	4	7	6
	9%	13%	7%	6%	18%	11%	4%	10%	-	-		14%	8%	-	13%	8%	32%	8%	7%
		57%	43%	8%	47%	23%	10%	13%	-	-		55% _m	45%	-	45%	55%	24%	40%	35%
I can manage to pay my communications services without making changes to the way I spend my money	12	5	7	1	3	1	2	1	3	*		5	4	3	2	10	-	4	8
	6%	6%	7%	6%	7%	4%	4%	7%	24%	3%		7%	4%	16%	3%	8%	-	5%	9%
		40%	60%	11%	27%	11%	12%	12%	25%	2%		38%	35%	27% _l	17%	83%	-	35%	65%
Other	2	1	1	-	-	-	-	-	1	1		-	-	2	*	1	-	1	1
	1%	1%	1%	-	-	-	-	-	5%	12%		-	-	8%	*	1%	-	1%	1%
		37%	63%	-	-	-	-	-	37%	63%		-	-	100% _{akl}	17%	83%	-	54%	46%
SUMMARY CODES																			
USED COMMS LESS OR CANCELLED SERVICE	37	21	16	5	13	7	10	1	1	1		18	18	2	18	19	4	16	17
	19%	25%	15%	20%	27%	17%	24%	6%	7%	10%		25%	17%	9%	29%	15%	32%	17%	19%
		56%	44%	12%	35%	18%	26%	4%	3%	2%		47%	48%	5%	49% _{lo}	51%	12%	43%	45%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114	50	64	12	28	21	30	14	4	4		40	65	8	44	70	8	61	45
	59%	61%	57%	53%	59%	56%	72%	65%	32%	50%		57%	64%	39%	69%	54%	60%	66%	52%
		_m 44%	56%	11%	25%	19%	26%	13%	4%	4%		35%	57% _m	7%	38%	62%	7%	53%	39%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41	19	22	8	18	8	3	4	-	-		26	15	-	17	24	6	17	18
	21%	23%	20%	35%	37%	22%	6%	19%	-	-		36%	15%	-	27%	18%	43%	16%	21%
		_m 47%	53%	19%	44% _{ag}	21%	6%	10%	-	-		63% _{alm}	37% _m	-	42%	58%	14%	42%	44%
None of these	29	7	21	1	6	7	6	3	4	2		6	16	6	6	23	2	11	15
	15%	9%	19%	3%	12%	14%	14%	15%	35%	22%		9%	16%	30%	9%	17%	18%	12%	17%
		26%	74%	3%	20%	24%	20%	12%	15%	7%		22%	56%	22% _{ak}	21%	79%	9%	38%	53%
Don't know	12	6	6	3	-	3	2	2	1	1		3	7	2	2	9	2	4	6
	6%	7%	6%	13%	-	9%	4%	9%	5%	16%		4%	7%	9%	4%	7%	12%	5%	7%
		47%	53%	25%	-	28%	14%	16%	5%	11%		25%	59%	17%	21%	79%	13%	37%	50%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
I have decided to cancel one of my other communications services	23	19	2	-	1	2	2	1	5	3	3	-	3	-	-	2	1
	12%	12%	10%	-	26%	28%	6%	19%	19%	32%	13%	-	14%	-	-	10%	26%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17	14	1	-	2	1	2	1	4	1	3	-	2	1	-	1	2
	9%	9%	7%	-	33%	11%	9%	10%	17%	7%	12%	-	7%	6%	-	7%	33%
		81%	9%	-	10%	4%	14%	4%	23%	4%	16%	-	9%	7%	-	9%	10%
I am careful about what I buy/spend	64	53	5	3	3	2	7	2	11	1	9	1	13	6	3	5	3
	33%	33%	26%	43%	51%	28%	28%	28%	46%	8%	40%	6%	57%	32%	43%	26%	51%
		83%	9%	4%	4%	3%	12%	3%	17%	1%	15%	2%	20%	10%	4%	9%	4%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22	21	2	-	-	2	6	1	1	2	3	1	3	1	-	2	-
	12%	13%	9%	-	-	39%	22%	10%	5%	17%	14%	6%	13%	6%	-	9%	-
		92%	8%	-	-	11%	26%	3%	5%	8%	15%	5%	13%	6%	-	8%	-
I go without certain smaller goods/services - e.g. making clothes last longer	26	19	3	3	2	2	5	-	2	1	2	1	3	2	3	3	2
	14%	12%	14%	46%	30%	28%	19%	-	9%	7%	11%	4%	15%	12%	46%	14%	30%
		71%	11%	12%	6%	6%	19%	-	8%	3%	10%	3%	13%	9%	12%	11%	6%
I cut back on luxuries e.g. going out less	58	51	4	1	2	3	11	1	10	3	9	5	6	2	1	4	2
	30%	32%	19%	18%	31%	54%	43%	10%	41%	24%	38%	28%	28%	12%	18%	19%	31%
		88%	7%	2%	3%	6%	20%	1%	17%	5%	16%	10%	10%	4%	2%	7%	3%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38	33	4	1	1	2	10	1	5	3	4	4	2	4	1	4	1
	20%	20%	18%	18%	12%	39%	36%	10%	20%	24%	15%	18%	7%	20%	18%	18%	12%
		85%	10%	3%	2%	6%	25%	2%	12%	7%	9%	9%	4%	10%	3%	10%	2%
I borrowed from family/friends	21	20	1	-	*	2	8	1	2	-	5	-	-	1	-	1	*
	11%	12%	4%	-	9%	28%	30%	19%	9%	-	23%	-	-	7%	-	4%	9%
		94%	4%	-	2%	8%	37%	7%	10%	-	26%	-	-	6%	-	4%	2%
I have asked family/friends to pay the bill/accepted gifts from family and friends	19	18	-	-	*	2	6	2	2	2	1	1	3	1	-	-	*
	10%	11%	-	-	9%	28%	23%	23%	9%	15%	3%	4%	11%	4%	-	-	9%
		98%	-	-	2%	9%	33%	9%	11%	9%	4%	4%	14%	4%	-	-	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	192	150	21	6	15	6	26	8	24	11	21	19	19	16	6	21	15
Weighted Base	193	161	21**	7**	5**	6**	26**	7**	24**	11**	24**	20**	23**	20**	7**	21**	5**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 4%	8 5% 94%	- - -	- - -	* 9% 6%	2 28% 21%	1 5% 17%	- - -	2 9% 27%	- - -	1 5% 15%	- - -	- - -	1 6% 15%	- - -	- - -	* 9% 6%
I have sold items (e.g. through a pawn shop, eBay, etc.)	18 9%	17 11% 94%	1 5% 6%	- - -	- - -	2 28% 9%	4 16% 23%	1 19% 8%	2 9% 12%	1 10% 6%	4 17% 22%	- - -	1 6% 8%	1 6% 7%	- - -	1 5% 6%	- - -
I can manage to pay my communications services without making changes to the way I spend my money	12 6%	10 6% 82%	2 8% 13%	- - -	1 11% 5%	1 15% 8%	1 2% 4%	- - -	2 2% 4%	2 19% 17%	1 3% 6%	1 4% 6%	- - -	5 24% 38%	- - -	2 8% 13%	1 11% 5%
Other	2 1%	- - -	1 6% 83%	- - -	* 5% 17%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 6% 83%	* 5% 17%
SUMMARY CODES																	
USED COMMS LESS OR CANCELLED SERVICE	37 19%	31 20% 85%	4 17% 10%	- - -	2 38% 6%	2 39% 6%	4 15% 11%	2 29% 6%	7 19% 19%	4 39% 11%	6 24% 15%	- - -	5 21% 13%	1 6% 3%	- - -	4 17% 10%	2 38% 6%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114 59%	92 57% 81%	12 59% 11%	5 81% 5%	4 83% 4%	3 54% 3%	20 76% 18%	2 28% 2%	15 62% 13%	4 38% 4%	14 59% 12%	9 44% 8%	19 82% 16%	6 32% 6%	5 81% 5%	12 59% 11%	4 83% 4%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41 21%	39 24% 94%	2 9% 4%	- - -	* 9% 1%	2 28% 4%	11 43% 28%	4 52% 9%	2 9% 5%	3 25% 7%	9 37% 22%	1 4% 2%	4 17% 9%	3 17% 8%	- - -	2 9% 4%	* 9% 1%
None of these	29 15%	24 15% 86%	4 20% 14%	- - -	- - -	2 31% 6%	3 10% 9%	1 15% 3%	4 15% 13%	2 18% 7%	2 11% 9%	7 35% 24%	2 7% 5%	3 15% 10%	- - -	4 20% 14%	- - -
Don't know	12 6%	10 6% 83%	1 4% 7%	1 19% 11%	- - -	- - -	1 3% 6%	- - -	2 9% 18%	- - -	1 4% 7%	3 18% 29%	- - -	3 13% 22%	1 19% 11%	1 4% 7%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
I have decided to cancel one of my other communications services	23 12%	20 12%	2 7%	6 11%	15 12%	4 6%	11 19%	7 8%	9 18%	14 12%	6 21%	-	2 15%	19 13%	21 13%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17 9%	12 8%	5 16%	4 7%	12 9%	6 9%	7 11%	8 10%	5 10%	11 10%	1 3%	1 14%	2 10%	12 8%	15 9%
I am careful about what I buy/spend	64 33%	52 31%	12 42%	14 25%	46 35%	27 36%	18 30%	31 35%	14 30%	37 32%	14 45%	4 39%	5 29%	49 34%	55 34%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22 12%	20 12%	2 8%	9 15%	14 11%	8 12%	7 12%	8 10%	7 16%	15 13%	4 14%	2 19%	5 32%	18 13%	22 14%
I go without certain smaller goods/services - e.g. making clothes last longer	26 14%	26 16%	-	9 16%	15 12%	11 15%	9 14%	13 15%	6 13%	16 13%	4 12%	1 11%	2 14%	19 13%	21 13%
I cut back on luxuries e.g. going out less	58 30%	52 32%	6 19%	17 29%	39 31%	26 35%	20 33%	31 36%	14 31%	35 30%	13 40%	1 8%	4 28%	46 32%	51 32%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38 20%	32 20%	6 19%	11 20%	25 20%	13 18%	16 27%	18 20%	11 24%	26 23%	3 11%	2 17%	3 22%	28 20%	32 20%
I borrowed from family/friends	21 11%	18 11%	3 11%	3 6%	18 14%	6 9%	10 16%	6 7%	10 20%	13 11%	1 3%	-	2 14%	10 10%	18 10%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
I have asked family/friends to pay the bill/accepted gifts from family and friends	19 10%	19 11% 100%	- - -	5 9% 28%	14 11% 72%	6 9% 33%	8 13% 41%	7 8% 38%	7 15% 37%	15 13% 80%	4 12% 20%	- - -	- - -	19 13% 100%	19 12% 100%
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 4%	8 5% 100%	- - -	1 2% 13%	7 5% 87%	1 1% 13%	5 8% 61%	1 1% 13%	5 10% 61%h	8 7% 100%	- - -	- - -	1 8% 15%	8 6% 100%	8 5% 100%
I have sold items (e.g. through a pawn shop, eBay, etc.)	18 9%	16 10% 91%	2 6% 9%	7 13% 40%	11 8% 60%	5 7% 29%	8 13% 43%	6 7% 35%	7 14% 37%	9 7% 48%	4 12% 20%	1 11% 7%	3 22% 19%	12 9% 68%	16 10% 87%
I can manage to pay my communications services without making changes to the way I spend my money	12 6%	12 8% 100%	- - -	4 7% 31%	8 6% 65%	6 9% 50%	3 5% 25%	8 9% 64%	1 3% 11%	8 7% 62%	1 4% 11%	2 16% 13%	* 2% 2%	9 6% 73%	11 7% 85%
Other	2 1%	2 1% 100%	- - -	1 2% 63%	1 * 37%	- - -	- - -	- - -	- - -	- 1 37%	- 2% -	- - -	* 2% 17%	1 * 37%	1 1% 54%
SUMMARY CODES															
USED COMMS LESS OR CANCELLED SERVICE	37 19%	30 18% 81%	7 24% 19%	10 17% 27%	24 19% 66%	9 13% 25%	18 30% 49%h	14 16% 37%	14 29% 36%	24 21% 64%	7 23% 19%	1 14% 4%	4 23% 10%	28 20% 76%	33 21% 90%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114 59%	95 58% 84%	19 63% 16%	31 55% 27%	77 60% 68%	46 62% 40%	38 63% 33%	54 64% 47%	30 64% 26%	71 61% 62%	21 58% 19%	6 58% 5%	10 63% 9%	89 63% 78%	100 63% 88%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41 21%	38 23% 92%	3 11% 8%	12 21% 30%	29 22% 70%	13 17% 31%	18 30% 44%	15 17% 36%	16 34% 40%h	24 20% 57%	7 23% 18%	1 11% 3%	4 27% 10%	31 22% 75%	35 22% 86%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Multi code]

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

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	192	167	25	66	119	74	52	89	37	104	33	11	21	130	154
Weighted Base	193	164	29**	57*	129	73*	61*	87*	47*	115*	31**	11**	16**	142	160
None of these	29	22	7	11	16	8	6	10	5	13	4	3	3	18	21
	15%	13%	23%	20%	12%	11%	10%	13%	10%	13%	13%	26%	17%	13%	13%
		77%	23%	39%	55%	29%	22%	35%	16%	51%	14%	10%	9%	63%	74%
Don't know	12	11	1	4	8	4	2	6	-	6	1	-	1	6	7
	6%	7%	4%	7%	6%	6%	4%	7%	-	5%	3%	-	6%	5%	5%
		90%	10%	34%	66%	35%	19%	55%	-	48%	7%	-	7%	54%	62%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Multi code]

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
I have decided to cancel one of my other communications services	23 12%	9 13% 39%	10 17% 42%	15 14% 66%	9 10% 40%	5 13% 24%	14 11% 64%	8 13% 36%	* 6% 2%	14 11% 64%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17 9%	10 14% 56%	6 10% 32%	13 12% 73%	11 12% 63%h	5 13% 30%h	16 12% 93%h	1 2% 7%	* 6% 3%	16 12% 93%h
I am careful about what I buy/spend	64 33%	23 32% 35%	22 40% 35%	39 36% 61%	33 35% 52%	15 36% 23%	46 35% 72%	18 29% 28%	2 31% 3%	46 34% 72%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22 12%	7 9% 30%	9 16% 38%	12 11% 52%	10 11% 44%	7 18% 33%	17 13% 77%	5 8% 23%	1 17% 5%	17 13% 77%
I go without certain smaller goods/services - e.g. making clothes last longer	26 14%	11 16% 44%	11 19% 41%	18 17% 68%	13 14% 51%	7 18% 27%	21 15% 78%	6 9% 22%	2 24% 7%	21 15% 78%
I cut back on luxuries e.g. going out less	58 30%	25 36% 43%	18 33% 31%	36 34% 63%	24 25% 41%	15 37% 26%	39 29% 68%	19 31% 32%	* 6% 1%	39 29% 68%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38 20%	16 22% 41%	14 25% 36%	25 24% 67%	20 21% 53%	9 23% 25%	30 22% 77%	9 14% 23%	1 17% 3%	30 22% 77%
I borrowed from family/friends	21 11%	7 9% 31%	8 14% 36%	12 11% 55%	7 7% 31%	7 18% 34%	12 9% 58%	9 15% 42%	2 26% 9%	14 10% 65%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
I have asked family/friends to pay the bill/accepted gifts from family and friends	19 10%	8 12% 45%	8 15% 43%	14 13% 75%	8 8% 42%	6 15% 32%	14 10% 74%	5 8% 26%	* 6% 2%	14 10% 74%
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 4%	3 4% 34%	6 11% 73%	7 7% 87%	1 1% 15%	7 17% 85%aahj	8 6% 100%	- - -	* 6% 6%	8 6% 100%
I have sold items (e.g. through a pawn shop, eBay, etc.)	18 9%	6 9% 36%	8 15% 47%	14 13% 76%	9 9% 48%	6 15% 34%	15 11% 82%	3 5% 18%	1 17% 7%	15 11% 82%
I can manage to pay my communications services without making changes to the way I spend my money	12 6%	6 8% 46%	- - -	6 5% 46%	3 3% 25%	6 15% 49%e	9 7% 74%	3 5% 26%	2 22% 13%	9 7% 74%
Other	2 1%	- - -	1 1% 37%	1 1% 37%	1 1% 37%	- - -	1 * 37%	1 2% 63%	- - -	1 * 37%
SUMMARY CODES										
USED COMMS LESS OR CANCELLED SERVICE	37 19%	18 26% 49%	14 26% 38%	27 25% 72%	18 19% 48%	10 25% 27%	28 21% 76%	9 15% 24%	* 6% 1%	28 21% 76%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114 59%	44 62% 38%	37 67% 33%	70 66% 62%	57 61% 50%	25 62% 22%	81 61% 71%	33 54% 29%	3 46% 3%	81 60% 71%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41 21%	16 24% 40%	14 26% 35%	28 27% 69%	19 20% 46%	11 28% 27%	29 22% 70%	12 20% 30%	3 43% 8%	30 22% 73%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	192	65	54	101	85	40	124	68	7	126
Weighted Base	193	70*	55*	107*	94*	41*	133	61*	7**	135
None of these	29	6	8	11	16	3	19	9	1	20
	15%	9%	14%	10%	17%	7%	14%	16%	11%	15%
		22%	26%	37%	57%	10%	67%	33%	3%	70%
Don't know	12	4	2	4	5	2	7	5	-	7
	6%	5%	4%	4%	5%	6%	5%	8%	-	5%
		31%	19%	36%	41%	19%	60%	40%	-	60%

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

[Prompted - Multi code]

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
I have decided to cancel one of my other communications services	23 12%	15 15% 67%	8 8% 33%	8 11% 36%	14 12% 64%	11 12% 50%	23 12% 100%	- - -	3 7% 12%	9 19% 40%	1 3% 3%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17 9%	15 14% 85% ^c	3 3% 15%	12 15% 70% ^e	5 5% 30%	9 10% 55%	17 9% 100%	- - -	4 11% 25%	5 10% 27%	* 2% 2%
I am careful about what I buy/spend	64 33%	31 30% 48%	33 37% 52%	24 30% 37%	40 35% 63%	34 35% 53%	64 33% 100%	- - -	16 42% 26%	16 34% 25%	11 48% 17%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22 12%	14 13% 61%	9 10% 39%	14 18% 64% ^e	8 7% 36%	10 10% 43%	22 12% 100%	- - -	7 19% 32%	6 12% 25%	3 11% 11%
I go without certain smaller goods/services - e.g. making clothes last longer	26 14%	17 17% 66%	9 10% 34%	13 17% 51%	13 11% 49%	14 14% 52%	26 14% 100%	- - -	6 15% 23%	6 12% 22%	4 20% 17%
I cut back on luxuries e.g. going out less	58 30%	32 31% 55%	26 29% 45%	25 32% 43%	33 28% 57%	34 36% 60%	58 30% 100%	- - -	12 30% 20%	21 44% 36%	10 47% 18%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38 20%	22 21% 57%	16 18% 43%	19 25% 50%	19 16% 50%	17 17% 43%	38 20% 100%	- - -	8 21% 22%	15 33% 41%	5 23% 14%
I borrowed from family/friends	21 11%	12 11% 56%	9 10% 44%	9 12% 44%	12 10% 56%	8 8% 36%	21 11% 100%	- - -	5 13% 24%	12 26% 59% ^a	5 22% 23%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	**	39*	47*	22**
I have asked	19	11	7	9	10	8	19	-	2	9	5
family/friends to pay	10%	11%	8%	12%	8%	9%	10%	-	6%	19%	22%
the bill/accepted gifts		61%	39%	49%	51%	44%	100%	-	11%	48%	27%
from family and friends											
I have taken out a loan	8	6	2	8	-	5	8	-	2	5	1
from a bank or another	4%	6%	2%	10%	-	5%	4%	-	6%	11%	5%
company (e.g. payday		e 73%	27%	100%e	-	57%	100%	-	27%	64%	13%
loan company)											
I have sold items (e.g.	18	14	4	8	10	8	18	-	7	8	5
through a pawn shop,	9%	13%	5%	11%	8%	9%	9%	-	18%	17%	22%
eBay, etc.)		77%	23%	47%	53%	46%	100%	-	38%	46%	28%
I can manage to pay my	12	8	5	6	7	7	12	-	2	1	-
communications services	6%	7%	5%	7%	6%	7%	6%	-	4%	2%	-
without making changes		62%	38%	47%	53%	56%	100%	-	14%	6%	-
to the way I spend my											
money											
Other	2	2	-	1	1	1	2	-	-	-	-
	1%	2%	-	1%	1%	1%	1%	-	-	-	-
		100%	-	54%	46%	54%	100%	-	-	-	-
SUMMARY CODES											
USED COMMS LESS OR	37	27	10	18	19	20	37	-	7	13	1
CANCELLED SERVICE	19%	26%	11%	23%	16%	21%	19%	-	18%	28%	5%
		74% ^c	26%	49%	51%	54%	100%	-	19%	36%	3%
SPENDING LESS OR GOING	114	59	55	44	70	58	114	-	24	33	18
WITHOUT NON COMMS ITEMS	59%	57%	61%	57%	60%	61%	59%	-	63%	71%	82%
		52%	48%	39%	61%	51%	100%	-	21%	29%	16%
FINANCIAL SUPPORT OR	41	26	15	19	22	18	41	-	9	21	10
ACTIONS E.G. BORROWING/	21%	25%	16%	24%	19%	18%	21%	-	23%	43%	44%
SELLING OR ACCEPTED		65%	35%	46%	54%	43%	100%	-	22%	50% ^a	24%
GIFTS FROM OTHERS											

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	192	100	92	72	120	96	192	-	42	41	24
Weighted Base	193	104*	90*	77*	116	96*	193	..	39*	47*	22**
None of these	29	14	14	14	15	19	29	-	8	-	2
	15%	14%	16%	18%	13%	20%	15%	-	21%	-	10%
		j 50%	50%	49%	51%	67%	100%	-	29%	-	8%
Don't know	12	6	6	3	9	2	12	-	2	-	-
	6%	6%	6%	4%	8%	2%	6%	-	5%	-	-
		53%	47%	25%	75%	17%	100%	-	15%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37**	156	16**	29**	25**	71*	62*
I have decided to cancel one of my other communications services	23 12%	1 5%	1 18%	2 11%	4 37%	8 23%	8 22%	14 9%	5 29%	3 9%	2 6%	10 14%	5 8%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17 9%	3 24%	1 21%	1 7%	- -	5 15%	5 13%	12 8%	1 4%	2 6%	4 17%	8 12%	8 13%
I am careful about what I buy/spend	64 33%	2 11%	1 17%	9 53%	3 27%	13 40%	14 38%	50 32%	5 33%	13 45%	13 51%	27 38%	20 32%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22 12%	3 23%	1 21%	4 21%	- -	8 24%	8 21%	15 9%	3 19%	6 20%	7 29%	8 11%	10 16%
I go without certain smaller goods/services - e.g. making clothes last longer	26 14%	2 17%	- -	2 14%	1 7%	4 12%	5 13%	21 14%	3 21%	5 17%	7 30%	9 12%	12 19%
I cut back on luxuries e.g. going out less	58 30%	5 34%	1 21%	10 55%	3 22%	11 34%	12 32%	46 29%	6 38%	14 48%	10 41%	26 36%	13 21%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38 20%	5 38%	1 21%	4 25%	3 25%	7 21%	8 21%	30 19%	3 20%	8 26%	10 39%	14 19%	16 26%
I borrowed from family/friends	21 11%	5 32%	1 21%	3 15%	2 13%	5 16%	5 14%	16 10%	2 11%	6 19%	4 17%	5 8%	7 11%
		21%	7%	12%	7%	25%	25%	75%	8%	27%	19%	25%	33%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
I have asked family/friends to pay the bill/accepted gifts from family and friends	19 10%	- -	1 21% 8%	3 19% 18%	2 14% 9%	5 15% 25%	5 13% 25%	14 9% 75%	1 7% 5%	1 5% 7%	5 19% 25%	6 8% 32%	8 13% 42%
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 4%	- -	- -	1 6% 13%	- - -	1 4% 15%	1 3% 15%	7 4% 85%	1 7% 13%	1 5% 17%	1 4% 13%	5 6% 57%	3 6% 43%
I have sold items (e.g. through a pawn shop, eBay, etc.)	18 9%	4 31% 24%	1 21% 8%	3 16% 15%	1 6% 4%	6 17% 31%	6 15% 31%	12 8% 69%	2 16% 14%	3 9% 14%	4 17% 24%	8 12% 46%	7 11% 37%
I can manage to pay my communications services without making changes to the way I spend my money	12 6%	- -	1 11% 6%	- - -	1 7% 7%	* 2% 4%	1 4% 11%	11 7% 89%	- - -	- - -	- - -	4 6% 33%	5 8% 41%
Other	2 1%	- -	- -	- -	- -	- -	- -	2 1% 100%	- -	- -	- -	1 1% 37%	- -
SUMMARY CODES													
USED COMMS LESS OR CANCELLED SERVICE	37 19%	4 29% 11%	3 39% 7%	3 16% 7%	4 37% 11%	11 33% 29%	12 31% 31%	26 16% 69%	5 33% 14%	4 15% 12%	6 23% 16%	17 24% 46%	11 18% 29%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114 59%	8 55% 7%	4 59% 4%	13 74% 11%	5 43% 4%	22 67% 19%	24 65% 21%	90 57% 79%	12 79% 11%	22 76% 20%	22 91% 20%	43 60% 37%	38 62% 34%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41 21%	7 46% 16%	1 21% 4%	5 29% 12%	3 27% 8%	12 36% 30%	12 33% 30%	29 18% 70%	2 16% 6%	7 23% 17%	6 26% 16%	15 22% 37%	13 22% 33%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	192	15	6	20	12	31	36	156	16	25	22	68	56
Weighted Base	193	14**	7**	18**	12**	33**	37*	156	16**	29**	25**	71*	62*
None of these	29	3	1	3	2	4	5	24	1	6	2	14	6
	15%	24%	12%	15%	20%	11%	13%	15%	6%	19%	6%	19%	9%
		12%	3%	9%	6%	12%	17%	33%	3%	20%	6%	46%	19%
Don't know	12	-	-	1	-	1	-	11	-	-	-	2	5
	6%	-	-	3%	-	2%	1%	7%	-	-	-	3%	6%
		-	-	5%	-	5%	5%	95%	-	-	-	17%	44%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	192	60	37	33	38	14	5	1	1	1	-	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	-**	3**
I have decided to cancel one of my other communications services	23 12%	6 10%	3 8%	4 10%	7 16%	-	3 48%	-	1 100%	-	-	-
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17 9%	3 5%	4 12%	2 6%	7 17%	1 8%	-	-	-	-	-	-
I am careful about what I buy/spend	64 33%	22 37%	16 48%	8 22%	11 27%	2 17%	1 22%	-	1 100%	-	-	3 100%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22 12%	4 7%	8 24%	2 5%	5 12%	1 7%	-	-	1 100%	-	-	2 57%
I go without certain smaller goods/services - e.g. making clothes last longer	26 14%	7 12%	8 23%	5 13%	5 11%	2 15%	-	-	-	-	-	-
I cut back on luxuries e.g. going out less	58 30%	18 30%	11 32%	9 26%	13 30%	2 15%	1 24%	1 100%	1 100%	1 100%	-	2 57%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38 20%	7 13%	12 37%	5 14%	11 25%	2 15%	-	-	1 100%	-	-	-
I borrowed from family/friends	21 11%	3 5%	9 26%	5 13%	3 8%	1 7%	-	-	1 100%	-	-	-
I have asked family/friends to pay the bill/accepted gifts from family and friends	19 10%	2 4%	5 15%	3 8%	7 16%	2 14%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Multi code]

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

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	192	60	37	33	38	14	5	1	1	1	2
Weighted Base	193	59*	33*	36**	42*	12**	5**	1**	1**	1**	3**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 4%	- -	3 8% 34%a	3 7% 32%	2 4% 19%	1 10% 15%	- - -	- - -	- - -	- - -	- - -
I have sold items (e.g. through a pawn shop, eBay, etc.)	18 9%	3 5% 16%	6 19% 36%a	2 5% 11%	5 12% 27%	- - -	- - -	1 100% 4%	- - -	- - -	1 43% 6%
I can manage to pay my communications services without making changes to the way I spend my money	12 6%	7 12% 60%	2 7% 19%	1 2% 7%	1 1% 4%	1 11% 10%	- - -	- - -	- - -	- - -	- - -
Other	2 1%	1 1% 46%	* 1% 17%	1 2% 37%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODES											
USED COMMS LESS OR CANCELLED SERVICE	37 19%	9 15% 24%	7 20% 16%	6 17% 16%	11 27% 31%	1 8% 3%	3 48% 7%	- - -	1 - 2%	- - -	- - -
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114 59%	37 62% 32%	24 73% 21%	18 49% 15%	24 57% 21%	4 32% 3%	2 46% 2%	1 100% 1%	1 100% 1%	- - -	3 100% 2%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41 21%	7 11% 16%	11 33% 27%a	8 23% 20%	10 25% 26%	3 24% 7%	- - -	- - -	1 100% 2%	- - -	1 43% 3%
None of these	29 15%	9 15% 31%	3 10% 12%	5 13% 17%	5 12% 18%	5 41% 17%	2 29% 5%	- - -	- - -	- - -	- - -
Don't know	12 6%	2 3% 17%	* 1% 4%	6 16% 49%	3 8% 29%	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Multi code]

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	**	3**	70*	52*	11**	38*	20**	3**
I have decided to cancel one of my other communications services	23	4	-	11	2	1	2	1	-	1	-	-	11	4	1	5	2	-
	12%	6%	-	27%	9%	7%	15%	41%	-	26%	-	-	16%	8%	10%	12%	10%	-
		17%	-	48%a	11%	6%	10%	6%	-	3%	-	-	48%	18%	5%	20%	9%	-
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17	5	-	6	3	-	2	-	1	-	-	-	6	7	-	2	2	-
	9%	9%	-	15%	9%	-	11%	-	29%	-	-	-	8%	14%	3%	6%	9%	-
		31%	-	35%	18%	-	10%	-	6%	-	-	-	32%	43%	2%	12%	11%	-
I am careful about what I buy/spend	64	25	5	12	11	4	3	1	-	1	-	3	26	13	4	15	3	3
	33%	41%	25%	30%	38%	23%	19%	37%	-	26%	-	100%	38%	25%	41%	39%	15%	100%
		39%	8%	19%	17%	6%	5%	2%	-	1%	-	4%	41%	20%	7%	23%	5%	4%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22	7	-	7	5	-	1	-	-	1	-	2	5	8	-	5	2	2
	12%	12%	-	18%	17%	-	7%	-	-	26%	-	57%	8%	16%	-	14%	9%	57%
		31%	-	32%	22%	-	5%	-	-	3%	-	7%	24%	37%	-	24%	8%	7%
I go without certain smaller goods/services - e.g. making clothes last longer	26	10	4	4	4	*	2	-	1	-	-	-	9	6	4	5	3	-
	14%	17%	22%	11%	14%	2%	13%	-	29%	-	-	-	12%	11%	36%	13%	16%	-
		40%	16%	16%	15%	1%	8%	-	4%	-	-	-	33%	21%	15%	19%	12%	-
I cut back on luxuries e.g. going out less	58	26	3	6	6	3	9	-	3	1	-	2	18	12	4	16	6	2
	30%	42%	14%	14%	21%	16%	54%	-	100%	50%	-	57%	26%	22%	39%	42%	29%	57%
		45%a	5%	10%	10%	5%	15%	-	10%	2%	-	3%	32%	20%	7%	28%	10%	3%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38	14	2	7	4	-	2	-	1	5	-	-	14	1	5	7	4	-
	20%	23%	12%	18%	24%	10%	26%	-	29%	26%	-	-	20%	18%	46%	17%	18%	-
		37%	6%	19%	18%	4%	11%	-	3%	2%	-	-	36%	24%	13%	17%	10%	-
I borrowed from family/friends	21	6	4	3	4	1	3	-	-	1	-	-	4	5	-	10	2	-
	11%	9%	19%	9%	13%	8%	18%	-	-	26%	-	-	6%	10%	-	26%	9%	-
		26%	17%	16%	17%	6%	13%	-	-	3%	-	-	21%	25%	-	46%a	9%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2	
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	-**	3**	70*	52*	11**	38*	20**	3**	
I have asked family/friends to pay the bill/accepted gifts from family and friends	19 10%	5 8% 26%	2 11% 12%	5 13% 27%	2 7% 10%	3 18% 16%	2 10% 9%	- - -	- - -	- - -	- - -	- - -	7 10% 37%	3 6% 18%	- - -	6 15% 30%	3 14% 15%	- - -	
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 4%	1 2% 15%	1 5% 13%	2 5% 27%	2 8% 28%	- - -	1 9% 17%	- - -	- - -	- - -	- - -	- - -	1 2% 15%	1 2% 15%	- - -	5 12% 56%	1 5% 14%	- - -	
I have sold items (e.g. through a pawn shop, eBay, etc.)	18 9%	7 11% 36%	1 5% 36%	5 12% 26%	3 10% 16%	- - -	1 7% 6%	- - -	- - -	1 26% 4%	- - -	1 43% 6%	3 4% 16%	6 12% 35%	- - -	- 17% 36%	1 5% 6%	1 43% 6%	
I can manage to pay my communications services without making changes to the way I spend my money	12 6%	4 7% 35%	2 8% 12%	2 4% 14%	2 6% 13%	3 19% 26%	- - -	- - -	- - -	- - -	- - -	- - -	3 5% 26%	4 8% 32%	1 11% 10%	2 4% 12%	3 13% 21%	- - -	
Other	2 1%	* - 17%	1 4% 46%	- - -	1 2% 37%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 37%	* 3% 17%	- - -	1 4% 46%	- - -	
SUMMARY CODES																			
USED COMMS LESS OR CANCELLED SERVICE	37 19%	9 15% 24%	- - -	14 36% 39%a	6 20% 15%	1 7% 3%	4 26% 11%	1 41% 4%	1 29% 3%	1 26% 2%	- - -	- - -	16 23% 42%	10 19% 27%	1 12% 3%	6 17% 17%	4 20% 11%	- - -	
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114 59%	43 71% 38%	9 49% 8%	21 53% 19%	16 56% 14%	5 27% 4%	11 70% 10%	1 37% 1%	3 100% 3%	1 50% 1%	- - -	3 100% 2%	42 61% 37%	28 54% 25%	7 66% 6%	25 66% 22%	9 45% 8%	3 100% 2%	
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41 21%	11 19% 28%	5 25% 12%	9 24% 23%	5 17% 12%	3 18% 7%	6 35% 13%	- - -	- - -	1 26% 2%	- 43% -	1 - 3%	10 14% 24%	12 24% 30%	- - -	14 38% 35%	4 17% 9%	1 43% 3%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classi- fication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classi- fication (q)
Unweighted Base	192	62	22	40	28	15	14	3	3	3	-	2	72	50	10	37	21	2
Weighted Base	193	61*	19**	40*	28**	17**	16**	3**	3**	3**	**	3**	70*	52*	11**	38*	20**	3**
None of these	29	8	2	4	6	5	1	1	-	-	-	-	10	9	1	6	2	-
	15%	13%	13%	11%	21%	32%	9%	22%	-	-	-	-	15%	18%	11%	15%	9%	-
Don't know		28%	9%	15%	21%	19%	5%	3%	-	-	-	-	36%	33%	4%	20%	7%	-
	12	3	3	3	1	1	-	-	-	1	-	-	6	3	1	-	1	-
	6%	4%	13%	8%	5%	5%	-	-	-	50%	-	-	9%	6%	12%	-	6%	-
		21%	22%	28%	11%	7%	-	-	-	11%	-	-	51%	28%	11%	-	10%	-

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

[Prompted - Multi code]

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

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7	-
Weighted Base	193	191	3**	..**
I have decided to cancel one of my other communications services	23 12%	22 11% 97%	1 25% 3%	- - -
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	17 9%	17 9% 97%	* 16% 3%	- - -
I am careful about what I buy/spend	64 33%	62 32% 96%	2 77% 4%	- - -
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	22 12%	22 12% 100%	- - -	- - -
I go without certain smaller goods/services - e.g. making clothes last longer	26 14%	25 13% 96%	1 32% 4%	- - -
I cut back on luxuries e.g. going out less	58 30%	56 29% 98%	1 48% 2%	- - -
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	38 20%	38 20% 99%	* 10% 1%	- - -
I borrowed from family/friends	21 11%	21 11% 98%	* 16% 2%	- - -
I have asked family/friends to pay the bill/accepted gifts from family and friends	19 10%	18 10% 98%	* 16% 2%	- - -

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

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

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	192	185	7
Weighted Base	193	191	3**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 4%	8 4% 94%	- 16% 6%
I have sold items (e.g. through a pawn shop, eBay, etc.)	18 9%	18 9% 100%	- - -
I can manage to pay my communications services without making changes to the way I spend my money	12 6%	12 7% 100%	- - -
Other	2 1%	2 1% 100%	- - -
SUMMARY CODES			
USED COMMS LESS OR CANCELLED SERVICE	37 19%	36 19% 98%	1 25% 2%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	114 59%	111 58% 97%	3 100% 3%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	41 21%	41 21% 99%	- 16% 1%
None of these	29 15%	29 15% 100%	- - -
Don't know	12 6%	12 6% 100%	- - -

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	24	24	2	6	4	7	10	10	8	8	21	18	17	31	2	23	23
	3%	3%	3%	2%	2%	1%	3%	3%	5%	5%	2%	2%	5%	2%	4%	1%	3%	5%
		p	50%	5%	13%	8%	15%	21%	22%aef	17%df	18%	44%	38%akl	35%	65%on	5%	47%	48%apq
Mobile phone (that can t access the internet)	50	28	22	4	10	4	9	11	8	3	14	25	12	24	26	7	27	16
	3%	3%	3%	4%	3%	2%	3%	4%	4%	2%	3%	3%	3%	3%	3%	2%	3%	3%
		57%	43%	8%	19%	9%	18%	23%	17%	7%	27%	50%	23%	47%	53%	14%	54%	32%
Fixed Landline telephone	79	39	40	12	17	10	18	11	4	7	29	38	12	31	48	13	34	32
	5%	5%	5%	11%	5%	3%	6%	4%	2%	4%	7%	4%	3%	4%	6%	4%	4%	7%
		50%	50%	15%afh	21%	12%	22%id	14%	6%	9%	37%lm	48%	15%	39%	61%	17%	43%	41%q
				ij														
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	73	37	36	12	13	13	12	12	9	3	25	37	12	33	40	6	37	31
	4%	5%	4%	11%	4%	5%	4%	4%	5%	2%	6%	4%	3%	4%	5%	2%	4%	7%
		p	51%	16%aef	18%	17%	16%	16%	12%j	4%	34%	50%	16%	45%	55%	8%	50%	42%p
				ghij														

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	134	64	69	19	39	22	22	18	8	5	58	62	14	58	75	19	63	52
	8%	8%	8%	18%	12%	8%	8%	7%	4%	3%	14%	7%	4%	7%	9%	6%	7%	11%
		jm	48%	52%	14%afg	30%ahj	16%j	17%j	13%	6%	43%alm	46%lm	10%	44%	56%	14%	47%	39%apq
Mobile broadband - Through a dongle or USB stick	66	37	30	4	12	12	12	15	6	5	16	40	11	27	39	14	27	26
	4%	5%	4%	3%	4%	4%	4%	5%	3%	3%	4%	5%	3%	3%	5%	4%	3%	6%
		56%	44%	5%	18%	19%	18%	23%	10%	7%	24%	59%	17%	41%	59%	20%	40%	40%q
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103	41	61	9	26	18	19	21	5	5	34	58	10	46	57	24	49	30
	6%	5%	7%	8%	8%	6%	7%	7%	3%	3%	8%	7%	3%	6%	7%	7%	6%	6%
		jm	40%	60%	8%l	25%ij	18%	18%l	20%j	5%	33%lm	57%lm	10%	44%	56%	23%	48%	29%
Make calls using a public payphone	80	38	43	9	18	15	15	13	7	4	26	43	11	33	47	13	39	29
	5%	5%	5%	8%	6%	5%	5%	5%	4%	2%	6%	5%	3%	4%	6%	4%	5%	6%
		47%	53%	11%j	22%	18%	19%	16%	9%	4%	33%lm	54%	14%	41%	59%	16%	49%	36%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	95	52	43	6	16	8	16	21	17	11	22	46	27	40	55	10	49	37
	6%	6%	5%	6%	5%	3%	6%	7%	9%	6%	5%	5%	8%	5%	7%	3%	6%	8%
		55%	45%	6%	17%	9%	17%	22%l	17%l	11%	23%	48%	29%	42%	58%	10%	51%	39%p
ANY FIXED BROADBAND	184	90	94	24	51	33	31	25	15	6	75	89	21	88	97	24	92	68
	11%	11%	11%	23%	16%	12%	11%	9%	8%	4%	18%	10%	6%	11%	12%	7%	11%	14%
		jm	49%	51%	13%afg	28%ahj	18%j	17%j	13%	8%j	41%alm	48%lm	11%	48%	52%	13%	50%	37%ap

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

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

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
ANY BROADBAND	221	112	109	25	59	40	38	34	17	8	84	112	25	108	113	34	110	78
	14%	14%	13%	24%	18%	14%	13%	12%	9%	5%	20%	13%	7%	13%	14%	10%	13%	17%
		ijm	51%	49%	11%al	27%ah	18%aj	17%aj	16%aj	8%	38%alm	51%lm	11%	49%	51%	15%	50%	35%ap
ONLY 1 SERVICE	276	139	138	24	63	49	65	39	23	14	87	153	37	118	158	40	137	99
	17%	17%	17%	23%	20%	18%	23%	13%	12%	8%	20%	18%	10%	14%	20%	12%	16%	21%
		ijm	50%	50%	9%hij	23%ij	18%aj	23%ah	14%	5%	31%lm	55%lm	13%	43%	57%ln	14%	50%	36%apq
2 SERVICES	75	32	43	7	23	10	12	14	5	4	31	35	9	43	32	12	43	19
	5%	4%	5%	7%	7%	3%	4%	5%	3%	2%	7%	4%	2%	5%	4%	4%	5%	4%
		m	42%	58%	10%	31%ij	13%	15%	19%	7%	41%alm	47%	12%	57%	43%	16%	58%	26%
3 OR MORE SERVICES	53	28	25	8	10	8	7	12	5	4	17	26	9	20	33	10	21	22
	3%	3%	3%	7%	3%	3%	2%	4%	3%	3%	4%	3%	3%	2%	4%	3%	3%	5%
			53%	15%ag	18%	14%	12%	23%	10%	8%	33%	49%	18%	38%	62%	19%	40%	41%q
ANY COMMUNICATIONS SERVICE	404	199	206	39	96	67	83	65	33	22	135	215	55	181	224	62	202	140
	25%	24%	25%	37%	30%	24%	29%	22%	17%	13%	32%	25%	15%	22%	28%	19%	24%	30%
		ijm	49%	51%	10%alh	24%ij	16%aj	20%aj	16%aj	8%	33%alm	53%lm	14%	45%	55%ln	15%	50%	35%apq
None of these	1190	594	596	63	223	209	192	214	153	137	286	614	290	629	561	250	624	316
	73%	73%	73%	60%	70%	74%	69%	74%	80%	82%	67%	72%	81%	76%	69%	77%	74%	67%
		dkr	50%	5%	19%	18%d	16%	18%d	13%ade	12%ade	24%	52%	24%aki	53%o	47%	21%r	52%r	27%
Don't know	43	24	19	4	1	6	9	11	5	7	5	26	13	19	24	12	15	16
	3%	3%	2%	3%	*	2%	3%	4%	3%	4%	1%	3%	4%	2%	3%	4%	2%	3%
		e	55%	45%	8%e	3%	13%	21%e	26%e	13%e	11%	60%	29%k	44%	56%	28%	35%	37%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	40 3% 83%	3 2% 7%	4 5% 9%	1 2% 2%	2 3% 4%	5 3% 10%	3 2% 5%	2 2% 5%	9 6% 19%am	5 3% 10%	4 2% 9%	4 1% 8%	7 5% 14%	4 5% 9%	3 2% 7%	1 2% 2%
Mobile phone (that can t access the internet)	50 3%	43 3% 87%	5 4% 10%	1 2% 3%	* 1% 1%	1 1% 1%	4 2% 8%	5 4% 10%	2 1% 3%	5 3% 9%	7 4% 14%	10 6% 20%	7 3% 14%	4 2% 7%	1 3% 3%	5 4% 10%	* 1% 1%
Fixed Landline telephone	79 5%	62 4% m 79%	7 5% 9%	6 8% 8%	3 8% 4%	2 3% 2%	11 6% 13%am	5 4% 6%	7 6% 9%am	7 5% 9%	14 8% 17%am	9 5% 11%	4 2% 6%	3 2% 4%	6 8% 8%am	7 5% 9%	3 8% 4%mn
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g .it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	73 4%	54 4% 73%	9 6% 12%	9 11% 12%ab	2 5% 3%	4 6% 5%	3 1% 4%	4 3% 5%	7 5% 9%	12 8% 16%gk	4 2% 6%	5 3% 7%	11 4% 14%	5 3% 7%	9 11% 12%aghk mn	9 6% 12%g	2 5% 3%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. 'up to 52 Mbps, up to 100 Mbps'	134 8%	106 8% 80%	8 6% 6%	18 23% 14%abce	1 3% 1%	4 7% 3%	17 10% 12%	5 4% 4%	10 8% 8%	12 9% 9%	21 12% 16%hmq	14 8% 10%	13 5% 10%	9 6% 7%	18 23% 14%afghij klmnopq	8 6% 6%	1 3% 1%
Mobile broadband - Through a dongle or USB stick	66 4%	51 4% 77%	7 5% 11%	6 8% 10%	2 4% 2%	3 4% 4%	6 3% 9%	1 1% 1%	5 4% 8%	9 6% 14%h	8 5% 13%	3 2% 5%	11 4% 16%	5 4% 8%	6 8% 10%h	7 5% 11%h	2 4% 2%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 6%	82 6% 80%	10 9% 9%	9 12% 9%	2 5% 2%	3 5% 3%	4 3% 4%	7 5% 7%	3 3% 3%	9 6% 8%	13 7% 13%	12 7% 12%	20 8% 20%g	11 7% 10%	9 12% 9%gi	10 7% 9%	2 5% 2%
Make calls using a public payphone	80 5%	70 5% 87%	4 3% 5%	4 5% 5%	3 6% 3%	1 2% 1%	10 6% 13%	3 2% 3%	3 2% 4%	4 3% 5%	18 10% 22%afh jnp	14 8% 17%h	13 5% 16%	5 3% 6%	4 5% 5%	4 3% 5%	3 6% 3%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	95 6%	82 6% 86%	8 6% 9%	4 5% 4%	1 3% 1%	3 5% 3%	9 5% 9%	8 6% 8%	4 3% 4%	12 8% 13%	11 6% 12%	14 8% 15%	11 4% 11%	10 7% 11%	4 5% 4%	8 6% 9%	1 3% 1%
ANY FIXED BROADBAND	184 11%	148 11% 80%	13 10% 7%	21 26% 11%abce	3 8% 2%	6 10% 3%	18 10% 10%	8 6% 4%	16 13% 9%	21 15% 11%h	26 14% 14%h	19 11% 10%	23 9% 12%	12 8% 7%	21 26% 11%afghij klmnopq	13 10% 7%	3 8% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS												
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103	
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*	
ANY BROADBAND	221	179	17	21	5	7	20	9	21	27	30	21	30	14	21	17	5	
	14%	13%	13%	26%	12%	12%	11%	6%	16%	19%	17%	12%	12%	10%	26%	13%	12%	
		h 81%	8%	9%abce	2%	3%	9%	4%	9%h	12%hn	14%h	10%	13%	6%	9%afghim npq	8%	2%	
ONLY 1 SERVICE	276	222	29	16	10	7	22	19	23	27	30	39	43	14	16	29	10	
	17%	16%	22%	20%	24%	11%	13%	14%	18%	19%	16%	22%	17%	10%	20%	22%	24%	
		n 80%	11%	6%	4%	2%	8%	7%	8%	10%h	11%	14%gn	15%	5%	6%	11%gn	4%gn	
2 SERVICES	75	67	3	4	1	3	5	5	2	10	18	8	8	7	4	3	1	
	5%	5%	2%	5%	3%	5%	3%	4%	2%	7%	10%	5%	3%	5%	5%	2%	3%	
		89%	4%	5%	2%	4%	7%	7%	3%	14%l	23%agi mp	11%	10%	10%	5%	4%	2%	
3 OR MORE SERVICES	53	41	5	7	*	1	7	1	3	5	8	5	6	5	7	5	*	
	3%	3%	3%	9%	1%	2%	4%	1%	3%	4%	4%	3%	3%	4%	9%	3%	1%	
		78%	9%	13%abe	1%	2%	13%	2%	6%	10%	15%	9%	12%	10%	13%ahmq	9%	1%	
ANY COMMUNICATIONS SERVICE	404	330	36	26	12	11	34	25	28	43	55	52	57	27	26	36	12	
	25%	24%	27%	34%	28%	17%	20%	19%	22%	30%	31%	30%	23%	18%	34%	27%	28%	
		82%	9%	7%	3%	3%	8%	6%	7%	11%ghn	14%lgh n	13%ghn	14%	7%	7%lghn	9%	3%	
None of these	1190	1021	88	51	29	51	136	107	96	100	118	112	189	112	51	88	29	
	73%	74%	66%	65%	72%	83%	78%	81%	77%	69%	66%	65%	75%	77%	65%	66%	72%	
		86%	7%	4%	2%	4%klo p	11%klop	9%jklop	8%l	8%	10%	9%	16%l	9%kl	4%	7%	2%	
Don't know	43	33	9	1	-	-	4	1	1	1	6	9	5	7	1	9	-	
	3%	2%	7%	1%	-	-	2%	*	1%	1%	3%	5%	2%	5%	1%	7%	-	
		77%	22%abe	2%	-	-	10%	1%	3%	3%	14%	20%h	10%	15%h	2%	22%afhim q	-	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	44 3% jkn 91%	3 2% 6%	17 5% 36%ae	27 2% 56%	17 6% 36%ag	11 2% 23%	19 5% 39%ai	10 2% 20%	- - -	- - -	7 5% 14%jkn	23 12% 48%ajkn	- - -	29 2% 60%jkn
Mobile phone (that can t access the internet)	50 3%	44 3% m 88%	6 4% 12%	12 4% 24%	37 3% 75%	11 4% 22%	23 3% 46%	14 4% 29%	20 3% 40%	20 2% 39%km	12 5% 23%jlmno	- - -	- - -	28 2% 55%km	28 2% 55%km
Fixed Landline telephone	79 5%	75 5% 96%ac	2 1% 2%	18 6% 23%	58 5% 74%	22 8% 28%a	33 5% 42%	27 8% 34%aa	28 5% 36%	45 5% 58%	9 4% 11%	5 4% 7%	9 5% 11%	52 6% 66%	61 4% 77%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be "up to 17 Mbits"). Examples of online activity this allows include shopping and watching standard definition TV.	73 4%	64 4% 88%	8 5% 10%	20 6% 28%ae	49 4% 67%	22 8% 30%ag	27 4% 37%	25 7% 33%	24 4% 33%	40 4% 55%	16 7% 22%	6 4% 8%	10 5% 14%	52 5% 72%	63 5% 86%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	134 8%	118 8% 88%	15 9% 11%	40 13% 30%ae	92 7% 69%	39 14% 29%ag	55 8% 41%	47 13% 35%ai	46 7% 35%	91 9% 68%	24 11% 16%	11 8% 8%	18 9% 14%	107 9% 80%	125 9% 94%
Mobile broadband - Through a dongle or USB stick	66 4%	60 4% / 90%	5 3% 8%	21 7% 32%ae	39 3% 58%	19 7% 29%ag	20 3% 30%	20 6% 31%	19 3% 29%	38 4% 57%aj	11 5% 16%aj	- - -	14 7% 22%ajlno	47 4% 71%aj	56 4% 84%aj
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 6%	92 6% 90%	9 5% 9%	20 6% 20%	79 6% 77%	23 8% 23%	46 7% 45%	26 7% 26%	43 7% 42%	56 6% 55%	17 8% 17%	9 7% 8%	17 9% 17%	74 7% 72%	91 7% 68%
Make calls using a public payphone	80 5%	75 5% 93%	6 3% 7%	20 6% 25%	58 5% 72%	25 9% 31%ag	37 5% 46%	29 8% 37%a	32 5% 40%	48 5% 60%	10 5% 13%	8 6% 9%	8 4% 10%	57 5% 71%	67 5% 83%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	95 6%	85 6% jn 89%	9 6% 10%	28 9% 29%ae	63 5% 67%	28 10% 29%ag	34 5% 36%	33 9% 34%ai	29 5% 31%	20 2% 21%	12 5% 12%jn	7 5% 7%j	23 12% 24%ajkn o	28 2% 29%	56 4% 59%jn

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
ANY FIXED BROADBAND	184	162	21	49	130	49	78	59	69	126	34	16	21	149	171
	11%	11%	13%	16%	10%	17%	11%	16%	11%	13%	16%	13%	11%	13%	13%
		88%	12%	27%ae	71%	27%ag	42%	32%ai	37%	68%	19%	9%	11%	81%	93%
ANY BROADBAND	221	195	25	57	154	56	90	65	81	150	41	16	27	178	203
	14%	13%	15%	18%	12%	19%	13%	18%	13%	15%	19%	13%	14%	16%	15%
		88%	11%	26%ae	69%	25%ag	41%	29%ai	37%	68%	18%a	7%	12%	81%	92%
ONLY 1 SERVICE	276	241	36	51	211	71	115	82	104	167	43	21	15	200	223
	17%	16%	22%	16%	17%	25%	17%	23%	17%	17%	20%	16%	8%	18%	16%
		m 87%	13%	19%	76%	26%ag	42%	30%ai	38%	60%am	15%am	7%am	5%	72%am	81%am
2 SERVICES	75	69	6	16	57	15	36	15	36	46	15	9	10	57	67
	5%	5%	4%	5%	5%	5%	5%	4%	5%	5%	7%	7%	5%	5%	5%
		92%	8%	22%	76%	19%	48%	19%	48%	61%	20%	11%	13%	76%	90%
3 OR MORE SERVICES	53	50	2	20	32	18	20	23	15	23	7	2	16	28	43
	3%	3%	1%	6%	2%	6%	3%	6%	2%	2%	3%	2%	8%	3%	3%
		94%	3%	37%ae	59%	34%ag	37%	44%ai	27%	42%	13%	4%	30%ajkin o	54%	82%
ANY COMMUNICATIONS SERVICE	404	360	44	87	300	104	171	120	155	235	65	31	41	286	333
	25%	25%	26%	28%	24%	36%	25%	34%	25%	24%	30%	24%	21%	25%	24%
		89%	11%	22%	74%	26%ag	42%	30%ai	38%	58%	16%am	8%	10%	71%	82%
None of these	1190	1067	118	218	938	177	512	229	460	733	149	96	152	831	1010
	73%	73%	71%	69%	74%	62%	74%	64%	74%	69%	75%	75%	77%	73%	74%
		fh 90%	10%	18%	79%	15%	43%fl	15%	39%fh	62%	12%	8%	13%	70%	85%
Don't know	43	39	4	11	27	6	7	8	5	14	1	1	4	15	20
	3%	3%	2%	3%	2%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%
	o	gh 90%	10%	24%	63%	13%	17%	18%	12%	31%	3%	2%	10%	35%	46%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	8 1% d	7 1% 14%	14 2% 29%	20 2% 41%	8 2% 17%	28 2% 58%	20 5% 42% ^{d,gj}	1 1% 3%	28 2% 58%
Mobile phone (that can t access the internet)	50 3%	21 4% 42%	13 3% 26%	27 3% 54%	22 3% 45%	10 2% 19%	32 3% 64%	18 4% 36%	3 3% 6%	33 3% 65%
Fixed Landline telephone	79 5%	26 5% c	12 2% 15%	33 4% 42%	29 4% 37%	15 4% 19%	42 4% 54%	36 8% 46% ^{a,e,f,gj}	4 4% 5%	43 4% 55%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g .it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 4%	20 3% e,gj	18 4% 24%	31 3% 42%	- - -	24 6% 32% ^{e,gj}	24 2% 32% ^e	50 11% 68% ^{a,e,f,gj}	2 2% 3% ^e	26 2% 36% ^e

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. *up to 52 Mbit/s, up to 100 Mbit/s*.	134 8%	55 10% f 41%	45 9% 34%	83 9% 62%	93 12% 70%afgj	- - -	93 8% 70%af	41 9% 30%af	5 6% 4%af	93 8% 70%af
Mobile broadband - Through a dongle or USB stick	66 4%	22 4% 33%	18 4% 27%	31 3% 47%	27 3% 40%	19 4% 28%	44 4% 67%	22 5% 33%af	- - -	44 4% 67%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 6%	- - bd -	33 7% 32%bd	33 4% 32%b	50 6% 49%	26 6% 25%	73 6% 71%	29 7% 29%	3 3% 3%	73 6% 71%
Make calls using a public payphone	80 5%	31 5% 38%	21 4% 26%	42 5% 53%	34 4% 43%	24 6% 30%	59 5% 73%	22 5% 27%	3 4% 4%	60 5% 74%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	95 6%	29 5% 30%	20 4% 20%	41 4% 43%	42 5% 44%	17 4% 18%	59 5% 62%	36 8% 38%afgj	4 5% 5%	60 5% 63%
ANY FIXED BROADBAND	184 11%	72 13% f 39%	58 12% 31%	107 12% 58%	93 12% 51%af	24 6% 13%	117 10% 63%af	68 15% 37%afgj	8 8% 4%	119 10% 65%af

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
ANY BROADBAND	221	86	70	127	108	40	147	75	8	149
	14%	15%	14%	14%	13%	10%	12%	17%	8%	12%
		f	39%	57%	49%	18%	66%	34%fgj	4%	67%
ONLY 1 SERVICE	276	94	82	152	143	61	201	76	12	204
	17%	34%	30%	55%	52%	22%	73%	27%	4%	74%
2 SERVICES	75	26	25	41	33	17	49	26	5	49
	5%	5%	5%	5%	4%	4%	4%	6%	6%	4%
		37%	33%	55%	44%	22%	65%	35%	7%	66%
3 OR MORE SERVICES	53	10	10	19	20	10	30	23	-	30
	3%	2%	2%	2%	3%	2%	3%	5%	-	2%
		20%	19%	35%	38%	19%	57%	43%aefgj	-	57%
ANY COMMUNICATIONS SERVICE	404	133	117	212	196	87	279	125	17	283
	25%	24%	24%	23%	24%	21%	23%	29%	18%	23%
		33%	29%	52%	49%	22%	69%	31%fgj	4%	70%
None of these	1190	422	365	688	593	330	905	285	78	913
	73%	75%	75%	75%	74%	79%	75%	65%	81%	75%
		h	35%	50%	50%h	28%ah	76%h	24%	7%h	77%h
Don't know	43	10	7	16	13	3	16	27	1	16
	3%	2%	1%	2%	2%	1%	1%	6%	1%	1%
		fgj	22%	16%	30%	8%	38%	62%aefgj	3%	38%

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	25 2% 52%	23 4% 48%	14 2% 28%	34 3% 72%	23 3% 48%	14 7% 29%ah	33 2% 69%	4 11% 9%ah	5 11% 11%a	3 12% 6%
Mobile phone (that can t access the internet)	50 3%	24 2% 47%	26 5% 53%b	11 2% 22%	39 4% 78% ^d	21 2% 43%	7 4% 14%	40 3% 79%	2 6% 5%	4 8% 8%	- - -
Fixed Landline telephone	79 5%	- - bdf	79 14% 100%ab	12 2% 15%	67 7% 85% ^d	27 3% 34%	18 9% 22%ah	60 4% 76%	5 12% 6%ah	6 14% 8%a	3 13% 4%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g .it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 4%	28 3% bdf 39%	45 8% 61%ab	15 2% 21%	58 6% 79% ^d	25 3% 34%	12 6% 16%	62 4% 84%	3 8% 4%	1 2% 1%	1 4% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps*	134 8%	80 7% 60%	54 10% 40%	48 7% 36%	86 9% 64%	77 8% 58%	33 17% 24%ah	101 7% 76%	10 27% 8%ah	10 22% 8%a	7 34% 6%
Mobile broadband - Through a dongle or USB stick	66 4%	34 3% 50%	33 6% 50%b	24 4% 35%	43 4% 65%	38 4% 57%	16 8% 24%ah	51 4% 76%	7 17% 10%ah	4 9% 6%	3 11% 4%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 6%	62 6% 61%	41 7% 39%	34 5% 33%	69 7% 67%	53 6% 52%	29 15% 29%ah	73 5% 71%	11 29% 11%ah	7 15% 7%a	7 31% 7%
Make calls using a public payphone	80 5%	42 4% 52%	39 7% 48%b	24 4% 29%	57 6% 71%	38 4% 48%	25 13% 31%ah	56 4% 69%	7 18% 9%ah	5 10% 6%	4 19% 5%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	95 6%	47 4% 50%	48 9% 50%ab	25 4% 26%	70 7% 74%cd	43 5% 46%	21 11% 22%ah	70 5% 74%	7 17% 7%ah	9 19% 10%a	3 12% 3%
ANY FIXED BROADBAND	184 11%	101 9% 55%	83 15% 45%ab	62 10% 34%	122 12% 66%	100 11% 54%	37 19% 20%ah	147 10% 80%	11 28% 6%ah	10 22% 6%a	7 34% 4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
ANY BROADBAND	221	119	103	79	142	127	45	177	12	13	9
	14%	11%	18%	12%	14%	14%	23%	12%	30%	27%	42%
		54%	46%ab	36%	64%	58%	20%ah	80%	5%ah	6%a	4%
ONLY 1 SERVICE	276	146	130	103	174	141	58	214	10	16	10
	17%	14%	23%	16%	17%	15%	30%	15%	25%	35%	44%
		b 53%	47%ab	37%	63%	51%	21%ah	77%	3%	6%a	4%
2 SERVICES	75	41	34	23	52	45	21	54	5	7	5
	5%	4%	6%	4%	5%	5%	11%	4%	14%	15%	21%
		55%	45%	30%	70%	60%	28%ah	71%	7%ah	9%a	6%
3 OR MORE SERVICES	53	17	36	8	45	22	13	40	8	4	3
	3%	2%	6%	1%	4%	2%	7%	3%	20%	9%	11%
		bd 32%	68%ab	16%	84%cd	41%	24%ah	76%	14%ah	8%	5%
ANY COMMUNICATIONS SERVICE	404	204	200	134	271	208	92	308	22	27	17
	25%	19%	36%	21%	27%	23%	47%	22%	58%	58%	76%
		b 51%	49%ab	33%	67%cd	51%	23%ah	76%	6%ah	7%a	4%
None of these	1190	855	335	496	694	694	92	1087	14	20	5
	73%	79%	60%	78%	70%	76%	48%	76%	35%	42%	24%
		cgj 72%ac	26%	42%ae	56%	58%	6%	91%agi	1%	2%	-
Don't know	43	22	21	10	34	11	9	30	3	-	-
	3%	2%	4%	2%	3%	1%	5%	2%	7%	-	-
		f 51%	49%b	22%	78%cd	25%	21%h	68%	6%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	48 100% jk 100%acdefghi	3 6% 6% 100%abdefgh	7 9% 15%ah	8 11% 17%ah	16 12% 32%ah	16 9% 34%ah	32 2% 66%	13 19% 26%agh	19 18% 39%agh	6 7% 12%h	22 3% 47%	6 1% 12%
Mobile phone (that can t access the internet)	50 3%	3 6% 6% 100%abdefgh	50 100% 100%abdefgh ijk	10 13% 20%algh	7 10% 14%ah	6 4% 11%	9 5% 19%	41 3% 81%	10 15% 20%alghj	4 4% 9% 15%ah	7 9% 15%ah	16 2% 31%	16 4% 33%
Fixed Landline telephone	79 5%	7 15% l 9%ah	10 20% 13%ah	79 100% 100%abdefgh ijk	16 22% 20%ah	25 18% 31%ah	30 16% 38%ah	49 3% 62%	11 16% 14%ah	15 14% 19%ah	17 21% 21%ah	20 3% 25%	22 5% 28%l
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second" e.g .it could be "up to 17 Mbps"). Examples of online activity this allows include shopping and watching standard definition TV.	73 4%	8 17% him 11%ah	7 14% 10%ah	16 20% 22%ah	73 100% 100%abdefgh ijk	23 17% 31%ah	73 40% 100%abcdhij k	- - -	15 22% 20%ah	15 15% 21%ah	10 12% 13%ah	15 2% 21%	8 2% 12%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	134 8%	16 32% h	6 11% 4%h	25 31% 18%ach	23 31% 17%ach	134 100% hijk	134 73% 100%abcdehij k	- - -	27 41% 20%ach	31 30% 23%ach	24 30% 18%ach	61 8% 45%	33 8% 24%
Mobile broadband - Through a dongle or USB stick	66 4%	13 26% h	10 20% 15%ah	11 14% 16%ah	15 20% 22%ah	27 20% 41%ah	30 16% 45%ah	37 3% 55%	66 100% hjk	27 26% 40%ah	25 31% 38%adgh	31 4% 47%	13 3% 20%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 6%	19 39% 18%acdefgh	4 9% 4%	15 19% 14%ah	15 21% 15%ah	31 23% 30%ach	33 18% 32%ach	69 5% 68%	27 40% 26%acdefg h	103 100% 100%abcdefg hik	23 28% 22%ach	47 6% 46%	27 6% 26%
Make calls using a public payphone	80 5%	6 12% 7%ah	7 15% 9%ah	17 21% 21%ah	10 13% 12%ah	24 18% 30%ach	27 15% 34%ah	53 4% 66%	25 38% 31%abdefq hj	23 22% 28%ah	80 100% 100%abdefq hij	33 4% 41%	26 6% 33%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	95 6%	48 100% 50%adefghij k	50 100% 52%adefghij k	17 21% 18%ah	14 19% 14%ah	19 14% 20%ah	24 13% 25%ah	72 5% 75%	20 29% 21%afgh	20 20% 21%ah	13 16% 13%ah	37 5% 39%	22 5% 23%

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

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
	1670	56	47	84	71	127	174	1496	68	91	75	730	406
	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
	184	16	9	30	73	134	184	-	30	33	27	76	41
11%		34% h 9%ah	19% 5%ah	38% 16%ach	100% 40%abcdhij k	100% 73%abcdhi jk	100% 100%abcdhijk	- -	45% 16%ach	32% 18%ah	34% 15%ah	10% 41%	10% 22%
	221	20	15	33	73	134	184	37	66	42	36	98	49
14%		42% h 9%ah	31% 7%ah	42% 15%ah	100% 33%abcdhjk	100% 60%abcdhjk	100% 83%abcdhjk	3% 17%	100% 30%abcdhjk	41% 19%ah	45% 16%ah	13% 44%	11% 22%
	276	23	24	35	38	64	101	175	18	45	31	115	86
17%		48% h 8%ahi	48% 9%ahi	44% 13%ahi	51% 14%ahi	48% 23%ahi	55% 37%ahik	12% 63%	27% 7%ah	44% 16%ah	38% 11%ah	15% 42%	20% 31%l
	75	7	17	18	17	34	44	31	12	28	18	33	16
5%		16% h 10%ah	33% 22%ah	23% 24%ah	23% 22%ah	25% 45%ah	24% 58%ah	2% 42%	18% 16%ah	27% 37%ah	22% 24%ah	4% 44%	4% 21%
	53	18	10	26	19	36	39	14	36	30	32	20	10
3%		37% h 33%agh	19% 18%ah	33% 49%ah	33% 36%ah	27% 68%ah	21% 74%ah	1% 26%	55% 68%acdefgh j	29% 57%ah	40% 60%acgh	3% 38%	2% 19%
	404	48	50	79	73	134	184	220	66	103	80	168	112
25%		100% h 12%ah	100% 12%ah	100% 19%ah	100% 18%ah	100% 33%ah	100% 46%ah	15% 54%	100% 16%ah	100% 25%ah	100% 20%ah	22% 41%	26% 28%
	1190	-	-	-	-	-	-	1190	-	-	-	596	309
73%		- k bcdelfgj -	-	-	-	-	-	82% 100%abcdelfgj jk	-	-	-	77% 50%a	72% 26%
	k	-	-	-	-	-	-	-	-	-	-	-	-
	43	-	-	-	-	-	-	43	-	-	-	8	8
3%		- gl	-	-	-	-	-	3% 100%g	-	-	-	1% 18%	2% 19%

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	7 2% 14%	12 4% 26%	11 4% 24%	10 2% 22%	5 3% 11%	- - -	- - -	- - -	1 5% 2%	1 11% 2%	- - -
Mobile phone (that can t access the internet)	50 3%	8 3% 15%	5 2% 10%	9 3% 17%	17 4% 33%	9 5% 17%	3 4% 6%	1 2% 1%	- - -	- - -	- - -	- - -
Fixed Landline telephone	79 5%	21 7% 26%	14 5% 18%	10 4% 13%	22 5% 28%	5 3% 7%	3 4% 4%	2 5% 3%	1 9% 2%	- - -	- - -	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	73 4%	17 6% 23%	16 6% 22%	15 5% 20%	15 4% 21%	5 3% 7%	3 4% 4%	1 3% 2%	- - -	- - -	- - -	- - -

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s"	134 8%	32 11% 24% ^d	25 9% 19%	20 7% 15%	28 6% 21%	16 9% 12%	4 5% 3%	- - -	1 4% 1%	4 18% 3%	1 19% 1%	3 24% 2%
Mobile broadband - Through a dongle or USB stick	66 4%	21 7% 32% ^{d,e}	11 4% 16%	12 4% 18%	15 3% 22%	4 2% 6%	2 3% 4%	1 2% 1%	- - -	- - -	1 19% 2%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 6%	19 6% 19%	17 6% 17%	16 6% 16%	28 6% 26%	11 6% 10%	1 2% 1%	2 5% 2%	3 20% 3%	- - -	1 11% 1%	4 38% 4%
Make calls using a public payphone	80 5%	18 6% 22%	14 5% 17%	8 3% 10%	21 5% 26%	10 6% 13%	4 4% 4%	1 2% 1%	- - -	2 8% 2%	2 30% 2%	2 14% 2%
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	95 6%	13 5% 14%	15 5% 16%	20 8% 21%	27 6% 26%	14 8% 15%	3 4% 3%	1 2% 1%	- - -	1 5% 1%	1 11% 1%	- - -
ANY FIXED BROADBAND	184 11%	41 14% 22%	33 12% 18%	30 11% 16%	42 10% 23%	21 12% 11%	7 8% 4%	1 3% 1%	1 4% *	4 18% 2%	1 19% 1%	3 24% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
ANY BROADBAND	221	50	38	36	54	23	9	1	1	4	1	3
14%		17%	14%	14%	12%	13%	11%	3%	4%	18%	19%	24%
		23%	17%	16%	24%	11%	4%	1%	*	2%	1%	1%
ONLY 1 SERVICE	276	63	41	43	75	33	12	3	4	4	-	-
17%		21%	15%	16%	17%	18%	14%	7%	25%	16%	-	-
		23% ^b	15%	16%	27%	12%	4%	1%	1%	1%	-	-
2 SERVICES	75	8	13	9	22	13	3	1	1	2	-	4
5%		3%	5%	3%	5%	7%	3%	2%	4%	8%	-	38%
		11%	17%	11%	30%	18% ^a	4%	1%	1%	2%	-	6%
3 OR MORE SERVICES	53	14	10	11	2	1	1	-	-	2	-	-
3%		5%	4%	4%	3%	1%	2%	2%	-	30%	-	-
		27%	19%	22%	21%	4%	2%	1%	-	4%	-	-
ANY COMMUNICATIONS SERVICE	404	85	64	63	108	48	16	4	5	5	2	4
25%		29%	23%	24%	25%	27%	19%	10%	29%	24%	30%	38%
		21%	16%	16%	27%	12%	4%	1%	1%	1%	*	1%
None of these	1190	207	212	193	317	123	64	35	11	17	5	7
73%		70%	76%	72%	72%	69%	77%	90%	67%	76%	70%	62%
		17%	18%	16%	27%	10%	5%	3%	1%	1%	*	1%
Don't know	43	2	5	12	12	8	3	-	1	-	-	-
3%		1%	2%	4%	3%	5%	4%	-	4%	-	-	-
		5%	11%	27% ^a	29%	19% ^a	8%	-	2%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	12	4	13	10	5	1	-	1	1	1	-	16	21	1	7	3	-
	3%	4%	3%	4%	4%	2%	*	-	1%	2%	5%	-	3%	3%	2%	4%	4%	-
		25% _f	9%	28% _f	21% _f	10%	1%	-	2%	2%	2%	-	33%	43%	3%	14%	7%	-
Mobile phone (that can t access the internet)	50	9	2	12	7	7	8	3	2	-	-	-	23	16	5	3	4	-
	3%	3%	2%	4%	3%	3%	6%	4%	2%	-	-	-	4%	2%	6%	1%	5%	-
		17%	4%	24%	15%	14%	16%	5%	5%	-	-	-	45%	32%	10% _m	5%	8%	-
Fixed Landline telephone	79	23	7	12	16	7	4	1	6	2	-	-	26	30	4	13	5	-
	5%	8%	5%	3%	6%	3%	3%	2%	6%	5%	-	-	5%	4%	4%	7%	7%	-
		29% _c	9%	15%	20%	9%	5%	2%	8%	3%	-	-	33%	39%	5%	17%	7%	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g .it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73	18	5	17	10	7	7	7	1	1	-	-	34	19	4	11	5	-
	4%	6%	4%	5%	4%	3%	5%	11%	1%	2%	-	-	6%	3%	5%	6%	6%	-
		24%	6%	23%	14%	9%	10%	10% _{eh}	2%	2%	-	-	47% _m	26%	5%	15% _m	6%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps*.	134	34	13	25	20	11	13	4	5	6	1	3	54	42	7	21	7	3
	8%	11%	10%	7%	8%	5%	9%	6%	5%	12%	9%	24%	10%	6%	8%	11%	9%	24%
		25%e	10%	19%	15%	8%	10%	3%	3%	5%	1%	2%	40%lm	31%	5%	16%lm	5%	2%
Mobile broadband - Through a dongle or USB stick	66	15	7	20	9	6	5	1	2	-	1	-	22	22	4	13	5	-
	4%	5%	5%	6%	4%	3%	4%	1%	2%	-	9%	-	4%	3%	5%	7%	7%	-
		22%	10%	31%	14%	9%	8%	1%	3%	-	2%	-	33%	34%	7%	19%lm	8%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103	26	11	16	7	15	9	4	8	1	2	4	28	44	6	17	4	4
	6%	8%	8%	5%	3%	7%	6%	6%	8%	1%	13%	38%	5%	6%	7%	10%	5%	38%
		25%cd	10%cd	16%	7%	15%	9%	4%	7%	1%	2%	4%	27%	43%	6%	17%ld	4%	4%
Make calls using a public payphone	80	20	10	13	12	5	7	2	4	3	2	2	32	31	8	4	4	2
	5%	7%	7%	4%	5%	2%	5%	3%	4%	7%	14%	14%	6%	4%	9%	2%	5%	14%
		25%e	12%e	17%	15%	7%	8%	2%	5%	4%	2%	2%	40%	38%	10%o	5%	5%	2%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	95	20	7	24	17	12	9	3	3	1	1	-	38	36	6	9	7	-
	6%	6%	5%	7%	7%	5%	6%	4%	4%	2%	5%	4%	-	7%	5%	7%	5%	8%
		21%	7%	25%	18%	12%	9%	3%	4%	1%	1%	-	40%	38%	6%	9%	7%	-
ANY FIXED BROADBAND	184	42	15	37	28	17	18	10	6	7	1	3	75	57	10	29	11	3
	11%	14%	11%	11%	11%	7%	12%	10%	6%	14%	9%	24%	14%	8%	12%	16%	14%	24%
		23%e	8%	20%	15%	9%	10%	6%	3%	4%	1%	1%	41%lm	31%	5%	16%lm	6%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
ANY BROADBAND	221	46	18	47	36	22	21	11	8	7	1	3	86	70	13	38	13	3
	14%	15%	14%	14%	14%	10%	15%	17%	8%	14%	9%	24%	16%	10%	16%	21%	16%	24%
		21%	8%	21%	16%	10%	10%	5%	4%	3%	1%	1%	39% _m	32%	6%	17% _{um}	6%	1%
ONLY 1 SERVICE	276	64	21	51	53	28	25	12	13	8	1	-	105	95	13	51	12	-
	17%	21%	16%	15%	22%	12%	17%	19%	13%	15%	8%	-	19%	13%	16%	28%	15%	-
		23% _{de}	8%	16%	18%	10%	9%	5%	5%	3%	-	-	38% _m	34%	5%	19% _{lump}	4%	-
2 SERVICES	75	14	2	12	9	14	5	4	7	4	-	4	23	31	6	5	6	4
	5%	5%	1%	4%	4%	6%	4%	6%	7%	7%	-	38%	4%	4%	7%	3%	7%	38%
		19%	3%	16%	12%	16%	7%	5%	9% _{ab}	5%	-	6%	31%	42%	8%	6%	8%	6%
3 OR MORE SERVICES	53	13	9	14	6	1	6	1	1	-	2	-	21	17	4	6	4	-
	3%	4%	7%	4%	2%	1%	4%	1%	1%	-	14%	-	4%	2%	5%	4%	5%	-
		25% _{de}	16% _{de}	27% _{de}	10%	3%	11% _{de}	1%	2%	-	4%	-	40%	33%	7%	12%	8%	-
ANY COMMUNICATIONS SERVICE	404	92	32	77	68	44	36	17	20	11	3	4	149	144	23	62	22	4
	25%	30%	24%	23%	27%	19%	25%	25%	21%	22%	22%	38%	27%	20%	28%	34%	28%	38%
		23% _{de}	8%	19%	17%	11%	9%	4%	5%	3%	1%	1%	37% _m	36%	6%	15% _{um}	5%	1%
None of these	1190	214	93	247	172	176	109	50	74	37	11	7	384	567	58	120	54	7
	73%	70%	72%	73%	69%	78%	74%	75%	75%	73%	74%	62%	70%	78%	71%	66%	69%	62%
		16%	8%	21%	14%	15% _a	9%	4%	6%	3%	1%	1%	32%	48% _{lo}	5%	10%	5%	1%
Don't know	43	2	6	13	8	7	1	-	4	2	1	-	19	20	1	1	3	-
	3%	1%	4%	4%	3%	3%	1%	-	4%	5%	5%	-	3%	3%	2%	-	3%	-
		5%	13% _a	30% _a	18% _a	15%	3%	-	9% _a	5% _a	2%	-	43% _o	46%	3%	2%	6%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 3%	48 3% 99%	* 2% 1%	- - -
Mobile phone (that can t access the internet)	50 3%	50 3% 100%	- - -	- - -
Fixed Landline telephone	79 5%	77 5% 97%	2 9% 3%	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g .it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 4%	73 5% 100%	* 1% *	- - -
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	134 8%	132 8% 99%	1 5% 1%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Mobile broadband - Through a dongle or USB stick	66 4%	65 4%	1 5%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 6%	102 6%	* 2%	-
Make calls using a public payphone	80 5%	79 5%	2 8%	-
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	95 6%	95 6%	* 2%	-
ANY FIXED BROADBAND	184 11%	183 11%	2 7%	-
ANY BROADBAND	221 14%	219 14%	3 1%	-
ONLY 1 SERVICE	276 17%	271 17%	5 22%	-
2 SERVICES	75 5%	75 5%	* 1%	-
3 OR MORE SERVICES	53 3%	53 3%	* 2%	-
ANY COMMUNICATIONS SERVICE	404 25%	399 25%	6 25%	-

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

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
None of these	1190	1173	17	-
	73%	73%	75%	-
		99%	1%	-
Don't know	43	43	-	-
	3%	3%	-	-
		100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	24 2% p	24 2% 50%	2 1% 5%	6 2% 13%	4 1% 8%	7 2% 15%	10 3% 21%	10 5% 22%ade	8 4% 17%def	8 1% 18%	21 2% 44%	18 4% 38%akl	17 2% 35%	31 3% 65%	2 1% 5%	23 2% 47%	23 4% 48%apq
Mobile phone (that can t access the internet)	50 2%	28 3% 57%	22 2% 43%	4 1% 8%	10 2% 19%	4 1% 9%	9 3% 18%	11 3% 23%	8 4% 17%df	3 2% 7%	14 2% 27%	25 3% 50%	12 3% 23%	24 2% 47%	26 3% 53%	7 2% 14%	27 2% 54%	16 3% 32%
Fixed Landline telephone	79 4%	39 4% 50%	40 4% 50%	12 4% 15%	17 4% 21%	10 3% 12%	18 5% 22%ah	11 3% 14%	4 2% 6%	7 4% 9%	29 4% 37%	38 4% 48%	12 3% 15%	31 3% 39%	48 4% 61%	13 3% 17%	34 3% 43%	52 5% 41%q
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 3%	37 4% p	36 3% 49%	12 4% 16%	13 3% 18%	13 4% 17%	12 4% 16%	12 3% 16%	9 4% 12%aj	3 1% 4%	25 4% 34%	37 4% 50%	12 3% 16%	33 3% 45%	40 4% 55%	6 1% 8%	37 3% 50%	31 5% 42%ap
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. 'up to 52 Mbit/s, up to 100 Mbit/s'.	134 6%	64 6% jm	69 6% 52%	19 6% 14%	39 10% 30%ahij	22 6% 16%	22 6% 17%	18 5% 13%	8 4% 6%	5 3% 4%	58 8% 43%am	62 6% 46%am	14 3% 10%	58 5% 44%	75 7% 56%	19 4% 14%	63 6% 47%	52 6% 39%pq

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Mobile broadband - Through a dongle or USB stick	66 3%	37 3% 56%	30 3% 44%	4 1% 5%	12 3% 18%	12 4% 19%	12 4% 18%	15 4% 23% _d	6 3% 10%	5 2% 7%	16 2% 24%	40 4% 59%	11 3% 17%	27 3% 41%	39 4% 59%	14 3% 20%	27 2% 40%	26 4% 40% _q
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 5%	41 4% im 40%	61 6% 60%	9 3% 8%	26 6% 25% _{ij}	18 5% 18%	19 6% 18%	21 6% 20% _{ij}	5 2% 5%	5 3% 5%	34 5% 33% _m	58 6% 57% _m	10 2% 10%	46 4% 44%	57 5% 56%	24 6% 23%	49 4% 48%	30 5% 29%
Make calls using a public payphone	80 4%	38 4% 47%	43 4% 53%	9 3% 11%	18 4% 22%	15 4% 18%	15 4% 19%	13 4% 16%	7 3% 9%	4 2% 4%	26 4% 33%	43 4% 54%	11 3% 14%	33 3% 41%	47 4% 59%	13 3% 16%	39 4% 49%	29 5% 36%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	95 4%	52 5% 55%	43 4% 45%	6 2% 6%	16 4% 17%	8 2% 9%	16 5% 17%	21 6% 22% _d _f	17 7% 17% _{kade} l	11 5% 11% _d	22 3% 23%	46 4% 48%	27 6% 29% _{kak}	40 4% 42%	55 5% 58%	10 2% 10%	49 4% 51%	37 6% 39% _p
ANY FIXED BROADBAND	184 9%	90 9% jm 49%	94 8% 51%	24 8% 13% _j	51 12% 28% _{sah} j	33 9% 18% _j	31 9% 17% _j	25 7% 13% _j	15 6% 8%	6 3% 3%	75 11% 41% _m	89 9% 48% _m	21 5% 11%	88 8% 48%	97 9% 52%	24 6% 13%	92 8% 50%	68 11% 37% _p
ANY BROADBAND	221 10%	112 11% jm 51%	109 10% 49%	25 8% 11%	59 15% 27% _{adi} j	40 11% 18% _j	38 11% 17% _j	34 10% 16% _j	17 8% 8%	8 4% 4%	84 12% 38% _m	112 11% 51% _m	25 6% 11%	108 10% 49%	113 10% 51%	34 8% 15%	110 10% 50%	78 12% 35% _p
ONLY 1 SERVICE	276 13%	139 13% djm 50%	138 12% 50%	24 8% 9%	63 15% 23% _{dj}	49 14% 18% _{dj}	65 19% 23% _{adh} ij	39 12% 14%	23 10% 8%	14 7% 5%	87 12% 31%	153 15% 55% _m	37 9% 13%	118 11% 43%	158 15% 57% _{kn}	40 9% 14%	137 12% 50%	99 16% 36% _p
2 SERVICES	75 3%	32 3% 42%	43 4% 58%	7 2% 10%	23 6% 31% _{aij}	10 3% 13%	12 3% 15%	14 4% 19%	5 2% 7%	4 2% 5%	31 4% 41% _m	35 3% 47%	9 2% 12%	43 4% 57%	32 3% 43%	12 3% 16%	43 4% 58%	19 3% 26%
3 OR MORE SERVICES	53 2%	28 3% 53%	25 2% 47%	8 3% 15%	10 2% 18%	8 2% 14%	7 2% 12%	12 4% 23%	5 2% 10%	4 2% 8%	17 2% 32%	26 3% 49%	9 2% 16%	20 2% 36%	33 3% 62%	10 2% 19%	21 2% 40%	22 3% 41%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
ANY COMMUNICATIONS SERVICE	404	199	206	39	96	67	83	65	33	22	135	215	55	181	224	62	202	140
	19%	19%	18%	13%	24%	19%	24%	19%	14%	11%	19%	21%	13%	17%	21%	15%	18%	22%
		djm 49%	51%	10%	24%adi	16%j	20%adi	16%j	8%	5%	33%am	53%am	14%	45%	55%an	15%	50%	35%ap
None of these	1190	594	596	63	223	209	192	214	153	137	286	614	290	629	561	250	624	316
	55%	57%	54%	21%	55%	60%	56%	63%	67%	70%	40%	60%	69%	58%	52%	59%	56%	50%
		dkr 50%	50%	5%	19%ad	18%ad	16%ad	18%ade	13%ade	12%ade	24%	52%ak	24%akl	53%ao	47%	21%ar	52%ar	27%
Don't know	43	24	19	4	1	6	9	11	5	7	5	26	13	19	24	12	15	16
	2%	2%	2%	1%	1%	2%	3%	3%	2%	4%	1%	3%	3%	2%	2%	3%	1%	3%
		ek 55%	45%	6%	3%	13%	21%e	26%e	13%e	16%e	11%	60%k	29%k	44%	56%	28%	35%	37%
Not asked	525	232	293	197	87	68	57	50	36	29	284	175	66	249	276	100	266	159
	24%	22%	26%	65%	21%	20%	17%	15%	16%	15%	40%	17%	16%	23%	25%	24%	24%	25%
		ghjlm 44%	56%b	38%aeef	17%hj	13%	11%	9%	7%	6%	54%alm	33%	13%	47%	53%	19%	51%	30%
				qhji														

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	40	3	4	1	2	5	3	2	9	5	4	4	7	4	3	1
	2%	2%	2%	4%	2%	2%	2%	1%	1%	5%	2%	2%	1%	4%	4%	2%	2%
		83%	7%	9%	2%	4%	10%	5%	19%am	10%	9%	8%	14%	9%	7%	2%	
Mobile phone (that can t access the internet)	50	43	5	1	*	1	4	5	2	5	7	10	7	4	1	5	*
	2%	2%	3%	1%	1%	1%	2%	3%	1%	3%	3%	4%	2%	2%	1%	3%	1%
		87%	10%	3%	1%	1%	1%	8%	10%	3%	9%	14%	20%	14%	7%	3%	10%
Fixed Landline telephone	79	62	7	6	3	2	11	5	7	7	14	9	4	3	6	7	3
	4%	3%	4%	6%	7%	2%	5%	3%	5%	4%	6%	3%	1%	2%	6%	4%	7%
		79%	9%	8%	4%	2%	13%am	6%	9%am	9%	17%am	11%	6%	4%	8%am	9%	4%am
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB\second* e.g .it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	73	54	9	9	2	4	3	4	7	12	4	5	11	5	9	9	2
	3%	3%	5%	8%	4%	4%	1%	2%	4%	7%	2%	2%	3%	3%	8%	5%	4%
		73%	12%	12%ab	3%	5%	4%	5%	5%	9%	16%aghl	6%	7%	14%	7%	12%aghl	12%g

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. 'up to 52 Mbps, up to 100 Mbps'	134 6%	106 6% 80%	8 4% 6%	18 17% 14%abce	1 2% 1%	4 4% 3%	17 7% 12%	5 3% 4%	10 7% 8%	12 7% 9%	21 9% 16%hmq	14 5% 10%	13 4% 10%	9 5% 7%	18 17% 14%afghij lmnpq	8 4% 6%	1 2% 1%
Mobile broadband - Through a dongle or USB stick	66 3%	51 3% 77%	7 4% 11%	6 6% 10%	2 3% 2%	3 3% 4%	6 3% 9%	1 1% 1%	5 3% 8%	9 5% 14%hl	8 4% 13%	3 1% 5%	11 3% 16%	5 3% 8%	6 6% 10%hl	7 4% 11%h	2 3% 2%h
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 5%	82 4% 80%	10 5% 9%	9 9% 9%	2 4% 2%	3 3% 3%	4 2% 4%	7 4% 7%	3 2% 3%	9 5% 8%	13 6% 13%	12 5% 12%	20 6% 20%g	11 6% 10%	9 9% 9%gi	10 5% 9%	2 4% 2%
Make calls using a public payphone	80 4%	70 4% 87%	4 2% 5%	4 4% 5%	3 5% 3%	1 1% 1%	10 5% 13%	3 2% 3%	3 2% 4%	4 2% 5%	18 8% 22%afth jnp	14 5% 17%	13 4% 16%	5 3% 6%	4 4% 5%	4 2% 5%	3 5% 3%h
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	95 4%	82 4% 86%	8 4% 9%	4 4% 4%	1 2% 1%	3 3% 3%	9 4% 9%	8 8% 8%	4 2% 4%	12 7% 13%	11 5% 12%	14 5% 15%	11 3% 11%	10 6% 11%	4 4% 4%	8 4% 9%	1 2% 1%
ANY FIXED BROADBAND	184 9%	148 8% 80%	13 7% 7%	21 19% 11%abce	3 7% 2%	6 7% 3%	18 8% 10%	8 4% 4%	16 10% 9%	21 12% 11%h	26 11% 14%h	19 7% 10%	23 7% 12%	12 7% 7%	21 19% 11%afghim nq	13 7% 7%	3 7% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124	
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49	
ANY BROADBAND	221	179	17	21	5	7	20	9	21	27	30	21	30	14	21	17	5	
10%	10%	10%	9%	19%	10%	8%	9%	5%	13%	15%	13%	8%	9%	8%	19%	9%	10%	
h 81%	8%	8%	9%abc	2%	3%	3%	9%	4%	9%h	12%ahh	14%h	10%	13%	6%	9%afghim np	8%	2%	
ONLY 1 SERVICE	276	222	29	16	10	7	22	19	23	27	30	39	43	14	16	29	10	
13%	12%	16%	14%	20%	7%	10%	11%	15%	15%	13%	15%	13%	8%	14%	16%	20%		
80%	11%	11%	6%	4%ab	2%	8%	7%	8%	10%n	11%	14%n	15%	5%	6%	11%n	4%afghn		
2 SERVICES	75	67	3	4	1	3	5	5	2	10	18	8	8	7	4	3	1	
3%	4%	2%	4%	3%	3%	3%	2%	3%	1%	6%	8%	3%	2%	4%	4%	2%	3%	
89%	4%	4%	5%	2%	4%	7%	7%	7%	3%	14%p	23%agi mp	11%	10%	10%	5%	4%	2%	
3 OR MORE SERVICES	53	41	5	7	*	1	7	1	3	5	8	5	6	5	7	5	*	
2%	2%	2%	6%	1%	1%	1%	3%	1%	2%	3%	3%	2%	2%	3%	6%	2%	1%	
78%	9%	9%	13%ab	1%	2%	13%	2%	2%	6%	10%	15%	9%	12%	10%	13%ahim	9%	1%	
ANY COMMUNICATIONS SERVICE	404	330	36	26	12	11	34	25	28	43	55	52	57	27	26	36	12	
19%	18%	20%	24%	23%	12%	15%	14%	18%	24%	24%	24%	20%	18%	14%	24%	20%	23%	
82%	9%	9%	7%	3%	3%	8%	6%	7%	11%lghn	14%lgh n	13%	14%	7%	7%h	9%	3%h		
None of these	1190	1021	88	51	29	51	136	107	96	100	118	112	189	112	51	88	29	
55%	56%	48%	47%	60%	57%	60%	61%	62%	56%	51%	43%	59%	61%	47%	48%	60%		
l 86%	7%	4%	2%	4%l	11%lop	9%lop	8%klop	9%	10%	9%	16%lp	9%lop	4%	7%	2%l			
43	33	9	1	-	-	-	4	1	1	1	6	9	5	7	1	9	-	
2%	2%	5%	1%	-	-	-	2%	*	1%	1%	3%	3%	1%	4%	1%	5%	-	
77%	22%abe	2%	-	-	-	10%	1%	1%	3%	3%	14%	20%h	10%	15%h	2%	22%afhijm q	-	
Not asked	525	437	50	30	8	28	52	42	29	34	54	89	70	39	30	50	8	
24%	24%	27%	28%	17%	31%	23%	24%	19%	19%	17%	23%	34%	22%	21%	28%	27%	17%	
83%	9%	9%	6%	2%	5%ljq	10%	8%	6%	6%	6%	10%	17%agh iklmnq	13%	7%	6%	9%	2%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	44 2% jkn 91%	3 1% 6%	17 4% 36%ae	27 2% 56%	17 5% 36%ag	11 1% 23%	19 5% 39%ai	10 1% 20%	- - -	- - -	7 5% 14%ajkno	23 12% 48%ajkno	- - -	29 2% 60%jkn
Mobile phone (that can t access the internet)	50 2%	44 2% m 88%	6 2% 12%	12 3% 24%	37 2% 75%	11 3% 22%	23 3% 46%	14 4% 29%	20 3% 40%	20 2% 39%am	12 5% 23%ajlmno	- - -	- - -	28 2% 55%am	28 2% 55%am
Fixed Landline telephone	79 4%	75 4% c 96%ac	2 1% 2%	18 5% 23%	58 3% 74%	22 7% 28%ag	33 4% 42%	27 7% 34%ai	28 4% 36%	45 5% 58%	9 4% 11%	5 4% 7%	9 5% 11%	52 5% 66%	61 4% 77%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 3%	64 3% 88%	8 3% 10%	20 5% 28%ae	49 3% 67%	22 7% 30%ag	27 3% 37%	25 6% 33%ai	24 3% 33%	40 4% 55%	16 7% 22%a	6 4% 8%	10 5% 14%	52 5% 72%	63 5% 86%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	134 6%	118 6% 88%	15 5% 11%	40 10% 30%ae	92 5% 69%	39 12% 29%ag	55 7% 41%	47 12% 35%ai	46 6% 35%	91 9% 68%a	24 11% 18%a	11 8% 8%	18 9% 14%	107 9% 80%a	125 9% 94%a
Mobile broadband - Through a dongle or USB stick	66 3%	60 3% 90%	5 2% 8%	21 5% 32%ae	39 2% 58%	19 6% 29%ag	20 2% 30%	20 5% 31%ai	19 3% 29%	38 4% 57%ai	11 5% 16%ai	- - -	14 7% 22%ajno	47 4% 71%ai	56 4% 84%ai
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 5%	92 5% 90%	9 3% 9%	20 5% 20%	79 5% 77%	23 7% 23%	46 6% 45%	26 6% 26%	43 6% 42%	56 6% 55%	17 8% 17%a	9 7% 8%	17 9% 17%a	74 7% 72%	91 7% 88%a
Make calls using a public payphone	80 4%	75 4% 93%	6 2% 7%	20 5% 25%	58 3% 72%	25 8% 31%ag	37 4% 46%	29 7% 37%a	32 4% 40%	48 5% 60%	10 5% 13%	8 6% 9%	8 4% 10%	57 5% 71%	67 5% 83%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	95 4%	85 4% jn 89%	9 3% 10%	28 7% 29%ae	63 4% 67%	28 8% 29%ag	34 4% 36%	33 8% 34%ai	29 4% 31%	20 2% 21%	12 5% 12%jn	7 5% 7%j	23 12% 24%ajkn o	28 2% 29%	56 4% 59%jn

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
ANY FIXED BROADBAND	184 9%	162 9%	21 8%	49 13%	130 8%	49 15%	78 9%	59 14%	69 9%	126 13%	34 16%	16 13%	21 11%	149 13%	171 13%
ANY BROADBAND	221 10%	195 10%	25 9%	57 14%	154 9%	56 17%	90 11%	65 16%	81 11%	150 15%	41 19%	16 13%	27 14%	178 16%	203 15%
ONLY 1 SERVICE	276 13%	241 13%	36 13%	51 13%	211 13%	71 22%	115 14%	82 20%	104 14%	167 17%	43 20%	21 16%	15 8%	200 18%	223 16%
2 SERVICES	75 3%	69 4%	6 2%	16 4%	57 3%	15 4%	36 5%	15 4%	36 5%	46 5%	15 7%	9 7%	10 5%	57 5%	67 5%
3 OR MORE SERVICES	53 2%	50 3%	2 1%	20 5%	32 2%	18 5%	20 2%	23 6%	15 2%	23 2%	7 3%	2 2%	16 8%	28 3%	43 3%
ANY COMMUNICATIONS SERVICE	404 19%	360 19%	44 16%	87 22%	300 18%	104 32%	171 21%	120 29%	155 21%	235 24%	65 30%	31 24%	41 21%	286 26%	333 24%
None of these	1190 55%	1067 57%	118 44%	218 55%	938 56%	177 54%	512 62%	229 56%	460 61%	733 75%	149 69%	96 75%	152 77%	831 73%	1010 74%
Don't know	43 2%	39 2%	4 2%	11 3%	27 2%	6 2%	7 1%	8 2%	5 1%	14 1%	1 1%	1 2%	4 2%	15 1%	20 1%
Not asked	525 24%	416 22%	104 39%	80 20%	416 25%	42 13%	140 17%	54 13%	128 17%	- -	- -	- -	- -	- -	- -
	ijk mno	ijk mno	gh 20%ab	15%	79%	8%	27%	10%	24%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	8 1%	7 1%	14 2%	20 2%	8 2%	28 2%	20 2%	1 1%	28 2%
		17%	14%	29%	41%	17%	58%	42%	3%	58%
Mobile phone (that can t access the internet)	50 2%	21 4%	13 3%	27 3%	22 3%	10 2%	32 3%	18 2%	3 3%	33 3%
		42%	26%	54%	45%	19%	64%	36%	6%	65%
Fixed Landline telephone	79 4%	26 5%	12 2%	33 4%	29 4%	15 4%	42 4%	36 4%	4 4%	43 4%
		32%	15%	42%	37%	19%	54%	46%	5%	55%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g .it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 3%	20 3%	18 4%	31 3%	- -	24 6%	24 2%	50 5%	2 2%	26 2%
		eg 27%	24%	42%	-	32%aagj	32%ae	68%aagj	3%e	36%e

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	134 6%	55 10% fh 41%a	45 9% 34%a	83 9% 62%a	93 12% 70%afghj	- - -	93 8% 70%fh	41 4% 30%l	5 6% 4%l	93 8% 70%fh
Mobile broadband - Through a dongle or USB stick	66 3%	22 4% 33%	18 4% 27%	31 3% 47%	27 3% 40%	19 4% 28%h	44 4% 67%	22 - 33%	- - -	44 5% 67%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 5%	- - bh -	33 7% 32%bd	33 4% 32%b	50 6% 49%h	26 6% 25%h	73 6% 71%h	29 3% 29%	3 3% 3%	73 6% 71%h
Make calls using a public payphone	80 4%	31 5% h 38%	21 4% 26%	42 5% 53%	34 4% 43%h	24 6% 30%h	59 5% 73%h	22 2% 27%	3 4% 4%	60 5% 74%h
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	95 4%	29 5% 30%	20 4% 20%	41 4% 43%	42 5% 44%	17 4% 18%	59 5% 62%	36 4% 38%	4 5% 5%	60 5% 63%
ANY FIXED BROADBAND	184 9%	72 13% 39%a	58 12% 31%a	107 12% 58%a	93 12% 51%afh	24 6% 13%	117 10% 63%fh	68 7% 37%	8 8% 4%	119 10% 65%fh

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
ANY BROADBAND	221	86	70	127	108	40	147	75	8	149
10%		15%	14%	14%	13%	10%	12%	8%	8%	12%
		h 39%a	32%a	57%a	49%ah	18%	66%h	34%	4%	67%h
ONLY 1 SERVICE	276	94	82	152	143	61	201	76	12	204
13%		17%	17%	17%	18%	14%	17%	8%	12%	17%
		h 34%a	30%a	55%a	52%ah	22%h	73%ah	27%	4%	74%ah
2 SERVICES	75	26	25	41	33	17	49	26	5	49
3%		5%	5%	5%	4%	4%	4%	6%	6%	4%
		37%	33%	55%	44%	22%	65%	35%	7%	66%
3 OR MORE SERVICES	53	10	10	19	20	10	30	23	-	30
2%		2%	2%	2%	3%	2%	3%	2%	-	2%
		20%	19%	35%	38%	19%	57%	43%	-	57%
ANY COMMUNICATIONS SERVICE	404	133	117	212	196	87	279	125	17	283
19%		24%	24%	23%	24%	21%	23%	13%	18%	23%
		h 33%a	29%a	52%a	49%ah	22%h	69%ah	31%	4%	70%ah
None of these	1190	422	365	688	593	330	905	285	78	913
55%		75%	75%	75%	74%	79%	75%	30%	81%	75%
		h 35%a	31%a	58%a	50%ah	28%ah	76%ah	24%	7%ah	77%ah
Don't know	43	10	7	16	13	3	16	27	1	16
2%		2%	1%	2%	2%	1%	1%	3%	1%	1%
		22%	16%	38%	30%	8%	38%	62%h[j]	3%	38%
Not asked	525	-	-	-	-	-	-	525	-	-
24%		-	-	-	-	-	-	55%	-	-
		bcdefg[j]	-	-	-	-	-	100%aefg[j]	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	25 2% 52%	23 2% 48%	14 2% 28%	34 2% 72%	23 3% 48%	14 7% 29%ah	33 2% 69%	4 11% 9%ah	5 11% 11%a	3 12% 6%
Mobile phone (that can t access the internet)	50 2%	24 2% 47%	26 2% 53%	11 2% 22%	39 3% 78%	21 2% 43%	7 4% 14%	40 3% 79%	2 6% 5%	4 8% 8%a	- - -
Fixed Landline telephone	79 4%	- - bd	79 7% 100%ab	12 2% 15%	67 4% 85%cd	27 3% 34%	18 9% 22%ah	60 4% 76%	5 12% 6%ah	6 14% 8%a	3 13% 4%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g .it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 3%	28 3% 39%	45 4% 61%	15 2% 21%	58 4% 79%	25 3% 34%	12 6% 16%	62 4% 84%	3 8% 4%	1 2% 1%	1 4% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps*	134 6%	80 7% 60% ^c	54 5% 40%	48 7% 36%	86 6% 64%	77 8% 58% ^a	33 17% 24% ^{ah}	101 7% 76%	10 27% 8% ^{ah}	10 22% 8% ^a	7 34% 6%
Mobile broadband - Through a dongle or USB stick	66 3%	34 3% 50%	33 3% 50%	24 4% 35%	43 3% 65%	38 4% 57%	16 8% 24% ^{ah}	51 4% 76%	7 17% 10% ^{ah}	4 9% 6% ^a	3 11% 4%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 5%	62 6% 61% ^c	41 4% 39%	34 5% 33%	69 5% 67%	53 6% 52%	29 15% 29% ^{ah}	73 5% 71%	11 29% 11% ^{ah}	7 15% 7% ^a	7 31% 7%
Make calls using a public payphone	80 4%	42 4% 52%	39 4% 48%	24 4% 29%	57 4% 71%	38 4% 48%	25 13% 31% ^{ah}	56 4% 69%	7 18% 9% ^{ah}	5 10% 6% ^a	4 19% 5%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	95 4%	47 4% 50%	48 4% 50%	25 4% 26%	70 5% 74%	43 5% 46%	21 11% 22% ^{ah}	70 5% 74%	7 17% 7% ^{ah}	9 19% 10% ^a	3 12% 3%
ANY FIXED BROADBAND	184 9%	101 9% 55%	83 8% 45%	62 10% 34%	122 8% 66%	100 11% 54% ^a	37 19% 20% ^{ah}	147 10% 80%	11 28% 6% ^{ah}	10 22% 6% ^a	7 34% 4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
ANY BROADBAND	221	119	103	79	142	127	45	177	12	13	9
	10%	11%	9%	12%	9%	14%	23%	12%	30%	27%	42%
		54%	46%	36%	64%	58%a	20%ah	80%	5%ah	6%a	4%
ONLY 1 SERVICE	276	146	130	103	174	141	58	214	10	16	10
	13%	14%	12%	16%	11%	15%	30%	15%	25%	35%	44%
		53%	47%	37%ae	63%	51%	21%ah	77%	3%a	6%a	4%
2 SERVICES	75	41	34	23	52	45	21	54	5	7	5
	3%	4%	3%	4%	3%	5%	11%	4%	14%	15%	21%
		55%	45%	30%	70%	60%	28%ah	71%	7%ah	9%a	6%
3 OR MORE SERVICES	53	17	36	8	45	22	13	40	8	4	3
	2%	2%	3%	1%	3%	2%	7%	3%	20%	9%	11%
		32%	68%b	16%	84%b	41%	24%ah	76%	14%ah	8%a	5%
ANY COMMUNICATIONS SERVICE	404	204	200	134	271	208	92	308	22	27	17
	19%	19%	18%	21%	18%	23%	47%	22%	58%	58%	76%
		51%	49%	33%	67%	51%a	23%ah	76%a	6%ah	7%a	4%
None of these	1190	855	335	496	694	694	92	1087	14	20	5
	55%	79%	31%	78%	46%	76%	48%	76%	35%	42%	24%
		cel	72%ac	26%	42%ae	58%a	6%	91%agi	1%	2%	-
Don't know	43	22	21	10	34	11	9	30	3	-	-
	2%	2%	2%	2%	2%	1%	5%	2%	7%	-	-
		51%	49%	22%	78%	25%	21%ah	68%	6%	-	-
Not asked	525	-	525	-	525	-	-	-	-	-	-
	24%	-	49%	-	34%	-	-	-	-	-	-
		bd ghij	100%ab	-	100%ad	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	48 100% jk	3 6% 6% 100%acdefghi	7 9% 15%ah	8 11% 17%ah	16 12% 32%ah	16 9% 34%ah	32 2% 66%	13 19% 26%agh	19 18% 39%agh	6 7% 12%ah	22 3% 47%	6 1% 12%
Mobile phone (that can t access the internet)	50 2%	3 6% 6%	50 100% 100%abdefgh ijk	10 13% 20%afgh	7 10% 14%ah	6 4% 11%	9 5% 19%ah	41 2% 81%	10 15% 20%afghj	4 4% 9%	7 9% 15%ah	16 2% 31%	16 4% 33%
Fixed Landline telephone	79 4%	7 15% h	10 20% 9%ah	79 100% 100%abcdefgh ijk	16 22% 20%ah	25 18% 31%ah	30 16% 38%ah	49 2% 62%	11 16% 14%ah	15 14% 19%ah	17 21% 21%ah	20 3% 25%	22 5% 28%l
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g .it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	73 3%	8 17% h	7 14% 10%ah	16 20% 22%ah	73 100% 100%abcdfgh ijk	23 17% 31%ah	73 40% 100%abcdfhj k	- - -	15 22% 20%ah	15 15% 21%ah	10 12% 13%ah	15 2% 21%	8 2% 12%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. *up to 52 Mbit/s, up to 100 Mbit/s".	134	16	6	25	23	134	134	-	27	31	24	61	33
	6%	32% h	11% 4%h	31% 18%ach	31% 17%ach	100% 100%abcdeg hijk	73% 100%abcdehij k	- -	41% 20%ach	30% 23%ach	30% 18%ach	8% 45%	8% 24%
Mobile broadband - Through a dongle or USB stick	66	13	10	11	15	27	30	37	66	27	25	31	13
	3%	26% h	20% 15%ah	14% 16%ah	20% 22%ah	20% 41%ah	16% 45%ah	2% 55%	100% 100%abodefg hjk	26% 40%ah	31% 38%adgh	4% 47%	3% 20%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103	19	4	15	15	31	33	69	27	103	23	47	27
	5%	39% 18%acdefgh	9% 4%	19% 14%ah	21% 15%ah	23% 30%ach	18% 32%ah	4% 68%	40% 26%acdefg h	100% 100%abodefg hik	28% 22%ach	6% 46%	6% 26%
Make calls using a public payphone	80	6	7	17	10	24	27	53	25	23	80	33	26
	4%	12% 7%ah	15% 9%ah	13% 21%ah	13% 12%ah	18% 30%ah	15% 34%ah	3% 66%	38% 31%abodefg hj	22% 28%ah	100% 100%abodefg hij	4% 41%	6% 33%a
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	95	48	50	17	14	19	24	72	20	20	13	37	22
	4%	100% 50%adefghi k	100% 52%adefghi k	21% 18%ah	19% 14%ah	14% 20%ah	13% 25%ah	4% 75%	29% 21%afgh	20% 21%ah	16% 13%ah	5% 39%	5% 23%

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

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
184	16	9	30	73	134	184	-	30	33	27	76	41	
9%	34% h	19% 5%ah	38% 16%ach	100% 40%abcdhij k	100% 73%abcdhi jk	100% 100%abcdhijk	-	45% 16%ach	32% 18%ah	34% 15%ah	10% 41%	10% 22%	
221	20	15	33	73	134	184	37	66	42	36	98	49	
10%	42% h	31% 7%ah	42% 15%ah	100% 33%abcdhjk	100% 60%abcdhjk	100% 83%abcdhjk	2% 17%	100% 30%abcdhjk	41% 19%ah	45% 16%ah	13% 44%	11% 22%	
276	23	24	35	38	64	101	175	18	45	31	115	86	
13%	48% h	48% 8%ahi	44% 13%ahi	51% 14%ahi	48% 23%ahi	55% 37%ahik	9% 63%	27% 7%ah	44% 16%ah	38% 11%ah	15% 42%	20% 31%al	
75	7	17	18	17	34	44	31	12	28	18	33	16	
3%	16% h	33% 10%ah	23% 22%ah	23% 24%ah	25% 45%ah	24% 58%ah	2% 42%	18% 16%ah	27% 37%ah	22% 24%ah	4% 44%	4% 21%	
53	18	10	26	19	36	39	14	36	30	32	20	10	
2%	37% h	19% 33%agh	33% 49%ah	26% 36%ah	27% 68%ah	21% 74%ah	1% 26%	55% 68%acdefgh j	29% 57%ah	40% 60%acgh	3% 38%	2% 19%	
404	48	50	79	73	134	184	220	66	103	80	168	112	
19%	100% h	100% 12%ah	100% 19%ah	100% 18%ah	100% 33%ah	100% 46%ah	11% 54%	100% 16%ah	100% 25%ah	100% 20%ah	22% 41%	26% 28%a	
1190	-	-	-	-	-	-	1190	-	-	-	596	309	
55%	bdefglj -	-	-	-	-	-	60% 100%abdefglj jk	-	-	-	77% 50%a	72% 26%a	
k	-	-	-	-	-	-	-	-	-	-	-	-	
43	-	-	-	-	-	-	43	-	-	-	8	8	
2%	-	-	-	-	-	-	2% 100%	-	-	-	1% 18%	2% 19%	
525	-	-	-	-	-	-	525	-	-	-	-	-	
24%	bdefglj -	-	-	-	-	-	27% 100%bdefglj k	-	-	-	-	-	
klm	klm	-	-	-	-	-	-	-	-	-	-	-	

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	7 2%	12 3%	11 3%	10 2%	5 2%	- -	- -	- -	1 4%	1 11%	- -
		14%	26%	24%	22%	11%	-	-	-	2%	2%	-
Mobile phone (that can t access the internet)	50 2%	8 2%	5 1%	9 2%	17 3%	9 4%	3 3%	1 1%	- -	- -	- -	- -
		15%	10%	17%	33%	17%	6%	1%	-	-	-	-
Fixed Landline telephone	79 4%	21 5%	14 4%	10 3%	22 4%	5 2%	3 3%	2 4%	1 7%	- -	- -	- -
		26%	18%	13%	28%	7%	4%	3%	2%	-	-	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g .it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	73 3%	17 4%	16 5%	15 4%	15 3%	5 2%	3 3%	1 3%	- -	- -	- -	- -
		23%	22%	20%	21%	7%	4%	2%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s"	134 6%	32 8% 24% ^d	25 7% 19%	20 5% 15%	28 5% 21%	16 7% 12%	4 4% 3%	- - -	1 3% 1%	4 15% 3%	1 19% 1%	3 24% 2%
Mobile broadband - Through a dongle or USB stick	66 3%	21 5% 32% ^{d,e}	11 3% 16%	12 3% 18%	15 3% 22%	4 2% 6%	2 2% 4%	1 1% 1%	- - -	- - -	1 19% 2%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 5%	19 5% 19%	17 5% 17%	16 4% 16%	28 5% 26%	11 5% 10%	1 1% 1%	2 4% 2%	3 16% 3%	- - -	1 11% 1%	4 38% 4%
Make calls using a public payphone	80 4%	18 5% 22%	14 4% 17%	8 2% 10%	21 4% 26%	10 4% 13%	4 4% 4%	1 1% 1%	- - -	2 6% 2%	2 30% 2%	2 14% 2%
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	95 4%	13 3% 14%	15 4% 16%	20 5% 21%	27 5% 26%	14 6% 15%	3 3% 3%	1 1% 1%	- - -	1 4% 1%	1 11% 1%	- - -
ANY FIXED BROADBAND	184 9%	41 10% 22%	33 9% 18%	30 8% 16%	42 7% 23%	21 9% 11%	7 7% 4%	1 3% 1%	1 15% 2%	4 19% 1%	1 24% 1%	3 24% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classification (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
ANY BROADBAND	221	50	38	36	54	23	9	1	1	4	1	3
10%		13%	11%	10%	9%	10%	9%	3%	3%	15%	19%	24%
		23%	17%	16%	24%	11%	4%	1%	1%	2%	1%	1%
ONLY 1 SERVICE	276	63	41	43	75	33	12	3	4	4	-	-
13%		16%	11%	12%	13%	14%	12%	5%	19%	13%	-	-
		23%	15%	16%	27%	12%	4%	1%	1%	1%	-	-
2 SERVICES	75	8	13	9	22	13	3	1	1	2	-	4
3%		2%	4%	2%	4%	6%	3%	1%	3%	6%	-	38%
		11%	17%	11%	30%	18%a	4%	1%	1%	2%	-	6%
3 OR MORE SERVICES	53	14	10	11	11	2	1	1	-	-	2	-
2%		4%	3%	3%	2%	1%	1%	1%	-	-	30%	-
		27%	19%	22%	21%	4%	2%	1%	-	-	4%	-
ANY COMMUNICATIONS SERVICE	404	85	64	63	108	48	16	4	5	5	2	4
19%		22%	18%	17%	18%	20%	16%	8%	23%	19%	30%	38%
		21%	16%	16%	27%	12%	4%	1%	1%	1%	*	1%
None of these	1190	207	212	193	317	123	64	35	11	17	5	7
55%		52%	60%	52%	54%	52%	63%	72%	51%	62%	70%	62%
		17%	18%	16%	27%	10%	5%	3%acde	1%	1%	*	1%
Don't know	43	2	5	12	12	8	3	-	1	-	-	-
2%		1%	1%	3%	2%	4%	3%	-	3%	-	-	-
		5%	11%	27%a	29%	19%a	8%a	-	2%	-	-	-
Not asked	525	101	75	103	152	57	18	10	5	5	-	-
24%		25%	21%	28%	26%	24%	18%	20%	23%	19%	-	-
		19%	14%	20%b	29%	11%	3%	2%	1%	1%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48	12	4	13	10	5	1	-	1	1	1	-	16	21	1	7	3	-
	2%	3%	3%	3%	3%	2%	*	-	1%	2%	3%	-	2%	2%	1%	3%	3%	-
		25% <i>l</i>	9%	28% <i>l</i>	21%	10%	1%	-	2%	2%	2%	-	33%	43%	3%	14%	7%	-
Mobile phone (that can t access the internet)	50	9	2	12	7	7	8	3	2	-	-	-	23	16	5	3	4	-
	2%	2%	1%	3%	2%	2%	4%	3%	2%	-	-	-	3%	2%	5%	1%	4%	-
		17%	4%	24%	15%	14%	16%	5%	5%	-	-	-	45%	32%	10% <i>mo</i>	5%	8%	-
Fixed Landline telephone	79	23	7	12	16	7	4	1	6	2	-	-	26	30	4	13	5	-
	4%	6%	4%	3%	4%	2%	2%	1%	4%	4%	-	-	3%	3%	4%	5%	6%	-
		29% <i>cel</i>	9%	15%	20%	9%	5%	2%	8%	3%	-	-	33%	39%	5%	17%	7%	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g .it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	73	18	5	17	10	7	7	7	1	1	-	-	34	19	4	11	5	-
	3%	5%	3%	4%	3%	2%	4%	7%	1%	2%	-	-	5%	2%	4%	4%	5%	-
		24%	6%	23%	14%	9%	10%	10% <i>eh</i>	2%	2%	-	-	47% <i>m</i>	26%	5%	15% <i>m</i>	6%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0+ (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbit/s, up to 100 Mbit/s*.	134	34	13	25	20	11	13	4	5	6	1	3	54	42	7	21	7	3
	6%	9%	8%	6%	6%	4%	7%	4%	3%	10%	6%	24%	7%	4%	7%	8%	7%	24%
		25%eh	10%	19%	15%	8%	10%	3%	3%	5%	1%	2%	40%lm	31%	5%	16%lm	5%	2%
Mobile broadband - Through a dongle or USB stick	66	15	7	20	9	6	5	1	2	-	1	-	22	22	4	13	5	-
	3%	4%	4%	5%	3%	2%	3%	1%	2%	-	6%	-	3%	2%	4%	5%	6%	-
		22%	10%	31%	14%	9%	8%	1%	3%	-	2%	-	33%	34%	7%	19%lm	8%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103	26	11	16	7	15	9	4	8	1	2	4	28	44	6	17	4	4
	5%	7%	7%	4%	2%	5%	5%	4%	5%	1%	9%	38%	4%	5%	6%	7%	4%	38%
		25%cd	10%cd	16%	7%	15%cd	9%	4%	7%	1%	2%	4%	27%	43%	6%	17%ld	4%	4%
Make calls using a public payphone	80	20	10	13	12	5	7	2	4	3	2	2	32	31	8	4	4	2
	4%	6%	6%	3%	3%	2%	3%	2%	3%	5%	10%	14%	4%	3%	3%	2%	4%	14%
		25%e	12%e	17%	15%	7%	8%	2%	5%	4%	2%	2%	40%	38%	10%mo	5%	5%	2%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	95	20	7	24	17	12	9	3	3	1	1	-	38	36	6	9	7	-
	4%	5%	4%	5%	5%	4%	4%	3%	2%	2%	3%	-	5%	4%	6%	4%	7%	-
		21%	7%	25%	18%	12%	9%	3%	4%	1%	1%	-	40%	38%	6%	9%	7%	-
ANY FIXED BROADBAND	184	42	15	37	28	17	18	10	6	7	1	3	75	57	10	29	11	3
	9%	11%	9%	8%	8%	6%	9%	10%	4%	12%	6%	24%	10%	6%	10%	11%	11%	24%
		23%eh	8%	20%	15%	9%	10%	6%	3%	4%	1%	1%	41%lm	31%	5%	16%lm	6%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

Base: All Adults 16+ in the UK

	HOUSEHOLD INCOME											FINANCIAL STRESS						
Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
221	46	18	47	36	22	21	11	8	7	1	3	86	70	13	38	13	3	
10%	13%	11%	11%	10%	7%	11%	11%	6%	12%	6%	24%	11%	7%	13%	15%	13%	24%	
	21% ^{eh}	8%	21%	16%	10%	10%	5%	4%	3%	1%	1%	39% ^{am}	32%	6%	17% ^{um}	6%	1%	
276	64	21	51	53	28	25	12	13	8	1	-	105	95	13	51	12	-	
13%	17%	13%	11%	15%	9%	13%	12%	9%	12%	6%	-	14%	10%	14%	20%	12%	-	
	23% ^{coh}	8%	18%	19%	10%	9%	5%	3%	3%	*	-	38% ^{am}	34%	5%	19% ^{um}	4%	-	
75	14	2	12	9	14	5	4	7	4	-	4	23	31	6	5	6	4	
3%	4%	1%	3%	3%	5%	3%	4%	5%	6%	-	38%	3%	4%	6%	2%	6%	38%	
	19%	3%	16%	12%	18%	7%	5%	9%	5%	-	6%	31%	42%	8%	6%	8%	6%	
53	13	9	14	6	1	6	1	1	-	2	-	21	17	4	6	4	-	
2%	4%	5%	3%	2%	4%	1%	1%	1%	3%	10%	-	3%	2%	4%	3%	4%	-	
	25% ^{ie}	16% ^{ideh}	27% ^{ie}	10%	3%	11% ^{ie}	1%	2%	-	4%	-	40%	33%	7%	12%	8%	-	
404	92	32	77	68	44	36	17	20	11	3	4	149	144	23	62	22	4	
19%	25%	19%	17%	19%	15%	19%	17%	14%	18%	15%	38%	20%	15%	24%	25%	22%	38%	
	23% ^{coh}	8%	19%	17%	11%	9%	4%	5%	3%	1%	1%	37% ^{am}	36%	6%	15% ^{um}	5%	1%	
1190	214	93	247	172	176	109	50	74	37	11	7	384	567	58	120	54	7	
55%	58%	57%	56%	48%	59%	57%	49%	51%	58%	51%	62%	51%	59%	60%	48%	55%	62%	
	18% ^{id}	8%	21%	14%	15% ^{id}	9%	4%	6%	3%	1%	1%	32%	48% ^{io}	5%	10%	5%	1%	
43	2	6	13	8	7	1	-	4	2	1	-	19	20	1	-	3	-	
2%	1%	3%	3%	2%	2%	1%	-	9%	4%	3%	-	2%	2%	1%	-	3%	-	
	13% ^a	30% ^a	18%	15%	3%	15%	3%	9%	5% ^a	2%	-	43% ^o	46%	3%	2%	6%	-	
525	62	32	105	107	73	46	35	46	13	6	-	198	224	15	67	20	-	
24%	17%	20%	24%	30%	24%	24%	34%	32%	20%	30%	-	26%	23%	15%	27%	21%	-	
	12%	6%	20% ^a	20% ^{ab}	14% ^a	8%	7% ^{ab}	9% ^{ab}	2%	1%	-	38% ^{on}	43%	3%	13% ^{on}	4%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	48 2%	48 2% 99%	* 1% 1%	- - -
Mobile phone (that can t access the internet)	50 2%	50 2% 100%	- - -	- - -
Fixed Landline telephone	79 4%	77 4% 97%	2 2% 3%	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g .it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	73 3%	73 3% 100%	* 1% *	- - -
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	134 6%	132 6% 99%	1 5% 1%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Mobile broadband - Through a dongle or USB stick	66 3%	65 3% 98%	1 4% 2%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	103 5%	102 5% 100%	* 1% *	- - -
Make calls using a public payphone	80 4%	79 4% 98%	2 7% 2%	- - -
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	95 4%	95 4% 100%	* 1% *	- - -
ANY FIXED BROADBAND	184 9%	183 9% 99%	2 6% 1%	- - -
ANY BROADBAND	221 10%	219 10% 99%	3 10% 1%	- - -
ONLY 1 SERVICE	276 13%	271 13% 98%	5 19% 2%	- - -
2 SERVICES	75 3%	75 3% 100%	* 1% *	- - -
3 OR MORE SERVICES	53 2%	53 2% 99%	* 1% 1%	- - -
ANY COMMUNICATIONS SERVICE	404 19%	399 19% 99%	6 21% 1%	- - -

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
None of these	1190	1173	17	-
	55%	55%	63%	-
		99%	1%	-
Don't know	43	43	-	-
	2%	2%	-	-
		100%	-	-
Not asked	525	521	4	-
	24%	24%	16%	-
		99%	1%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	399	190	209	34	89	59	75	59	49	34		123	193	83	152	247	52	172	175	
Weighted Base	415	205	210	40**	102*	67*	85*	67*	33*	22*		141	219	55*	187	228	64*	208	144	
No negative effect at all	246	130	116	27	54	32	51	45	20	16		81	129	36	112	134	40	116	91	
	59%	63%	55%	68%	54%	48%	60%	68%	62%	71%		58%	59%	65%	60%	59%	62%	56%	63%	
		53%	47%	11%	22%	13%	21%	18% ^h	8%	6% ^h		33%	52%	15%	46%	54%	16%	47%	37%	
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	19	34	4	10	12	13	8	5	1		14	33	7	24	29	10	29	14	
	13%	10%	16%	10%	10%	17%	16%	12%	16%	6%		10%	15%	12%	13%	13%	16%	14%	10%	
		37%	63%	7%	19%	22%	29%	15%	10%	2%		27%	61%	12%	45%	55%	20%	54%	26%	
Prevents access to emergency services and information that keeps people safer	4	3	1	1	2	1	-	-	-	-		3	1	-	-	4	-	-	4	
	1%	1%	*	3%	2%	2%	-	-	-	-		2%	*	-	-	2%	-	-	3%	
		79%	21%	28%	45%	27%	-	-	-	-		73%	27%	-	-	100%	-	-	100% ^q	
Prevents access to information, e.g. news, health information, educational content etc	17	9	8	3	7	3	1	3	1	-		9	7	1	9	8	3	9	5	
	4%	4%	4%	7%	7%	5%	1%	4%	2%	-		7%	3%	1%	5%	3%	4%	5%	3%	
		50%	50%	16%	39%	19%	6%	16%	4%	-		55%	42%	4%	56%	44%	17%	55%	28%	
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	6	6	3	4	1	-	4	-	-		7	5	-	4	8	-	5	7	
	3%	3%	3%	8%	4%	2%	-	6%	-	-		5%	2%	-	2%	4%	-	3%	5%	
		50%	50%	26%	32%	11%	-	30%	-	-		58%	42%	-	34%	66%	-	43%	57%	
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	5	8	3	4	1	1	2	1	-		8	4	1	8	4	4	6	2	
	3%	2%	4%	8%	4%	2%	1%	3%	2%	-		5%	2%	1%	5%	2%	7%	3%	1%	
		39%	61%	25%	36%	11%	8%	15%	5%	-		61%	34%	5%	69%	31%	36% ^r	51%	12%	
Miss out on contact with family/friends	27	14	14	3	11	5	5	1	1	1		14	11	2	11	16	6	14	7	
	7%	7%	6%	9%	11%	7%	6%	2%	3%	3%		10%	5%	3%	6%	7%	10%	7%	5%	
		50%	50%	13%	40% ^h	17%	20%	4%	4%	2%		53%	41%	6%	41%	59%	23%	53%	25%	
Less able to look for work	10	7	3	1	7	-	2	1	-	-		8	2	-	-	10	-	3	7	
	2%	3%	2%	3%	7%	-	2%	1%	-	-		5%	1%	-	-	4%	-	2%	5%	
		68%	32%	11%	66%	-	15%	8%	-	-		77% ^h	23%	-	-	100% ^h	-	34%	66%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	399	190	209	34	89	59	75	59	49	34	123	193	83	152	247	52	172	175
Weighted Base	415	205	210	40**	102*	67*	85*	67*	33*	22*	141	219	55*	187	228	64*	208	144
Less able to carry out work from home	15 4%	12 6%	3 1%	3 7%	4 4%	3 4%	2 3%	3 5%	- -	- -	6 4%	9 4%	- -	6 3%	9 4%	- -	12 6%	3 2%
Makes it more difficult to find the cheapest goods/services	15 4%	8 4%	7 3%	1 3%	5 5%	- -	3 4%	5 7%	- 1%	1 5%	42 6%	58 4%	2 3%	4 2%	12 5%	1 2%	4 2%	10 7%
Difficult to stay organised e.g. online shopping, etc	13 3%	7 3%	6 3%	3 7%	4 4%	2 4%	1 2%	2 3%	* 1%	- -	7 5%	6 3%	* 1%	5 3%	7 3%	1 2%	6 3%	5 3%
Less entertainment	18 4%	11 5%	7 3%	5 12%	6 6%	4 6%	2 2%	1 2%	- -	- -	10 7%	7 3%	- -	10 5%	8 3%	3 4%	12 6%	4 2%
Lack of support for special needs	5 1%	2 1%	3 1%	- -	3 3%	- -	- -	1 2%	1 2%	- -	3 2%	1 *	1 1%	3 1%	2 1%	- -	3 1%	2 1%
Other	7 2%	3 1%	5 2%	- -	1 1%	3 4%	1 1%	1 1%	2 6%	- -	1 1%	4 2%	2 4%	3 2%	4 2%	1 2%	5 2%	1 1%
SUMMARY CODES		35%	65%	-	18%	34%	9%	11%	28%a	-	18%	54%	28%	45%	55%	18%	64%	18%
NO NEGATIVE EFFECT AT ALL	299 72%	149 73%	150 72%	31 78%	65 64%	44 65%	65 76%	53 80%	26 78%	17 77%	95 68%	161 74%	43 77%	136 73%	163 71%	50 78%	144 70%	105 73%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	13 6%	16 8%	6 14%	12 12%	6 9%	1 7%	5 2%	1 2%	- -	17 12%	11 5%	1 1%	15 8%	15 6%	6 9%	13 6%	11 7%
Don't know	34 8%	12 6%	22 11%	2 4%	8 8%	9 13%	7 8%	2 2%	4 11%	3 15%	10 7%	18 8%	7 13%	19 10%	15 7%	5 8%	17 8%	12 8%
		34%	66%	5%	24%	26%h	21%	5%	11%	10%h	29%	51%	20%	57%	43%	14%	51%	35%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	399	311	39	21	28	14	35	27	30	39	50	48	44	24	21	39	28
Weighted Base	415	338	39*	26**	12**	12**	35*	25**	30**	43*	58*	52*	57*	27**	26**	39*	12**
No negative effect at all	246	201	18	19	9	9	19	13	19	33	40	19	31	17	19	18	9
	59%	59%	46%	71%	73%	72%	54%	54%	61%	77%	70%	37%	55%	64%	71%	46%	73%
		1	81%	7%	8%	4%	8%	5%	8%	13%aglp	16%lp	8%	13%	7%	8%	7%	4%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	47	4	1	1	1	4	3	3	3	7	8	12	7	1	4	1
	13%	14%	10%	5%	9%	6%	10%	13%	9%	8%	12%	16%	21%	25%	5%	10%	9%
		88%	7%	3%	2%	1%	7%	6%	5%	6%	13%	16%	22%	13%	3%	7%	2%
Prevents access to emergency services and information that keeps people safer	4	2	2	-	-	-	-	1	-	1	-	-	-	-	-	2	-
	1%	1%	5%	-	-	-	-	4%	-	2%	-	-	-	-	-	5%	-
		53%	47%ab	-	-	-	-	25%	-	28%	-	-	-	-	-	47%	-
Prevents access to information, e.g. news, health information, educational content etc	17	14	1	1	1	-	4	1	1	1	2	2	3	1	1	1	1
	4%	4%	2%	5%	7%	-	10%	3%	3%	2%	4%	4%	5%	3%	5%	2%	7%
		83%	5%	7%	5%	-	21%	4%	6%	6%	13%	11%	17%	5%	7%	5%	5%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	7	2	3	*	-	3	1	-	-	1	1	2	-	3	2	*
	3%	2%	5%	11%	3%	-	9%	3%	-	-	1%	2%	3%	-	11%	5%	3%
		59%	15%	23%	3%	-	24%	6%	-	-	7%	10%	13%	-	23%	15%	3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	11	-	1	-	-	1	1	1	-	4	2	2	-	1	-	-
	3%	3%	-	5%	-	-	4%	3%	3%	-	8%	4%	3%	-	5%	-	-
		90%	-	10%	-	-	12%	6%	8%	-	36%	16%	13%	-	10%	-	-
Miss out on contact with family/friends	27	22	3	1	*	1	5	2	2	2	3	5	2	-	1	3	*
	7%	7%	8%	5%	3%	10%	14%	7%	7%	5%	6%	9%	4%	-	5%	8%	3%
		83%	11%	4%	1%	5%	19%	6%	8%	8%	12%	18%	7%	-	4%	11%	1%
Less able to look for work	10	4	5	1	-	-	-	1	1	1	-	1	-	-	1	5	-
	2%	1%	12%	5%	-	-	-	6%	2%	2%	-	2%	-	-	5%	12%	-
		42%	46%ab	12%	-	-	-	14%	7%	11%	-	10%	-	-	12%	46%akm	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	399	311	39	21	28	14	35	27	30	39	50	48	44	24	21	39	28
Weighted Base	415	338	39*	26**	12**	12**	35*	25**	30**	43*	58*	52*	57*	27**	26**	39*	12**
Less able to carry out work from home	15 4%	15 4%	- -	- -	- -	- -	- -	1 3%	1 3%	1 2%	5 8%	5 9%	3 5%	- -	- -	- -	- -
		100%	-	-	-	-	-	5%	7%	7%	30%	32%	18%	-	-	-	-
Makes it more difficult to find the cheapest goods/services	15 4%	11 3%	4 10%	1 3%	- -	- -	2 5%	1 3%	3 11%	1 2%	2 3%	1 1%	1 2%	- -	1 3%	4 10%	- -
		70%	25%	5%	-	-	12%	5%	22%	7%	12%	4%	9%	-	5%	25%	-
Difficult to stay organised e.g. online shopping, etc	13 3%	11 3%	2 4%	- -	- -	- -	3 8%	1 3%	2 5%	1 2%	2 4%	- -	3 5%	- -	- -	2 4%	- -
		88%	12%	-	-	-	21%	6%	12%	8%	18%	-	22%	-	-	12%	-
Less entertainment	18 4%	13 4%	3 7%	1 5%	* 2%	- -	4 12%	2 10%	1 2%	1 2%	2 3%	- -	4 6%	- -	1 5%	3 7%	* 2%
		78%	16%	7%	2%	-	23% _d	13%	4%	6%	10%	-	20%	-	7%	16%	2%
Lack of support for special needs	5 1%	5 1%	- -	- -	- -	- -	1 2%	- -	3 9%	- -	- -	1 3%	- -	- -	- -	- -	- -
		100%	-	-	-	-	15%	-	56%	-	-	29%	-	-	-	-	-
Other	7 2%	6 2%	- -	1 3%	1 5%	- -	1 4%	1 5%	- -	* 1%	1 1%	2 4%	- -	- -	1 3%	- -	1 5%
		80%	-	11%	9%	-	18%	18%	-	7%	9%	28%	-	-	11%	-	9%
SUMMARY CODES																	
NO NEGATIVE EFFECT AT ALL	299 72%	248 73%	22 56%	20 76%	10 82%	10 78%	23 65%	17 67%	21 71%	36 85%	47 81%	27 53%	43 76%	24 89%	20 76%	22 56%	10 82%
		clp 83% _c	7%	7%	3%	3%	8%	6%	7%	12% _p	16% _p	9%	14% _d	8%	7%	7%	3%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	23 7%	3 7%	3 11%	1 7%	- -	6 17%	2 7%	1 3%	1 2%	6 10%	4 9%	3 5%	1 3%	3 10%	3 9%	1 3%
		79%	9%	10%	3%	-	20% _d	6%	3%	4%	19%	15%	10%	3%	10%	9%	3%
Don't know	34 8%	27 8%	6 15%	2 7%	- -	1 12%	1 2%	3 11%	2 8%	4 9%	- -	6 11%	8 13%	2 8%	2 7%	6 15%	- -
		k 77%	17%	5%	-	4%	2%	8%	7%	11% _k	-	17% _k	22% _k	6%	5%	17% _k	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Multi code]

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	399	361	37	100	280	115	146	133	128	213	63	29	48	263	319
Weighted Base	415	369	45*	88*	307	105*	177	123	159	245	67*	31**	41*	297	344
No negative effect at all	246	225	19	41	196	64	109	71	102	149	36	14	25	177	207
	59%	61%	43%	46%	64%	61%	62%	58%	64%	61%	55%	45%	62%	60%	60%
		d 92% ^c	8%	17%	79% ^d	26%	44%	29%	42%	61%	15%	6%	10%	72%	84%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	50	4	15	35	14	17	17	14	35	7	8	6	41	45
	13%	13%	9%	17%	12%	13%	9%	14%	9%	14%	10%	24%	15%	14%	13%
		30%	7%	26%	66%	26%	31%	31%	26%	66%	12%	14%	12%	76%	65%
Prevents access to emergency services and information that keeps people safer	4	3	1	3	1	1	-	1	-	-	2	-	2	2	4
	1%	1%	2%	3%	*	1%	-	1%	-	-	3%	-	5%	1%	1%
		72%	28%	79% ^e	21%	25%	-	25%	-	-	47% ^j	-	53% ^{kaj}	47%	100%
Prevents access to information, e.g. news, health information, educational content etc	17	15	2	6	11	3	10	3	10	12	1	-	3	13	16
	4%	4%	5%	7%	4%	3%	5%	3%	6%	5%	1%	-	8%	5%	5%
		88%	12%	36%	64%	20%	56%	20%	56%	74%	5%	-	20%	79%	96%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	11	1	5	7	4	4	5	3	7	3	-	3	10	12
	3%	3%	3%	6%	2%	4%	2%	4%	2%	3%	5%	-	6%	3%	4%
		90%	10%	41%	59%	31%	30%	38%	24%	53%	25%	-	21%	79%	100%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	11	1	4	9	4	7	5	6	10	1	1	1	11	12
	3%	3%	2%	4%	3%	4%	4%	4%	4%	4%	2%	4%	2%	4%	3%
		92%	8%	29%	71%	35%	56%	41%	49%	80%	9%	11%	6%	89%	95%
Miss out on contact with family/friends	27	21	6	5	20	7	13	7	13	19	2	-	4	20	23
	7%	6%	14%	6%	7%	7%	7%	6%	8%	8%	2%	-	10%	7%	7%
		77%	23%	20%	75%	27%	48%	27%	48%	69%	6%	-	15%	75%	85%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	399	361	37	100	280	115	146	133	128	213	63	29	48	263	319
Weighted Base	415	369	45*	88*	307	105*	177	123	159	245	67*	31**	41*	297	344
Less able to look for work	10 2%	9 2%	1 2%	4 5%	5 2%	4 4%	1 1%	4 3%	1 1%	4 2%	2 3%	1 3%	4 9%	6 2%	9 3%
Less able to carry out work from home	15 4%	11 3%	4 9%	3 4%	12 4%	3 3%	10 6%	5 4%	7 5%	8 3%	2 3%	- -	2 4%	9 3%	11 3%
Makes it more difficult to find the cheapest goods/services	15 4%	13 4%	2 5%	8 9%	6 2%	5 4%	5 3%	7 5%	3 2%	8 3%	2 4%	1 3%	4 9%	11 4%	14 4%
Difficult to stay organised e.g. online shopping, etc	13 3%	11 3%	2 5%	4 5%	8 3%	4 4%	5 3%	4 3%	5 3%	7 3%	4 7%	- -	3 6%	10 3%	13 4%
Less entertainment	18 4%	15 4%	3 6%	4 5%	12 4%	3 3%	12 7%	5 4%	10 6%	10 4%	3 4%	1 4%	3 7%	12 4%	16 5%
Lack of support for special needs	5 1%	3 1%	2 4%	2 3%	3 1%	1 1%	3 2%	2 1%	2 1%	4 1%	- -	- -	1 3%	4 1%	5 1%
Other	7 2%	5 1%	2 5%	4 4%	4 1%	1 1%	4 2%	2 2%	3 2%	5 2%	2 3%	2 7%	- -	5 2%	6 2%
SUMMARY CODES															
NO NEGATIVE EFFECT AT ALL	299 72%	275 74%	23 52%	56 64%	231 75%	78 26%	126 42%	87 29%	116 39%	185 62%	43 14%	22 7%	31 10%	218 73%	253 74%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	26 7%	3 7%	10 12%	19 6%	8 7%	13 7%	8 7%	12 8%	19 8%	5 17%	1 5%	5 17%	24 82%	29 98%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	399	361	37	100	280	115	146	133	128	213	63	29	48	263	319
Weighted Base	415	369	45*	88*	307	105*	177	123	159	245	67*	31**	41*	297	344
Don't know	34	27	7	8	21	7	10	8	9	12	8	4	1	18	20
	8%	7%	16%	10%	7%	6%	6%	7%	6%	5%	11%	12%	2%	6%	6%
		79%	21%	25%	62%	20%	31%	24%	26%	35%	22%	11%	3%	52%	59%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

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

[Prompted - Multi code]

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

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	399	125	112	200	183	82	261	138	16	265
Weighted Base	415	137	123*	221	203	89*	289	126	18**	293
No negative effect at all	246 59%	91 66% h	77 62% 31%	137 62% 55%	129 64% 53%h	57 64% 23%h	184 64% 75%h	62 49% 25%	8 43% 3%	186 64% 76%h
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 13%	12 9% 22%	13 11% 25%	23 11% 44%	23 11% 42%	18 20% 33%	39 13% 73%	15 12% 27%	2 11% 4%	39 13% 73%
Prevents access to emergency services and information that keeps people safer	4 1%	1 1% 28%	1 1% 28%	1 * 28%	- - -	- - -	- - -	4 3% 100%egj	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	17 4%	7 5% 40%	5 4% 31%	9 4% 55%	5 2% 27%	7 7% 39%	11 4% 67%	6 4% 33%	1 7% 7%	11 4% 67%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 3%	3 2% 22%	2 1% 13%	3 1% 22%	2 1% 16%	2 2% 16%	4 1% 32%	8 7% 68%legj	1 7% 10%	5 2% 42%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 3%	4 3% 34%	6 5% 45%	7 3% 55%	7 3% 57%	3 4% 26%	10 4% 83%	2 2% 17%	- - -	10 4% 83%
Miss out on contact with family/friends	27 7%	6 4% 20%	7 6% 28%	12 5% 44%	10 5% 36%	7 7% 24%	16 6% 61%	11 8% 39%	- - -	16 6% 61%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	399	125	112	200	183	82	261	138	16	265
Weighted Base	415	137	123*	221	203	89*	289	126	18**	293
Less able to look for work	10 2%	5 4% 52%	1 1% 11%	5 2% 52%	1 1% 12%	1 1% 10%	2 1% 22%	8 6% 78%aagj	- - -	2 1% 22%
Less able to carry out work from home	15 4%	7 5% 45%	5 4% 33%	9 4% 61%	8 4% 54%	3 3% 18%	11 4% 72%	4 3% 28%	- - -	11 4% 72%
Makes it more difficult to find the cheapest goods/services	15 4%	6 4% 39%	1 1% 7%	6 3% 39%	4 2% 24%	1 1% 7%	5 2% 30%	11 9% 70%aefgj	- - -	5 2% 30%
Difficult to stay organised e.g. online shopping, etc	13 3%	3 2% 21%	8 6% 59%	8 3% 59%	2 1% 18%	5 6% 41%ae	7 3% 59%	5 4% 41%	- - -	7 3% 59%
Less entertainment	18 4%	7 5% 38%	9 8% 52%	13 6% 75%	9 5% 53%	4 5% 24%	14 5% 77%	4 3% 23%	1 7% 7%	14 5% 77%
Lack of support for special needs	5 1%	3 2% 56%	- - -	3 1% 56%	3 2% 68%	- - -	3 1% 68%	2 1% 32%	- - -	3 1% 68%
Other	7 2%	5 4% 65%	2 2% 30%	6 3% 76%	4 2% 49%	- - -	4 1% 49%	4 3% 51%	1 8% 18%	4 1% 49%
SUMMARY CODES										
NO NEGATIVE EFFECT AT ALL	299 72%	103 75% h	90 73% 30%	160 73% 53%	152 75% 51%ah	75 84% 25%ah	223 77% 74%ah	76 60% 26%	10 54% 3%	225 77% 75%ah
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	8 6% 27%	9 8% 31%	13 6% 45%	9 5% 32%	7 7% 23%	16 6% 55%	13 11% 45%	2 14% 8%	17 6% 59%
Don't know	34 8%	8 6% 23%	16 13% 45%	22 10% 64%	17 9% 51%	5 5% 13%	21 7% 62%	13 10% 38%	3 18% 9%	22 8% 64%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	399	195	204	128	271	202	98	295	24	29	18
Weighted Base	415	212	203	138	277	214	102*	308	22**	33**	17**
No negative effect at all	246 59%	126 60% g 51%	120 59% 49%	86 63% 35%	160 58% 65%	132 62% 54%	42 41% 17%	201 65% 82%g	8 35% 3%	11 34% 4%	4 24% 2%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 13%	31 14% 57%	23 11% 43%	21 15% 39%	33 12% 61%	29 13% 54%	14 14% 26%	40 13% 74%	7 30% 13%	4 12% 7%	2 10% 3%
Prevents access to emergency services and information that keeps people safer	4 1%	- - -	4 2% 100%	- - -	4 1% 100%	- - -	1 1% 28%	3 1% 72%	1 5% 28%	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	17 4%	7 3% 43%	10 5% 57%	7 5% 41%	10 4% 59%	9 4% 54%	12 11% 68%ah	5 2% 32%	3 14% 19%	6 17% 33%	4 25% 25%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 3%	4 2% 32%	8 4% 68%	3 2% 22%	10 3% 78%	6 3% 46%	5 5% 42%	7 2% 58%	1 5% 9%	2 6% 16%	3 19% 26%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 3%	10 5% 81%	2 1% 19%	6 4% 47%	7 2% 53%	6 3% 50%	7 7% 56%h	5 2% 44%	3 13% 24%	5 15% 39%	3 17% 24%
Miss out on contact with family/friends	27 7%	11 5% 42%	16 8% 58%	8 6% 28%	20 7% 72%	9 4% 34%	14 14% 53%ah	13 4% 47%	6 26% 21%	9 27% 33%	5 30% 19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	399	195	204	128	271	202	98	295	24	29	18
Weighted Base	415	212	203	138	277	214	102*	308	22**	33**	17**
Less able to look for work	10 2%	3 1% 29%	7 4% 71%	2 2% 22%	8 3% 78%	4 2% 37%	7 7% 72%ah	3 1% 28%	3 12% 28%	2 6% 19%	3 19% 33%
Less able to carry out work from home	15 4%	7 3% 46%	8 4% 54%	6 4% 41%	9 3% 59%	8 4% 54%	7 7% 50%ah	7 2% 50%	3 13% 19%	4 14% 30%	2 10% 12%
Makes it more difficult to find the cheapest goods/services	15 4%	4 2% 24%	12 6% 76%b	6 4% 40%	9 3% 60%	2 1% 15%	9 9% 57%ah	7 2% 43%	5 23% 34%	2 6% 12%	3 20% 23%
Difficult to stay organised e.g. online shopping, etc	13 3%	6 3% 51%	6 3% 49%	7 4% 44%	7 3% 56%	4 2% 35%	9 9% 69%ah	4 1% 31%	4 16% 31%	4 13% 34%	4 22% 29%
Less entertainment	18 4%	14 6% 77%c	4 2% 23%	7 5% 41%	10 4% 59%	9 4% 49%	14 13% 78%ah	4 1% 22%	2 8% 10%	8 17% 32%	2 13% 12%
Lack of support for special needs	5 1%	3 2% 68%	2 1% 32%	2 2% 47%	3 1% 53%	4 2% 85%	4 4% 88%h	1 * 12%	- - -	1 3% 17%	- - -
Other	7 2%	6 3% 85%	1 1% 15%	1 1% 18%	6 2% 82%	3 1% 34%	- - -	7 2% 100%	- - -	- - -	- - -
SUMMARY CODES											
NO NEGATIVE EFFECT AT ALL	299 72%	157 74% 52%g	142 70% 48%	107 77% 38%	192 69% 64%	161 75% 54%	56 54% 19%	240 78% 80%g	15 65% 5%	15 45% 5%	6 33% 2%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	13 6% 46%	16 8% 54%	9 7% 31%	20 7% 69%	13 6% 45%	16 16% 55%ah	13 4% 45%	4 19% 15%	8 25% 28%	5 32% 18%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	399	195	204	128	271	202	98	295	24	29	18
Weighted Base	415	212	203	138	277	214	102*	308	22**	33**	17**
Don't know	34	15	19	5	29	17	6	26	-	2	-
	8%	7%	9%	3%	11%	8%	6%	9%	-	7%	-
		44%	56%	14%	86% ^d	50%	19%	77%	-	7%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	399	56	47	84	71	127	174	225	68	91	75	160	101
Weighted Base	415	48*	50*	79*	73*	134	184	231	66*	103*	80*	174	115*
No negative effect at all	246	29	34	46	39	76	103	143	39	51	44	112	72
	59%	60%	69%	59%	53%	57%	56%	62%	58%	49%	55%	64%	63%
		12%	14%j	19%	16%	31%	42%	58%	16%	21%	18%	46%	29%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	5	1	7	10	17	25	29	10	24	13	24	14
	13%	10%	1%	9%	14%	13%	13%	12%	15%	23%	16%	14%	13%
		c 9%	1%	14%	19% ^c	31% ^c	46% ^c	54% ^c	18% ^c	44% ^a d ^h	24% ^c	45%	27%
Prevents access to emergency services and information that keeps people safer	4	1	2	-	1	2	2	2	2	-	-	-	-
	1%	2%	4%	-	1%	2%	1%	1%	3%	-	-	-	-
		25%	47%	-	28%	55%	55%	45%	55%	-	-	-	-
Prevents access to information, e.g. news, health information, educational content etc	17	1	3	4	6	6	10	7	5	7	3	6	5
	4%	2%	6%	5%	8%	5%	6%	3%	8%	7%	4%	4%	4%
		7%	17%	22%	34%	37%	60%	40%	30%	41%	20%	37%	30%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	2	1	3	7	8	12	*	5	6	3	2	2
	3%	4%	2%	4%	9%	6%	6%	*	8%	6%	4%	1%	2%
		h 15% ^h	8%	27% ^h	56% ^{ah}	67% ^h	97% ^h	3%	44% ^h	52% ^h	26% ^h	16%	16%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	-	3	2	4	5	9	4	4	5	4	4	7
	3%	-	6%	2%	5%	4%	5%	2%	5%	5%	5%	2%	6%
		-	25%	13%	29%	43%	72%	28%	29%	41%	31%	29%	54%
Miss out on contact with family/friends	27	2	4	4	5	9	11	16	8	10	9	6	10
	7%	4%	7%	5%	6%	7%	6%	7%	12%	10%	11%	4%	9%
		8%	13%	13%	17%	32%	40%	60%	28%	37%	32%	23%	38%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	399	56	47	84	71	127	174	225	68	91	75	160	101
Weighted Base	415	48*	50*	79*	73*	134	184	231	66*	103*	80*	174	115*
Less able to look for work	10 2%	2 5%	1 2%	2 2%	1 1%	4 3%	4 2%	6 3%	4 6%	2 2%	-	1 1%	1 1%
		22%	8%	17%	11%	37%	37%	63%	43%k	24%	-	10%	12%
Less able to carry out work from home	15 4%	2 4%	2 5%	3 4%	3 4%	5 4%	7 4%	8 3%	3 5%	1 1%	3 4%	8 5%	3 2%
		11%	16%	23%	18%	36%	46%	54%	22%	5%	23%	54%	18%
Makes it more difficult to find the cheapest goods/services	15 4%	1 3%	2 5%	5 6%	3 4%	6 4%	7 4%	8 4%	6 9%	4 4%	4 5%	2 1%	3 2%
		9%	15%	33%	21%	39%	45%	55%	39%	29%	26%	12%	19%
Difficult to stay organised e.g. online shopping, etc	13 3%	1 2%	1 3%	3 4%	4 5%	5 4%	7 4%	6 3%	4 6%	6 6%	2 3%	4 2%	4 3%
		6%	10%	23%	31%	42%	54%	46%	30%	46%	18%	31%	28%
Less entertainment	18 4%	4 8%	1 3%	2 3%	4 6%	7 5%	9 5%	9 4%	4 6%	6 5%	3 4%	6 3%	8 7%
		21%	8%	13%	24%	37%	50%	50%	21%	31%	17%	34%	43%
Lack of support for special needs	5 1%	1 3%	-	1 1%	1 1%	2 2%	2 1%	2 1%	2 1%	1 2%	1 1%	3 2%	-
		27%	-	15%	15%	50%	50%	50%	15%	32%	15%	68%	-
Other	7 2%	* 1%	* 1%	1 1%	2 3%	5 4%	6 3%	2 1%	1 2%	2 2%	2 3%	1 1%	2 2%
		7%	7%	15%	27%	70%h	79%	21%	18%	27%	31%	18%	31%
SUMMARY CODES													
NO NEGATIVE EFFECT AT ALL	299 72%	34 70%	35 70%	54 68%	50 68%	92 69%	128 69%	171 74%	48 73%	74 72%	57 71%	136 76%	87 76%
		11%	12%	18%	17%	31%	43%	57%	16%	25%	19%	46%	29%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	3 6%	6 12%	6 8%	11 15%	13 10%	20 11%	10 4%	9 14%	13 12%	8 10%	8 4%	8 7%
		10%	21%	21%	36%ah	44%	66%h	34%	32%h	43%h	27%	26%	29%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	399	56	47	84	71	127	174	225	68	91	75	160	101
Weighted Base	415	48*	50*	79*	73*	134	184	231	66*	103*	80*	174	115*
Don't know	34	4	5	8	7	10	15	19	2	6	4	12	9
	8%	7%	11%	10%	9%	7%	8%	8%	3%	6%	5%	7%	8%
		10%	16%	23%	19%	29%	45%	55%	6%	18%	12%	36%	26%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	399	88	69	65	102	43	16	4	4	3	2	3
Weighted Base	415	87*	66*	64*	112*	48*	17**	4**	5**	5**	2**	4**
No negative effect at all	246	41	42	43	64	36	10	3	3	3	-	2
	59%	47%	64%	67%	57%	74%	61%	68%	55%	55%	-	38%
		17%	17%	18%a	26%	14%a	4%	1%	1%	1%	-	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	15	7	5	17	2	4	-	1	-	2	-
	13%	17%	10%	8%	15%	5%	20%	-	29%	-	100%	-
		28%	13%	9%	32%	5%	7%	-	3%	-	4%	-
Prevents access to emergency services and information that keeps people safer	4	2	-	2	-	-	-	-	-	-	-	-
	1%	2%	-	3%	-	-	-	-	-	-	-	-
		52%	-	48%	-	-	-	-	-	-	-	-
Prevents access to information, e.g. news, health information, educational content etc	17	4	3	5	2	1	1	1	1	-	-	-
	4%	4%	4%	7%	2%	2%	7%	15%	15%	-	-	-
		21%	16%	27%	13%	7%	7%	4%	4%	-	-	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	7	2	1	2	-	-	-	1	-	-	-
	3%	7%	3%	2%	2%	-	-	-	15%	-	-	-
		53%	14%	11%	16%	-	-	-	6%	-	-	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	3	2	1	2	-	-	1	1	-	-	3
	3%	3%	4%	2%	2%	-	-	15%	15%	-	-	62%
		22%	20%	11%	15%	-	-	5%	6%	-	-	21%
Miss out on contact with family/friends	27	5	3	6	4	4	3	1	1	-	-	1
	7%	6%	5%	10%	4%	7%	15%	15%	15%	-	-	28%
		19%	12%	23%	15%	13%	9%	2%	3%	-	-	4%
Less able to look for work	10	3	2	3	1	1	-	-	1	-	-	-
	2%	3%	3%	5%	1%	2%	-	-	15%	-	-	-
		26%	16%	31%	8%	10%	-	-	7%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	399	88	69	65	102	43	16	4	4	3	3
Weighted Base	415	87*	66*	64*	112*	48*	17**	4**	5**	2**	4**
Less able to carry out work from home	15 4%	3 3%	1 2%	1 2%	7 6%	- -	- -	- -	1 15%	2 45%	- -
Makes it more difficult to find the cheapest goods/services	15 4%	3 4%	5 7%	4 7%	2 2%	- -	1 4%	- -	1 15%	- -	- -
Difficult to stay organised e.g. online shopping, etc	13 3%	3 4%	2 3%	3 5%	1 1%	- -	1 7%	- -	1 15%	- -	1 28%
Less entertainment	18 4%	5 6%	3 4%	4 6%	3 3%	1 2%	1 7%	- -	1 15%	- -	- -
Lack of support for special needs	5 1%	2 2%	- -	2 4%	1 1%	- -	- -	- -	- -	- -	- -
Other	7 2%	4 51%	* 7%	- -	3 34%	- -	- -	1 17%	- -	- -	- -
SUMMARY CODES											
NO NEGATIVE EFFECT AT ALL	299 72%	56 64%	49 74%	48 75%	81 72%	38 79%	14 81%	3 68%	4 85%	3 55%	2 100%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	8 9%	4 6%	7 11%	4 4%	1 2%	1 7%	1 15%	- -	- -	3 62%
Don't know	34 8%	9 25%	8 22%	2 6%	11 33%	5 14%	- -	- -	- -	- -	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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

[Prompted - Multi code]

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

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	399	96	31	84	67	41	31	17	17	9	3	3	158	132	22	62	22	3
Weighted Base	415	92*	32**	83*	70*	44*	36**	18**	20**	11**	3**	4**	155	144	24**	65*	23**	4**
No negative effect at all	246	53	18	46	44	34	19	14	9	6	1	2	95	92	12	33	13	2
	59%	57%	57%	56%	63%	78%	52%	79%	44%	53%	37%	38%	61%	64%	50%	51%	57%	38%
		21%	7%	19%	18%	14%ac	8%	6%	4%	2%	*	1%	39%	37%	5%	13%	5%	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	9	5	12	9	2	5	2	6	2	2	-	12	29	2	5	5	-
	13%	10%	15%	14%	12%	4%	13%	10%	31%	20%	63%	-	8%	20%	10%	9%	20%	-
		18%	9%	22%	16%	3%	9%	3%	12%	4%	4%	-	22%	54%ld	4%	10%	9%	-
Prevents access to emergency services and information that keeps people safer	4	1	-	2	-	-	1	-	-	-	-	-	2	-	-	1	1	-
	1%	1%	-	2%	-	-	3%	-	-	-	-	-	1%	-	-	1%	4%	-
		25%	-	47%	-	-	28%	-	-	-	-	-	48%	-	-	25%	27%	-
Prevents access to information, e.g. news, health information, educational content etc	17	2	2	1	2	1	5	-	2	1	-	-	8	3	-	5	2	-
	4%	3%	6%	2%	3%	3%	14%	-	11%	6%	-	-	5%	2%	-	7%	9%	-
		15%	11%	8%	10%	8%	31%	-	13%	4%	-	-	44%	17%	-	27%	12%	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	5	1	3	-	1	2	-	-	1	-	-	7	1	-	2	2	-
	3%	5%	3%	4%	-	3%	4%	-	-	6%	-	-	4%	1%	-	4%	10%	-
		39%	6%	25%	-	11%	13%	-	-	6%	-	-	56%	7%	-	20%	18%	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	4	1	1	1	-	2	-	1	1	-	3	5	2	-	1	1	3
	3%	4%	3%	1%	1%	-	4%	-	5%	6%	-	62%	3%	2%	-	2%	5%	62%
		33%	8%	6%	5%	-	13%	-	8%	6%	-	21%	42%	20%	-	8%	10%	21%
Miss out on contact with family/friends	27	6	1	4	5	2	5	-	2	1	-	1	10	7	2	5	1	1
	7%	7%	3%	5%	7%	5%	14%	-	10%	6%	-	28%	7%	5%	9%	8%	5%	28%
		23%	4%	15%	18%	8%	18%	-	7%	3%	-	4%	38%	27%	8%	19%	4%	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	399	96	31	84	67	41	31	17	17	9	3	3	158	132	22	62	22	3
Weighted Base	415	92*	32**	83*	70*	44*	36**	18**	20**	11**	3**	4**	155	144	24**	65*	23**	4**
Less able to look for work	10 2%	4 5% 44%	- - -	3 3% 28%	- - -	1 2% 10%	1 3% 11%	- - -	- - -	1 6% 7%	- - -	- - -	5 3% 48%	- - -	- - -	4 6% 40%um	1 5% 12%	- - -
Less able to carry out work from home	15 4%	- - -	1 3% 7%	1 1% 7%	5 6% 31%a	- - -	5 14% 34%	- - -	- - -	3 28% 21%	- - -	- - -	6 4% 41%	4 3% 28%	2 10% 16%	2 3% 15%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	15 4%	4 4% 24%	1 3% 7%	7 8% 42%	1 1% 4%	- - -	1 3% 7%	- - -	2 9% 12%	1 6% 5%	- - -	- - -	7 5% 48%	2 2% 16%	1 4% 7%	4 6% 24%	1 3% 5%	- - -
Difficult to stay organised e.g. online shopping, etc	13 3%	1 1% 11%	2 6% 14%	2 3% 19%	- - -	- - -	5 14% 41%	- - -	- - -	1 6% 6%	- - -	1 28% 9%	6 4% 45%	1 1% 10%	- - -	5 7% 36%um	- - -	1 28% 9%
Less entertainment	18 4%	5 6% 30%	1 3% 8%	3 3% 14%	2 3% 14%	- - -	5 14% 29%	- - -	- - -	1 6% 4%	- - -	- - -	7 5% 40%	5 3% 28%	- - -	4 7% 25%	1 5% 7%	- - -
Lack of support for special needs	5 1%	1 1% 15%	- - -	2 2% 33%	- - -	- - -	3 7% 52%	- - -	- - -	- - -	- - -	- - -	3 2% 64%	- - -	1 4% 21%	1 1% 15%	- - -	- - -
Other	7 2%	3 4% 45%	1 3% 13%	1 2% 18%	- - -	- - -	- - -	1 4% 9%	1 6% 15%	- - -	- - -	- - -	4 2% 48%	3 2% 34%	1 6% 18%	- - -	- - -	- - -
SUMMARY CODES																		
NO NEGATIVE EFFECT AT ALL	299 72%	62 67% 21%	23 71% 8%	58 70% 19%	53 75% 18%	36 82% 12%	24 65% 8%	16 88% 5%	15 75% 5%	8 72% 3%	3 100% 1%	2 38% 1%	107 69% 36%	121 84% 40%lo	14 60% 5%	38 59% 13%	18 77% 6%	2 38% 1%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	9 9% 29%	2 6% 6%	5 6% 17%	2 3% 6%	1 3% 5%	5 14% 18%	- - -	2 11% 8%	1 6% 2%	- - -	3 62% 9%	14 9% 47%um	4 3% 12%	- - -	6 10% 21%um	3 13% 10%	3 62% 9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 £149,999 £199,999 (i)	£150,000 £200,000 £250,000 (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	399	96	31	84	67	41	31	17	17	9	3	3	158	132	22	62	22	3
Weighted Base	415	92*	32**	83*	70*	44*	36**	18**	20**	11**	3**	4**	155	144	24**	65*	23**	4**
Don't know	34	8	5	7	7	5	1	1	-	-	-	-	14	6	3	9	2	-
	8%	9%	15%	9%	10%	11%	4%	8%	-	-	-	-	9%	4%	12%	14%	7%	-
		24%	14%	21%	20%	13%	4%	4%	-	-	-	-	42%	18%	8%	27% ^m	5%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	399	384	15
Weighted Base	415	409	6**
No negative effect at all	246 59%	241 59%	5 88%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 13%	53 13%	- -
Prevents access to emergency services and information that keeps people safer	4 1%	4 1%	- -
Prevents access to information, e.g. news, health information, educational content etc	17 4%	16 4%	* 8%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 3%	12 3%	- -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 3%	12 3%	- -
Miss out on contact with family/friends	27 7%	27 7%	- -
Less able to look for work	10 2%	10 2%	- -

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	399	384	15
Weighted Base	415	409	6**
Less able to carry out work from home	15 4%	15 4%	-
Makes it more difficult to find the cheapest goods/services	15 4%	15 4%	-
Difficult to stay organised e.g. online shopping, etc	13 3%	13 3%	-
Less entertainment	18 4%	17 4%	-
Lack of support for special needs	5 1%	5 1%	-
Other	7 2%	7 2%	-
SUMMARY CODES			
NO NEGATIVE EFFECT AT ALL	299 72%	294 72%	5 86%
PREVENTS ACCESS TO INFO/ SERVICES	29 7%	29 7%	-
Don't know	34 8%	34 8%	-

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
No negative effect at all	246	130	116	27	54	32	51	45	20	16	81	129	36	112	134	40	116	91
15%		16% <i>jm</i> 53%	14% 47%	25% 11% <i>alh</i> <i>ij</i>	17% 22% <i>ij</i>	11% 13%	18% 21% <i>l</i> <i>ij</i>	16% 18% <i>j</i>	11% 8%	9% 6%	19% 33% <i>m</i>	15% 52% <i>m</i>	10% 15%	14% 46%	17% 54%	12% 16%	14% 47%	19% 37% <i>apq</i>
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	19	34	4	10	12	13	8	5	1	14	33	7	24	29	10	29	14
3%		2% <i>j</i> 37%	4% 63%	4% 7%	3% 19%	4% 22% <i>j</i>	5% 25% <i>j</i>	3% 15%	3% 10%	1% 2%	3% 27%	4% 61%	2% 12%	3% 45%	4% 55%	3% 20%	3% 54%	3% 26%
Prevents access to emergency services and information that keeps people safer	4	3	1	1	2	1	-	-	-	-	3	1	-	-	4	-	-	4
*		*	*	1% 28%	1% 45%	* 27%	- -	- -	- -	- -	1% 73%	* 27%	- -	- -	* 100%	- -	- -	1% 100% <i>q</i>
Prevents access to information, e.g. news, health information, educational content etc	17	9	8	3	7	3	1	3	1	-	9	7	1	9	8	3	9	5
1%		1% 50%	1% 50%	2% 16% <i>j</i>	1% 39% <i>j</i>	1% 19%	* 6%	1% 16%	* 4%	- -	2% 55% <i>m</i>	1% 42%	* 4%	1% 56%	1% 44%	1% 17%	1% 55%	1% 28%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	6	6	3	4	1	-	4	-	-	7	5	-	4	8	-	5	7
1%		1% 50%	1% 50%	3% 26% <i>agi</i> <i>j</i>	1% 32%	* 11%	- -	1% 30%	- -	- -	2% 58% <i>m</i>	1% 42%	- -	* 34%	1% 66%	- -	1% 43%	1% 57% <i>p</i>
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	5	8	3	4	1	1	2	1	-	8	4	1	8	4	4	6	2
1%		1% 39%	1% 61%	3% 25% <i>aj</i>	1% 36%	1% 11%	* 8%	* 15%	* 5%	- -	2% 61% <i>lm</i>	* 34%	* 5%	1% 69%	* 31%	1% 36%	1% 51%	* 12%
Miss out on contact with family/friends	27	14	14	3	11	5	5	1	1	1	14	11	2	11	16	6	14	7
2%		2% 50%	2% 50%	3% 13% <i>h</i>	3% 40% <i>hij</i>	2% 17%	* 20%	2% 4%	1% 4%	* 2%	3% 53% <i>alm</i>	1% 41%	2% 6%	1% 41%	2% 59%	2% 23%	2% 53%	1% 25%
Less able to look for work	10	7	3	1	7	-	2	1	-	-	8	2	-	-	10	-	3	7
1%		1% <i>n</i> 68%	* 32%	1% 11%	2% 66% <i>alij</i>	- -	1% 15%	- 8%	- -	- -	2% 77% <i>alm</i>	* 23%	- -	- -	1% 100% <i>ln</i>	- -	* 34%	1% 66% <i>pq</i>

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Less able to carry out work from home	15 1%	12 1%	3 *	3 2%	4 1%	3 1%	2 1%	3 1%	- -	- -	6 1%	9 1%	- -	6 1%	9 1%	- -	12 1%	3 1%
Makes it more difficult to find the cheapest goods/services	15 1%	8 1%	7 1%	1 1%	5 1%	- -	3 1%	5 2%	* *	1 1%	6 1%	8 1%	2 *	4 *	12 1%	1 *	4 *	10 2%
Difficult to stay organised e.g. online shopping, etc	13 1%	7 1%	6 1%	3 2%	4 1%	2 1%	1 *	2 1%	* *	- -	7 2%	6 1%	* *	5 1%	7 1%	1 *	6 1%	5 1%
Less entertainment	18 1%	11 1%	7 1%	5 5%	6 2%	4 1%	2 1%	1 *	- -	- -	10 2%	7 1%	- -	10 1%	8 1%	3 1%	12 1%	4 1%
Lack of support for special needs	5 *	2 *	3 *	- -	3 1%	- -	- -	1 -	1 -	- -	3 1%	1 *	1 *	3 *	2 *	- -	3 *	2 *
Other	7 *	3 *	5 1%	- -	1 1%	3 1%	1 *	1 *	2 1%	- -	1 *	4 1%	2 1%	3 *	4 1%	1 *	5 1%	1 *
SUMMARY CODES		35%	65%	-	18%	34%	9%	11%	28%	-	18%	54%	28%	45%	55%	18%	64%	18%
NO NEGATIVE EFFECT	299 18%	149 18%	150 18%	31 29%	65 20%	44 16%	65 23%	53 18%	26 13%	17 10%	95 22%	161 19%	43 12%	136 16%	163 20%	50 15%	144 17%	105 22%
ANY NEGATIVE IMPACT	74 5%	42 5%	32 4%	7 7%	27 9%	12 4%	13 5%	11 4%	2 1%	2 1%	35 8%	36 4%	4 1%	28 3%	46 6%	8 2%	41 5%	25 5%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	31 4%	25 3%	3 2%	22 7%	8 3%	11 4%	10 3%	2 1%	2 1%	24 6%	28 3%	4 1%	17 2%	39 5%	5 2%	29 3%	22 5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
Don't know	34	12	22	2	8	9	7	2	4	3	10	18	7	19	15	5	17	12
	2%	1%	3%	1%	3%	3%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%
		34%	66%	5%	24%	26%h	21%	5%	11%	10%	29%	51%	20%	57%	43%	14%	51%	35%
Not asked	1223	611	612	66	218	214	198	224	158	144	284	636	303	642	581	261	634	329
	75%	75%	74%	62%	68%	76%	70%	77%	83%	87%	67%	74%	85%	77%	72%	80%	75%	70%
		dekr	50%	5%	18%	18%d	16%	18%de	13%ade	12%ade	23%	52%k	25%akl	53%o	47%	21%r	52%r	27%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
No negative effect at all	246	201	18	19	9	9	19	13	19	33	40	19	31	17	19	18	9
	15%	14%	13%	24%	22%	14%	11%	10%	15%	23%	22%	11%	13%	12%	24%	13%	22%
		81%	7%	8%ab	4%	4%	8%	5%	8%	13%aqhl mnp	16%aqhl mn	8%	13%	7%	8%aghlmn	7%	4%ghlmn
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	47	4	1	1	1	4	3	3	3	7	8	12	7	1	4	1
	3%	3%	3%	2%	3%	1%	2%	2%	2%	2%	4%	5%	5%	5%	2%	3%	3%
		88%	7%	3%	2%	1%	7%	6%	5%	6%	13%	16%	22%	13%	3%	7%	2%
Prevents access to emergency services and information that keeps people safer	4	2	2	-	-	-	-	1	-	1	-	-	-	-	-	2	-
	*	*	1%	-	-	-	-	1%	-	1%	-	-	-	-	-	1%	-
		53%	47%ab	-	-	-	-	25%	-	28%	-	-	-	-	-	47%a	-
Prevents access to information, e.g. news, health information, educational content etc	17	14	1	1	1	-	4	1	1	1	2	2	3	1	1	1	1
	1%	1%	1%	2%	2%	-	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%
		83%	5%	7%	5%	-	21%	4%	6%	6%	13%	11%	17%	5%	7%	5%	5%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	7	2	3	*	-	3	1	-	-	1	1	2	-	3	2	*
	1%	1%	1%	4%	1%	-	2%	1%	-	-	*	1%	1%	-	4%	1%	1%
		59%	15%	23%ab	3%	-	24%	6%	-	-	7%	10%	13%	-	23%ajjn	15%	3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	11	-	1	-	-	1	1	1	-	4	2	2	-	1	-	-
	1%	1%	-	2%	-	-	1%	1%	1%	-	2%	1%	1%	-	2%	-	-
		90%	-	10%	-	-	12%	6%	8%	-	36%a	16%	13%	-	10%	-	-
Miss out on contact with family/friends	27	22	3	1	*	1	5	2	2	2	3	5	2	-	1	3	*
	2%	2%	2%	2%	1%	2%	3%	1%	2%	2%	2%	3%	1%	-	2%	2%	1%
		83%	11%	4%	1%	5%	19%	6%	6%	8%	12%	18%	7%	-	4%	11%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
Less able to look for work	10 1%	4 *	5 3%	1 2%	-	-	-	1 1%	1 1%	1 11%	-	1 1%	-	-	1 2%	5 3%	-
		42%	46%ab	12%	-	-	-	14%	7%	11%	-	10%	-	-	12%	46%agkmm	-
Less able to carry out work from home	15 1%	15 1%	-	-	-	-	-	1 1%	1 1%	1 1%	5 3%	5 3%	3 1%	-	-	-	-
		100%	-	-	-	-	-	5%	7%	7%	30%	32%ag	18%	-	-	-	-
Makes it more difficult to find the cheapest goods/services	15 1%	11 1%	4 3%	1 1%	-	-	2 1%	1 1%	3 3%	1 1%	2 1%	1 *	1 1%	-	1 1%	4 3%	-
		70%	25%ab	5%	-	-	12%	5%	22%	7%	12%	4%	9%	-	5%	25%	-
Difficult to stay organised e.g. online shopping, etc	13 1%	11 1%	2 1%	-	-	-	3 2%	1 1%	2 1%	1 1%	2 1%	-	3 1%	-	-	2 1%	-
		88%	12%	-	-	-	21%	6%	12%	8%	18%	-	22%	-	-	12%	-
Less entertainment	18 1%	13 1%	3 2%	1 2%	*	-	4 2%	2 2%	1 1%	1 1%	2 1%	-	4 1%	-	1 2%	3 2%	*
		70%	16%	7%	2%	-	23%	13%	4%	6%	10%	-	20%	-	7%	16%	2%
Lack of support for special needs	5 *	5 *	-	-	-	-	1 *	-	3 *	-	-	1 *	-	-	-	-	-
		100%	-	-	-	-	15%	-	56%am	-	-	29%	-	-	-	-	-
Other	7 *	6 *	-	1 1%	1 2%	-	1 1%	1 1%	-	*	1 *	2 1%	-	-	1 1%	-	1 2%
		80%	-	11%	9%	-	18%	18%	-	7%	9%	28%	-	-	11%	-	9%am
SUMMARY CODES																	
NO NEGATIVE EFFECT	299 18%	248 18%	22 16%	20 26%	10 25%	10 3%	23 8%	17 6%	21 7%	36 12%ag	47 16%aqhl mp	27 9%	43 14%	24 8%	20 7%gh	22 7%	10 3%gh
ANY NEGATIVE IMPACT	74 5%	58 4% n 78%	11 8% 15%ab	4 5% 5%	2 4% 2%	1 2%	10 6% 14%an	4 3% 5%	6 5% 9%an	2 2% 3%	10 6% 14%an	16 10% 22%ahjm n	6 2% 8%	1 1% 1%	4 5% 5%	11 8% 15%jmn	2 4% 2%an

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	44	8	2	1	1	6	2	6	1	8	16	3	1	2	8	1
	3%	3%	6%	3%	3%	2%	4%	1%	5%	1%	5%	10%	1%	1%	3%	6%	3%
		79%	15%	4%	2%	2%	11%	3%	10% _{lm}	2%	15% _{mn}	29% _{aghl mn}	5%	1%	4%	15% _{hjmn}	2%
Don't know	34	27	6	2	-	1	1	3	2	4	-	6	8	2	2	6	-
	2%	2%	4%	2%	-	2%	*	2%	2%	3%	-	3%	3%	1%	2%	4%	-
		77%	17%	5%	-	4%	2%	8%	7%	11% _k	-	17% _k	22% _k	6%	5%	17% _{gk}	-
Not asked	1223	1047	96	52	29	50	139	108	96	101	121	121	193	118	52	96	29
	75%	76%	71%	66%	70%	80%	80%	81%	76%	70%	68%	70%	77%	82%	66%	71%	70%
		86%	8%	4%	2%	4%	11% _{klo}	9% _{ijkl}	8%	8%	10%	10%	16% _k	10% _{klo q}	4%	8%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1468	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
No negative effect at all	246	225	19	41	196	64	109	71	102	149	36	14	25	177	207
	15%	15%	12%	13%	15%	22%	16%	20%	16%	15%	17%	11%	13%	16%	15%
		92%	8%	17%	79%	26%ag	44%	29%a	42%	61%	15%	6%	10%	72%	84%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	50	4	15	35	14	17	17	14	35	7	8	6	41	45
	3%	3%	2%	5%	3%	5%	2%	5%	2%	4%	3%	6%	3%	4%	3%
		93%	7%	28%	66%	26%	31%	31%l	26%	66%	12%	14%	12%	76%	65%
Prevents access to emergency services and information that keeps people safer	4	3	1	3	1	1	-	1	-	-	2	-	2	2	4
	*	*	1%	1%	*	*	-	*	-	-	1%	-	1%	*	*
		72%	28%	79%ae	21%	25%	-	25%	-	-	47%j	-	53%jn	47%	100%
Prevents access to information, e.g. news, health information, educational content etc	17	15	2	6	11	3	10	3	10	12	1	-	3	13	16
	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	*	-	2%	1%	1%
		88%	12%	36%	64%	20%	56%	20%	56%	74%	5%	-	20%	79%	96%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	11	1	5	7	4	4	5	3	7	3	-	3	10	12
	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	-	1%	1%	1%
		90%	10%	41%	59%	31%	30%	38%	24%	53%	25%	-	21%	79%	100%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	11	1	4	9	4	7	5	6	10	1	1	1	11	12
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	*	1%	1%
		92%	8%	29%	71%	35%	56%	41%	49%	80%	9%	11%	6%	89%	95%
Miss out on contact with family/friends	27	21	6	5	20	7	13	7	13	19	2	-	4	20	23
	2%	1%	4%	2%	2%	3%	2%	2%	2%	2%	1%	-	2%	2%	2%
		77%	23%b	20%	75%	27%	48%	27%	48%	69%	6%	-	15%	75%	85%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1468	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
Less able to look for work	10 1%	9 1%	1 1%	4 1%	5 *	4 1%	1 *	4 1%	1 *	4 *	2 1%	1 1%	4 2%	6 1%	9 1%
		89%	11%	40%	47%	42%g	10%	42%h	10%	42%	16%	8%	37%aj	60%	93%
Less able to carry out work from home	15 1%	11 1%	4 2%	3 1%	12 1%	3 1%	10 1%	5 1%	7 1%	8 1%	2 1%	- -	2 1%	9 1%	11 1%
		74%	26%	21%	79%	19%	66%	35%	50%	53%	15%	-	12%	60%	72%
Makes it more difficult to find the cheapest goods/services	15 1%	13 1%	2 1%	8 3%	6 *	5 2%	5 1%	7 2%	3 *	8 1%	2 1%	1 1%	4 2%	11 1%	14 1%
		86%	14%	54%ae	38%	30%	32%	42%	20%	54%	16%	5%	24%	70%	91%
Difficult to stay organised e.g. online shopping, etc	13 1%	11 1%	2 1%	4 1%	8 1%	4 1%	5 1%	4 1%	5 1%	7 1%	4 2%	- -	3 1%	10 1%	13 1%
		83%	17%	35%	65%	33%	37%	33%	37%	54%	35%	-	20%	80%	100%
Less entertainment	18 1%	15 1%	3 2%	4 1%	12 1%	3 1%	12 2%	5 1%	10 2%	10 1%	3 1%	1 1%	3 1%	12 1%	16 1%
		84%	16%	24%	69%	16%	66%	26%	57%	56%	16%	7%	16%	68%	90%
Lack of support for special needs	5 *	3 *	2 1%	2 1%	3 *	1 *	3 *	2 *	2 *	4 *	- -	- -	1 1%	4 *	5 *
		65%	35%	48%	52%	15%	56%	36%	35%	73%	-	-	27%	73%	100%
Other	7 *	5 *	2 1%	4 1%	4 *	1 *	4 1%	2 1%	3 1%	5 *	2 1%	2 2%	- -	5 *	6 *
		69%	31%	49%ae	51%	18%	58%	31%	45%	61%	30%	31%	-	72%	85%
SUMMARY CODES															
NO NEGATIVE EFFECT	299 18%	275 19%	23 8%	56 18%	231 18%	78 27%	126 18%	87 25%	116 39%	185 62%	43 20%	22 7%	31 10%	218 73%	253 84%
ANY NEGATIVE IMPACT	74 5%	62 4%	12 7%	20 6%	51 4%	19 7%	36 5%	25 7%	30 5%	44 4%	14 6%	3 3%	9 4%	56 5%	64 5%
		84%	16%	27%	69%	26%	49%	34%	41%	59%	19%	5%	12%	75%	87%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	47 3%	9 6%	16 5%	39 3%	16 6%	24 4%	20 6%	20 3%	34 3%	11 5%	2 2%	6 3%	43 4%	48 4%
Don't know	34 2%	27 2%	7 4%	8 3%	21 2%	7 2%	10 2%	8 2%	9 1%	12 1%	8 3%	4 3%	1 *	18 2%	20 1%
Not asked	1223 75%	1097 75%	121 73%	227 72%	958 76%	182 64%	514 74%	234 66%	462 74%	737 75%	148 69%	97 76%	156 79%	835 74%	1019 75%
		7h 90%	10%	19%	78%	15%	42% ^d	19%	38% ^h	60%	12%	8%	13% ^k	68%	83%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
No negative effect at all	248 15%	91 16% 37%	77 16% 31%	137 15% 55%	129 16% 53%	57 14% 23%	184 15% 75%	62 14% 25%	8 8% 3%	186 15% 76%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 3%	12 2% 22%	13 3% 25%	23 3% 44%	23 3% 42%	18 4% 33%	39 3% 73%	15 3% 27%	2 2% 4%	39 3% 73%
Prevents access to emergency services and information that keeps people safer	4 *	1 * 28%	1 * 28%	1 * 28%	- - -	- - -	- - -	4 1% 100%[e]j	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	17 1%	7 1% 40%	5 1% 31%	9 1% 55%	5 1% 27%	7 2% 39%	11 1% 67%	6 1% 33%	1 1% 7%	11 1% 67%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 1%	3 * 22%	2 * 13%	3 * 22%	2 * 16%	2 * 16%	4 * 32%	8 2% 68%[a]e]j	1 1% 10%	5 * 42%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	4 1% 34%	6 1% 45%	7 1% 55%	7 1% 57%	3 1% 26%	10 1% 83%	2 * 17%	- - -	10 1% 83%
Miss out on contact with family/friends	27 2%	6 1% 20%	7 2% 28%	12 1% 44%	10 1% 36%	7 2% 24%	16 1% 61%	11 2% 39%	- - -	16 1% 61%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
Less able to look for work	10 1%	5 1% 52%	1 * 11%	5 1% 52%	1 * 12%	1 * 10%	2 * 22%	8 2% 78%aefgj	- - -	2 * 22%
Less able to carry out work from home	15 1%	7 1% 45%	5 1% 33%	9 1% 61%	8 1% 54%	3 1% 18%	11 1% 72%	4 1% 28%	- - -	11 1% 72%
Makes it more difficult to find the cheapest goods/services	15 1%	6 1% 39%	1 * 7%	6 1% 39%	4 * 24%	1 * 7%	5 * 30%	11 2% 70%aefgj	- - -	5 * 30%
Difficult to stay organised e.g. online shopping, etc	13 1%	3 * 21%	8 2% 59%	8 1% 59%	2 * 18%	5 1% 41%	7 1% 59%	5 1% 41%	- - -	7 1% 59%
Less entertainment	18 1%	7 1% 38%	9 2% 52%	13 1% 75%	9 1% 53%	4 1% 24%	14 1% 77%	4 1% 23%	1 1% 7%	14 1% 77%
Lack of support for special needs	5 *	3 * 56%	- - -	3 * 56%	3 * 68%	- - -	3 * 68%	2 * 32%	- - -	3 * 68%
Other	7 *	5 1% 65%	2 * 30%	6 1% 76%	4 * 49%	- - -	4 * 49%	4 1% 51%	1 1% 18%l	4 * 49%
SUMMARY CODES										
NO NEGATIVE EFFECT	299 18%	103 18% 34%	90 18% 30%	160 17% 53%	152 19% 51%	75 18% 25%	223 19% 74%	76 17% 26%	10 10% 3%	225 19% 75%
ANY NEGATIVE IMPACT	74 5%	22 4% 29%	15 3% 21%	33 4% 45%	31 4% 41%	10 2% 14%	41 3% 55%	33 8% 45%aefgj	4 4% 5%	42 3% 57%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	15	6	20	21	6	27	29	2	28
3%		3%	1%	2%	3%	1%	2%	7%	3%	2%
Don't know	34	cf 27%	11%	35%	38%	10%	48%	52%aefgj	4%	50%
2%		8	16	22	17	5	21	13	3	22
		1%	3%	2%	2%	1%	2%	3%	3%	2%
		23%	45%	64%	51%	13%	62%	38%	9%	64%
Not asked	1223	428	366	695	599	331	912	311	79	920
75%		76%	75%	76%	75%	79%	76%	71%	82%	76%
		35%	30%	57%	49%	27%h	75%h	25%	6%	75%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
No negative effect at all	246	126	120	86	160	132	42	201	8	11	4
	15%	12%	22%	14%	16%	14%	22%	14%	20%	23%	18%
		b 51%	49%ab	35%	65%	54%	17%ah	82%	3%	4%	2%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	31	23	21	33	29	14	40	7	4	2
	3%	3%	4%	3%	3%	3%	7%	3%	17%	8%	8%
		57%	43%	39%	61%	54%	26%ah	74%	13%ah	7%	3%
Prevents access to emergency services and information that keeps people safer	4	-	4	-	4	-	1	3	1	-	-
	*	-	1%	-	*	-	1%	*	3%	-	-
		-	100%b	-	100%	-	28%	72%	28%ah	-	-
Prevents access to information, e.g. news, health information, educational content etc	17	7	10	7	10	9	12	5	3	6	4
	1%	1%	2%	1%	1%	1%	6%	*	8%	12%	19%
		h 43%	57%	41%	59%	54%	68%ah	32%	19%ah	33%a	25%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	4	8	3	10	6	5	7	1	2	3
	1%	*	2%	*	1%	1%	3%	1%	3%	4%	15%
		32%	68%b	22%	78%	46%	42%ah	58%	9%	16%a	26%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	10	2	6	7	6	7	5	3	5	3
	1%	1%	*	1%	1%	1%	4%	*	8%	10%	13%
		81%	19%	47%	53%	50%	56%ah	44%	24%ah	39%a	24%
Miss out on contact with family/friends	27	11	16	8	20	9	14	13	6	9	5
	2%	1%	3%	1%	2%	1%	7%	1%	15%	19%	23%
		42%	58%b	28%	72%	34%	53%ah	47%	21%ah	33%a	19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
Less able to look for work	10 1%	3 *	7 1%	2 *	8 1%	4 *	7 4%	3 *	3 7%	2 4%	3 15%
		29%	71%ab	22%	78%	37%	72%ah	28%	28%ah	19%a	33%
Less able to carry out work from home	15 1%	7 1%	8 1%	6 1%	9 1%	8 1%	7 4%	7 1%	3 19%ah	4 30%a	2 8%
		46%	54%	41%	59%	54%	50%ah	50%	19%ah	30%a	12%
Makes it more difficult to find the cheapest goods/services	15 1%	4 *	12 2%	6 1%	9 2%	2 *	9 5%	7 *	5 13%	2 4%	3 16%
		24%	76%ab	40%	60%	15%	57%ah	43%	34%agh	12%	23%
Difficult to stay organised e.g. online shopping, etc	13 1%	6 1%	6 1%	6 1%	7 1%	4 *	9 5%	4 *	4 10%	4 9%	4 17%
		51%	49%	44%	56%	35%	69%ah	31%	31%ah	34%a	29%
Less entertainment	18 1%	14 h	4 1%	7 1%	10 1%	9 1%	14 7%	4 *	2 5%	6 12%	2 10%
		77%	23%	41%	59%	49%	78%ah	22%	10%h	32%a	12%
Lack of support for special needs	5 *	3 *	2 *	2 *	3 *	4 *	4 2%	1 *	-	1 2%	-
		68%	32%	47%	53%	85%	88%ah	12%	-	17%	-
Other	7 *	6 1%	1 *	1 *	6 1%	3 *	-	7 1%	-	-	-
		85%	15%	18%	82%	34%	-	100%	-	-	-
SUMMARY CODES											
NO NEGATIVE EFFECT	299 18%	157 b	142 26%ab	107 17%	192 19%	161 18%	56 20%	240 17%	15 38%	15 31%	6 25%
		52%	48%ab	36%	64%	54%	19%ah	80%	5%ah	5%a	2%
ANY NEGATIVE IMPACT	74 5%	34 h	40 7%	25 4%	49 5%	34 4%	40 21%	34 2%	8 11%ah	15 33%	11 51%
		45%	55%ab	34%	66%	46%	55%ah	45%	11%ah	21%a	15%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	20	36	18	38	25	26	30	6	10	9
	3%	2%	7%	3%	4%	3%	14%	2%	16%	21%	41%
		bh 36%	64%ab	31%	69%	45%	47%ah	53%	11%ah	17%a	16%
Don't know	34	15	19	5	29	17	6	26	-	2	-
	2%	1%	3%	1%	3%	2%	3%	2%	-	5%	-
		d 44%	56%b	14%	86%b	50%	19%	77%	-	7%	-
Not asked	1223	870	353	501	722	699	91	1117	16	15	5
	75%	80%	63%	78%	72%	77%	47%	78%	42%	31%	24%
		cgi 71%ac	29%	41%e	59%	57%	7%	91%agi	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
No negative effect at all	246	29	34	46	39	76	103	143	39	51	44	112	72
15%		60% h 12%ah	69% 14%ahj	59% 19%ah	53% 16%ah	57% 31%ah	56% 42%ah	10% 58%	58% 16%ah	49% 21%ah	55% 18%ah	15% 46%	17% 29%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	5	1	7	10	17	25	29	10	24	13	24	14
3%		10% h 9%ah	1% 1%h	9% 14%ah	14% 19%ach	13% 31%ach	13% 46%ach	2% 54%	15% 18%ach	23% 44%acdh	16% 24%ach	3% 45%	3% 27%
Prevents access to emergency services and information that keeps people safer	4	1	2	-	1	2	2	2	2	-	-	-	-
*		2% 25%ah	4% 47%ah	- -	1% 28%h	2% 55%ah	1% 55%h	- 45%	3% 55%ah	- -	- -	- -	- -
Prevents access to information, e.g. news, health information, educational content etc	17	1	3	4	6	6	10	7	5	7	3	6	5
1%		2% 7%	6% 17%ah	5% 22%ah	8% 34%ah	5% 37%ah	6% 60%ah	- 40%	8% 30%ah	7% 41%ah	4% 20%ah	1% 37%	1% 30%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	2	1	3	7	8	12	*	5	6	3	2	2
1%		4% h 15%ah	2% 8%h	4% 27%ah	9% 56%ah	6% 67%ah	6% 97%ah	- 3%	8% 44%ah	6% 52%ah	4% 26%ah	* 16%	* 16%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	-	3	2	4	5	9	4	4	5	4	4	7
1%		-	6% 25%ah	2% 13%h	5% 29%ah	4% 43%ah	5% 72%ah	* 28%	5% 29%ah	5% 41%ah	5% 31%ah	- 29%	- 54%
Miss out on contact with family/friends	27	2	4	4	5	9	11	16	8	10	9	6	10
2%		4% 8%h	7% 13%ah	5% 13%h	6% 17%ah	7% 32%ah	6% 40%ah	1% 60%	12% 28%ah	10% 37%ah	11% 32%ah	1% 23%	2% 38%h

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast mobile (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
Less able to look for work	10	2	1	2	1	4	4	6	4	2	-	1	1
	1%	5%	2%	2%	1%	3%	2%	*	6%	2%	-	*	*
Less able to carry out work from home	15	22%ah	8%	17%h	11%	37%ah	37%h	63%	43%ahk	24%h	-	10%	12%
	1%	2	2	3	3	5	7	8	3	1	3	8	3
Makes it more difficult to find the cheapest goods/services	15	4%	5%	4%	4%	4%	4%	1%	5%	1%	4%	1%	1%
	1%	11%h	16%ah	23%ah	18%ah	36%ah	46%ah	54%	22%ah	5%	23%ah	54%	18%
Difficult to stay organised e.g. online shopping, etc	15	1	2	5	3	6	7	8	6	4	4	2	3
	1%	3%	5%	6%	4%	4%	4%	1%	9%	4%	5%	*	1%
Less entertainment	13	9%h	15%ah	33%ah	21%ah	39%ah	45%ah	55%	39%ah	29%ah	26%ah	12%	19%
	1%	1	1	3	4	5	7	6	4	6	2	4	4
Lack of support for special needs	18	2%	3%	4%	5%	4%	4%	*	6%	6%	3%	1%	1%
	1%	6%	10%	23%ah	31%ah	42%ah	54%ah	46%	30%ah	46%ah	18%h	31%	28%
Other	7	4	1	2	4	7	9	9	4	6	3	6	8
	1%	8%	3%	3%	6%	5%	5%	1%	6%	5%	4%	1%	2%
SUMMARY CODES	5	21%ah	8%	13%h	24%ah	37%ah	50%ah	50%	21%ah	31%ah	17%h	34%	43%
	*	1	-	1	1	2	2	2	1	2	1	3	-
NO NEGATIVE EFFECT	299	3%	-	1%	1%	2%	1%	*	1%	2%	1%	*	-
	18%	27%ah	-	15%	15%	50%ah	50%h	50%	15%	32%h	15%	68%	-
ANY NEGATIVE IMPACT	7	-	-	-	-	5%	6	2	2	1	2	1	2
	5%	1%	1%	1%	2%	3%	3%	2%	2%	3%	3%	1%	1%
	*	7%	7%	15%h	27%ah	70%ah	79%ah	21%	18%h	27%h	31%ah	18%	31%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	7	8	14	11	20	26	30	11	15	14	18	9
	3%	14% h	15% 13%ah	17% 24%ah	15% 20%ah	15% 35%ah	14% 47%ah	2% 53%	16% 19%ah	14% 26%ah	17% 25%ah	2% 32%	2% 16%
Don't know	34	4	5	8	7	10	15	19	2	6	4	12	9
	2%	11% 10%ah	7% 16%ah	10% 23%ah	9% 19%ah	7% 29%ah	8% 45%ah	1% 55%	3% 6%	6% 18%ah	5% 12%h	2% 36%	2% 26%
Not asked	1223	-	-	-	-	-	-	1223	-	-	-	597	314
	75%	-	-	-	-	-	-	84%	-	-	-	77%	73%
	k	bcdefgij	-	-	-	-	-	100%abdefghi	-	-	-	49%	26%
	k							jk					

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
No negative effect at all	246	41	42	43	64	36	10	3	3	3	-	2
	15%	14%	15%	16%	15%	20%	13%	7%	16%	13%	-	14%
		17%	17%	16%	16%	14%	4%	1%	1%	1%	-	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	15	7	5	17	2	4	-	1	-	2	-
	3%	5%	2%	2%	4%	1%	4%	-	9%	-	30%	-
		28% ^c	13%	9%	32%	5%	7%	-	3%	-	4%	-
Prevents access to emergency services and information that keeps people safer	4	2	-	2	-	-	-	-	-	-	-	-
	*	1%	-	1%	-	-	-	-	-	-	-	-
		52%	-	48%	-	-	-	-	-	-	-	-
Prevents access to information, e.g. news, health information, educational content etc	17	4	3	5	2	1	1	1	1	-	-	-
	1%	1%	1%	2%	1%	1%	2%	2%	4%	-	-	-
		21%	16%	27%	13%	7%	7%	4%	4%	-	-	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	7	2	1	2	-	-	-	1	-	-	-
	1%	2%	1%	1%	-	-	-	-	4%	-	-	-
		53% ^d	14%	11%	16%	-	-	-	6%	-	-	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	3	2	1	2	-	-	1	1	-	-	3
	1%	1%	1%	1%	*	-	-	2%	4%	-	-	24%
		22%	20%	11%	15%	-	-	5%	6%	-	-	21%
Miss out on contact with family/friends	27	5	3	6	4	4	3	1	1	-	-	1
	2%	2%	1%	2%	1%	2%	3%	2%	4%	-	-	11%
		19%	12%	23%	15%	13%	9%	2%	3%	-	-	4%
Less able to look for work	10	3	2	3	1	1	-	-	1	-	-	-
	1%	1%	1%	1%	-	1%	-	-	4%	-	-	-
		26%	16%	31%	6%	10%	-	-	7%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Less able to carry out work from home	15 1%	3 1%	1 *	1 *	7 2%	- -	- -	- -	1 4%	2 11%	- -	- -
Makes it more difficult to find the cheapest goods/services	15 1%	3 1%	5 2%	4 2%	2 *	- -	1 1%	- -	1 4%	- -	- -	- -
Difficult to stay organised e.g. online shopping, etc	13 1%	3 1%	2 1%	3 1%	1 *	- -	1 2%	- -	1 4%	- -	- -	1 11%
Less entertainment	18 1%	5 2%	3 1%	4 1%	3 1%	1 4%	1 7%	- -	1 4%	- -	- -	- -
Lack of support for special needs	5 *	2 1%	- -	2 1%	1 *	- -	- -	- -	- -	- -	- -	- -
Other	7 *	4 1%	* *	- -	3 1%	- -	- -	1 2%	- -	- -	- -	- -
		51%	7%	- -	34%	- -	- -	9%	- -	- -	- -	- -
SUMMARY CODES												
NO NEGATIVE EFFECT	299 18%	56 19%	49 18%	48 18%	81 19%	38 21%	14 17%	3 7%	4 25%	3 13%	2 30%	2 14%
		19%	16%	16%	27%	13%	5%	1%	1%	1%	1%	1%
ANY NEGATIVE IMPACT	74 5%	19 6%	9 3%	14 5%	17 4%	5 3%	3 4%	1 2%	1 4%	2 11%	- -	3 24%
		25%	12%	19%	23%	7%	4%	1%	1%	3%	- -	3%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	13 5%	6 2%	10 4%	14 3%	5 3%	2 2%	1 2%	- -	2 11%	- -	3 24%
		24%	11%	19%	25%	8%	4%	1%	- -	4%	- -	5%
Don't know	34 2%	9 3%	8 3%	2 1%	11 3%	5 3%	- -	- -	- -	- -	- -	- -
		25%	22%	6%	33%	14%	- -	- -	- -	- -	- -	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	6	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	7**	11**
Not asked	1223	208	214	204	326	131	66	35	11	17	5	7
	75%	71%	76%	76%	74%	73%	79%	90%	71%	76%	70%	62%
		17%	18%	17%	27%	11%	5%	3%	1%	1%	*	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8	
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**	
No negative effect at all	246	53	18	46	44	34	19	14	9	6	1	2	95	92	12	33	13	2	
	15%	17%	14%	14%	18%	15%	13%	22%	9%	12%	8%	14%	17%	13%	14%	18%	17%	14%	
		21%	7%	19%	18%	14%	8%	6%h	4%	2%	*	1%	39% <i>m</i>	37%	5%	13%	5%	1%	
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	9	5	12	9	2	5	2	6	2	2	-	12	29	2	5	5	-	
	3%	3%	4%	3%	3%	1%	3%	3%	3%	6%	4%	14%	-	2%	4%	3%	3%	-	
		18%	9%	22%	16%	3%	9%	3%	12% <i>e</i>	4%	4%	-	22%	54%	4%	10%	9%	-	
Prevents access to emergency services and information that keeps people safer	4	1	-	2	-	-	1	-	-	-	-	-	2	-	-	1	1	-	
	*	*	-	1%	-	-	1%	-	-	-	-	-	*	-	-	1%	1%	-	
		25%	-	47%	-	-	28%	-	-	-	-	-	48%	-	-	25%	27% <i>m</i>	-	
Prevents access to information, e.g. news, health information, educational content etc	17	2	2	1	2	1	5	-	2	1	-	-	8	3	-	5	2	-	
	1%	1%	1%	*	1%	1%	4%	-	2%	1%	-	-	1%	*	-	2%	3%	-	
		15%	11%	8%	10%	8%	31% <i>a,c</i>	-	13%	4%	-	-	44%	17%	-	27% <i>m</i>	12% <i>m</i>	-	
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	5	1	3	-	1	2	-	-	1	-	-	7	1	-	2	2	-	
	1%	2%	1%	1%	-	1%	1%	-	-	1%	-	-	1%	*	-	1%	3%	-	
		39%	6%	25%	-	11%	13%	-	-	6%	-	-	56% <i>m</i>	7%	-	20% <i>m</i>	18% <i>m</i>	-	
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	4	1	1	1	-	2	-	1	1	-	3	5	2	-	1	1	3	
	1%	1%	1%	*	*	-	1%	-	1%	1%	-	24%	1%	*	-	1%	2%	24%	
		33%	8%	6%	5%	-	13%	-	8%	6%	-	21%	42%	20%	-	8%	10%	21%	
Miss out on contact with family/friends	27	6	1	4	5	2	5	-	2	1	-	1	10	7	2	5	1	1	
	2%	2%	1%	1%	2%	1%	3%	-	2%	1%	-	11%	2%	1%	3%	3%	2%	11%	
		23%	4%	15%	18%	8%	18%	-	7%	3%	-	4%	38%	27%	8%	19%	4%	4%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
Less able to look for work	10 1%	4 1% 44%	- - -	3 1% 28%	- - -	1 * 10%	1 1% 11%	- - -	- - -	1 1% 7%	- - -	- - -	5 1% 48% _m	- - -	- - -	4 2% 40% _m	1 2% 12% _m	- - -
Less able to carry out work from home	15 1%	- - -	1 1% 7%	1 * 7%	5 2% 31% _a	- - -	5 3% 34% _a	- - -	- - -	3 6% 21% _a	- - -	- - -	6 1% 41%	4 1% 28%	2 3% 16% _m	2 1% 15%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	15 1%	4 1% 24%	1 1% 7%	7 2% 42%	1 * 4%	- - -	1 1% 7%	- - -	2 2% 12%	1 1% 5%	- - -	- - -	7 1% 48%	2 * 16%	1 1% 7%	4 2% 24% _m	1 1% 5%	- - -
Difficult to stay organised e.g. online shopping, etc	13 1%	1 * 11%	2 1% 14%	2 1% 19%	- - -	- - -	5 4% 41% _a	- - -	- - -	1 1% 6%	- - -	1 11% 9%	6 1% 45% _m	1 * 10%	- - -	5 2% 36% _m	- - -	1 11% 9%
Less entertainment	18 1%	5 2% 30%	1 1% 8%	3 1% 15%	2 1% 14%	- - -	5 4% 29% _a	- - -	- - -	1 1% 4%	- - -	- - -	7 1% 40%	5 1% 28%	- - -	4 2% 25% _m	1 2% 7%	- - -
Lack of support for special needs	5 *	1 * 15%	- - -	2 * 33%	- - -	- - -	3 2% 52%	- - -	- - -	- - -	- - -	- - -	3 1% 64%	- - -	1 1% 21% _m	1 * 15%	- - -	- - -
Other	7 *	3 1% 45%	1 1% 13%	1 * 18%	- - -	- - -	- - -	1 1% 9%	1 1% 15%	- - -	- - -	- - -	4 1% 48%	3 * 34%	1 2% 18%	- - -	- - -	- - -
SUMMARY CODES																		
NO NEGATIVE EFFECT	299 18%	62 20% 21%	23 17% 8%	58 17% 19%	53 21% 18%	36 16% 12%	24 16% 8%	16 24% 5%	15 16% 5%	8 16% 3%	3 22% 1%	2 14% 1%	107 19% 36%	121 16% 40%	14 17% 5%	38 21% 13%	18 22% 6%	2 14% 1%
ANY NEGATIVE IMPACT	74 5%	19 6% 26% _a	3 3% 4%	17 5% 23% _a	11 4% 14%	3 1% 4%	11 8% 15% _a	- 4% -	4 4% 5%	3 6% 4%	- 5% -	3 24% 3%	30 5% 41% _m	15 2% 20%	6 7% 7% _m	17 9% 23% _m	4 5% 5%	3 24% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 0 - £149,999 9	£150,000 0 + (j)	No classifi- cation (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classifi- cation (q)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	14	2	14	8	3	6	-	4	2	-	3	23	10	6	13	3	3
	3%	4%	1%	4%	3%	1%	4%	-	4%	5%	-	24%	4%	1%	7%	7%	3%	24%
		24%	3%	25%	15%	6%	11%	-	7%	4%	-	5%	41% _m	18%	10% _m	22% _m	5%	5%
Don't know	34	8	5	7	7	5	1	1	-	-	-	-	14	6	3	9	2	-
	2%	3%	4%	2%	3%	2%	1%	2%	-	-	-	-	3%	1%	3%	5%	2%	-
		24%	14%	21%	20%	13%	4%	4%	-	-	-	-	42% _m	18%	8%	27% _m	5%	-
Not asked	1223	215	99	254	178	183	110	49	78	39	11	7	396	587	59	119	55	7
	75%	70%	76%	75%	72%	81%	75%	73%	79%	78%	78%	62%	72%	80%	71%	65%	71%	62%
		18%	8%	21%	15%	15% _{ad}	9%	4%	6%	3%	1%	1%	32%	48% _{do}	5%	10%	5%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
No negative effect at all	246 15%	241 15%	5 24%	-
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 3%	53 100%	- -	-
Prevents access to emergency services and information that keeps people safer	4 *	4 100%	- -	-
Prevents access to information, e.g. news, health information, educational content etc	17 1%	16 97%	* 3%	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 1%	12 100%	- -	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	12 100%	- -	-
Miss out on contact with family/friends	27 2%	27 100%	- -	-
Less able to look for work	10 1%	10 100%	- -	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
Less able to carry out work from home	15 1%	15 1%	- -	- -
Makes it more difficult to find the cheapest goods/services	15 1%	15 1%	- -	- -
Difficult to stay organised e.g. online shopping, etc	13 1%	13 1%	- -	- -
Less entertainment	18 1%	17 1%	* 1%	- -
Lack of support for special needs	5 *	5 *	- -	- -
Other	7 *	7 *	- -	- -
SUMMARY CODES				
NO NEGATIVE EFFECT	299 18%	294 18%	5 24%	- -
ANY NEGATIVE IMPACT	74 5%	73 5%	1 3%	- -
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	56 3%	* 2%	- -
Don't know	34 2%	34 2%	- -	- -
Not asked	1223 75%	1207 75%	16 73%	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
No negative effect at all	246 11%	130 12% m	116 10% 47%	27 9% 11%	54 13% 22%j	32 9% 13%	51 15% 21%dfi	45 13% 18%j	20 9% 8%	16 8% 6%	81 11% 33%	129 12% 52%lm	36 9% 15%	112 10% 46%	134 12% 54%	40 9% 16%	116 10% 47%	91 14% 37%apq
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 2%	19 2% 37%	34 3% 63%	4 1% 7%	10 3% 19%	12 3% 22%j	13 4% 25%j	8 2% 15%	5 2% 10%	1 1% 2%	14 2% 27%	33 3% 61%	7 2% 12%	24 2% 45%	29 3% 55%	10 2% 20%	29 3% 54%	14 2% 26%
Prevents access to emergency services and information that keeps people safer	4 *	3 *	1 *	1 *	2 *	1 *	- *	- *	- *	- *	3 *	1 *	- *	- *	4 *	- *	- *	4 1%
		79%	21%	28%	45%	27%	-	-	-	-	73%	27%	-	-	100%	-	-	100%q
Prevents access to information, e.g. news, health information, educational content etc	17 1%	9 1% 50%	8 1% 50%	3 1% 16%	7 2% 39%	3 1% 19%	1 * 6%	3 1% 16%	1 * 4%	- *	9 1% 55%lm	7 1% 42%	1 * 4%	9 1% 56%	8 1% 44%	3 1% 17%	9 1% 55%	5 1% 28%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 1%	6 1% 50%	6 1% 50%	3 1% 26%	4 1% 32%	1 * 11%	- *	4 1% 30%	- *	- *	7 1% 58%lm	5 * 42%	- *	4 1% 34%	8 1% 66%	- *	5 * 43%	7 1% 57%ap
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	5 * 39%	8 1% 61%	3 1% 25%	4 1% 36%	1 * 11%	1 * 8%	2 1% 15%	1 * 5%	- *	8 1% 61%	4 * 34%	1 * 5%	8 1% 69%	4 * 31%	4 1% 36%	6 1% 51%	2 * 12%
Miss out on contact with family/friends	27 1%	14 1% 50%	14 1% 50%	3 1% 13%	11 3% 40%hij	5 1% 17%	5 2% 20%	1 * 4%	1 * 4%	1 2%	14 2% 53%lm	11 1% 41%	2 * 6%	11 1% 41%	16 1% 59%	6 1% 23%	14 1% 53%	7 1% 25%
Less able to look for work	10 *	7 * n	3 * 68%	1 * 11%	7 2% 66%alfi	- *	2 * 15%	1 * 8%	- *	- *	8 1% 77%lm	2 * 23%	- *	- *	10 1% 100%ln	- *	3 * 34%	7 1% 66%p

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Less able to carry out work from home	15 1%	12 1%	3 *	3 1%	4 1%	3 1%	2 1%	3 1%	- -	- -	6 1%	9 1%	- -	6 1%	9 1%	- -	12 1%	3 *
Makes it more difficult to find the cheapest goods/services	15 1%	8 1%	7 1%	1 *	5 1%	- -	3 1%	5 1%	* 1%	1 1%	6 1%	8 1%	2 *	4 *	12 1%	1 *	4 *	10 2%
Difficult to stay organised e.g. online shopping, etc	13 1%	7 1%	6 1%	3 1%	4 1%	2 1%	1 *	2 1%	* 1%	- -	7 1%	6 1%	* 1%	5 *	7 1%	1 *	6 1%	5 1%
Less entertainment	18 1%	11 1%	7 1%	5 2%	6 1%	4 1%	2 1%	1 *	- -	- -	10 1%	7 1%	- -	10 1%	8 1%	3 1%	12 1%	4 1%
Lack of support for special needs	5 *	2 *	3 *	- -	3 1%	- -	- -	1 *	1 *	- -	3 *	1 *	1 *	3 *	2 *	- -	3 *	2 *
Other	7 *	3 *	5 *	- -	1 *	3 *	1 *	1 *	2 *	- -	1 *	4 *	2 *	3 *	4 *	1 *	5 *	1 *
SUMMARY CODES		35%	65%	-	18%	34%	9%	11%	28%	-	18%	54%	28%	45%	55%	18%	64%	18%
NO NEGATIVE EFFECT	299 14%	149 14%	150 13%	31 10%	65 16%	44 12%	65 19%	53 16%	26 11%	17 9%	95 13%	161 16%	43 10%	136 13%	163 15%	50 12%	144 13%	105 17%
ANY NEGATIVE IMPACT	74 3%	42 4%	32 3%	7 2%	27 7%	12 3%	13 4%	11 3%	2 1%	2 1%	35 5%	36 3%	4 1%	28 3%	46 4%	8 2%	41 4%	25 4%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	31 3%	25 2%	3 1%	22 5%	8 2%	11 3%	10 3%	2 1%	2 1%	24 3%	28 3%	4 1%	17 2%	39 4%	5 1%	29 3%	22 3%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Don't know	34	12	22	2	8	9	7	2	4	3	10	18	7	19	15	5	17	12
	2%	1%	2%	1%	2%	3%	2%	1%	2%	2%	1%	2%	2%	2%	1%	1%	2%	2%
		34%	66%	5%	24%	26%h	21%	5%	11%	10%	29%	51%	20%	57%	43%	14%	51%	35%
Not asked	1748	843	905	263	305	283	255	273	194	174	568	811	368	891	857	360	900	488
	81%	80%	81%	87%	75%	81%	75%	80%	86%	89%	80%	79%	87%	83%	79%	85%	81%	77%
		egr 48%	52%	15%aeg	17%	16%	15%	16%	11%aeg	10%aef	33%	46%	21%akl	51%lo	49%	21%lr	51%	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
No negative effect at all	246	201	18	19	9	9	19	13	19	33	40	19	31	17	19	18	9
	11%	11%	10%	17%	18%	10%	8%	8%	12%	19%	17%	7%	10%	9%	17%	10%	18%
		81%	7%	8%	4%abc	4%	8%	5%	8%	13%aghl mnp	16%aghl mnp	8%	13%	7%	8%ghl	7%	4%ghlmnp
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	47	4	1	1	1	4	3	3	3	7	8	12	7	1	4	1
	2%	3%	2%	1%	2%	1%	2%	2%	2%	2%	3%	3%	4%	4%	1%	2%	2%
		88%	7%	3%	2%	1%	7%	6%	5%	6%	13%	16%	22%	13%	3%	7%	2%
Prevents access to emergency services and information that keeps people safer	4	2	2	-	-	-	-	1	-	1	-	-	-	-	-	2	-
	*	*	1%	-	-	-	-	1%	-	1%	-	-	-	-	-	1%	-
		53%	47%ab	-	-	-	-	28%	-	28%	-	-	-	-	-	47%a	-
Prevents access to information, e.g. news, health information, educational content etc	17	14	1	1	1	-	4	1	1	1	2	2	3	1	1	1	1
	1%	1%	*	1%	2%	-	2%	*	1%	1%	1%	1%	1%	*	1%	*	2%
		83%	5%	7%	5%	-	21%	4%	6%	6%	13%	11%	17%	5%	7%	5%	5%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	7	2	3	*	-	3	1	-	-	1	1	2	-	3	2	*
	1%	*	1%	3%	1%	-	1%	*	-	-	*	*	*	-	3%	1%	1%
		59%	15%	23%ab	3%	-	24%	6%	-	-	7%	10%	13%	-	23%ajn	15%	3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	11	-	1	-	-	1	1	1	-	4	2	2	-	1	-	-
	1%	1%	-	1%	-	-	1%	*	1%	-	2%	1%	*	-	1%	-	-
		90%	-	10%	-	-	12%	6%	8%	-	36%a	16%	13%	-	10%	-	-
Miss out on contact with family/friends	27	22	3	1	*	1	5	2	2	2	3	5	2	-	1	3	*
	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	-	1%	2%	1%
		83%	11%	4%	1%	5%	19%	6%	8%	8%	12%	18%	7%	-	4%	11%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Less able to look for work	10 *	4 *	5 3%	1 1%	- -	- -	- -	1 1%	1 *	1 1%	- -	1 *	- -	- -	1 1%	5 3%	- -
		42%	46%ab	12%	-	-	-	14%	7%	11%	-	10%	-	-	12%	46%agkmn	-
Less able to carry out work from home	15 1%	15 1%	- -	- -	- -	- -	- -	1 *	1 1%	1 1%	5 2%	5 2%	3 1%	- -	- -	- -	- -
		100%	-	-	-	-	-	5%	7%	7%	30%	32%	18%	-	-	-	-
Makes it more difficult to find the cheapest goods/services	15 1%	11 1%	4 2%	1 1%	- -	- -	2 1%	1 *	3 2%	1 1%	2 1%	1 *	1 *	- -	1 1%	4 2%	- -
		70%	25%ab	5%	-	-	12%	5%	22%	7%	12%	4%	9%	-	5%	25%	-
Difficult to stay organised e.g. online shopping, etc	13 1%	11 1%	2 1%	- -	- -	- -	3 1%	1 *	2 1%	1 1%	2 1%	- -	3 1%	- -	- -	2 1%	- -
		88%	12%	-	-	-	21%	6%	12%	8%	18%	-	22%	-	-	12%	-
Less entertainment	18 1%	13 1%	3 2%	1 1%	* 1%	- 1%	4 2%	2 1%	1 *	1 1%	2 1%	- -	4 1%	- -	1 1%	3 2%	* 1%
		70%	16%	7%	2%	-	23%aj	13%	4%	6%	10%	-	20%	-	7%	16%	2%
Lack of support for special needs	5 *	5 *	- -	- -	- -	- -	1 -	- -	3 2%	- -	- -	1 1%	- -	- -	- -	- -	- -
		100%	-	-	-	-	15%	-	56%am	-	-	29%	-	-	-	-	-
Other	7 *	6 *	- -	1 1%	1 1%	- -	1 1%	1 1%	- -	* 1%	1 1%	2 1%	- -	- -	1 1%	- -	1 1%
		80%	-	11%	9%c	-	18%	18%	-	7%	9%	28%	-	-	11%	-	9%mp
SUMMARY CODES																	
NO NEGATIVE EFFECT	299 14%	248 14%	22 12%	20 19%	10 21%	10 11%	23 10%	17 10%	21 6%	36 12%aqh	47 16%aqh	27 9%	43 14%	24 8%	20 7%gh	22 7%	10 3%afghp
ANY NEGATIVE IMPACT	74 3%	58 3%	11 6%	4 3%	2 3%	1 1%	10 5%	4 2%	6 4%	2 1%	10 4%	16 6%	6 2%	1 *	4 3%	11 6%	2 3%
		n 78%	15%	5%	2%	2%	14%n	5%	9%n	3%	22%ajmn	8%	1%	5%	15%jmn	2%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	44	8	2	1	1	6	2	6	1	8	16	3	1	2	8	1
	3%	2%	5%	2%	3%	1%	3%	1%	4%	1%	4%	6%	1%	*	2%	5%	3%
		79%	15%	4%	2%	2%	11%	3%	10% _{mn}	2%	15% _m	29% _{ahjmn}	5%	1%	4%	15% _{jmn}	2%
Don't know	34	27	6	2	-	1	1	3	2	4	-	6	8	2	2	6	-
	2%	1%	3%	2%	-	2%	*	2%	2%	2%	-	2%	2%	1%	2%	3%	-
		77%	17%	5%	-	4%	2%	8%	7%	11% _k	-	17% _k	22% _k	6%	5%	17% _{gk}	-
Not asked	1748	1484	145	62	37	78	191	150	125	135	175	210	264	157	82	145	37
	81%	81%	79%	76%	75%	86%	85%	88%	80%	78%	75%	80%	82%	86%	76%	79%	75%
		85%	8%	5%	2%	4% _{kq}	11% _{jkq}	9% _{jkq}	7%	8%	10%	12%	15%	9% _{jkq}	5%	8%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
No negative effect at all	246	225	19	41	196	64	109	71	102	149	36	14	25	177	207
	11%	12%	7%	10%	12%	19%	13%	17%	14%	15%	17%	11%	13%	16%	15%
		92% ^c	8%	17%	79%	26% ^{ag}	44%	29% ^a	42%	61% ^a	15% ^a	6%	10%	72% ^a	84% ^a
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	50	4	15	35	14	17	17	14	35	7	8	6	41	45
	2%	3%	1%	4%	2%	4%	2%	4%	2%	4%	3%	6%	3%	4%	3%
		30%	7%	28% ^e	66%	26% ^g	31%	31% ⁱ	26%	66%	12%	14% ^a	12%	76%	65%
Prevents access to emergency services and information that keeps people safer	4	3	1	3	1	1	-	1	-	-	2	-	2	2	4
	*	*	*	1%	*	*	-	*	-	-	1%	-	1%	*	*
		72%	28%	79% ^{ae}	21%	25%	-	25%	-	-	47% ^j	-	53% ^{aj} ⁿ	47%	100%
Prevents access to information, e.g. news, health information, educational content etc	17	15	2	6	11	3	10	3	10	12	1	-	3	13	16
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	*	-	2%	1%	1%
		88%	12%	36%	64%	20%	56%	20%	56%	74%	5%	-	20%	79%	96%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	11	1	5	7	4	4	5	3	7	3	-	3	10	12
	1%	1%	*	1%	*	1%	*	1%	*	1%	1%	-	1%	1%	1%
		90%	10%	41%	59%	31%	30%	38%	24%	53%	25%	-	21%	79%	100%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	11	1	4	9	4	7	5	6	10	1	1	1	11	12
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
		92%	8%	29%	71%	35%	56%	41%	49%	80%	9%	11%	6%	89%	95%
Miss out on contact with family/friends	27	21	6	5	20	7	13	7	13	19	2	-	4	20	23
	1%	1%	2%	1%	1%	2%	2%	2%	2%	2%	1%	-	2%	2%	2%
		77%	23%	20%	75%	27%	48%	27%	48%	69%	6%	-	15%	75%	85%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Less able to look for work	10 *	9 *	1 *	4 1%	5 *	4 1%	1 *	4 1%	1 *	4 *	2 1%	1 1%	4 2%	6 1%	9 1%
		89%	11%	40% ^e	47%	42% ^g	10%	42% ⁱ	10%	42%	16%	8%	37% ^{aj}	60%	93%
Less able to carry out work from home	15 1%	11 1%	4 1%	3 1%	12 1%	3 1%	10 1%	5 1%	7 1%	8 1%	2 1%	- 1%	2 1%	9 1%	11 1%
		74%	26%	21%	79%	19%	66%	35%	50%	53%	15%	- 12%	12%	60%	72%
Makes it more difficult to find the cheapest goods/services	15 1%	13 1%	2 1%	8 2%	6 *	5 1%	5 1%	7 2%	3 *	8 1%	2 1%	1 1%	4 2%	11 1%	14 1%
		86%	14%	54% ^{ae}	38%	30%	32%	42% ⁱ	20%	54%	16%	5%	24%	70%	91%
Difficult to stay organised e.g. online shopping, etc	13 1%	11 1%	2 1%	4 1%	8 *	4 1%	5 1%	4 1%	5 1%	7 1%	4 2%	- 1%	3 1%	10 1%	13 1%
		83%	17%	35%	65%	33%	37%	33%	37%	54%	35% ^a	- 20%	20%	80%	100%
Less entertainment	18 1%	15 1%	3 1%	4 1%	12 1%	3 1%	12 1%	5 1%	10 1%	10 1%	3 1%	1 1%	3 1%	12 1%	16 1%
		84%	16%	24%	69%	16%	66%	26%	57%	56%	16%	7%	16%	68%	90%
Lack of support for special needs	5 *	3 *	2 1%	2 1%	3 52%	1 15%	3 56%	2 36%	2 35%	4 73%	- -	- -	1 27%	4 73%	5 100%
		65%	35%	48%	52%	15%	56%	36%	35%	73%	- -	- -	27%	73%	100%
Other	7 *	5 *	2 1%	4 1%	4 *	1 1%	4 1%	2 *	3 1%	5 *	2 1%	2 2%	- -	5 *	6 *
		69%	31%	49% ^e	51%	18%	58%	31%	45%	61%	30%	31% ^a	- -	72%	85%
SUMMARY CODES															
NO NEGATIVE EFFECT	299 14%	275 15%	23 9%	56 14%	231 14%	78 24%	126 15%	87 21%	116 39%	185 62% ^a	43 20%	22 17%	31 16%	218 73% ^a	253 84% ^a
		c 92% ^c	8%	19%	77%	26% ^{ag}	42%	29% ^{ai}	39%	62% ^{aj}	14% ^a	7%	10%	73% ^a	84% ^a
ANY NEGATIVE IMPACT	74 3%	62 3%	12 4%	20 5%	51 3%	19 6%	36 4%	25 6%	30 4%	44 59%	14 19% ^a	3 5%	9 12%	56 75%	64 87%
		84%	16%	27%	69%	26% ^a	49%	34% ^a	41%	59%	19% ^a	5%	12%	75%	87%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	9	16	39	16	24	20	20	34	11	2	6	43	48
Don't know	3%	3%	4%	2%	5%	3%	5%	3%	3%	5%	2%	3%	4%	4%
	84%	16%	28%	69%	29%a	43%	36%a	36%	60%	19%	4%	10%	76%	86%
	34	7	8	21	7	10	8	9	12	8	4	1	18	20
	2%	3%	2%	1%	2%	1%	2%	1%	7%	3%	3%	*	2%	1%
	79%	21%	25%	62%	20%	31%	24%	26%	35%	22%jm	11%	3%	52%	59%
Not asked	1748	225	307	1374	224	654	287	590	737	148	97	156	835	1019
	81%	83%	78%	82%	68%	79%	70%	79%	75%	69%	76%	79%	74%	75%
	kno	87%	18%	79%	13%	37%l	16%	34%h	42%	8%	6%	9%k	48%	58%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
No negative effect at all	246 11%	91 16% h	77 16% 31%a	137 15% 55%a	129 16% 53%ah	57 14% 23%h	184 15% 75%ah	62 6% 25%	8 8% 3%	186 15% 76%ah
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 2%	12 2% 22%	13 3% 25%	23 3% 44%	23 3% 42%	18 4% 33%h	39 3% 73%h	15 2% 27%	2 2% 4%	39 3% 73%h
Prevents access to emergency services and information that keeps people safer	4 *	1 * 28%	1 * 28%	1 * 28%	- - -	- - -	- - -	4 * 100%g	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	17 1%	7 1% 40%	5 1% 31%	9 1% 55%	5 1% 27%	7 2% 39%	11 1% 67%	6 1% 33%	1 1% 7%	11 1% 67%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 1%	3 * 22%	2 * 13%	3 * 22%	2 * 16%	2 * 16%	4 * 32%	8 1% 68%	1 1% 10%	5 * 42%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	4 1% 34%	6 1% 45%	7 1% 55%	7 1% 57%	3 1% 26%	10 1% 83%	2 * 17%	- - -	10 1% 83%
Miss out on contact with family/friends	27 1%	6 1% 20%	7 2% 28%	12 1% 44%	10 1% 36%	7 2% 24%	16 1% 61%	11 1% 39%	- - -	16 1% 61%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Less able to look for work	10 *	5 1% 52%	1 * 11%	5 1% 52%	1 * 12%	1 * 10%	2 * 22%	8 1% 78%g]	- - -	2 * 22%
Less able to carry out work from home	15 1%	7 1% 45%	5 1% 33%	9 1% 61%	8 1% 54%	3 1% 18%	11 1% 72%	4 - 28%	- - -	11 1% 72%
Makes it more difficult to find the cheapest goods/services	15 1%	6 1% 39%	1 * 7%	6 1% 39%	4 * 24%	1 * 7%	5 * 30%	11 1% 70%	- - -	5 * 30%
Difficult to stay organised e.g. online shopping, etc	13 1%	3 * 21%	8 2% 59%a	8 1% 59%	2 * 18%	5 1% 41%	7 1% 59%	5 1% 41%	- - -	7 1% 59%
Less entertainment	18 1%	7 1% 38%	9 2% 52%	13 1% 75%	9 1% 53%	4 1% 24%	14 1% 77%	4 * 23%	1 1% 7%	14 1% 77%
Lack of support for special needs	5 *	3 * 56%	- - -	3 * 56%	3 * 68%	- - -	3 * 68%	2 * 32%	- - -	3 * 68%
Other	7 *	5 1% 65%	2 * 30%	6 1% 76%	4 * 49%	- - -	4 * 49%	4 1% 51%	1 1% 18%f	4 * 49%
SUMMARY CODES										
NO NEGATIVE EFFECT	299 14%	103 18% h	90 18% 30%a	160 17% 53%a	152 19% 51%ah	75 18% 25%h	223 19% 74%ah	76 8% 26%	10 10% 3%	225 19% 75%ah
ANY NEGATIVE IMPACT	74 3%	22 4% 29%	15 3% 21%	33 4% 45%	31 4% 41%	10 2% 14%	41 3% 55%	33 4% 45%	4 5% 5%	42 3% 57%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	15 3% 27%	6 1% 11%	20 2% 35%	21 3% 38%	6 1% 10%	27 2% 48%	29 3% 52%	2 3% 4%	28 2% 50%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Don't know	34 2%	8 1% 23%	16 3% 45%a	22 2% 64%	17 2% 51%	5 1% 13%	21 2% 62%	13 1% 38%	3 3% 9%	22 2% 64%
Not asked	1748 81%	428 76% bcdegj 24%	366 75% 21%	695 76% 40%	599 75% 34%	331 79% 19%	912 76% 52%	836 87% 48%aefgij	79 82% 4%	920 76% 53%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
No negative effect at all	246 11%	126 12% 51%	120 11% 49%	86 14% 35%	160 10% 65%	132 14% 54%a	42 22% 17%ah	201 14% 82%a	8 20% 3%	11 23% 4%a	4 18% 2%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 2%	31 3% 57%	23 2% 43%	21 3% 39%	33 2% 61%	29 3% 54%	14 7% 26%ah	40 3% 74%	7 17% 13%ah	4 8% 7%a	2 8% 3%
Prevents access to emergency services and information that keeps people safer	4 *	- - -	4 * 100%	- - -	4 * 100%	- - -	1 1% 28%	3 * 72%	1 3% 28%ah	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	17 1%	7 1% 43%	10 1% 57%	7 1% 41%	10 1% 59%	9 1% 54%	12 6% 68%ah	5 * 32%	3 8% 19%ah	6 12% 33%a	4 19% 25%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 1%	4 * 32%	8 1% 68%	3 * 22%	10 1% 78%	6 1% 46%	5 3% 42%ah	7 1% 58%	1 3% 9%	2 4% 16%a	3 15% 26%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	10 1% 81%c	2 * 19%	6 1% 47%	7 * 53%	6 1% 50%	7 4% 56%ah	5 * 44%	3 8% 24%ah	5 10% 39%a	3 13% 24%
Miss out on contact with family/friends	27 1%	11 1% 42%	16 1% 58%	8 1% 28%	20 1% 72%	9 1% 34%	14 7% 53%ah	13 1% 47%	6 15% 21%ah	9 19% 33%a	5 23% 19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Less able to look for work	10	3	7	2	8	4	7	3	3	2	3
	*	*	1%	*	1%	*	4%	*	7%	4%	15%
		29%	71%	22%	78%	37%	72%ah	28%	28%ah	19%a	33%
Less able to carry out work from home	15	7	8	6	9	8	7	7	3	4	2
	1%	1%	1%	1%	1%	1%	4%	1%	7%	9%	8%
		46%	54%	41%	59%	54%	50%ah	50%	19%ah	30%a	12%
Makes it more difficult to find the cheapest goods/services	15	4	12	6	9	2	9	7	5	2	3
	1%	*	1%	1%	1%	*	5%	*	13%	4%	16%
		24%	76%	40%	60%	15%	57%ah	43%	34%ah	12%a	23%
Difficult to stay organised e.g. online shopping, etc	13	6	6	6	7	4	9	4	4	4	4
	1%	1%	1%	1%	*	*	5%	*	10%	9%	17%
		51%	49%	44%	56%	35%	69%ah	31%	31%ah	34%a	29%
Less entertainment	18	14	4	7	10	9	14	4	2	6	2
	1%	1%	*	1%	1%	1%	7%	*	5%	12%	10%
		77% ^c	23%	41%	59%	49%	78%ah	22%	10%ah	32%a	12%
Lack of support for special needs	5	3	2	2	3	4	4	1	-	1	-
	*	*	*	*	*	*	2%	*	-	2%	-
		68%	32%	47%	53%	85%	88%ah	12%	-	17%	-
Other	7	6	1	1	6	3	-	7	-	-	-
	*	1%	*	*	*	*	-	1%	-	-	-
		85%	15%	18%	82%	34%	-	100%	-	-	-
SUMMARY CODES											
NO NEGATIVE EFFECT	299	157	142	107	192	161	56	240	15	15	6
	14%	15%	13%	17%	13%	18%	20%	17%	38%	31%	25%
		52%	48%	36% ^e	64%	54% ^a	19%ah	80% ^a	5%ah	5% ^a	2%
ANY NEGATIVE IMPACT	74	34	40	25	49	34	40	34	8	15	11
	3%	3%	4%	4%	3%	4%	21%	2%	20%	33%	51%
		45%	55%	34%	66%	46%	55%ah	45%	11%ah	21% ^a	15%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	20 2%	36 3%	18 3%	38 3%	25 3%	26 14%	30 2%	6 16%	10 21%	9 41%
		36%	64% ^b	31%	69%	45%	47% ^{ah}	53%	11% ^{ah}	17% ^a	16%
Don't know	34 2%	15 1%	19 2%	5 1%	29 2%	17 2%	6 3%	26 2%	-	2 5%	-
		44%	56%	14%	86%	50%	19%	77%	-	7%	-
Not asked	1748 81%	870 80%	878 81%	501 78%	1247 82%	699 77%	91 47%	1117 78%	16 42%	15 31%	5 24%
		^{fgj} 50%	50%	29%	71%	40%	5%	64% ^{gj}	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
No negative effect at all	246	29	34	46	39	76	103	143	39	51	44	112	72
11%		60% h	69% 14%ahj	59% 19%ah	53% 16%ah	57% 31%ah	56% 42%ah	7% 58%	58% 16%ah	49% 21%ah	55% 18%ah	15% 46%a	17% 29%a
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	5	1	7	10	17	25	29	10	24	13	24	14
2%		10% h	1% 9%ah	9% 14%ah	14% 19%ah	13% 31%ah	13% 46%ah	1% 54%	15% 18%ah	23% 44%acdh	16% 24%ah	3% 45%	3% 27%
Prevents access to emergency services and information that keeps people safer	4	1	2	-	1	2	2	2	2	-	-	-	-
*		2% 25%ah	4% 47%ah	- -	1% 28%ah	2% 55%ah	1% 55%ah	- 45%	3% 55%ah	- -	- -	- -	- -
Prevents access to information, e.g. news, health information, educational content etc	17	1	3	4	6	6	10	7	5	7	3	6	5
1%		2% 7%h	6% 17%ah	5% 22%ah	8% 34%ah	5% 37%ah	6% 60%ah	- 40%	8% 30%ah	7% 41%ah	4% 20%ah	1% 37%	1% 30%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	2	1	3	7	8	12	*	5	6	3	2	2
1%		4% h	2% 8%h	4% 27%ah	9% 56%ah	6% 67%ah	6% 97%ah	- 3%	8% 44%ah	6% 52%ah	4% 26%ah	- 16%	- 16%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	-	3	2	4	5	9	4	4	5	4	4	7
1%		-	6% 25%ah	2% 13%h	5% 29%ah	4% 43%ah	5% 72%ah	- 28%	5% 29%ah	5% 41%ah	5% 31%ah	- 29%	2% 54%a
Miss out on contact with family/friends	27	2	4	4	5	9	11	16	8	10	9	6	10
1%		4% 8%h	7% 13%ah	5% 13%ah	6% 17%ah	7% 32%ah	6% 40%ah	1% 60%	12% 28%ah	10% 37%ah	11% 32%ah	1% 23%	2% 38%h

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast mobile (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Less able to look for work	10	2	1	2	1	4	4	6	4	2	-	1	1
	*	5%	2%	2%	1%	3%	2%	*	6%	2%	-	*	*
Less able to carry out work from home	15	22%ah	8%	17%ah	11%	37%ah	37%ah	63%	43%ahk	24%ah	-	10%	12%
	1%	2	2	3	3	5	7	8	3	1	3	8	3
Makes it more difficult to find the cheapest goods/services	1%	4%	5%	4%	4%	4%	4%	*	5%	1%	4%	1%	1%
	15	11%ah	16%ah	23%ah	18%ah	36%ah	46%ah	54%	22%ah	5%	23%ah	54%	18%
Difficult to stay organised e.g. online shopping, etc	1%	1	2	5	3	6	7	8	6	4	4	2	3
	1%	3%	5%	6%	4%	4%	4%	*	9%	4%	5%	*	1%
Less entertainment	13	9%h	15%ah	33%ah	21%ah	39%ah	45%ah	55%	39%ah	29%ah	26%ah	12%	19%
	1%	1	1	3	4	5	7	6	4	6	2	4	4
Lack of support for special needs	1%	2%	3%	4%	5%	4%	4%	*	6%	6%	3%	1%	1%
	18	6%	10%h	23%ah	31%ah	42%ah	54%ah	46%	30%ah	46%ah	18%ah	31%	28%
Other	1%	4	1	2	4	7	9	9	4	6	3	6	8
	1%	8%	3%	3%	6%	5%	5%	*	6%	5%	4%	1%	2%
SUMMARY CODES	5	21%ah	8%h	13%h	24%ah	37%ah	50%ah	50%	21%ah	31%ah	17%ah	34%	43%
	*	1	-	1	1	2	2	2	1	2	1	3	-
NO NEGATIVE EFFECT	7	3%	-	1%	1%	2%	1%	*	1%	2%	1%	*	-
	*	27%ah	-	15%	15%	50%ah	50%ah	50%	15%	32%ah	15%	68%	-
ANY NEGATIVE IMPACT	7	*	*	1	2	5	6	2	1	2	2	1	2
	*	1%	1%	1%	3%	4%	3%	*	2%	2%	3%	*	1%
NO NEGATIVE EFFECT	299	7%h	7%	15%h	27%ah	70%ah	79%ah	21%	16%ah	27%ah	31%ah	18%	31%
	14%	h	34	35	54	50	92	128	171	48	74	57	136
ANY NEGATIVE IMPACT	74	70%	70%	68%	68%	69%	69%	9%	73%	72%	71%	18%	20%
	3%	10	9	16	15	26	35	39	15	20	17	24	17
ANY NEGATIVE IMPACT	3%	21%	20%	20%	21%	20%	19%	2%	22%	20%	21%	3%	4%
	h	14%ah	12%ah	22%ah	21%ah	35%ah	47%ah	53%	20%ah	28%ah	23%ah	32%	23%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	7	8	14	11	20	26	30	11	15	14	18	9
	3%	h 14%	15%	17%	15%	15%	14%	2%	16%	14%	17%	2%	2%
Don't know	34	4	5	8	7	10	15	19	2	6	4	12	9
	2%	10%ah	16%ah	23%ah	19%ah	29%ah	45%ah	55%	3%	6%	5%	2%	2%
Not asked	1748	-	-	-	-	-	-	1748	-	-	-	597	314
	81%	-	-	-	-	-	-	88%	-	-	-	77%	73%
	km	bcdelfgj -	-	-	-	-	-	100%abcdelfgj	-	-	-	34%	18%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
No negative effect at all	246 11%	41 10%	42 12%	43 12%	64 11%	36 15%	10 10%	3 5%	3 12%	3 10%	- -	2 14%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 2%	15 4%	2 1%	5 9%	17 3%	5 5%	7 3%	4 7%	2 -	1 3%	2 4%	1 -
Prevents access to emergency services and information that keeps people safer	4 *	2 *	- -	2 48%	- -	- -	- -	- -	- -	- -	- -	- -
Prevents access to information, e.g. news, health information, educational content etc	17 1%	4 1%	3 1%	5 1%	2 *	1 *	1 1%	1 1%	1 3%	- -	- -	- -
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 1%	7 2%	2 *	1 11%	2 *	- -	- -	- -	1 3%	- -	- -	- -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	3 1%	2 1%	1 11%	2 15%	- -	- -	1 5%	1 6%	- -	- -	3 24%
Miss out on contact with family/friends	27 1%	5 1%	3 1%	6 23%	4 15%	4 13%	3 9%	1 2%	1 3%	- -	- -	1 11%
Less able to look for work	10 *	3 1%	2 1%	3 31%	1 6%	1 10%	- -	- -	1 3%	- -	- -	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Less able to carry out work from home	15	3	1	1	7	-	-	-	1	2	-	-
1%	1%	1%	*	*	1%	-	-	-	3%	9%	-	-
Makes it more difficult to find the cheapest goods/services	15	3	5	4	2	-	1	-	1	-	-	-
1%	1%	1%	1%	1%	*	-	1%	-	3%	-	-	-
Difficult to stay organised e.g. online shopping, etc	13	3	2	3	1	-	1	-	1	-	-	1
1%	1%	1%	1%	1%	*	-	1%	-	3%	-	-	11%
Less entertainment	18	5	3	4	3	1	1	-	1	-	-	-
1%	1%	1%	1%	1%	1%	*	1%	-	3%	-	-	-
Lack of support for special needs	5	2	-	2	1	-	-	-	-	-	-	-
*	*	-	-	1%	*	-	-	-	-	-	-	-
Other	7	4	*	-	3	-	-	1	-	-	-	-
*	1%	*	-	*	*	-	-	1%	-	-	-	-
		51%	7%	-	34%	-	-	9% ^c	-	-	-	-
SUMMARY CODES												
NO NEGATIVE EFFECT	299	56	49	48	81	38	14	3	4	3	2	2
14%	14%	14%	13%	14%	16%	16%	14%	5%	19%	10%	30%	14%
ANY NEGATIVE IMPACT	74	19	9	14	17	5	3	1	1	2	-	3
3%	5%	2%	4%	3%	2%	2%	3%	1%	3%	9%	-	24%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	13	6	10	14	5	2	1	-	2	-	3
3%	3%	2%	3%	2%	2%	2%	2%	1%	-	9%	-	24%
Don't know	34	9	8	2	11	5	-	-	-	-	-	-
2%	2%	2%	1%	1%	2%	2%	-	-	-	-	-	-
		25%	22%	6%	33%	14%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Not asked	1748	309	289	306	478	188	84	44	16	23	5	7
	81%	78%	81%	83%	81%	80%	83%	92%	77%	81%	70%	62%
		18%	17%	18%	27%	11%	5%	3%a	1%	1%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
No negative effect at all	246	53	18	46	44	34	19	14	9	6	1	2	95	92	12	33	13	2	
	11%	14%	11%	10%	12%	11%	10%	14%	6%	9%	6%	14%	13%	10%	12%	13%	13%	14%	
		21%h	7%	19%	18%	14%	8%	6%	4%	2%	*	1%	39%	37%	5%	13%	5%	1%	
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53	9	5	12	9	2	5	2	6	2	2	-	12	29	2	5	5	-	
	2%	3%	3%	3%	2%	1%	3%	2%	4%	3%	10%	-	2%	3%	2%	2%	5%	-	
		18%	9%	22%	16%	3%	9%	3%	12%e	4%	4%	-	22%	54%	4%	10%	9%	-	
Prevents access to emergency services and information that keeps people safer	4	1	-	2	-	-	1	-	-	-	-	-	2	-	-	1	1	-	
	*	*	-	*	-	-	1%	-	-	-	-	-	*	-	-	*	1%	-	
		25%	-	47%	-	-	28%	-	-	-	-	-	48%	-	-	25%	27%lm	-	
Prevents access to information, e.g. news, health information, educational content etc	17	2	2	1	2	1	5	-	2	1	-	-	8	3	-	5	2	-	
	1%	1%	1%	*	*	*	3%	-	2%	1%	-	-	1%	*	-	2%	2%	-	
		15%	11%	8%	10%	8%	31%cd	-	13%	4%	-	-	44%	17%	-	27%lm	12%lm	-	
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12	5	1	3	-	1	2	-	-	1	-	-	7	1	-	2	2	-	
	1%	1%	*	1%	-	*	1%	-	-	1%	-	-	1%	*	-	1%	2%	-	
		39%cd	6%	25%	-	11%	13%	-	-	6%	-	-	56%lm	7%	-	20%lm	18%lm	-	
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12	4	1	1	1	-	2	-	1	1	-	3	5	2	-	1	1	3	
	1%	1%	1%	*	*	-	1%	-	1%	1%	-	24%	1%	*	-	*	1%	24%	
		33%	8%	6%	5%	-	13%	-	8%	6%	-	21%	42%	20%	-	8%	10%	21%	
Miss out on contact with family/friends	27	6	1	4	5	2	5	-	2	1	-	1	10	7	2	5	1	1	
	1%	2%	1%	1%	1%	1%	3%	-	1%	1%	-	11%	1%	1%	2%	2%	1%	11%	
		23%	4%	15%	18%	8%	18%	-	7%	3%	-	4%	38%	27%	8%	19%	4%	4%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Less able to look for work	10	4	-	3	-	1	1	-	-	1	-	-	5	-	-	4	1	-
	*	1%	-	1%	-	*	1%	-	-	1%	-	-	1%	-	-	2%	1%	-
		44% ^d	-	28%	-	10%	11%	-	-	7%	-	-	48% ^m	-	-	40% ^m	12% ^m	-
Less able to carry out work from home	15	-	1	1	5	-	5	-	-	3	-	-	6	4	2	2	-	-
	1%	-	1%	*	1%	-	3%	-	-	5%	-	-	1%	-	2%	1%	-	-
		-	7%	7%	31% ^a	-	34% ^a ^c	-	-	21% ^a ^c ^e ^h	-	-	41%	28%	16% ^m	15%	-	-
Makes it more difficult to find the cheapest goods/services	15	4	1	7	1	-	1	-	2	1	-	-	7	2	1	4	1	-
	1%	1%	1%	1%	*	-	1%	-	1%	1%	-	-	1%	-	1%	1%	-	-
		24%	7%	42%	4%	-	7%	-	12%	5%	-	-	48%	16%	7%	24% ^m	5%	-
Difficult to stay organised e.g. online shopping, etc	13	1	2	2	-	-	5	-	-	1	-	1	6	1	-	5	-	1
	1%	*	1%	1%	-	-	3%	-	-	1%	-	11%	1%	*	-	2%	-	11%
		11%	14%	19%	-	-	41% ^a ^c ^d ^e	-	-	6%	-	9%	45%	10%	-	36% ^m	-	9%
Less entertainment	18	5	1	3	2	-	5	-	-	1	-	-	7	5	-	4	1	-
	1%	1%	1%	1%	1%	-	3%	-	-	1%	-	-	1%	1%	-	2%	1%	-
		30%	8%	15%	14%	-	29% ^c ^e	-	-	4%	-	-	40%	28%	-	25%	7%	-
Lack of support for special needs	5	1	-	2	-	-	3	-	-	-	-	-	3	-	1	1	-	-
	*	*	-	*	-	-	1%	-	-	-	-	-	*	-	1%	*	-	-
		15%	-	33%	-	-	52%	-	-	-	-	-	64%	-	21% ^m	15%	-	-
Other	7	3	1	1	-	-	-	1	1	-	-	-	4	3	1	-	-	-
	*	1%	1%	*	-	-	-	1%	1%	-	-	-	*	*	1%	-	-	-
		45%	13%	18%	-	-	-	9%	15%	-	-	-	48%	34%	18%	-	-	-
SUMMARY CODES																		
NO NEGATIVE EFFECT	299	62	23	58	53	36	24	16	15	8	3	2	107	121	14	38	18	2
	14%	17%	14%	13%	15%	12%	12%	16%	11%	13%	15%	14%	14%	13%	15%	15%	18%	14%
		21%	8%	19%	18%	12%	8%	5%	5%	3%	1%	1%	36%	40%	5%	13%	6%	1%
ANY NEGATIVE IMPACT	74	19	3	17	11	3	11	-	4	3	-	3	30	15	6	17	4	3
	3%	5%	2%	4%	3%	1%	6%	-	3%	5%	-	24%	4%	2%	6%	7%	4%	24%
		26% ^a ^g	4%	23% ^a ^e	14%	4%	15% ^a ^g	-	5%	4% ^g	-	3%	41% ^m	20%	7% ^m	23% ^m	5%	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 0 - £149,999	£150,000 0 +	No classifi- cation	Very low	Low	Medium	High	Very high	No classifi- cation
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56	14	2	14	8	3	6	-	4	2	-	3	23	10	6	13	3	3
	3%	4%	1%	3%	2%	1%	3%	-	3%	4%	-	24%	3%	1%	6%	5%	3%	24%
Don't know	34	8	5	7	7	5	1	1	-	-	-	-	14	6	3	9	2	-
	2%	2%	3%	2%	2%	2%	1%	1%	-	-	-	-	2%	1%	3%	4%	2%	-
Not asked	1748	277	131	359	285	255	157	83	123	52	18	7	595	811	74	186	76	7
	81%	75%	81%	81%	80%	85%	81%	82%	86%	82%	85%	62%	79%	85%	75%	74%	77%	62%
		16%	8%	21%a	16%	15%a	9%	5%	7%a	3%	1%	*	34%	46%bop	4%	11%	4%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	..**
No negative effect at all	246 11%	241 11%	5 20%	-
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	53 2%	53 100%	2% ^a -	-
Prevents access to emergency services and information that keeps people safer	4 *	4 100%	- -	-
Prevents access to information, e.g. news, health information, educational content etc	17 1%	16 97%	* 3%	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	12 1%	12 100%	- -	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	12 100%	- -	-
Miss out on contact with family/friends	27 1%	27 100%	- -	-
Less able to look for work	10 *	10 100%	- -	-

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Less able to carry out work from home	15 1%	15 1%	- -	- -
Makes it more difficult to find the cheapest goods/services	15 1%	15 1%	- -	- -
Difficult to stay organised e.g. online shopping, etc	13 1%	13 1%	- -	- -
Less entertainment	18 1%	17 1%	* 1%	- -
Lack of support for special needs	5 *	5 *	- -	- -
Other	7 *	7 *	- -	- -
SUMMARY CODES				
NO NEGATIVE EFFECT	299 14%	294 14%	5 20%	- -
ANY NEGATIVE IMPACT	74 3%	73 3%	1 3%	- -
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	56 3%	56 3%	* 2%	- -
Don't know	34 2%	34 2%	- -	- -
Not asked	1748 81%	1727 81%	21 77%	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
000	289	133	157	36	25	32	25	51	43	76	62	108	120	102	187	39	132	118
	13%	13%	14%	12%	6%	9%	7%	15%	19%	39%	9%	10%	28%	10%	17%	9%	12%	19%
		eifgkhp 46%	54%	13%ae	9%	11%	9%	18%eflg	15%ade	26%ade	21%	37%	41%akl	35%	65%an	14%	46%	41%apq
001	15	7	8	1	1	3	-	4	4	2	2	7	7	6	9	3	6	7
	1%	1%	1%	*	*	1%	-	1%	2%	1%	*	1%	2%	1%	1%	1%	1%	1%
		47%	53%	6%	6%	20%	-	25%	28%aeg	15%g	12%	44%	44%ak	39%	61%	18%	38%	45%
002	4	3	2	2	1	1	-	-	-	1	3	1	1	2	2	2	2	1
	*	*	*	1%	*	*	-	-	-	*	*	*	*	*	*	*	*	*
		63%	37%	37%	26%	19%	-	-	-	17%	63%	19%	17%	54%	46%	37%	43%	19%
003	7	3	4	3	1	-	1	1	*	-	5	2	*	2	4	-	4	3
	*	*	*	1%	*	-	*	*	*	-	1%	*	*	*	*	*	*	1%
		37%	63%	49%	18%	-	12%	15%	7%	-	67%	26%	7%	36%	64%	-	54%	46%
004	9	5	4	-	1	-	-	3	2	3	1	3	5	2	7	2	5	2
	*	*	*	-	*	-	-	1%	1%	1%	*	*	1%	*	*	*	*	*
		54%	46%	-	14%	-	-	37%	19%	30%adfi	14%	37%	50%k	22%	78%	22%	57%	22%
005	67	35	33	12	11	13	16	9	4	4	22	37	8	35	32	14	36	18
	3%	3%	3%	4%	3%	4%	5%	3%	2%	2%	3%	4%	2%	3%	3%	3%	3%	3%
		52%	48%	17%	16%	19%	23%id	13%	5%	6%	33%	55%	12%	52%	48%	21%	53%	26%
006	7	3	4	-	1	1	-	3	-	1	1	5	1	5	2	1	5	1
	*	*	*	-	*	*	-	1%	-	*	*	*	*	*	*	*	*	*
		46%	54%	-	17%	21%	-	49%	-	14%	17%	69%	14%	72%	28%	20%	69%	11%
007	22	10	13	2	4	3	1	3	5	4	7	7	9	6	17	3	13	7
	1%	1%	1%	1%	1%	1%	*	1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	1%
		43%	57%	10%	19%	11%	7%	16%	20%	16%	30%	34%	37%jd	25%	75%on	13%	57%	30%
008	5	4	1	-	4	1	1	-	-	-	4	2	-	2	3	-	4	2
	*	*	*	-	1%	*	*	-	-	-	1%	*	*	*	*	*	*	*
		85%	15%	-	70%	15%	15%	-	-	-	70%	30%	-	48%	52%	-	70%	30%
009	2	2	-	-	1	-	-	1	-	-	1	1	-	1	1	1	-	1
	*	*	-	-	*	-	-	*	-	-	*	*	-	*	*	*	-	*
		100%	-	-	63%	-	-	37%	-	-	63%	37%	-	63%	37%	63%	-	37%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
010	177	100	77	25	29	19	34	27	25	17	55	81	42	86	91	43	82	53
	8%	10%	7%	8%	7%	6%	10%	8%	11%	9%	8%	8%	10%	8%	8%	10%	7%	8%
		56% ^c	44%	14%	17%	11%	19%	15%	14% ^d	10%	31%	45%	24%	49%	51%	24%	46%	30%
011	11	7	4	1	1	3	2	2	-	2	2	6	2	6	4	1	7	3
	*	1%	*	*	*	1%	*	1%	-	1%	*	1%	*	1%	*	*	1%	1%
		63%	37%	11%	12%	29%	14%	17%	-	17%	23%	60%	17%	58%	42%	6%	63%	31%
012	24	15	8	2	7	6	1	3	4	1	9	11	4	6	18	2	12	10
	1%	1%	1%	1%	2%	2%	*	1%	2%	*	1%	1%	1%	1%	2%	*	1%	2%
		65%	35%	8%	26%	26%	6%	14%	16%	2%	36%	46%	18%	27%	73% ⁿ	9%	49%	43%
013	7	3	3	*	1	3	-	-	2	1	1	3	3	4	3	2	2	2
	*	*	*	*	*	1%	-	-	1%	1%	*	*	1%	*	*	1%	*	*
		51%	49%	7%	12%	39%	-	-	24%	17%	19%	39%	41%	56%	44%	36%	35%	29%
014	2	2	1	1	-	-	1	-	-	-	1	1	-	-	2	-	1	2
	*	*	*	*	-	-	*	-	-	-	*	*	-	-	*	-	*	*
		75%	25%	63%	-	-	37%	-	-	-	63%	37%	-	-	100%	-	25%	75%
015	182	95	87	22	36	28	34	32	17	14	57	94	31	106	76	41	103	38
	8%	9%	8%	7%	9%	8%	10%	9%	7%	7%	8%	9%	7%	10%	7%	10%	9%	6%
		r 52%	48%	12%	20%	16%	19%	18%	9%	8%	31%	52%	17%	58% ^o	42%	23% ^r	56% ^r	21%
016	6	2	4	1	1	1	1	-	2	-	2	2	2	4	2	1	5	1
	*	*	*	*	*	*	*	-	1%	-	*	*	*	*	*	*	*	*
		29%	71%	12%	22%	22%	18%	-	27%	-	33%	39%	27%	70%	30%	9%	73%	19%
017	6	3	3	-	-	2	1	1	2	-	-	4	2	3	3	3	2	1
	*	*	*	-	-	*	*	*	1%	-	-	*	*	*	*	1%	*	*
		53%	47%	-	-	25%	22%	23%	30%	-	-	70%	30%	53%	47%	43%	32%	25%
018	11	5	6	1	1	3	1	2	1	2	2	7	2	7	4	3	4	3
	1%	*	1%	*	*	1%	*	1%	*	1%	*	1%	1%	1%	*	1%	*	1%
		44%	56%	5%	13%	29%	11%	19%	5%	17%	18%	60%	23%	64%	36%	29%	40%	31%
019	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
020	310	142	168	41	58	64	50	42	30	25	99	156	55	175	135	67	174	69
	14%	14%	15%	13%	14%	18%	15%	12%	13%	13%	14%	15%	13%	16%	12%	16%	16%	11%
		r 46%	54%	13%	19%	21% ⁿ	16%	13%	10%	8%	32%	50%	18%	56% ^o	44%	21% ^r	56% ^r	22%

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

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	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
021	3	1	1	-	-	1	-	-	2	-	-	1	2	1	1	-	2	1
	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		48%	52%	-	-	26%	-	-	74%	-	-	26%	74%	53%	47%	-	75%	25%
022	6	4	2	-	2	1	-	1	1	-	2	3	1	2	3	2	2	1
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		69%	31%	-	43%	20%	-	27%	11%	-	43%	46%	11%	43%	57%	43%	32%	25%
023	4	4	-	1	-	-	-	1	-	1	1	1	1	4	-	3	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		100%	-	40%	-	-	-	40%	-	19%	40%	40%	19%	100%	-	81%	19%	-
024	3	1	2	-	-	3	-	-	1	-	-	3	1	3	1	-	3	1
	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		38%	62%	-	-	80%	-	-	20%	-	-	80%	20%	80%	20%	-	80%	20%
025	195	82	113	23	43	23	44	31	19	12	65	99	31	92	103	32	93	70
	9%	8%	10%	7%	11%	7%	13%	9%	8%	6%	9%	10%	7%	9%	9%	8%	8%	11%
		42%	58%	12%	22%	12%	22%	16%	10%	6%	34%	51%	16%	47%	53%	16%	48%	36%
026	7	4	3	1	2	1	1	-	1	-	3	2	1	5	2	1	4	1
	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		58%	42%	21%	26%	21%	11%	-	21%	-	47%	32%	21%	68%	32%	21%	58%	21%
027	2	-	2	1	1	-	-	-	-	-	2	-	-	1	1	-	1	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	52%	48%	-	-	-	-	-	100%	-	-	52%	48%	-	52%	48%
028	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-
030	290	134	157	49	61	55	45	46	19	15	110	146	34	163	127	65	155	71
	13%	13%	14%	16%	15%	16%	13%	14%	8%	8%	16%	14%	8%	15%	12%	15%	14%	11%
		46%	54%	17%	21%	19%	16%	16%	7%	5%	38%	50%	12%	56%	44%	22%	53%	24%
031	4	3	1	-	3	1	-	-	-	-	3	1	-	2	2	-	3	1
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		80%	20%	-	80%	20%	-	-	-	-	80%	20%	-	48%	52%	-	80%	20%
032	3	-	3	2	-	1	-	-	-	-	2	1	-	3	-	1	2	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	53%	-	47%	-	-	-	-	53%	47%	-	100%	-	47%	53%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

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Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
034	1	-	1	-	-	-	-	-	-	1	-	-	1	1	-	-	1	1
	*	-	*	-	-	-	-	-	-	1%	-	-	*	*	-	-	*	*
	-	-	100%	-	-	-	-	-	-	100%a	-	-	100%l	52%	48%	-	52%	48%
035	66	34	32	11	16	13	7	12	5	2	28	31	7	32	34	12	36	19
	3%	3%	3%	4%	4%	4%	2%	3%	2%	1%	4%	3%	2%	3%	3%	3%	3%	3%
	-	51%	49%	17%	25%j	19%	10%	18%	8%	3%	42%a	47%	11%	49%	51%	18%	54%	28%
036	3	2	1	1	-	-	-	1	*	1	1	1	1	1	2	1	1	1
	*	-	*	-	-	-	-	28%	*	*	*	*	*	*	*	*	*	*
	-	56%	44%	44%	-	-	-	28%	8%	19%	44%	28%	27%	19%	81%	19%	52%	28%
037	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	100%	-	-
039	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
040	142	72	71	20	36	12	39	17	13	6	55	68	19	79	63	30	70	42
	7%	7%	6%	6%	9%	3%	11%	5%	6%	3%	8%	7%	4%	7%	6%	7%	6%	7%
	-	ij	50%	14%	25%j	8%	28%a/h	12%	9%	4%	39%a	48%	13%	56%	44%	21%	49%	30%
041	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-
	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	100%	-	100%	-
044	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	-	-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%
045	32	16	15	6	4	8	4	5	4	-	10	18	4	10	22	3	17	12
	1%	2%	1%	2%	1%	2%	1%	2%	2%	-	1%	2%	1%	1%	2%	1%	2%	2%
	-	j	52%	19%j	14%	27%j	13%	16%	12%j	-	33%	55%	12%	32%	68%	9%	53%	38%
046	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	*
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	*
	-	-	100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
050	120	52	69	19	31	20	18	18	11	4	50	56	15	64	56	25	66	29
	6%	5%	6%	6%	8%	6%	5%	5%	5%	2%	7%	5%	3%	6%	5%	6%	6%	5%
	-	jm	43%	15%j	26%j	17%j	15%j	15%	9%	3%	41%a	47%	12%	53%	47%	21%	55%	24%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

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Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
051	3	-	3	-	1	-	-	1	-	-	1	1	-	3	-	1	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	51%	-	-	49%	-	-	51%	49%	-	100%	-	51%	49%	-
053	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
055	5	2	2	-	-	2	2	1	-	-	-	5	-	2	3	-	3	2
	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
	-	51%	49%	-	-	49%	35%	16%	-	-	-	100%	-	35%	65%	-	69%	31%
060	43	26	17	8	8	8	3	11	4	1	16	23	4	19	24	10	20	14
	2%	2%	2%	3%	2%	2%	1%	3%	2%	*	2%	2%	1%	2%	2%	2%	2%	2%
	-	61%	39%	19%	17%	19%	6%	26%	9%	2%	37%	53%	10%	45%	55%	22%	46%	32%
065	1	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
070	7	5	3	2	1	2	1	-	1	*	3	3	1	2	5	2	2	4
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
	-	65%	35%	30%	17%	23%	12%	-	15%	3%	47%	35%	17%	30%	70%	23%	28%	49%
075	2	2	-	-	-	-	-	1	1	-	-	1	1	2	-	1	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	67%	33%	-	-	67%	33%	100%	-	67%	33%	-
080	6	2	4	-	-	2	2	1	1	1	-	5	2	2	5	-	3	3
	*	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-	-	-	-
	-	37%	63%	-	-	32%	27%	15%	10%	17%	-	73%	27%	27%	73%	-	54%	46%
090	3	2	1	2	-	-	-	1	-	-	2	1	-	-	3	-	2	1
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	70%	30%	70%	-	-	-	30%	-	-	70%	30%	-	-	100%	-	70%	30%
099	2	2	-	-	-	-	-	-	2	1	-	-	2	-	2	-	1	1
	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	72%a	28%	-	-	100%akl	-	100%	-	44%	56%
100	19	7	12	5	7	3	2	1	1	-	12	6	1	11	9	4	7	9
	1%	1%	1%	2%	2%	1%	1%	-	1%	-	2%	1%	-	1%	1%	1%	1%	1%
	-	38%	62%	24%	37%	16%	11%	5%	6%	-	61%a	32%	6%	56%	44%	19%	37%	44%

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120	2	1	1	-	1	1	-	-	-	-	1	1	-	1	1	-	2	-
	*	*	*	-	*	*	-	-	-	-	*	*	-	*	*	-	*	-
		52%	48%	-	52%	48%	-	-	-	-	52%	48%	-	52%	48%	-	100%	-
123	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
	*	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	*	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
150	2	2	-	-	-	1	-	-	1	-	-	1	1	-	2	-	1	1
	*	*	-	-	-	*	-	-	*	-	-	*	*	-	*	-	*	-
		100%	-	-	-	73%	-	-	27%	-	-	73%	27%	-	100%	-	27%	73%
155	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
	*	*	-	-	-	-	-	-	*	-	-	*	*	-	*	-	-	*
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
200	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	*	*	-	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
300	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
304	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
344	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
345	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	*	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
400	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
524	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-

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555	1	-	1	1	-	-	-	-	-	-	1	-	-	1	-	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
566	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%
576	1	-	1	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	100%a	-	-	-	100%	100%	-	-	100%	-
600	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
700	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
777	1	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
000	289	228	39	23	-	4	30	11	9	24	31	48	43	27	23	39	-
	13%	12%	21%	21%	-	4%	13%	6%	6%	14%	13%	18%	14%	15%	21%	21%	-
	q	efhi 79%e	13%abe	8%abe	-	1%	10%fhq	4%q	3%q	8%fhq	11%fhi	17%afh	15%fhq	9%fhq	8%afhq	13%afghim	-
001	15	15	-	-	-	1	3	1	4	-	-	2	4	1	-	-	-
	1%	1%	-	-	-	1%	1%	1%	2%	-	-	1%	1%	-	-	-	-
		100%	-	-	-	7%	22%	6%	25%ak	-	-	11%	26%	4%	-	-	-
002	4	4	-	-	-	-	-	-	-	1	-	1	2	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	26%	-	19%	54%	-	-	-	-
003	7	5	2	-	-	-	-	1	-	2	-	-	1	-	-	2	-
	*	*	1%	-	-	-	-	1%	-	1%	-	-	*	1%	-	1%	-
		74%	26%	-	-	-	-	13%	-	25%	-	-	18%	17%	-	26%	-
004	9	4	5	-	-	-	2	2	-	-	-	-	-	-	-	5	-
	*	*	3%	-	-	-	1%	1%	-	-	-	-	-	-	-	3%	-
		41%	59%ab	-	-	-	22%	19%	-	-	-	-	-	-	-	59%ajikm	-
005	67	56	9	2	*	1	5	8	2	5	8	8	11	8	2	9	*
	3%	83%	5%	2%	1%	2%	2%	5%	1%	3%	3%	3%	3%	4%	2%	5%	1%
			13%	3%	1%	2%	6%	12%	3%	6%	11%	12%	16%	3%	13%	13%	1%
006	7	6	-	1	-	-	-	-	-	1	-	2	3	-	1	-	-
	*	*	-	1%	-	-	-	-	-	*	-	1%	1%	-	1%	-	-
		86%	-	14%	-	-	-	-	-	11%	-	35%	41%	-	14%	-	-
007	22	12	10	-	-	3	-	-	-	1	1	1	5	1	-	10	-
	1%	1%	5%	-	-	3%	-	-	-	1%	1%	*	2%	1%	-	5%	-
		55%	45%abde	-	-	14%aqhi	-	-	-	6%	5%	3%	23%	5%	-	45%aqhiik	-
008	5	4	1	-	-	-	-	-	-	-	-	1	2	1	-	1	-
	*	*	-	-	-	-	-	-	-	-	-	*	1%	*	-	*	-
		85%	15%	-	-	-	-	-	-	-	-	24%	46%	15%	-	15%	-
009	2	2	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	37%	-	-	-	-	63%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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010	177 8%	159 9% 90% ^d	13 7% 8%	3 3% 2%	2 5% 1%	8 9% 5%	10 4% 6%	17 10% 10% ^o	13 8% 7%	21 12% 12% ^{glo}	17 7% 10%	16 6% 9%	35 11% 20% ^{go}	21 11% 12% ^{go}	3 3% 2%	13 7% 8%	2 5% 1%
011	11 *	9 * 81%	1 1% 11%	1 1% 8%	- - -	- - -	3 1% 24%	1 * 7%	- - -	1 1% 14%	- - -	- - -	3 1% 30%	1 * 6%	1 1% 8%	1 1% 11%	- - -
012	24 1%	21 1% 88%	1 1% 5%	2 2% 9%	- - -	1 1% 4%	2 1% 8%	1 * 2%	- - -	2 1% 10%	1 * 2%	5 2% 21%	6 2% 27%	3 2% 12%	2 2% 9%	1 1% 5%	- - -
013	7 *	5 * 76%	1 * 9%	1 1% 8%	* 1% 7%	- - -	1 * 8%	1 1% 20%	- - -	- - -	- - -	2 1% 35%	1 * 12%	- - -	1 1% 8%	1 * 9%	* 1% 7%
014	2 *	1 * 63%	1 * 37%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 63%	- - -	- - -	1 * 37%	- - -
015	182 8%	168 9% 93% ^{cd}	8 4% 4%	3 3% 2%	3 6% 2%	7 8% 4%	18 8% 10%	7 4% 4%	9 6% 5%	9 5% 5%	31 13% 17% ^a hij lop	17 7% 9%	48 15% 26% ^a agh ijlppq	21 11% 11% ^h jop	3 3% 2%	8 4% 4%	3 6% 2%
016	6 *	5 * 82%	- - -	1 1% 18%	- - -	1 1% 11%	2 1% 30%	2 1% 30%	- - -	- - -	- - -	- - -	1 * 12%	- - -	1 1% 18%	- - -	- - -
017	6 *	5 * 79%	1 * 10%	- - -	1 1% 11% ^{ab}	2 2% 32% ^{agk}	- - -	- - -	1 1% 11%	- - -	- - -	1 * 14%	1 * 22%	- - -	- - -	1 1% 10%	1 1% 11% ^{aghkn}
018	11 1%	9 * 83%	- - -	2 2% 17%	- - -	1 1% 8%	- - -	1 1% 6%	- - -	- - -	- - -	6 2% 56% ^{agk}	1 * 13%	- - -	2 2% 17%	- - -	- - -
019	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- - -	- - -

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Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
020	310 14%	266 15% n 86%	23 12% 7%	12 11% 4%	9 19% 3%	15 16% 5% _n	45 20% 14% _{akn}	39 22% 13% _{aklmno} p	23 15% 7% _n	31 18% 10% _{kn}	23 10% 8%	35 14% 11% _n	43 13% 14% _n	12 7% 4%	12 11% 4%	23 12% 7%	9 19% 3% _{kn}
021	3 *	1 * 52%	1 * 22%	- * -	1 * 26% _{ab}	- * -	1 * 25%	- * -	- * -	- * -	- * -	1 * 27%	- * -	- * -	- * -	1 * 22%	1 * 26% _{ahjkmn}
022	6 *	5 * 95%	- * -	- * -	- * 5%	- * -	- * -	1 * 21%	- * -	1 * 20%	1 * 11%	- * -	2 * 43%	- * -	- * -	- * -	- * 5%
023	4 *	3 * 81%	- * -	1 * 19%	- * -	1 * 40% _{am}	- * -	- * -	1 * 40%	- * -	- * -	- * -	- * -	- * -	1 * 19%	- * -	- * -
024	3 *	3 * 100%	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	1 * 20%	1 * 38%	1 * 42%	- * -	- * -	- * -	- * -
025	195 9%	161 9% m 83%	22 12% 11%	8 7% 4%	4 8% 2%	14 15% 7% _{hlm}	22 10% 11%	10 8% 5%	19 13% 10% _{hm}	22 12% 11% _{hm}	19 8% 10%	19 7% 10%	17 5% 9%	20 11% 10% _m	8 7% 4%	22 12% 11% _m	4 8% 2%
026	7 *	7 * 100%	- * -	- * -	- * -	1 * 11%	1 * 10%	- * -	4 * 58% _{aklmp}	- * -	- * -	- * -	1 * 21%	- * -	- * -	- * -	- * -
027	2 *	2 * 100%	- * -	- * -	- * -	1 * 52% _a	- * -	- * -	- * -	- * -	1 * 48%	- * -	- * -	- * -	- * -	- * -	- * -
028	1 *	1 * 100%	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	1 * 100%	- * -	- * -	- * -	- * -	- * -
030	290 13%	237 13% 82%	24 13% 8%	19 17% 6%	11 22% 4% _{abc}	11 12% 4%	32 14% 11%	25 14% 8%	28 18% 10% _m	25 14% 9%	26 11% 9%	34 13% 12%	35 11% 12%	21 11% 7%	19 17% 6%	24 13% 8%	11 22% 4% _{aklmnp}

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
031	4	4	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	52%	-	48%a	-	-	-	-	-	-	-	-
032	3	2	1	-	-	-	-	-	-	2	-	-	-	-	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		53%	47%ab	-	-	-	-	-	-	53%a	-	-	-	-	-	-	1%
034	1	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	48%	-	-	52%	-	-	-	-	-
035	66	54	5	6	2	2	4	5	5	5	10	11	7	4	6	5	2
3%	3%	3%	3%	5%	5%	2%	2%	3%	3%	3%	4%	4%	2%	3%	5%	3%	5%
		81%	7%	9%	4%	3%	5%	8%	8%	8%	15%	17%	11%	7%	9%	7%	4%
036	3	2	1	-	*	-	-	1	-	-	1	-	-	-	-	1	*
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		64%	28%	-	8%	-	-	19%	-	-	44%	-	-	-	-	28%	8%
037	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
039	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-
040	142	117	7	12	7	8	15	14	13	8	20	15	11	13	12	7	7
7%	6%	4%	11%	14%	9%	7%	8%	8%	4%	6%	9%	6%	4%	7%	11%	4%	14%
		82%	5%	8% ^c	5% ^{abc}	6% ^m	10%	10% ^m	9% ^m	6%	14% ^m	11%	8%	9%	8% ^{mp}	5%	5% ^{aglmnp}
041	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
044	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
045	32	27	3	1	1	1	1	2	4	-	5	6	6	2	1	3	1
	1%	1%	2%	1%	2%	1%	*	1%	2%	-	2%	2%	2%	1%	1%	2%	2%
		83%	9%	4%	3%	4%	3%	7%	12%	-	14%	18%	18%	7%	4%	9%	3%j
046	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		-	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	100%a
050	120	106	6	4	4	3	14	11	8	7	27	9	15	12	4	6	4
	6%	6%	3%	4%	9%	3%	6%	6%	5%	4%	11%	4%	5%	7%	4%	3%	9%
		88%	5%	3%	4% ^c	2%	12%	9%	6%	5%	22%afij	8%	13%	10%	3%	5%	4% ^p
051	3	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%am	-	-	-
053	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
055	5	5	-	-	-	1	-	-	2	-	2	-	-	1	-	-	-
	*	*	-	-	-	1%	-	-	1%	-	1%	-	-	*	-	-	-
		100%	-	-	-	15%	-	-	35%	-	35%	-	-	16%	-	-	-
060	43	36	-	6	1	1	4	8	2	1	3	5	6	4	6	-	1
	2%	2%	-	6%	2%	2%	2%	4%	1%	1%	1%	2%	2%	2%	6%	-	2%
		83%	-	15%abc	2% ^c	3%	10%	18% ^{jp}	5%	3%	8%	12%	15%	9%	15%ajkp	-	2% ^p
065	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
070	7	6	-	1	1	-	1	1	1	2	-	-	-	2	1	-	1
	*	*	-	1%	2%	-	*	*	1%	1%	-	-	-	1%	1%	-	2%
		81%	-	7%	12%abc	-	12%	7%	14%	23%	-	-	-	24%	7%	-	12%akmp
075	2	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
080	6	6	-	-	*	1	2	-	-	2	-	2	-	-	-	-	*
	*	-	-	-	1%	1%	1%	-	-	1%	-	1%	-	-	-	-	1%
		95%	-	-	5%	15%	27%	-	-	27%	-	27%	-	-	-	-	5%
090	3	3	-	-	-	-	-	1	-	-	2	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	30%	-	-	70%a	-	-	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
100	19	19	-	-	-	1	7	1	4	1	1	1	3	1	-	-	-
	1%	1%	-	-	-	1%	3%	1%	2%	*	1%	*	1%	1%	-	-	-
		100%	-	-	-	5%	37%alp	5%	20%lp	3%	7%	3%	14%	6%	-	-	-
120	2	2	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	1%	-	*	-	-	-	-
		100%	-	-	-	-	-	-	-	-	48%	-	52%	-	-	-	-
123	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
150	2	2	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	*	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	27%	73%	-	-	-	-	-
155	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
200	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
300	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
304	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
344	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
345	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
400	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
524	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
555	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
566	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
576	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
600	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
700	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?
Base: All Adults 16+ in the UK

Unweighted Base
Weighted Base

777

Total (a)	COUNTRY				GOVERNMENT REGIONS											
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-
-	-	100%b	-	-	-	-	-	-	-	-	-	-	-	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
000	289 13% no	247 13% no	42 16% 15%	80 20% 28%ae	194 12% 67%	38 12% 13%g	48 6% 16%	48 12% 17%l	38 5% 13%	55 6% 19%	18 6% 6%	13 10% 4%	37 19% 13%ajkh o	69 6% 24%	113 8% 39%j
001	15 1%	13 1% 83%	2 1% 11%	5 1% 32%	10 1% 68%	2 * 10%	7 1% 45%	3 1% 17%	6 1% 38%	4 * 28%	2 1% 14%	1 1% 8%	3 2% 23%jn	5 * 34%	7 1% 49%
002	4 *	4 *	-	1 *	4 *	-	2 *	-	2 *	1 *	-	1 1%	-	1 *	2 *
003	7 *	7 *	-	2 *	4 *	1 *	-	1 *	-	3 *	-	-	1 1%	3 *	3 *
004	9 *	9 *	-	1 *	1 *	1 *	1 *	1 *	1 *	2 *	-	-	2 1%	2 *	2 *
005	67 3%	56 3% 83%	9 3% 13%	10 3% 15%	54 3% 81%	9 3% 13%	29 3% 42%	10 3% 15%	27 4% 40%	35 4% 52%	7 3% 11%	3 3% 5%	4 2% 6%	39 3% 57%	46 3% 68%
006	7 *	4 *	1 *	2 *	4 *	1 *	2 *	1 *	2 *	3 *	-	-	1 *	3 *	4 *
007	22 1%	20 1% 91%	2 1% 9%	7 2% 30%	15 1% 67%	5 2% 23%	11 1% 48%	5 1% 23%	11 1% 48%	11 1% 49%	-	1 1% 5%	2 10% 10%	11 1% 49%	14 1% 64%
008	5 *	4 *	1 *	-	5 *	-	3 *	1 *	2 *	3 *	1 1%	1 1%	-	4 *	5 *
		76%	24%	-	100%	-	63%	24%	39%	63%	22%	15%	-	85%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
009	2	2	-	1	1	-	-	-	-	1	-	1	-	1	2
	*	*	-	*	*	-	-	-	-	*	-	1%	-	*	*
		100%	-	37%	63%	-	-	-	-	37%	-	63%aj	-	37%	100%
010	177	158	19	34	135	31	71	37	65	79	20	16	24	91	118
	8%	8%	7%	9%	8%	9%	9%	9%	9%	8%	9%	12%	12%	8%	9%
		89%	11%	19%	76%	17%	40%	21%	37%	45%	11%	9%	14%a	51%	66%
011	11	6	3	3	7	2	6	3	5	4	4	1	-	8	8
	*	*	1%	1%	*	1%	1%	1%	1%	*	2%	*	-	1%	1%
		58%	31%	31%	69%	20%	53%	27%	46%	35%	42%ajmo	6%	-	71%	76%
012	24	18	6	4	20	2	9	2	9	12	2	1	1	14	16
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		76%	24%	15%	82%	10%	38%	10%	38%	50%	7%	5%	6%	57%	66%
013	7	7	-	1	5	-	3	-	3	3	1	1	1	3	4
	*	*	-	*	*	-	*	-	*	*	1%	1%	*	*	*
		100%	-	20%	71%	-	39%	-	39%	39%	20%	12%	8%	39%	60%
014	2	1	1	1	1	1	-	1	-	1	1	1	1	1	1
	*	*	-	*	*	*	-	*	-	*	*	*	*	*	*
		37%	63%b	37%	63%	37%	-	37%	-	25%	25%	25%	37%	25%	63%
015	182	155	25	25	150	24	84	29	79	104	18	10	14	117	131
	8%	8%	9%	6%	9%	7%	10%	7%	11%	11%	8%	8%	7%	10%	10%
		85%	14%	14%	83%	13%	46%	16%	43%	57%	10%	5%	8%	64%	72%
016	6	5	1	3	3	3	1	3	1	4	-	1	-	4	5
	*	*	1%	1%	*	1%	*	1%	*	*	-	*	-	*	*
		78%	22%	47%	53%	47%	20%	47%	20%	69%	-	9%	-	69%	78%
017	6	6	-	-	5	1	-	1	-	4	-	-	1	4	5
	*	*	-	-	*	*	-	*	-	*	-	-	*	*	*
		100%	-	-	86%	10%	-	10%	-	68%	-	-	9%	68%	77%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
018	11	7	4	2	8	-	1	-	1	2	2	-	1	3	4
	1%	-	1%	-	1%	-	-	-	-	-	1%	-	-	-	-
		64%	36%b	16%	77%	-	11%	-	11%	22%	22%	-	6%	28%	34%
019	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
020	310	267	40	58	238	50	120	61	108	139	34	24	28	163	195
	14%	14%	15%	15%	14%	15%	14%	15%	14%	14%	16%	19%	14%	14%	14%
		86%	13%	19%	77%	16%	39%	20%	35%	45%	11%	8%	9%	53%	63%
021	3	3	-	1	1	-	1	-	1	2	1	-	-	3	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	51%	49%	-	25%	-	25%	78%	22%	-	-	100%	100%
022	6	6	-	-	5	1	4	1	4	3	1	1	-	3	4
	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	5%	95%	20%	64%	20%	64%	51%	17%	21%	-	57%	78%
023	4	4	-	1	1	-	1	-	1	-	-	-	1	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	40%	19%	-	40%	-	40%	-	-	-	19%	-	19%
024	3	2	1	1	3	-	-	-	-	1	1	1	1	3	3
	-	-	-	-	-	-	-	-	-	-	1%	1%	1%	-	-
		62%	38%	20%	80%	-	-	-	-	42%	38%	20%	42%	80%	100%
025	195	176	18	31	159	30	83	44	69	102	23	13	20	114	137
	9%	9%	7%	8%	9%	9%	10%	11%	9%	10%	11%	10%	10%	10%	10%
		90%	9%	16%	82%	16%	43%	23%	36%	53%	12%	6%	10%	59%	70%
026	7	7	-	1	5	1	5	1	5	5	1	-	-	5	5
	-	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-
		100%	-	21%	79%	21%	69%	21%	69%	69%	10%	-	-	79%	79%
027	2	1	1	-	2	1	1	1	1	1	-	-	-	1	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		48%	52%	-	100%	48%	52%	48%	52%	48%	-	-	-	48%	48%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
028	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
030	290	258	32	44	238	45	115	55	106	138	32	14	27	167	196
	13%	14%	12%	11%	14%	14%	14%	13%	14%	14%	15%	11%	14%	15%	14%
		89%	11%	15%	82%	15%	40%	19%	36%	47%	11%	5%	9%	57%	68%
031	4	2	2	-	4	1	3	1	3	3	-	1	-	3	4
	*	*	1%	-	*	*	*	*	*	*	-	1%	-	*	*
		52%	48%	-	100%	20%	80%	20%	80%	80%	-	20%	-	80%	100%
032	3	3	-	-	3	2	1	2	1	2	-	-	-	2	2
	*	*	-	-	*	*	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	53%	47%	53%	47%	53%	-	-	-	53%	53%
034	1	1	-	-	1	1	1	1	1	-	-	1	1	-	1
	*	*	-	-	*	*	*	*	*	*	-	1%	*	-	*
		100%	-	-	100%	48%	52%	48%	52%	-	-	52%jn	52%jn	-	52%
035	66	51	15	8	56	9	29	12	26	36	3	2	3	38	41
	3%	3%	-	2%	3%	3%	4%	3%	4%	4%	1%	2%	1%	3%	3%
		77%	23%ab	12%	84%	13%	44%	18%	40%	54%	4%	3%	4%	58%	61%
036	3	3	-	*	2	-	1	-	1	-	-	-	1	-	1
	*	*	-	*	*	-	*	-	*	-	-	-	*	-	*
		100%	-	8%	64%	-	19%	-	19%	-	-	-	27%jn	-	27%
037	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	100%a	100%	100%
039	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	*	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	100%
040	142	126	15	19	121	25	62	27	60	80	13	8	10	92	105
	7%	7%	6%	5%	7%	8%	8%	7%	8%	8%	6%	6%	5%	8%	8%
		89%	11%	13%	85%	18%	44%	19%	43%	56%	9%	5%	7%	65%	74%

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
041	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-	-
044	1	1	-	-	-	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	-	-	-	-	-	-	1%	-	-	*	*
	-	100%	-	-	-	-	-	-	-	-	100%a]	-	-	100%	100%
045	32	29	3	7	23	5	14	5	14	15	2	1	2	17	20
	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%
	-	90%	10%	23%	71%	15%	45%	16%	43%	48%	7%	2%	7%	55%	63%
046	*	*	-	-	-	-	-	-	-	-	*	-	-	*	*
	*	*	-	-	-	-	-	-	-	-	*	-	-	*	*
	-	100%	-	-	-	-	-	-	-	-	100%	-	-	100%	100%
050	120	107	13	17	103	23	60	29	54	60	11	5	6	66	76
	6%	6%	5%	4%	6%	7%	7%	7%	7%	6%	5%	4%	3%	6%	6%
	-	89%	11%	14%	86%	19%	50%	24%	45%	50%	9%	4%	5%	55%	63%
051	3	3	-	1	1	-	1	-	1	3	-	-	-	3	3
	*	*	-	*	-	-	*	-	*	-	-	-	-	*	*
	-	100%	-	51%	49%	-	51%	-	51%	100%	-	-	-	100%	100%
053	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
055	5	5	-	1	4	-	4	1	3	2	-	-	1	2	3
	*	*	-	*	-	-	1%	-	*	-	-	-	-	*	*
	-	100%	-	16%	84%	-	85%	16%	69%	49%	-	-	16%	49%	65%
060	43	37	6	9	34	7	21	11	16	22	4	3	1	24	28
	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	1%	2%	2%
	-	87%	13%	20%	80%	16%	48%	26%	38%	52%	9%	8%	3%	56%	64%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
065	1	1	-	-	1	-	1	-	1	1	-	1	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	1%	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	100%ano	-	100%	100%
070	7	7	1	1	6	1	5	2	3	5	2	1	1	6	6
	*	*	*	*	*	*	1%	1%	*	1%	1%	*	*	1%	*
		89%	11%	14%	81%	9%	68%	30%	46%	72%	22%	7%	7%	79%	86%
075	2	2	-	1	-	-	-	-	-	1	1	-	-	2	2
	*	*	-	-	-	-	-	-	-	*	1%	-	-	*	*
		100%	-	67%e	-	-	-	-	-	33%	67%	-	-	100%	100%
080	6	6	1	2	4	-	4	2	3	5	-	-	-	5	5
	*	*	*	*	*	-	1%	*	*	*	-	-	-	*	*
		90%	10%	27%	56%	-	69%	27%	42%	78%	-	-	-	78%	78%
090	3	3	-	1	2	-	3	1	2	1	-	-	-	1	1
	*	*	-	*	*	-	*	*	*	*	-	-	-	*	*
		100%	-	30%	70%	-	100%	30%	70%	30%	-	-	-	30%	30%
099	2	2	-	1	1	1	-	1	-	-	-	2	-	-	2
	*	*	-	-	-	-	-	*	-	-	-	1%	-	-	-
		100%	-	56%	44%	56%	-	56%	-	-	-	72%ajno	-	-	72%
100	19	17	2	3	16	2	5	3	4	9	4	1	-	12	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	-	1%	1%
		87%	13%	18%	82%	10%	28%	17%	21%	48%	21%	3%	-	62%	62%
120	2	2	-	1	1	-	2	-	2	2	-	-	-	2	2
	*	*	-	*	*	-	*	-	*	*	1%	-	-	*	*
		100%	-	52%	48%	-	100%	-	100%	100%	52%	-	-	100%	100%
123	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	-	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
150	2	2	-	-	2	1	-	1	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	*	-	-	-	-	-	*	*
		100%	-	-	100%	73%	-	73%	-	-	-	-	27%	-	27%

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
155	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	-	-	-	-	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
200	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
300	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
304	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
344	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
345	1	1	-	-	1	1	-	1	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	*	-	*	-	-	-	*	*
		100%	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%
400	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
524	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	*	-	*	*	-	*	-	*	1%	-	-	*	*
		-	100%b	-	100%	100%	-	100%	-	100%	100%a	-	-	100%	100%
555	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%b	-	-	-	-	-	-	-	-	-	-	-	-
566	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
576	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	100%	-	-	100%	-	-	-	-	100%	-	-	-	-	-
600	1	1	-	-	1	-	-	-	-	-	-	-	-	100%	100%
	*	100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
700	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	100%
777	1	1	-	1	-	1	-	1	-	-	1	-	-	1	1
	*	100%	-	100%	-	100%	-	100%	-	-	100%	-	-	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
000	289	33	22	52	60	17	75	214	4	76
	13%	6%	4%	6%	7%	4%	6%	22%	5%	6%
		bcdelfgj	11%	18%	21% ^f	6%	26%	74% ^{aefgij}	2%	26%
001	15	3	1	3	1	3	3	12	1	3
	1%	1%	*	*	*	1%	*	1%	1%	*
		23%	8%	23%	5%	17%	22%	78% ^{egj}	8% ^{ee}	22%
002	4	-	1	1	1	1	2	2	-	2
	*	-	*	*	*	*	*	*	-	*
		-	19%	19%	19%	26%	46%	54%	-	46%
003	7	1	-	1	1	2	3	4	-	3
	*	*	-	*	*	*	*	*	-	*
		20%	-	20%	13%	25%	38%	62%	-	38%
004	9	2	-	2	1	-	1	9	1	1
	*	*	-	*	*	-	*	1%	1%	*
		20%	-	20%	6%	-	6%	94% ^{egj}	6%	6%
005	67	20	23	34	23	20	43	24	2	43
	3%	3%	5%	4%	3%	5%	4%	3%	2%	4%
		29%	34%	50%	34%	30%	64%	36%	4%	64%
006	7	3	-	3	2	2	4	2	-	4
	*	-	-	*	*	1%	*	*	-	*
		41%	-	41%	34%	31%	65%	35%	-	65%
007	22	5	3	8	6	8	13	9	-	13
	1%	1%	1%	1%	1%	2%	1%	1%	-	1%
		23%	14%	36%	27%	35%	59%	41%	-	59%
008	5	-	4	4	2	-	2	3	1	2
	*	-	1%	*	*	-	*	*	1%	*
		-	85% ^{ab}	85%	46%	-	46%	54%	24% ^{ef}	46%
009	2	-	1	1	1	1	2	-	-	2
	*	-	*	*	*	*	*	-	-	*
		-	63%	63%	37%	63%	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
010	177	52	49	88	71	40	109	69	7	109
	8%	9%	10%	10%	9%	9%	9%	7%	7%	9%
		29%	27%	50%	40%	22%	61%	39%	4%	61%
011	11	4	3	5	1	5	6	5	-	6
	*	1%	1%	1%	-	-	-	1%	-	*
		36%	30%	51%	6%	48%e	54%	46%	-	54%
012	24	4	6	8	12	-	12	12	1	12
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
		17%	24%	35%	48%f	-	48%	52%f	3%	48%
013	7	1	2	2	4	3	5	2	1	5
	*	*	*	*	*	1%	*	*	1%	*
		20%	33%	33%	53%	39%	72%	28%	16%	72%
014	2	-	-	-	1	-	1	2	1	1
	*	-	-	-	*	-	*	*	1%	*
		-	-	-	25%	-	25%	75%	37%g	63%
015	182	58	58	100	89	46	128	54	12	136
	8%	10%	12%	11%	11%	11%	11%	6%	13%	11%
		h	32%a	55%a	49%ah	25%h	70%ah	30%	7%h	75%ah
016	6	4	1	4	5	-	5	1	-	5
	*	1%	*	*	1%	-	*	*	-	*
		61%	9%	70%	78%	-	78%	22%	-	78%
017	6	2	-	2	2	2	4	2	-	4
	*	*	-	*	*	-	*	*	-	*
		32%	-	32%	34%	34%	68%	32%	-	68%
018	11	-	2	2	4	-	4	7	-	4
	1%	-	*	*	*	-	*	1%	-	*
		-	17%	17%	33%	-	33%	67%	-	33%
019	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
020	310	80	89	142	112	72	182	128	17	182
	14%	14%	18%	16%	14%	17%	15%	13%	17%	15%
		26%	29%a	46%	36%	23%	59%	41%	5%	59%
021	3	1	1	1	2	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		25%	22%	47%	74%	26%	100%	-	-	100%
022	6	3	1	3	2	2	4	2	-	4
	*	1%	*	*	*	*	*	*	-	*
		51%	11%	51%	40%	32%	73%	27%	-	73%
023	4	-	-	-	1	-	1	3	-	1
	*	-	-	-	*	-	*	*	-	*
		-	-	-	19%	-	19%	81%	-	19%
024	3	1	1	3	3	-	3	-	-	3
	*	*	*	*	*	-	*	-	-	*
		42%	38%	80%	100%	-	100%	-	-	100%
025	195	60	53	93	87	32	119	76	9	119
	9%	11%	11%	10%	11%	8%	10%	8%	9%	10%
		31%	27%	48%	45%h	17%	61%	39%	5%	61%
026	7	1	5	5	4	1	5	1	-	5
	*	*	1%	*	*	*	*	*	-	*
		21%	69%	69%	56%	22%	79%	21%	-	79%
027	2	-	1	1	1	-	1	1	-	1
	*	-	*	*	*	-	*	*	-	*
		-	48%	48%	48%	-	48%	52%	-	48%
028	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
030	290	78	65	124	121	52	168	122	22	170
	13%	14%	13%	14%	15%	12%	14%	13%	22%	14%
		27%	22%	43%	42%	18%	58%	42%	7%a,ghj	59%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
031	4	3	-	3	2	1	4	-	-	4
*	*	1%	-	*	*	*	*	-	-	*
		80%	-	80%	67%	33%	100%	-	-	100%
032	3	-	-	-	-	-	-	3	-	-
*	*	-	-	-	-	-	-	100%	-	-
		-	-	-	-	-	-	-	-	-
034	1	-	-	-	1	-	1	-	-	1
*	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
035	66	16	14	27	26	11	38	29	4	38
3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%
		24%	22%	41%	40%	17%	57%	43%	6%	57%
036	3	-	*	*	1	*	1	2	-	1
*	*	-	*	*	*	*	*	*	-	*
		-	8%	8%	19%	8%	27%	73%	-	27%
037	1	1	-	1	1	-	1	-	-	1
*	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
039	1	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
040	142	42	32	67	62	35	93	49	5	93
7%	7%	7%	7%	7%	8%	8%	8%	5%	6%	8%
		30%	23%	47%	44%h	24%h	66%h	34%	4%	66%h
041	1	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
044	1	1	-	1	-	-	-	1	-	-
*	*	*	-	*	-	-	-	*	-	-
		100%	-	100%	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
045	32	9	7	14	7	12	19	13	1	19
	1%	2%	1%	2%	1%	3%	2%	1%	1%	2%
		27%	22%	44%	21%	39%	60%	40%	2%	60%
046	*	-	-	-	-	-	-	*	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
050	120	40	21	54	41	28	69	52	5	69
	6%	7%	4%	6%	5%	7%	6%	5%	5%	6%
		33%	18%	45%	34%	24%	57%	43%	4%	57%
051	3	1	-	1	3	-	3	-	-	3
	*	*	-	*	*	-	*	-	-	*
		49%	-	49%	100%	-	100%	-	-	100%
053	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
055	5	1	2	2	1	2	2	2	-	2
	*	*	*	*	*	*	*	*	-	*
		15%	49%	49%	15%	35%	49%	51%	-	49%
060	43	14	7	20	18	9	27	16	-	27
	2%	2%	2%	2%	2%	2%	2%	2%	-	2%
		32%	17%	47%	41%	21%	62%	38%	-	62%
065	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%
070	7	3	3	5	2	3	6	2	-	6
	*	*	1%	1%	*	1%	*	*	-	*
		35%	39%	62%	32%	43%	75%	25%	-	75%
075	2	-	-	-	1	-	1	1	-	1
	*	-	-	-	*	-	*	*	-	*
		-	-	-	33%	-	33%	67%	-	33%

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
080	6	3	1	4	3	2	5	1	-	5
*	*	1%	*	*	*	*	*	*	-	*
		54%	15%	69%	51%	27%	78%	22%	-	78%
090	3	-	-	-	-	1	1	2	-	1
*	*	-	-	-	-	*	*	*	-	*
		-	-	-	-	30%	30%	70%	-	30%
099	2	-	-	-	1	-	1	-	-	1
*	*	-	-	-	*	-	*	*	-	*
		-	-	-	44%	-	44%	56%	-	44%
100	19	6	6	9	8	2	10	9	1	10
1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%
		29%	29%	44%	41%	10%	51%	49%	6%	51%
120	2	2	1	2	1	1	2	-	-	2
*	*	*	*	*	*	*	*	*	-	*
		100%	52%	100%	48%	52%	100%	-	-	100%
123	1	1	-	1	1	-	1	-	-	1
*	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
150	2	1	-	1	-	-	-	2	-	-
*	*	*	-	*	-	-	-	*	-	*
		27%	-	27%	-	-	-	100%	-	-
155	1	1	-	1	1	-	1	-	-	1
*	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
200	1	1	-	1	-	-	-	1	-	-
*	*	*	-	*	-	-	-	*	-	*
		100%	-	100%	-	-	-	100%	-	-
300	1	-	1	1	-	1	1	-	-	1
*	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
304	1	-	-	-	-	-	-	1	-	-
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-
344	1	1	-	1	-	1	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	-	100%	100%	-	-	100%
345	1	1	-	1	-	-	-	1	1	1
*	-	-	-	-	-	-	-	-	1%	-
	-	100%	-	100%	-	-	-	100%	100%aeg	100%
400	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
524	1	-	-	-	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	100%	-	-	100%
555	1	-	-	-	-	-	-	1	-	-
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-
566	1	-	-	-	-	-	-	1	-	-
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-
576	1	1	-	1	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	100%	-	100%	-	-	100%
600	1	-	-	-	-	-	-	1	-	-
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-
700	1	1	-	1	-	1	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	-	100%	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?
Base: All Adults 16+ in the UK

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
777	1	-	-	-	-	-	-	1	-	-
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
000	289	110	179	41	248	59	15	172	5	-	1
	13%	10%	17%	6%	16%	7%	8%	12%	13%	-	3%
		bd/fj	38%	14%	86%ad	21%	5%	60%	2%	-	*
001	15	6	9	4	11	4	-	10	-	-	-
	1%	1%	1%	1%	1%	*	-	1%	-	-	-
		38%	62%	25%	75%	27%	-	68%	-	-	-
002	4	1	3	-	4	2	-	3	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		19%	81%	-	100%	46%	-	63%	-	-	-
003	7	2	5	1	6	1	1	3	-	-	-
	*	*	*	*	*	*	1%	*	-	-	-
		25%	75%	13%	87%	13%	19%	49%	-	-	-
004	9	2	7	1	8	1	-	7	-	-	-
	*	*	1%	*	1%	*	-	1%	-	-	-
		23%	77%	14%	86%	14%	-	78%	-	-	-
005	67	35	32	22	45	34	9	48	4	-	-
	3%	3%	3%	3%	3%	4%	5%	3%	9%	-	-
		52%	48%	33%	67%	51%	14%	72%	5%a	-	-
006	7	2	4	2	4	4	-	6	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		34%	66%	34%	66%	65%	-	82%	-	-	-
007	22	13	9	3	19	10	4	15	-	1	-
	1%	1%	1%	*	1%	1%	2%	1%	-	3%	-
		60%	40%	12%	88%	44%	20%	68%	-	6%	-
008	5	2	3	-	5	2	2	3	-	-	-
	*	*	*	-	*	*	1%	*	-	-	-
		39%	61%	-	100%	46%	37%	63%	-	-	-
009	2	1	1	-	2	2	1	1	-	-	-
	*	*	*	-	*	*	*	*	-	-	-
		63%	37%	-	100%	100%	37%	63%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
010	177	101	77	57	120	82	22	122	4	5	3
	8%	9%	7%	9%	8%	9%	11%	9%	11%	11%	13%
		57%	43%	32%	68%	46%	12%	69%	3%	3%	2%
011	11	5	5	-	11	5	2	6	-	2	-
	*	*	1%	-	1%	*	1%	*	-	4%	-
		49%	51%	-	100%	43%	22%	60%	-	16%a	-
012	24	11	13	5	19	10	3	13	-	1	1
	1%	1%	1%	1%	1%	1%	2%	1%	-	2%	4%
		44%	56%	19%	81%	42%	13%	55%	-	4%	4%
013	7	4	3	2	4	1	-	6	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		53%	47%	37%	63%	8%	-	85%	-	-	-
014	2	1	2	-	2	-	1	1	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		25%	75%	-	100%	-	25%	37%	-	-	-
015	182	112	70	61	121	94	21	131	9	6	6
	8%	10%	7%	10%	8%	10%	11%	9%	23%	13%	25%
		61% ^c	39%	34%	66%	52%	12%	72%	5% ^{ah}	3%	3%
016	6	2	4	1	5	3	-	5	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		34%	66%	18%	82%	48%	-	78%	-	-	-
017	6	3	3	1	5	3	-	5	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		55%	45%	19%	81%	48%	-	77%	-	-	-
018	11	4	7	4	7	2	-	5	-	-	-
	1%	*	1%	1%	*	*	-	*	-	-	-
		33%	67%	33%	67%	17%	-	45%	-	-	-
019	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
020	310	164	146	78	232	143	25	202	5	10	3
	14%	15%	13%	12%	15%	16%	13%	14%	14%	22%	14%
		53%	47%	25%	75%	46%	8%	65%	2%	3%	1%
021	3	3	-	2	1	3	2	1	-	-	-
	*	*	-	*	*	*	1%	*	-	-	-
		100%	-	73%	27%	100%	75%ah	25%	-	-	-
022	6	2	4	2	3	1	1	4	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		38%	62%	41%	59%	17%	11%	67%	-	-	-
023	4	1	3	1	3	1	-	1	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		19%	81%	19%	81%	19%	-	19%	-	-	-
024	3	3	-	1	2	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	42%	58%	62%	-	62%	-	-	-
025	195	103	92	73	122	81	22	130	6	4	2
	9%	9%	9%	11%	8%	9%	12%	9%	16%	9%	10%
		53%	47%	37%e	63%	42%	11%	67%	3%	2%	1%
026	7	5	2	2	5	3	-	5	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		68%	32%	32%	68%	42%	-	79%	-	-	-
027	2	1	1	-	2	1	-	1	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		48%	52%	-	100%	48%	-	48%	-	-	-
028	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
030	290	150	140	100	190	120	22	197	1	2	2
	13%	14%	13%	16%	12%	13%	11%	14%	4%	5%	7%
		52%	48%	34%	66%	41%	8%	68%	*	1%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
031	4	2	2	3	1	4	2	1	-	-	-
	*	48%	52%	80%	20%	100%	67%ah	33%	-	-	-
032	3	-	3	-	3	-	-	2	-	-	-
	*	-	100%	-	100%	-	-	53%	-	-	-
034	1	1	1	1	1	1	1	-	1	1	-
	*	52%	48%	52%	48%	52%	48%	52%	48%ah	48%a	-
035	66	31	36	22	44	29	6	40	-	3	1
	3%	3%	3%	3%	3%	3%	3%	3%	-	6%	4%
036	3	1	2	*	3	-	-	1	-	-	-
	*	27%	73%	8%	92%	-	-	27%	-	-	-
037	1	1	-	1	-	1	-	1	-	-	-
	*	100%	-	100%	-	100%	-	100%	-	-	-
039	1	1	-	1	-	-	-	1	-	-	-
	*	100%	-	100%	-	-	-	100%	-	-	-
040	142	66	76	48	94	77	11	99	-	5	-
	7%	6%	7%	7%	6%	8%	5%	7%	-	12%	-
041	1	-	1	-	1	-	-	-	-	4%	-
	*	-	100%	-	100%	-	-	-	-	-	-
044	1	-	1	-	1	-	-	1	-	-	-
	*	-	100%	-	100%	-	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
045	32	21	11	13	19	19	1	23	-	-	-
	1%	2%	1%	2%	1%	2%	1%	2%	-	-	-
		67%	33%	40%	60%	60%	4%	72%	-	-	-
046	*	-	*	*	-	*	-	*	-	-	-
	*	-	*	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
050	120	59	61	41	79	56	11	76	1	3	4
	6%	5%	6%	6%	5%	6%	6%	5%	2%	6%	19%
		49%	51%	34%	66%	47%	9%	63%	1%	2%	4%
051	3	3	-	1	1	1	-	3	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	51%	49%	51%	-	100%	-	-	-
053	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-
055	5	2	2	1	4	2	-	3	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		51%	49%	16%	84%	49%	-	65%	-	-	-
060	43	20	23	16	27	19	4	25	1	1	-
	2%	2%	2%	3%	2%	2%	2%	2%	4%	2%	-
		46%	54%	38%	62%	44%	10%	59%	3%	2%	-
065	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
070	7	5	2	5	3	5	-	7	-	-	-
	*	*	*	1%	*	1%	-	*	-	-	-
		70%	30%	65%	35%	66%	-	89%	-	-	-
075	2	1	1	-	2	1	-	2	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		33%	67%	-	100%	33%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
080	6	3	4	5	1	4	-	6	-	-	-
	*	*	*	1%	*	*	-	*	-	-	-
		42%	58%	78%e	22%	69%	-	95%	-	-	-
090	3	-	3	1	2	1	-	1	-	-	-
	*	-	*	*	*	*	-	*	-	-	-
		-	100%	30%	70%	30%	-	30%	-	-	-
099	2	1	1	-	2	-	-	2	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		44%	56%	-	100%	-	-	100%	-	-	-
100	19	10	9	9	10	7	-	11	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		53%	47%	48%	52%	35%	-	56%	-	-	-
120	2	1	1	2	-	2	2	-	-	2	-
	*	*	*	*	-	*	1%	-	-	5%	-
		52%	48%	100%e	-	100%	100%ah	-	-	100%a	-
123	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
150	2	1	1	-	2	-	1	1	-	-	-
	*	*	*	-	*	-	1%	*	-	-	-
		27%	73%	-	100%	-	73%ah	27%	-	-	-
155	1	1	-	-	1	-	-	1	-	-	-
	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
200	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
300	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
304	1	-	1	-	1	-	-	-	-	-	-
*	-	-	*	-	*	-	-	-	-	-	-
	-	-	100%	-	100%	-	-	-	-	-	-
344	1	1	-	1	-	1	-	1	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	-	100%	-	100%	-	-	-
345	1	-	1	-	1	-	-	1	-	-	-
*	-	-	*	-	*	-	-	-	-	-	-
	-	-	100%	-	100%	-	-	100%	-	-	-
400	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
524	1	-	1	-	1	1	-	1	-	-	-
*	-	-	100%	-	100%	100%	-	100%	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
555	1	-	1	-	1	-	-	-	-	-	-
*	-	-	*	-	*	-	-	-	-	-	-
	-	-	100%	-	100%	-	-	-	-	-	-
566	1	-	1	-	1	-	-	1	-	-	-
*	-	-	*	-	*	-	-	-	-	-	-
	-	-	100%	-	100%	-	-	100%	-	-	-
576	1	1	-	-	1	1	-	1	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	100%	100%	-	100%	-	-	-
600	1	-	1	-	1	-	-	1	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	100%	-	-	100%	-	-	-
700	1	-	1	-	1	1	-	1	-	-	-
*	-	-	*	-	*	-	-	-	-	-	-
	-	-	100%	100%	-	100%	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?
Base: All Adults 16+ in the UK

Unweighted Base
Weighted Base

777

Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
2163	1083	1080	612	1551	882	192	1456	42	41	24
2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
1	-	1	-	1	1	1	-	1	-	-
*	-	*	-	*	*	*	-	2%	-	-
	-	100%	-	100%	100%	100%h	-	100%ah	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k
* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
000	289	6	9	9	7	8	11	278	4	8	9	40	34
	13%	13% fglm	18% 2%3%fg	11% 3%	10% 2%	6% 3%	6% 4%	14% 96%fg	6% 1%	8% 3%	11% 3%	5% 14%	8% 12%
001	15	-	-	-	-	-	-	15	-	-	-	2	1
	1%	-	-	-	-	-	-	1%	-	-	-	*	*
002	4	1	-	-	-	1	1	3	-	-	-	14%	8%
	*	2% 26%ah	-	-	-	1% 19%	*	*	-	-	-	2	-
003	7	-	-	-	1	1	1	6	-	-	-	1	2
	*	-	-	-	2% 17%	1% 17%	1% 17%	*	-	-	-	*	*
004	9	-	1	-	-	-	-	9	1	-	1	-	1
	*	-	2% 8%	-	-	-	-	*	2% 14%	-	1% 6%	-	*
005	67	3	1	5	3	7	8	59	2	8	6	29	14
	3%	6% 4%	3% 2%	6% 7%	4% 4%	5% 10%	4% 12%	3% 88%	4% 4%	7% 11%ah	8% 10%ah	4% 42%	3% 21%
006	7	-	-	-	-	-	-	7	-	-	-	4	-
	*	-	-	-	-	-	-	*	-	-	-	1%	-
007	22	-	1	3	2	-	2	20	-	-	3	10	3
	1%	-	2% 4%	3% 11%	3% 9%	-	1% 9%	1% 91%	-	-	3% 12%	1% 44%	1% 14%
008	5	-	1	1	-	1	1	4	1	-	-	1	1
	*	-	2% 24%ah	1% 15%	-	1% 24%	1% 24%	*	2% 22%ah	-	-	*	*
009	2	-	-	-	-	-	-	2	1	-	-	1	1
	*	-	-	-	-	-	-	*	1% 37%ah	-	-	*	*

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
010	177	9	5	4	13	15	23	155	9	16	8	71	37
	8%	20% 5%adh	9% 3%	5% 2%	17% 7%adh	12% 9%	12% 13%	8% 87%	14% 5%	16% 9%adh	11% 5%	9% 40%	9% 21%
011	11	-	-	1	2	1	2	9	1	1	1	5	1
	*	-	-	1%	2%	1%	1%	*	1%	1%	1%	1%	*
012	24	-	-	-	17%ah	8%	17%	83%	8%	8%	8%	43%	12%
	1%	-	-	1	1	2	3	21	1	3	1	9	3
013	7	-	1	-	1%	1%	1%	1%	1%	3%	1%	1%	1%
	*	-	2%	-	-	-	-	*	-	1%	1%	*	1%
014	2	-	-	-	-	-	-	2	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
015	182	7	8	5	4	16	19	163	9	14	6	79	49
	8%	15% 4%	17% 3%	7% 3%	6% 2%	12% 9%	10% 11%	8% 89%	13% 5%	14% 8%	7% 3%	10% 44%	11% 27%
016	6	-	1	1	-	-	-	6	-	-	-	3	2
	*	-	3%	2%	-	-	-	*	-	-	-	*	*
017	6	-	22%agh	22%a	-	-	-	6	-	-	-	48%	30%
	*	-	-	-	-	-	-	*	-	-	-	*	*
018	11	1	-	-	-	-	-	11	-	-	-	2	2
	1%	2% 11%g	-	-	-	-	-	1%	-	-	-	*	*
019	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
020	310	9	2	9	11	23	33	277	17	14	15	124	58
	14%	18%	5%	11%	15%	17%	18%	14%	26%	13%	19%	16%	13%
021	3	-	-	-	-	1	1	2	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
022	6	-	-	-	-	1	1	5	-	-	-	1	3
	*	-	-	-	-	1%	1%	*	-	-	-	*	1%
023	4	-	-	-	-	-	-	4	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
024	3	-	-	-	-	1	1	3	-	-	1	1	3
	*	-	-	-	-	*	*	*	-	-	2%	*	1%
025	195	6	1	9	5	14	15	180	1	9	6	73	46
	9%	13%	2%	12%	7%	11%	8%	9%	2%	9%	7%	9%	11%
026	7	i 3% ^d	1%	5% ^d	2%	7% ^d	8%	92% ^d	1%	5%	3%	38%	23%
	*	-	1%	-	-	-	-	*	-	-	-	*	1%
027	2	-	-	-	-	-	-	100%	-	-	-	42%	36%
	*	-	-	-	-	1	1	1	1	-	1	1	-
028	1	-	-	-	-	1%	1%	*	2%	-	1%	*	-
	*	-	-	-	-	48% ^a ^h	48%	52%	48% ^a ^h	-	48% ^a ^h	48%	-
030	290	3	5	9	8	16	21	270	6	12	7	95	73
	13%	5%	11%	11%	11%	12%	11%	14%	9%	11%	9%	12%	17%
		1%	2%	3%	3%	6%	7%	93%	2%	4%	3%	33%	25% ^d

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
031	4	-	-	-	-	2	2	2	-	-	-	4	-
	*	-	-	-	-	1%	1%	*	-	-	-	*	-
		-	-	-	-	48%ah	48%ah	52%	-	-	-	100%	-
032	3	-	-	-	2	-	2	1	-	-	-	-	-
	*	-	-	-	2%	-	1%	*	-	-	-	-	-
		-	-	-	53%ah	-	53%ah	47%	-	-	-	-	-
034	1	1	-	1	-	-	-	1	-	1	1	1	1
	*	2%	-	1%	-	-	-	*	-	1%	-	*	*
		52%ah	-	48%ah	-	-	-	100%	-	52%	52%ah	52%	48%
035	66	-	1	4	3	3	6	60	3	5	5	25	13
	3%	-	3%	5%	4%	2%	3%	3%	5%	5%	6%	3%	3%
		-	2%	6%	5%	4%	9%	91%	5%	7%	7%	37%	20%
036	3	-	-	-	-	-	-	3	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	27%
037	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
039	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
040	142	-	-	7	2	3	6	137	1	4	1	69	24
	7%	-	-	9%	3%	2%	3%	7%	2%	4%	1%	9%	6%
		-	-	5%bcdljk	2%	2%	4%	96%	1%	3%	1%	49%a	17%
041	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
044	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	-	*	2%	-	-	-	-
		-	-	-	-	-	-	100%	100%ah	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
045	32	-	*	1	5	2	7	25	-	-	-	17	2
	1%	-	1%	1%	7%	2%	4%	1%	-	-	-	2%	1%
		-	1%	2%	16%ahijk	8%	23%ah	77%	-	-	-	52%	8%
046	*	-	-	-	*	-	*	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%h	-	100%	-	-	-	-	-	-
050	120	1	3	5	4	8	11	109	4	7	8	50	19
	6%	3%	6%	7%	5%	6%	6%	6%	6%	6%	10%	6%	4%
		1%	3%	4%	3%	7%	10%	90%	3%	5%	6%	42%	16%
051	3	-	-	-	-	-	-	3	-	-	-	1	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	51%	49%
053	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
055	5	-	1	-	-	-	-	5	-	-	-	2	-
	*	-	1%	-	-	-	-	*	-	-	-	*	-
		-	15%	-	-	-	-	100%	-	-	-	49%	-
060	43	-	-	1	-	4	4	39	*	1	-	18	9
	2%	-	-	1%	-	3%	2%	2%	1%	1%	-	2%	2%
		-	-	3%	-	9%	9%	91%	1%	2%	-	41%	21%
065	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
070	7	-	1	1	1	1	1	6	-	-	-	4	2
	*	-	2%	1%	1%	1%	1%	*	-	-	-	*	*
		-	14%	14%	14%	14%	14%	86%	-	-	-	52%	23%
075	2	-	-	-	-	1	1	1	-	-	-	1	-
	*	-	-	-	-	*	*	*	-	-	-	*	-
		-	-	-	-	33%	33%	67%	-	-	-	33%	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
080	6	-	-	1	-	-	-	6	-	-	-	3	2
	*	-	-	1%	-	-	-	*	-	-	-	*	1%
		-	-	17%	-	-	-	100%	-	-	-	42%	37%
090	3	-	-	-	-	-	-	3	-	1	-	1	-
	*	-	-	-	-	-	-	-	-	1%	-	-	-
		-	-	-	-	-	-	100%	-	30%	-	30%	-
099	2	-	-	-	-	-	-	2	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	44%
100	19	-	1	-	-	-	-	19	-	-	-	4	5
	1%	-	2%	-	-	-	-	1%	-	-	-	1%	1%
		-	6%	-	-	-	-	100%	-	-	-	23%	28%
120	2	-	1	-	-	1	1	1	1	-	-	2	-
	*	-	2%	-	-	1%	1%	*	2%	-	-	*	-
		-	52%ah	-	-	48%ah	48%ah	52%	52%ah	-	-	100%	-
123	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
150	2	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
155	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
200	1	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-
		-	100%ah	-	-	-	-	100%	-	-	-	-	-
300	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	100%	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
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304	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
344	1	-	-	-	-	-	-	100%	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
345	1	-	-	-	-	-	-	100%	-	-	-	100%	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
400	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
524	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	100%	-	-	-	100%	-
555	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
566	1	-	1	1	-	-	-	1	-	-	-	-	-
	*	-	2%	1%	-	-	-	*	-	-	-	-	-
576	1	-	100%ah	100%ah	-	-	-	100%	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	1	-
600	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
700	1	-	-	1	-	-	-	1	-	-	-	1	-
	*	-	-	1%	-	-	-	*	-	-	-	*	-
		-	-	100%ah	-	-	-	100%	-	-	-	100%	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
777	1	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	2%	-	-	-	-	*	-	-	-	-	-
		-	100%ah	-	-	-	-	100%	-	-	-	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
000	289	52	59	55	73	28	13	7	1	1	-	-
	13%	13%	17%	15%	12%	12%	12%	15%	7%	5%	-	-
		18%	20%	19%	25%	10%	4%	3%	-	-	-	-
001	15	2	6	2	3	2	-	-	-	-	-	-
	1%	1%	2%	1%	1%	1%	-	-	-	-	-	-
		14%	37%	16%	20%	13%	-	-	-	-	-	-
002	4	-	-	-	3	2	-	-	-	-	-	-
	*	-	-	-	*	1%	-	-	-	-	-	-
		-	-	-	63%	37%	-	-	-	-	-	-
003	7	3	2	-	1	*	-	-	-	-	-	-
	*	1%	1%	-	*	*	-	-	-	-	-	-
		44%	30%	-	18%	7%	-	-	-	-	-	-
004	9	1	1	4	3	-	-	-	-	-	-	-
	*	*	*	1%	*	-	-	-	-	-	-	-
		14%	16%	42%	28%	-	-	-	-	-	-	-
005	67	8	11	9	22	12	3	3	-	-	-	-
	3%	2%	3%	3%	4%	5%	3%	5%	-	-	-	-
		12%	16%	14%	32%	18%	4%	4%	-	-	-	-
006	7	-	1	1	1	-	1	1	-	-	-	1
	*	-	*	*	*	-	1%	3%	-	-	-	11%
		-	14%	11%	18%	-	20%a	21%abode	-	-	-	17%
007	22	3	8	6	4	1	-	-	1	-	-	-
	1%	1%	2%	2%	1%	1%	-	-	3%	-	-	-
		13%	35%	25%	18%	6%	-	-	3%	-	-	-
008	5	2	-	1	1	1	-	-	-	-	-	-
	*	*	-	*	*	1%	-	-	-	-	-	-
		37%	-	15%	24%	24%	-	-	-	-	-	-
009	2	1	-	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-
		37%	-	-	63%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
010	177 8%	37 9% 21%	35 10% 19%	25 7% 14%	41 7% 23%	25 10% 14%	6 6% 3%	5 10% 3%	2 11% 1%	3 11% 2%	- - -	- - -
011	11 *	4 1% 41%	1 * 9%	1 * 6%	3 1% 32%	1 1% 13%	- - -	- - -	- - -	- - -	- - -	- - -
012	24 1%	7 2% 30%	6 2% 24%	4 1% 17%	5 1% 20%	2 1% 7%	- - -	- - -	1 3% 2%	- - -	- - -	- - -
013	7 *	1 * 8%	1 * 19%	1 * 8%	2 * 35%	1 * 9%	- - -	- - -	- - -	1 5% 20%	- - -	- - -
014	2 *	1 * 63%	- - -	- - -	1 * 37%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
015	182 8%	23 6% 12%	22 6% 12%	36 10% 20%	51 9% 28%	25 11% 14%a	11 11% 6%	4 8% 2%	2 8% 1%	3 9% 1%	2 37% 1%	3 26% 2%
016	6 *	- - -	1 * 11%	2 1% 30%	2 * 26%	2 1% 33%	- - -	- - -	- - -	- - -	- - -	- - -
017	6 *	- - -	- 1% 31%	2 1% 34%	2 * 34%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
018	11 1%	1 * 6%	1 * 13%	3 1% 28%	2 * 19%	3 1% 24%	1 1% 11%	- - -	- - -	- - -	- - -	- - -
019	1 *	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
020	310 14%	63 16% 20%	51 14% 16%	48 13% 15%	85 14% 28%	27 11% 9%	17 17% 6%	4 8% 1%	6 28% 2%	6 22% 2%	1 19% *	1 13% *

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
021	3	1	1	1	1	-	-	-	-	-	-	-
	*	27%	25%	22%	26%	-	-	-	-	-	-	-
022	6	-	1	2	1	-	-	-	-	1	-	-
	*	-	-	1%	-	-	-	-	-	2%	-	-
		-	25%	43%	21%	-	-	-	-	11%	-	-
023	4	-	1	1	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	19%	40%	40%	-	-	-	-	-	-	-
024	3	-	1	-	-	3	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	20%	-	-	80% ^d	-	-	-	-	-	-
025	195	27	32	32	68	20	9	6	1	1	-	-
	9%	7%	9%	9%	11%	9%	9%	12%	4%	2%	-	-
		14%	16%	16%	35% ^a	10%	4%	3%	*	*	-	-
026	7	4	2	1	-	-	-	-	-	-	-	-
	*	1%	1%	-	-	-	-	-	-	-	-	-
		54% ^d	36%	11%	-	-	-	-	-	-	-	-
027	2	-	1	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	52%	-	46%	-	-	-	-	-	-	-
028	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
030	290	69	28	56	68	30	20	6	3	4	1	4
	13%	18%	8%	15%	12%	13%	19%	13%	15%	15%	22%	39%
		24% ^b ^d	10%	19% ^b	23%	10%	7% ^b	2%	1%	1%	1%	1%
031	4	-	-	2	1	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	48%	33%	20%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
032	3	-	-	3	-	-	-	-	-	-	-	-
*	-	-	-	1%	-	-	-	-	-	-	-	-
	-	-	-	100% ^d	-	-	-	-	-	-	-	-
034	1	-	1	-	-	-	-	-	-	-	1	-
*	-	-	-	-	-	-	-	-	-	-	11%	-
	-	-	46%	-	-	-	-	-	-	-	52%	-
035	66	11	12	12	20	6	1	1	-	1	1	-
3%	-	3%	3%	3%	3%	2%	1%	2%	-	4%	12%	-
	-	17%	16%	19%	31%	9%	2%	2%	-	2%	1%	-
036	3	-	1	*	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	48%	8%	44%	-	-	-	-	-	-	-
037	1	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	1%	-	-	-	-	-
	-	-	-	-	-	-	100% ^{abcd}	-	-	-	-	-
039	1	1	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
040	142	32	22	24	43	15	2	3	1	1	-	-
7%	-	8%	6%	6%	7%	6%	2%	6%	7%	4%	-	-
	-	22% ^f	15%	17%	30%	10%	1%	2%	1%	1%	-	-
041	1	-	1	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-
044	1	1	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
045	32	9	6	4	8	1	1	-	-	2	-	-
1%	-	2%	2%	1%	1%	1%	1%	-	-	9%	-	-
	-	29%	18%	11%	25%	4%	4%	-	-	8%	-	-
046	*	-	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
050	120	19	18	16	41	13	4	5	3	2	-	-
	6%	5%	5%	4%	7%	5%	4%	11%	14%	6%	-	-
		16%	15%	13%	34%	11%	3%	4%	2%	1%	-	-
051	3	-	-	3	-	-	-	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
053	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
055	5	-	2	1	-	1	-	2	-	-	-	-
	*	-	*	*	-	*	-	4%	-	-	-	-
		-	35%	15%	-	16%	-	35%acd	-	-	-	-
060	43	6	10	6	5	11	4	-	-	-	-	-
	2%	1%	3%	2%	1%	5%	4%	-	-	-	-	-
		13%	24%cd	15%	12%	26%acd	10%cd	-	-	-	-	-
065	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
070	7	1	1	-	3	1	-	2	-	-	-	-
	*	*	*	-	1%	*	-	4%	-	-	-	-
		17%	11%	-	42%	7%	-	23%abcde	-	-	-	-
075	2	-	-	-	1	-	-	-	-	1	-	-
	*	-	-	-	*	-	-	-	-	4%	-	-
		-	-	-	33%	-	-	-	-	67%	-	-
080	6	*	3	1	2	-	-	-	-	-	-	-
	*	*	1%	*	*	-	-	-	-	-	-	-
		5%	54%	15%	27%	-	-	-	-	-	-	-
090	3	1	-	2	-	-	-	-	-	-	-	-
	*	*	-	1%	-	-	-	-	-	-	-	-
		30%	-	70%	-	-	-	-	-	-	-	-
099	2	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	*	-	-	-	-	-	-	-
		-	-	44%	56%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
100	19	5	2	3	3	1	5	-	-	-	-	-
	1%	1%	*	1%	1%	1%	5%	-	-	-	-	-
		28%	9%	15%	18%	6%	25%bode	-	-	-	-	-
120	2	-	-	-	1	1	-	-	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-
		-	-	-	52%	48%	-	-	-	-	-	-
123	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
150	2	-	-	-	1	-	1	-	-	-	-	-
	*	-	-	-	*	-	1%	-	-	-	-	-
		-	-	-	73%	-	27%	-	-	-	-	-
155	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
200	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
300	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
304	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
344	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
345	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
400	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
524	1	-	-	-	-	-	-	-	-	-	-	1
*	-	-	-	-	-	-	-	-	-	-	-	11%
	-	-	-	-	-	-	-	-	-	-	-	100%
555	1	-	-	1	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-
566	1	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-
576	1	-	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-
600	1	-	1	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-
700	1	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	1%	-	-	-	-	-
	-	-	-	-	-	-	100% ^d	-	-	-	-	-
777	1	-	-	-	-	1	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	99	11**
000	289	52	36	47	50	39	30	11	21	5	-	-	104	144	7	22	11	-
	13%	14%	22%acde	11%	14%	13%	16%	11%	15%	8%	-	-	14%	15%	7%	9%	11%	-
001	15	5	1	2	3	-	1	-	1	1	-	-	5	7	1	2	-	-
	1%	1%	1%	1%	1%	-	*	-	1%	1%	-	-	1%	1%	1%	1%	-	-
002	4	-	-	2	-	2	-	-	-	-	-	-	2	2	1	-	-	-
	*	-	-	*	-	1%	-	-	-	-	-	-	*	*	1%	-	-	-
003	7	-	1	2	-	1	1	1	-	-	-	-	3	2	-	2	-	-
	*	-	1%	*	-	*	1%	1%	-	-	-	-	*	*	-	1%	-	-
004	9	-	13%	30%	-	22%	17%	18%	-	-	-	-	49%	25%	-	26%	-	-
	*	3	-	4	1	1	-	-	-	-	-	-	5	5	-	-	-	-
005	67	13	7	10	11	8	10	1	6	-	-	-	25	29	6	5	2	-
	3%	4%	4%	2%	3%	3%	5%	1%	4%	-	-	-	3%	3%	6%	2%	2%	-
006	7	2	-	-	-	-	-	-	1	1	-	-	2	4	-	-	-	1
	*	24%	-	-	-	-	-	1%	1%	2%	-	-	*	*	-	-	-	11%
007	22	4	1	12	2	-	-	1	-	-	1	-	11	5	-	4	3	-
	1%	1%	1%	3%	1%	-	-	1%	-	-	3%	-	1%	*	-	2%	3%	-
008	5	1	-	-	2	1	1	-	-	-	-	-	48%	21%	-	19%	13%lm	-
	*	-	-	-	1%	24%	1%	-	-	-	3%	-	2	-	-	3	-	-
009	2	1	-	1	-	-	-	-	-	-	-	-	39%	-	-	61%lm	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	1	-	-	1	-	-
		37%	-	63%	-	-	-	-	-	-	-	-	63%	-	-	37%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

		Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
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Unweighted Base		2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base		2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
010		177	37	16	36	30	27	9	6	11	5	-	-	65	71	12	25	4	-
	8%		10%	8%	8%	8%	9%	5%	6%	8%	8%	-	-	9%	7%	13%	10%	4%	-
			21% ^d	9%	20%	17%	15%	5%	3%	6%	3%	-	-	37%	40%	7% ^p	14%	2%	-
011		11	3	2	-	1	3	-	-	-	1	-	-	4	2	1	1	2	-
	*		1%	1%	-	*	1%	-	-	-	2%	-	-	1%	*	1%	*	2%	-
			28%	21% ^c	-	7%	31% ^c	-	-	-	13% ^c	-	-	38%	17%	13%	9%	23% ^m	-
012		24	7	-	10	3	1	-	1	1	1	-	-	7	8	1	4	3	-
	1%		2%	-	2%	1%	*	-	1%	1%	1%	-	-	1%	1%	1%	2%	3%	-
			31%	-	41%	13%	6%	-	3%	4%	2%	-	-	30%	34%	6%	17%	13% ^m	-
013		7	1	-	2	1	2	-	-	1	-	-	-	1	4	1	-	1	-
	*		*	-	*	*	1%	-	-	1%	-	-	-	*	*	1%	-	1%	-
			12%	-	23%	9%	35%	-	-	20%	-	-	-	15%	56%	16%	-	12%	-
014		2	1	-	1	1	-	-	-	-	-	-	-	2	-	-	-	-	-
	*		*	-	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-
			37%	-	25%	37%	-	-	-	-	-	-	-	100%	-	-	-	-	-
015		182	14	14	35	40	28	14	9	12	5	7	3	50	93	8	19	10	3
	8%		4%	8%	8%	11%	10%	7%	9%	8%	8%	32%	26%	7%	10%	8%	7%	10%	26%
			8%	7% ^a	19% ^a	22% ^a	16% ^a	8%	5% ^a	7%	3%	4%	2%	27%	51% ^d	4%	10%	5%	2%
016		6	1	-	4	1	-	-	-	-	-	-	-	3	3	1	-	-	-
	*		*	-	1%	*	-	-	-	-	-	-	-	*	*	1%	-	-	-
			9%	-	69%	22%	-	-	-	-	-	-	-	42%	41%	18%	-	-	-
017		6	1	1	1	1	1	1	-	-	-	-	-	1	3	-	2	-	-
	*		*	*	*	*	1%	-	-	-	-	-	-	20%	44%	-	1%	-	-
			9%	11%	23%	24%	11%	22%	-	-	-	-	-	20%	44%	-	36%	-	-
018		11	1	-	2	2	-	1	1	3	1	-	-	3	5	-	1	2	-
	1%		*	-	1%	1%	-	1%	2%	2%	*	-	-	*	1%	-	2%	-	-
			6%	-	22%	19%	-	5%	13%	24% ^e	11% ^e	-	-	24%	46%	-	11%	19% ^d	-
019		1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
	*		-	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-
			-	-	-	-	-	-	100% ^c	-	-	-	-	-	-	-	100% ^m	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
020	310	52	24	68	44	41	26	13	24	9	8	1	103	139	18	33	16	1
	14%	14%	15%	12%	14%	14%	14%	13%	16%	15%	36%	13%	14%	15%	18%	13%	16%	13%
		17%	8%	22%	14%	13%	8%	4%	8%	3%	2%	*	33%	45%	6%	11%	5%	*
021	3	1	1	1	1	-	-	-	-	-	-	-	1	2	-	-	-	-
	*	*	*	*	*	-	-	-	-	-	-	-	*	*	-	-	-	-
		25%	27%	26%	22%	-	-	-	-	-	-	-	25%	75%	-	-	-	-
022	6	4	-	*	-	-	1	-	-	1	-	-	2	2	*	-	1	-
	*	1%	-	-	-	-	1%	-	-	1%	-	-	*	*	*	-	1%	-
		62%	-	5%	-	-	21%	-	-	11%	-	-	43%	32%	5%	-	20%	-
023	4	1	-	-	1	1	-	-	-	-	-	-	1	3	-	-	-	-
	*	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-
		19%	-	-	40%	40%	-	-	-	-	-	-	19%	81%	-	-	-	-
024	3	1	-	-	1	1	-	-	-	-	-	-	1	2	-	-	-	-
	*	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-
		20%	-	-	42%	38%	-	-	-	-	-	-	38%	62%	-	-	-	-
025	195	31	8	40	31	39	26	7	7	4	2	-	67	85	12	25	6	-
	9%	8%	5%	9%	9%	13%	13%	7%	5%	6%	9%	-	9%	9%	12%	10%	6%	-
		16%	4%	21%	16%	20%bh	13%bh	4%	4%	2%	1%	-	35%	44%	6%	13%	3%	-
026	7	2	-	-	2	1	-	1	-	-	-	-	3	3	-	-	1	-
	*	1%	-	-	1%	*	-	1%	-	-	-	-	*	*	-	-	1%	-
		36%	-	-	32%	21%	-	11%	-	-	-	-	46%	42%	-	-	11%	-
027	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	1	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	*	1%	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	52%	48%lm	-
028	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%cd	-	-	-	-	100%	-	-	-	-	-
030	290	58	13	61	38	35	28	20	20	12	1	4	100	123	14	38	12	4
	13%	16%	8%	14%	11%	12%	14%	20%	14%	19%	6%	39%	13%	13%	14%	15%	12%	39%
		20%ab	5%	21%	13%	12%	10%	7%cd	7%	4%b	*	1%	34%	42%	5%	13%	4%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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031	4	-	-	-	2	-	2	-	-	-	-	-	2	1	-	-	1	-
	*	-	-	-	1%	-	1%	-	-	-	-	-	*	*	-	-	1%	-
032	3	-	-	-	-	-	48%	-	2	1	-	-	48%	33%	-	-	20%	-
	*	-	-	-	-	-	-	-	2	1%	-	-	-	*	-	-	-	-
	-	-	-	-	-	-	-	53%acd	47%	-	-	-	-	100%	-	-	-	-
034	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	3%	-	-	*	-	-	-	-
	-	-	-	-	48%	-	-	-	-	-	52%	-	-	100%	-	-	-	-
035	66	8	8	13	12	10	7	3	5	-	2	-	30	27	3	4	3	-
	3%	2%	5%	3%	3%	3%	3%	3%	3%	-	10%	-	4%	3%	3%	2%	3%	-
		11%	12%	20%	17%	16%	10%	4%	7%	-	3%	-	45%	41%	4%	6%	4%	-
036	3	1	-	*	-	1	-	-	-	-	-	-	1	1	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*	-	-
		48%	-	8%	-	44%	-	-	-	-	-	-	27%	44%	-	28%	-	-
037	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	2%	-	-	-	*	-	-	-	-
	-	-	-	-	-	-	-	-	-	100%acde	-	-	-	100%	-	-	-	-
039	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
040	142	30	5	32	26	22	11	4	9	4	-	-	49	58	5	24	6	-
	7%	8%	3%	7%	7%	7%	6%	4%	6%	6%	-	-	7%	6%	5%	10%	6%	-
		21%ab	4%	23%	18%	15%	8%	3%	6%	3%	-	-	35%	41%	3%	17%	4%	-
041	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
044	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-

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045	32	10	1	4	4	3	6	*	3	2	-	-	7	15	2	3	4	-
	1%	3%	*	1%	1%	2%	3%	*	2%	4%	-	-	1%	2%	2%	1%	4%	-
		31%	2%	12%	12%	9%	18%	1%	8%	8%	-	-	23%	46%	7%	10%	13% ^d	-
046	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	100%	-	-	-	-	-
050	120	13	10	26	24	12	13	10	8	5	-	-	34	60	3	17	7	-
	6%	3%	6%	6%	7%	4%	7%	9%	6%	8%	-	-	5%	6%	3%	7%	7%	-
		10%	8%	22%	20%	10%	11%	8% ^a	7%	4%	-	-	28%	50%	3%	14%	6%	-
051	3	-	1	-	-	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	49%	-	-	51%	-	-	-	-	-	-	51%	49%	-	-	-	-
053	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
055	5	-	1	2	-	1	-	2	-	-	-	-	3	2	-	-	-	-
	*	-	*	*	-	*	-	2%	-	-	-	-	*	*	-	-	-	-
		-	15%	35%	-	16%	-	35% ^{ad}	-	-	-	-	65%	35%	-	-	-	-
060	43	10	5	6	7	5	5	1	4	1	-	-	18	17	1	5	2	-
	2%	3%	3%	1%	2%	2%	2%	1%	3%	2%	-	-	2%	2%	1%	2%	2%	-
		23%	11%	14%	15%	11%	10%	3%	10%	3%	-	-	41%	40%	3%	12%	5%	-
065	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
070	7	*	1	2	1	-	1	2	-	-	-	-	2	4	-	1	1	-
	*	-	1%	*	-	-	*	2%	-	-	-	-	*	*	-	*	*	-
		5%	18%	29%	14%	-	11%	23% ^{de}	-	-	-	-	27%	48%	-	13%	11%	-
075	2	-	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	-
	*	-	-	-	*	-	-	-	1%	-	-	-	*	*	-	-	-	-
		-	-	-	33%	-	-	-	67%	-	-	-	67%	33%	-	-	-	-

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080	6	*	-	1	3	2	-	-	-	-	-	-	5	2	-	-	-	-
	*	*	-	*	1%	1%	-	-	-	-	-	-	1%	*	-	-	-	-
		5%	-	17%	51%	27%	-	-	-	-	-	-	73%	27%	-	-	-	-
090	3	-	-	1	2	-	-	-	-	-	-	-	2	-	-	1	-	-
	*	-	-	*	1%	-	-	-	-	-	-	-	*	-	-	*	-	-
		-	-	30%	70%	-	-	-	-	-	-	-	70%	-	-	30%	-	-
099	2	-	2	1	-	-	-	-	-	-	-	-	2	1	-	-	-	-
	*	-	1%	*	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	72%	28%	-	-	-	-	-	-	-	-	72%	28%	-	-	-	-
100	19	2	5	2	3	1	-	1	3	2	-	-	7	9	-	4	-	-
	1%	1%	3%	1%	1%	*	-	1%	2%	3%	-	-	1%	1%	-	2%	-	-
		11%	28%acde	12%	14%	7%	-	6%	14%	8%l	-	-	34%	45%	-	21%	-	-
			f															
120	2	-	-	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	*	*	-	-	-	-	-	-	*	*	-	-	-	-
		-	-	-	48%	52%	-	-	-	-	-	-	48%	52%	-	-	-	-
123	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
150	2	-	-	-	-	-	1	-	-	1	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	*	-	-	2%	-	-	*	*	-	-	-	-
		-	-	-	-	-	27%	-	-	73%acde	-	-	73%	27%	-	-	-	-
155	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
200	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	*	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
300	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
304	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
344	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	-	100%acd	-	-	-	-	-	100%	-	-	-	-
345	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-
400	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
524	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	11%	-	-	-	-	-	11%
		-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
555	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
566	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	100%lm	-	-	-
576	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
600	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
700	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
777	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
000	289	289	-	-
	13%	14%	-	-
		100% ^b	-	-
001	15	15	-	-
	1%	1%	-	-
		100%	-	-
002	4	4	-	-
	*	*	-	-
		100%	-	-
003	7	7	-	-
	*	*	-	-
		100%	-	-
004	9	9	-	-
	*	*	-	-
		100%	-	-
005	67	67	*	-
	3%	3%	1%	-
		99%	1%	-
006	7	7	-	-
	*	*	-	-
		100%	-	-
007	22	22	-	-
	1%	1%	-	-
		100%	-	-
008	5	5	-	-
	*	*	-	-
		100%	-	-
009	2	2	-	-
	*	*	-	-
		100%	-	-
010	177	176	2	-
	8%	8%	6%	-
		99%	1%	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
011	11	11	-	-
	*	1%	-	-
		100%	-	-
012	24	24	-	-
	1%	1%	-	-
		100%	-	-
013	7	6	*	-
	*	*	2%	-
		93%	7%	-
014	2	2	-	-
	*	-	-	-
		100%	-	-
015	182	181	*	-
	8%	8%	2%	-
		100%	*	-
016	6	6	-	-
	*	*	-	-
		100%	-	-
017	6	5	1	-
	*	*	3%	-
		89%	11%a	-
018	11	11	-	-
	1%	1%	-	-
		100%	-	-
019	1	1	-	-
	*	*	-	-
		100%	-	-
020	310	306	4	-
	14%	14%	14%	-
		99%	1%	-
021	3	2	1	-
	*	*	3%	-
		74%	26%a	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
022	6	6	-	-
	*	100%	-	-
023	4	4	-	-
	*	100%	-	-
024	3	3	-	-
	*	100%	-	-
025	195	192	3	-
	9%	9%	10%	-
026	7	7	1%	-
	*	100%	-	-
027	2	2	-	-
	*	100%	-	-
028	1	1	-	-
	*	100%	-	-
030	290	284	6	-
	13%	13%	24%	-
031	4	4	2%a	-
	*	100%	-	-
032	3	3	-	-
	*	100%	-	-
034	1	1	-	-
	*	100%	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
035	66	65	1	-
	3%	3%	3%	-
		99%	1%	-
036	3	3	*	-
	*	*	1%	-
		92%	8%	-
037	1	1	-	-
	*	*	-	-
		100%	-	-
039	1	1	-	-
	*	*	-	-
		100%	-	-
040	142	137	5	-
	7%	6%	18%	-
		97%	3%a	-
041	1	1	-	-
	*	*	-	-
		100%	-	-
044	1	1	-	-
	*	*	-	-
		100%	-	-
045	32	32	-	-
	1%	1%	-	-
		100%	-	-
046	*	-	*	-
	*	-	1%	-
		-	100%a	-
050	120	118	2	-
	6%	6%	8%	-
		98%	2%	-
051	3	3	-	-
	*	*	-	-
		100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
053	-	-	-	-
	-	-	-	-
055	5	5	-	-
	*	*	-	-
		100%	-	-
060	43	43	*	-
	2%	2%	1%	-
		99%	1%	-
065	1	1	-	-
	*	*	-	-
		100%	-	-
070	7	7	1	-
	*	*	3%	-
		88%	12%a	-
075	2	2	-	-
	*	*	-	-
		100%	-	-
080	6	6	-	-
	*	*	-	-
		100%	-	-
090	3	3	-	-
	*	*	-	-
		100%	-	-
099	2	2	-	-
	*	*	-	-
		100%	-	-
100	19	19	-	-
	1%	1%	-	-
		100%	-	-
120	2	2	-	-
	*	*	-	-
		100%	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
123	1 *	1 *	-	-
		100%	-	-
150	2 *	2 *	-	-
		100%	-	-
155	1 *	1 *	-	-
		100%	-	-
200	1 *	1 *	-	-
		100%	-	-
300	1 *	1 *	-	-
		100%	-	-
304	1 *	1 *	-	-
		100%	-	-
344	1 *	1 *	-	-
		100%	-	-
345	1 *	1 *	-	-
		100%	-	-
400	-	-	-	-
	-	-	-	-
524	1 *	1 *	-	-
		100%	-	-
555	1 *	1 *	-	-
		100%	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
566	1	1	-	-
	*	*	-	-
		100%	-	-
576	1	1	-	-
	*	*	-	-
		100%	-	-
600	1	1	-	-
	*	*	-	-
		100%	-	-
700	1	1	-	-
	*	*	-	-
		100%	-	-
777	1	1	-	-
	*	*	-	-
		100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
000	466	225	241	52	61	54	60	86	66	87	113	200	153	202	265	85	220	161
	22%	21% efk	22% 52%	17% 11%	15% 13%	16% 12%	18% 13%	25% 18%def	29% 14%ade	45% 19%ade	16% 24%	19% 43%	36% 33%aki	19% 43%	24% 57%an	20% 18%	20% 47%	26% 35%aq
001	143	72	70	29	29	12	31	19	9	13	59	62	22	69	74	28	75	40
	7%	7% fi	6% 49%	10% 21%fi	7% 20%fi	3% 8%	9% 22%fi	6% 14%	4% 6%	7% 9%	8% 41%am	6% 44%	5% 15%	6% 48%	7% 52%	7% 20%	7% 52%	6% 28%
002	96	44	52	10	17	20	14	11	13	11	27	44	24	48	48	19	48	29
	4%	4% 46%	5% 54%	3% 10%	4% 18%	6% 20%	4% 14%	3% 12%	6% 14%	6% 11%	4% 29%	4% 46%	6% 25%	4% 50%	4% 50%	4% 19%	4% 51%	5% 30%
003	94	47	47	18	18	13	16	15	9	5	36	44	14	58	36	23	47	24
	4%	4% 50%	4% 50%	6% 19%	4% 14%	4% 17%	5% 15%	4% 10%	2% 5%	2% 5%	5% 38%	4% 47%	3% 15%	5% 61%ao	3% 39%	6% 25%	4% 50%	4% 28%
004	50	25	25	9	5	9	5	17	2	4	13	31	7	30	20	15	25	11
	2%	2% 50%	2% 50%	3% 16%	1% 11%	2% 17%	1% 9%	5% 34%aegi	1% 5%	2% 9%	2% 26%	3% 61%	2% 13%	3% 60%	2% 40%	3% 29%	2% 50%	2% 21%
005	555	284	272	66	115	112	95	74	52	42	181	280	94	285	270	100	295	160
	26%	27% 51%	24% 49%	22% 12%	28% 21%	32% 20%adh ij	28% 17%	22% 13%	23% 9%	22% 8%	25% 33%	27% 50%am	22% 17%	26% 51%	25% 49%	23% 18%	27% 53%	25% 29%
006	8	6	2	1	4	1	2	-	1	-	4	3	1	3	6	3	4	2
	*	1% 77%	* 23%	* 10%	1% 43%	* 14%	1% 24%	- -	* 9%	- -	1% 53%	* 38%	* 9%	* 30%	1% 70%	1% 30%	* 52%	* 16%
007	34	12	22	10	3	5	7	3	4	3	13	15	6	17	18	6	21	7
	2%	1% 36%	2% 64%	3% 29%ae	1% 8%	1% 15%	2% 21%	1% 8%	2% 11%	1% 7%	2% 37%	1% 45%	2% 19%	2% 49%	2% 51%	1% 16%	2% 62%	1% 21%
008	35	17	17	6	13	2	6	3	3	1	19	11	4	14	21	4	16	15
	2%	2% 50%	2% 50%	2% 17%	3% 36%ij	1% 7%	2% 18%	1% 8%	1% 9%	1% 4%	3% 54%al	1% 33%	1% 13%	1% 40%	2% 60%	1% 10%	1% 48%	2% 42%
009	11	2	9	*	2	2	2	2	2	-	3	6	2	5	6	1	8	2
	1%	* 18%	1% 82%	* 4%	1% 21%	* 15%	1% 21%	1% 21%	1% 18%	- -	* 25%	1% 57%	* 18%	* 45%	1% 55%	* 12%	1% 73%	* 15%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
010	347	160	187	49	67	67	51	59	34	20	116	177	54	190	157	79	174	94
	16%	15%	17%	16%	17%	19%	15%	17%	15%	10%	16%	17%	13%	18%	14%	19%	16%	15%
		j	46%	14%	19%	19%	15%	17%	10%	6%	34%	51%	16%	55%	45%	23%	50%	27%
012	22	10	11	1	5	6	3	2	1	2	7	11	4	11	10	1	16	5
	1%	1%	1%	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
		48%	52%	6%	25%	28%	15%	10%	7%	10%	31%	52%	17%	52%	48%	5%	74%	21%
013	1	1	1	-	-	-	-	-	1	1	-	-	1	1	1	1	-	1
	*	*	*	-	-	-	-	-	*	*	-	-	*	-	-	*	-	*
		47%	53%	-	-	-	-	-	53%	47%	-	-	100%	47%	53%	47%	-	53%
014	8	4	4	1	1	-	3	3	-	-	2	6	-	4	4	4	3	2
	*	*	*	*	*	-	1%	1%	-	-	*	1%	-	*	*	1%	*	*
		47%	53%	9%	17%	-	32%	42%	-	-	26%	74%	-	49%	51%	49%	31%	19%
015	81	33	48	11	16	17	14	11	10	2	27	42	12	41	40	21	33	26
	4%	3%	4%	4%	4%	5%	4%	3%	4%	1%	4%	4%	3%	4%	4%	5%	3%	4%
		j	41%	13%	20%	21%	18%	14%	12%	3%	33%	52%	15%	51%	49%	26%	41%	32%
017	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*
	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
018	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
019	2	1	1	-	-	-	-	-	2	-	-	-	2	1	*	1	1	-
	*	*	*	-	-	-	-	-	1%	-	-	-	*	*	*	*	*	-
		53%	47%	-	-	-	-	-	100%	-	-	-	100%	86%	14%	39%	61%	-
020	104	48	56	27	20	17	15	15	8	1	47	48	9	56	47	19	62	22
	5%	5%	5%	9%	5%	5%	4%	5%	4%	1%	7%	5%	2%	5%	4%	4%	6%	4%
		jm	46%	26%	19%	17%	14%	15%	8%	1%	45%	46%	9%	54%	46%	18%	60%	22%
				ij														
023	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
024	3	3	-	-	-	2	-	-	1	-	-	2	1	2	1	1	1	1
	*	*	-	-	-	1%	-	-	*	-	-	*	*	*	*	*	*	*
		100%	-	-	-	80%	-	-	20%	-	-	80%	20%	80%	20%	40%	40%	20%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
025	25	12	13	3	3	3	6	8	1	1	6	16	2	9	16	6	10	9
	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
026	1	1	1	-	-	-	-	-	-	1	-	-	1	-	1	-	-	1
	*	*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
030	36	18	18	6	14	3	6	4	2	*	20	14	2	15	21	4	22	10
	2%	2%	2%	2%	3%	1%	2%	1%	1%	*	3%	1%	1%	1%	2%	1%	2%	2%
033	1	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	1
	*	-	*	-	-	*	-	-	-	-	-	*	-	*	-	-	-	*
034	1	-	100%	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	-	100%
	*	-	*	-	-	*	-	-	-	-	-	100%	-	*	-	-	-	*
035	5	2	3	1	3	-	1	-	-	-	4	1	-	4	1	1	3	1
	*	*	*	*	1%	-	*	-	-	-	1%	*	-	*	*	*	*	*
036	1	1	-	17%	58%	-	25%	-	-	1	75%	25%	-	83%	17%	29%	54%	17%
	*	*	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
040	12	7	5	2	4	2	-	2	2	-	6	5	2	5	7	1	8	3
	1%	1%	*	1%	1%	1%	-	1%	1%	-	1%	*	*	*	1%	*	1%	1%
045	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	*	*	-	-	*	-
050	7	3	3	1	1	-	-	3	1	-	2	3	1	3	4	1	4	2
	*	*	*	*	*	-	-	1%	1%	-	*	*	*	*	*	*	*	*
060	4	3	1	1	2	-	1	-	-	-	3	1	-	4	-	1	3	-
	*	*	*	*	*	-	*	-	-	-	*	*	-	*	*	-	*	*
		74%	26%	30%	44%	-	26%	-	-	-	74%	26%	-	-	100%	-	30%	70%

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070	3	-	3	-	1	-	2	-	-	-	1	2	-	1	2	-	3	-
	*	-	*	-	*	-	*	-	-	-	*	*	-	*	*	-	*	-
		-	100%	-	45%	-	55%	-	-	-	45%	55%	-	45%	55%	-	100%	-
075	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
080	2	1	1	-	1	1	-	-	-	-	1	1	-	1	-	-	2	-
	*	*	*	-	*	*	-	-	-	-	*	*	-	*	*	-	*	-
		52%	48%	-	52%	48%	-	-	-	-	52%	48%	-	52%	48%	-	100%	-
099	2	2	-	-	-	-	-	-	2	1	-	-	2	-	2	-	1	1
	*	*	-	-	-	-	-	-	1%	*	-	-	1%	-	*	-	*	*
		100%	-	-	-	-	-	-	72%a	28%	-	-	100%akl	-	100%	-	44%	56%
110	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
000	466 22%	379 21% ehq	55 30% 12%abe	30 28% 6%e	3 6% 1%	11 13% 2%	43 19% 9%hq	17 10% 4%	26 17% 6%q	36 20% 8%hq	50 22% 11%hq	70 27% 15%hi	73 23% 16%fhq	52 28% 11%fghi	30 6%fhq	55 30% 12%afghiq	3 6% 1%
001	143 7%	125 7% 88%	9 5% 6%	7 7% 5%	2 3% 1%	8 8% 5%	24 11% 17%ajklpq	10 6% 7%	11 7% 8%	7 4% 5%	7 3% 5%	12 5% 8%	34 12% 24%ajkl pq	12 6% 8%	7 7% 5%	9 5% 6%	2 3% 1%
002	96 4%	83 5% 86%	11 6% 11%	2 1% 2%	1 1% 1%	7 8% 7%hoq	13 6% 14%h	3 2% 3%	7 4% 7%	5 3% 5%	7 3% 7%	14 5% 15%	13 4% 14%	14 7% 14%hoq	2 1% 2%	11 6% 11%h	1 1% 1%
003	94 4%	85 5% 90%	7 4% 7%	2 2% 2%	* 1% *	3 3% 3%	10 5% 11%	9 3% 10%	5 3% 6%	3 2% 3%	8 4% 9%	10 8% 10%	27 29% 29%ajk loq	10 4% 10%	2 2% 2%	7 4% 7%	* 1% *
004	50 2%	43 2% 85%	6 3% 13%	- - -	1 2% 2%	3 3% 5%	2 1% 5%	10 6% 21%agilo	3 2% 6%	2 1% 4%	6 3% 12%	4 1% 8%	8 3% 16%	5 2% 9%	- - -	6 3% 13%	1 2% 2%
005	555 26%	482 26% cp	30 16% 87%cd	24 23% 5%	19 39% 3%abcd	20 22% 4%	73 32% 13%alp	42 24% 8%	46 29% 8%p	55 31% 10%lp	58 25% 10%p	53 20% 10%	89 28% 16%p	46 25% 8%	24 23% 4%	30 16% 5%	19 39% 3%afhiklmnop
006	8 *	7 - 85%	1 1% 15%	- - -	- - -	1 1% 9%	1 1% 15%	- - -	1 1% 13%	- - -	2 1% 23%	- 1% -	- 1% -	2 1% 25%	- - -	- 1% 15%	- 1% -
007	34 2%	23 1% 67%	10 5% 29%abe	1 1% 4%	- - -	1 1% 3%	2 1% 6%	3 2% 9%	1 * 2%	4 2% 11%	1 1% 3%	5 2% 15%	6 2% 18%	- - -	1 1% 4%	10 5% 29%agikmn q	- - -
008	35 2%	34 2% 98%	- - -	- - -	1 2% 2%cd	- - -	- - -	2 1% 6%	7 5% 20%agnop	8 4% 22%agno p	9 4% 25%agn p	3 1% 10%	5 2% 14%	- - -	- - -	- - -	1 2% 2%gnp

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

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	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
009	11	9	2	-	*	-	1	-	2	-	-	2	2	1	-	2	*
	1%	-	1%	-	1%	-	*	-	2%	-	-	1%	1%	1%	-	1%	1%
		78%	18%	-	4%	-	6%	-	22%	-	-	17%	21%	12%	-	18%	4%
010	347	286	25	19	17	21	37	37	30	34	37	31	38	20	19	25	17
	16%	16%	14%	18%	35%	23%	16%	21%	20%	19%	16%	12%	12%	11%	18%	14%	35%
		82%	7%	6%	5%abcd	6%lmn	11%	11%lmn	9%mn	10%mn	11%	9%	11%	6%	6%	7%	5%aghijklnop
012	22	16	2	3	-	2	1	2	1	2	1	5	2	1	3	2	*
	1%	1%	1%	3%	-	2%	*	1%	1%	1%	*	2%	1%	*	3%	1%	1%
		77%	9%	13%	1%	8%	4%	9%	7%	9%	3%	23%	11%	3%	13%	9%	1%
013	1	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
		53%	47%	-	-	-	-	-	53%	-	-	-	-	-	-	47%	-
014	8	3	1	4	-	-	-	-	-	-	-	-	-	3	4	1	-
	*	-	-	4%	-	-	-	-	-	-	-	-	-	2%	4%	*	-
		36%	10%	55%abc	-	-	-	-	-	-	-	-	-	36%am	55%aghij	10%	-
015	81	67	12	-	2	3	6	12	6	9	11	6	7	6	-	12	2
	4%	4%	7%	-	3%	4%	2%	7%	4%	5%	5%	2%	2%	3%	-	7%	3%
		83%	15%cd	-	2%cd	4%	7%	15%aglmo	8%	12%o	14%o	7%	9%	7%	-	15%lmo	2%o
017	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
018	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
019	2	1	-	-	*	-	-	-	-	-	-	1	1	-	-	-	*
	*	-	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		86%	-	-	14%	-	-	-	-	-	-	47%	39%	-	-	-	14%
020	104	85	7	10	2	6	6	10	3	6	19	19	10	4	10	7	2
	5%	5%	4%	9%	4%	7%	3%	6%	2%	4%	6%	7%	3%	2%	9%	4%	4%
		82%	7%	9%	2%	6%l	6%	10%	3%	6%	18%aglmn	19%gimn	10%	4%	9%gimn	7%	2%

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Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
023	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-
024	3	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
025	25	18	4	2	*	4	-	1	-	1	3	5	1	3	2	4	*
	1%	1%	2%	2%	1%	4%	-	1%	-	1%	1%	2%	*	1%	2%	2%	1%
		75%	15%	8%	2%	16%aghi m	-	4%	-	6%	12%	22%g	6%	10%	8%	15%g	2%
026	1	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	52%	-	-	48%	-	-	-	-	-
030	36	32	-	3	*	-	7	7	2	1	5	10	1	-	3	-	*
	2%	2%	-	3%	1%	-	3%	4%	1%	1%	2%	4%	*	-	3%	-	1%
		90%	-	9%c	1%	-	18%amnp	19%amnp	5%	3%	14%	29%amnp	2%	-	9%amnp	-	1%
033	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
034	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
035	5	5	-	-	-	-	-	-	-	-	1	1	-	2	-	-	-
	*	*	-	-	-	-	-	-	-	-	1%	*	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	29%	25%	-	46%a	-	-	-
036	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
040	12	11	1	1	*	1	1	2	-	-	2	3	-	2	1	1	*
	1%	1%	1%	1%	1%	1%	*	1%	-	-	1%	1%	-	1%	*	1%	1%
		85%	8%	4%	2%	7%	4%	17%	-	-	18%	27%	-	13%	4%	8%	2%

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Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
045	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
050	7	7	-	-	-	-	-	2	1	1	-	1	-	1	-	-	-
*	*	-	-	-	-	-	-	1%	1%	1%	-	*	-	*	-	-	-
		100%	-	-	-	-	-	35%a	22%	15%	-	17%	-	11%	-	-	-
060	4	4	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-
*	*	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	56%a	-	-	44%	-	-	-	-	-	-
070	3	3	-	-	-	-	-	-	-	2	1	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	55%a	45%	-	-	-	-	-	-
075	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
080	2	2	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	48%	-	52%	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
110	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
000	466	405	59	116	328	66	123	81	107	142	39	21	59	171	238
	22%	22%	22%	29%	19%	20%	15%	20%	14%	14%	18%	16%	30%	15%	17%
	no	9%	13%	25%ae	70%	14%g	26%	17%i	23%	30%	8%	4%	13%ajkh o	37%	51%
001	143	117	25	24	110	15	47	18	43	61	10	9	16	67	83
	7%	6%	9%	6%	7%	4%	6%	4%	6%	6%	5%	7%	8%	6%	6%
		82%	17%	17%	77%	10%	33%	13%	30%	43%	7%	6%	11%	47%	58%
002	96	84	10	18	75	18	39	20	37	44	7	3	7	48	56
	4%	4%	4%	5%	4%	6%	5%	5%	5%	4%	3%	2%	3%	4%	4%
		88%	10%	19%	79%	19%	41%	21%	39%	46%	8%	3%	7%	50%	58%
003	94	77	17	14	74	16	37	18	35	54	5	5	6	58	65
	4%	4%	6%	4%	4%	5%	4%	4%	5%	5%	2%	4%	3%	5%	5%
		82%	18%	15%	79%	17%	39%	19%	37%	57%	5%	6%	7%	61%	69%
004	50	43	8	11	37	6	22	8	20	23	8	3	6	28	34
	2%	2%	3%	3%	2%	2%	3%	2%	3%	2%	4%	2%	2%	2%	3%
		85%	15%	22%	72%	12%	43%	15%	40%	45%	16%	6%	13%	56%	68%
005	555	501	52	83	453	69	245	95	218	285	51	35	52	322	379
	26%	27%	19%	21%	27%	21%	30%	23%	29%	29%	24%	27%	27%	28%	28%
		cd 90%e	9%	15%	82%df	12%	44%g	17%	39%h	51%	9%	6%	9%	58%	68%
006	8	8	-	3	6	1	3	1	3	3	-	-	-	3	3
	*	*	-	1%	*	*	*	*	*	*	-	-	-	*	*
		100%	-	34%	66%	9%	39%	9%	39%	39%	-	-	-	39%	39%
007	34	28	5	6	28	8	14	8	14	15	5	5	4	17	19
	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	3%	4%	2%	2%	1%
		81%	15%	16%	81%	23%	40%	23%	40%	43%	10%	15%o	13%	51%	55%
008	35	28	7	6	28	10	20	13	17	19	5	1	1	23	24
	2%	1%	3%	1%	2%	3%	2%	3%	2%	2%	2%	1%	*	2%	2%
		80%	20%	17%	81%	29%	58%	37%a	49%	56%	15%	3%	2%	65%	69%

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
009	11	11	-	4	7	3	4	3	4	9	-	1	2	9	9
	1%	1%	-	1%	*	1%	*	1%	1%	1%	-	1%	1%	1%	1%
		100%	-	36%	58%	27%	36%	27%	36%	76%	-	9%	21%	76%	76%
010	347	316	29	63	277	59	144	74	129	162	45	24	26	194	234
	16%	17%	11%	16%	16%	18%	17%	18%	17%	16%	21%	18%	13%	17%	17%
		c 91%	8%	18%	80%	17%	42%	21%	37%	47%	13% ^m	7%	7%	56%	67%
012	22	15	6	4	17	6	10	6	10	9	6	3	1	12	15
	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	3%	2%	1%	1%	1%
		72%	28% ^b	19%	81%	26%	46%	26%	46%	43%	26% ^a	14%	6%	54%	68%
013	1	1	-	1	-	-	1	-	1	-	-	-	-	-	-
	*	*	-	*	-	-	*	-	*	-	-	-	-	-	-
		100%	-	53%	-	-	53%	-	53%	-	-	-	-	-	-
014	8	8	-	3	5	1	6	2	5	5	-	-	2	5	7
	*	*	-	1%	*	*	1%	*	1%	1%	-	-	1%	*	1%
		100%	-	36%	64%	10%	68%	19%	58%	67%	-	-	19%	67%	87%
015	81	70	10	15	58	14	35	16	33	39	6	9	8	42	55
	4%	4%	4%	4%	3%	4%	4%	4%	4%	4%	3%	7%	4%	4%	4%
		86%	12%	18%	72%	18%	43%	20%	41%	49%	7%	11%	10%	52%	68%
017	*	*	-	*	-	-	*	*	-	-	-	-	-	-	-
	*	*	-	*	-	-	*	*	-	-	-	-	-	-	-
		100%	-	100%	-	-	100%	100%	-	-	-	-	-	-	-
018	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
019	2	2	-	1	1	-	-	-	-	1	-	-	*	1	1
	*	*	-	*	*	-	-	-	-	*	-	-	*	*	*
		100%	-	53%	47%	-	-	-	-	47%	-	-	14%	47%	61%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
020	104	85	19	9	91	19	34	22	31	57	13	6	3	65	70
	5%	5%	7%	2%	5%	6%	4%	5%	4%	6%	6%	4%	2%	6%	5%
		dm	82%	18%	88% ^d	18%	33%	22%	30%	55% ^m	12% ^m	6%	3%	63% ^m	67% ^m
023	1	1	-	1	-	-	1	-	1	-	-	-	-	-	-
	*	*	-	*	-	-	*	-	*	-	-	-	-	-	-
		100%	-	100% ^e	-	-	100%	-	100%	-	-	-	-	-	-
024	3	1	2	-	3	1	1	1	1	1	2	-	-	2	2
	*	*	1%	-	*	*	*	*	*	*	1%	-	-	*	*
		20%	80% ^{ab}	-	100%	40%	20%	40%	20%	40%	80% ^{ajo}	-	-	80%	80%
025	25	21	4	2	21	4	12	5	11	12	3	-	1	15	16
	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	1%	-	*	1%	1%
		84%	16%	7%	84%	16%	49%	22%	43%	49%	12%	-	3%	61%	64%
026	1	1	-	-	1	1	1	1	-	-	-	-	-	-	-
	*	*	-	-	*	*	*	*	-	-	-	-	-	-	-
		100%	-	-	100%	52%	48%	100%	-	-	-	-	-	-	-
030	36	24	12	2	32	7	11	9	9	18	7	2	-	25	27
	2%	1%	5%	1%	2%	2%	1%	2%	1%	2%	3%	2%	-	2%	2%
		66%	34% ^{ab}	6%	88%	20%	31%	25%	26%	51%	18% ^m	5%	-	69% ^m	75% ^m
033	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	*	-	*	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
034	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	*	-	*	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
035	5	3	2	-	5	-	3	-	3	4	-	-	-	4	4
	*	*	1%	-	*	-	*	-	*	*	-	-	-	*	*
		54%	46% ^b	-	100%	-	71%	-	71%	83%	-	-	-	83%	83%

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori- ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
036	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	*	-	*	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
040	12	10	3	2	10	2	7	4	5	9	-	-	1	9	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%
		79%	21%	18%	82%	17%	56%	35%	38%	72%	-	-	8%	72%	76%
045	1	1	-	-	1	-	1	1	-	-	-	1	-	-	1
	*	*	-	-	*	-	*	*	-	-	-	-	-	-	*
		100%	-	-	100%	-	100%	100%	-	-	-	100%	-	-	100%
050	7	7	-	3	3	1	1	1	1	2	1	-	1	2	2
	*	*	-	1%	*	*	*	*	*	*	1%	-	1%	*	*
		100%	-	48%	52%	11%	22%	11%	22%	37%	22%	-	22%	37%	37%
060	4	4	-	-	4	-	4	-	4	3	-	-	-	3	3
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	74%	-	-	-	74%	74%
070	3	3	-	2	1	-	3	-	3	2	-	-	-	2	2
	*	*	-	*	*	-	*	-	*	*	-	-	-	*	*
		100%	-	55%	45%	-	100%	-	100%	55%	-	-	-	55%	55%
075	1	-	1	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	*	-	*	-	-	-	-	*	-	-	-	*	*
		-	100%	-	100%	-	-	-	-	100%	-	-	-	100%	100%
080	2	2	-	1	1	-	2	-	2	2	1	-	-	2	2
	*	*	-	*	*	-	*	-	*	*	1%	-	-	*	*
		100%	-	52%	48%	-	100%	-	100%	100%	52%	-	-	100%	100%
099	2	2	-	1	1	1	-	1	-	-	-	2	-	-	2
	*	*	-	*	*	-	*	-	*	-	-	1%	-	-	*
		100%	-	56%	44%	56%	-	56%	-	-	-	72%	-	-	72%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
110	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	*	-	*
		100%	-	-	100%	-	-	-	-	-	-	-	100%	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
000	466	96	71	148	136	62	193	274	10	193
	22%	17%	15%	16%	17%	15%	16%	28%	11%	16%
		bcdelfgij	21%	32%	29%	13%	41%	59%aefgij	2%	41%
001	143	32	35	54	33	35	68	75	8	68
	7%	6%	7%	6%	4%	8%	6%	8%	8%	6%
		e	23%	24%	23%	24%e	48%	52%e	5%	48%
002	96	27	21	44	40	14	54	42	2	54
	4%	5%	4%	5%	5%	3%	5%	4%	3%	4%
			28%	22%	42%	14%	56%	44%	3%	56%
003	94	28	27	49	44	18	61	33	7	62
	4%	5%	6%	5%	6%	4%	5%	3%	7%	5%
			29%	52%	47%	19%	65%	35%	7%	66%
004	50	12	15	25	16	15	28	23	3	28
	2%	2%	3%	3%	2%	4%	2%	2%	3%	2%
			24%	30%	31%	29%	55%	45%	6%	55%
005	555	157	147	264	222	136	351	204	28	355
	26%	28%	30%	29%	28%	32%	29%	21%	29%	29%
		h	27%	48%	40%h	25%ah	63%ah	37%	5%	64%ah
006	8	2	3	5	2	3	5	3	-	5
	*	*	1%	1%	*	1%	*	*	-	*
			24%	37%	24%	37%	61%	39%	-	61%
007	34	9	7	13	12	6	17	17	6	20
	2%	2%	2%	1%	2%	1%	1%	2%	6%	2%
			27%	39%	35%	17%	50%	50%	17%aefghj	57%
008	35	8	8	15	17	8	26	9	4	26
	2%	2%	2%	2%	2%	2%	2%	1%	5%	2%
			25%	45%	50%h	24%	74%h	26%	13%ah	74%h
009	11	1	2	4	5	3	8	4	-	8
	1%	*	*	*	1%	1%	1%	*	-	1%
			12%	33%	42%	26%	68%	32%	-	68%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
010	347	101	84	158	140	65	203	143	8	203
	16%	18% 29%	17% 24%	17% 46%	17% 40% ^d	17% 19%	17% 59% ^d	15% 41%	8% 2%	17% 59% ^d
012	22	7	8	11	6	6	12	9	1	13
	1%	1% 31%	2% 39%	1% 51%	1% 27%	1% 29%	1% 57%	1% 43%	1% 4%	1% 60%
013	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
014	8	-	3	3	5	1	5	3	3	6
	*	-	1% 41%	1% 41%	1% 58%	* 9%	* 67%	* 33%	3% 32% ^{aefghj}	1% 77%
015	81	24	21	35	34	17	49	32	3	49
	4%	4% 30%	4% 26%	4% 44%	4% 42%	4% 21%	4% 60%	3% 40%	3% 3%	4% 60%
017	*	*	*	*	*	*	*	*	-	*
	*	*	*	*	*	-	*	-	-	*
018	-	100%	-	100%	100%	-	100%	-	-	100%
	-	-	-	-	-	-	-	-	-	-
019	2	-	*	*	1	*	1	1	-	1
	*	-	14%	14%	*	14%	*	39%	-	*
020	104	26	21	42	39	19	57	47	12	59
	5%	5% 29%	4% 20%	5% 40%	5% 37%	5% 18%	5% 55%	5% 45%	13% 12% ^{aefghj}	5% 57%
023	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
024	3	-	1	1	3	-	3	-	-	3
*	*	-	*	*	*	-	*	-	-	*
		-	40%	40%	100%	-	100%	-	-	100%
025	25	9	4	13	12	2	13	11	-	13
1%	1%	2%	1%	1%	1%	*	1%	1%	-	1%
		37%	14%	52%	47%	7%	54%	46%	-	54%
026	1	1	-	1	1	-	1	1	-	1
*	*	*	-	*	*	-	*	*	-	*
		48%	-	48%	52%	-	52%	48%	-	52%
030	36	8	3	10	20	3	23	13	2	23
2%	2%	1%	1%	1%	3%	1%	2%	1%	2%	2%
		23%	8%	27%	57% ^f	8%	64%	36%	5%	64%
033	1	-	1	1	-	-	-	1	-	-
*	*	-	*	*	-	-	-	*	-	-
		-	100%	100%	-	-	-	100%	-	-
034	1	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
035	5	3	1	4	3	1	4	1	-	4
*	*	*	*	*	*	*	*	*	-	*
		54%	29%	83%	54%	29%	83%	17%	-	83%
036	1	1	-	1	1	-	1	-	-	1
*	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
040	12	4	2	6	7	1	9	4	1	9
1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%
		33%	17%	50%	57%	12%	69%	31%	4%	69%
045	1	-	-	-	-	1	1	-	-	1
*	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
050	7	1	-	1	-	1	1	6	-	-
	*	*	-	*	-	*	*	1%	-	*
		15%	-	15%	-	15%	15%	85%egj	-	15%
060	4	3	-	3	2	-	2	2	-	2
	*	*	-	*	*	-	*	*	-	*
		74%	-	74%	44%	-	44%	56%	-	44%
070	3	2	-	2	-	2	2	1	-	2
	*	*	-	*	-	*	*	*	-	*
		55%	-	55%	-	55%	55%	45%	-	55%
075	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
080	2	2	1	2	1	1	2	-	-	2
	*	*	*	*	*	*	*	-	-	*
		100%	52%	100%	48%	52%	100%	-	-	100%
099	2	-	-	-	1	-	1	1	-	1
	*	-	-	-	*	-	*	*	-	*
		-	-	-	44%	-	44%	56%	-	44%
110	1	1	-	1	-	-	-	1	-	-
	*	*	-	*	-	-	-	*	-	-
		100%	-	100%	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
000	466	211	255	98	368	151	33	297	11	5	2
	22%	20%	24%	15%	24%	17%	17%	21%	29%	10%	11%
		df	55%b	21%	79% ^d	32%	7%	64%	2%	1%	1%
001	143	65	78	44	98	57	11	88	2	-	1
	7%	6%	7%	7%	6%	6%	6%	6%	6%	-	4%
		45%	55%	31%	69%	40%	8%	62%	2%	-	1%
002	96	51	45	27	68	38	9	60	3	3	2
	4%	5%	4%	4%	4%	4%	5%	4%	7%	5%	8%
		53%	47%	29%	71%	39%	10%	62%	3%	3%	2%
003	94	48	46	25	70	42	13	60	1	2	3
	4%	4%	4%	4%	5%	5%	7%	4%	3%	5%	14%
		51%	49%	26%	74%	44%	14%	64%	1%	2%	3%
004	50	28	23	14	37	23	4	34	2	2	-
	2%	3%	2%	2%	2%	3%	2%	2%	4%	3%	-
		55%	45%	27%	73%	46%	8%	67%	3%	3%	-
005	555	312	243	199	356	269	44	391	6	10	5
	26%	29%	23%	31%	23%	29%	23%	27%	16%	22%	22%
		56% ^c	44%	36% ^{ae}	64%	48% ^{aa}	8%	70%	1%	2%	1%
006	8	5	3	4	4	4	-	5	-	-	-
	*	*	*	1%	*	*	-	*	-	-	-
		61%	39%	53%	47%	46%	-	61%	-	-	-
007	34	14	20	5	29	13	3	23	-	1	-
	2%	1%	2%	1%	2%	1%	1%	2%	-	3%	-
		42%	58%	14%	86%	38%	8%	66%	-	4%	-
008	35	20	15	7	27	18	5	22	1	2	-
	2%	2%	1%	1%	2%	2%	3%	2%	3%	3%	-
		58%	42%	21%	79%	52%	16%	65%	3%	4%	-
009	11	7	4	6	6	2	2	7	2	-	-
	1%	1%	*	1%	*	*	1%	*	6%	-	-
		61%	39%	51%	49%	14%	21%	60%	21% ^{cah}	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
010	347	191	156	121	226	164	31	231	5	6	4
	16%	18%	14%	19%	15%	18%	16%	16%	12%	12%	17%
		55%	45%	35%e	65%	47%	9%	66%	1%	2%	1%
012	22	12	9	7	15	14	1	15	1	-	-
	1%	1%	1%	1%	1%	2%	-	1%	2%	-	-
		57%	43%	32%	68%	65%	4%	72%	4%	-	-
013	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
014	8	4	4	6	3	3	-	7	-	-	-
	*	*	*	1%	*	*	-	*	-	-	-
		46%	54%	68%e	32%	36%	-	87%	-	-	-
015	81	41	40	24	57	34	7	55	1	2	2
	4%	4%	4%	4%	4%	4%	4%	4%	2%	4%	11%
		51%	49%	30%	70%	41%	9%	68%	1%	2%	3%
017	*	*	-	*	-	*	-	*	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
018	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
019	2	1	1	*	1	1	1	*	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		61%	39%	14%	86%	47%	47%	14%	-	-	-
020	104	35	69	23	81	45	11	62	2	5	1
	5%	3%	6%	4%	5%	5%	6%	4%	5%	12%	3%
		34%	66%b	22%	78%	43%	11%	60%	2%	5%	1%
023	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
024	3	1	2	1	2	1	-	2	-	-	-
*	*	*	*	*	*	*	-	*	-	-	-
		40%	60%	40%	60%	40%	-	60%	-	-	-
025	25	11	14	7	17	10	3	15	1	2	-
1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	5%	-
		45%	55%	29%	71%	42%	13%	62%	3%	10%a	-
026	1	-	1	-	1	-	1	1	1	1	-
*	*	-	*	-	*	-	*	*	2%	1%	-
		-	100%	-	100%	-	52%	48%	52%ah	52%a	-
030	36	13	23	5	31	12	5	23	-	1	2
2%	2%	1%	2%	1%	2%	1%	3%	2%	-	3%	8%
		36%	64%	13%	87% ^d	34%	14%	65%	-	3%	5%
033	1	-	1	-	1	-	1	-	1	1	-
*	*	-	*	-	*	-	-	-	2%	2%	-
		-	100%	-	100%	-	100%h	-	100%ah	100%a	-
034	1	-	1	-	1	-	1	-	-	-	-
*	*	-	*	-	*	-	*	-	-	-	-
		-	100%	-	100%	-	100%h	-	-	-	-
035	5	1	3	3	2	3	-	4	-	-	-
*	*	*	*	*	*	*	-	*	-	-	-
		29%	71%	54%	46%	54%	-	83%	-	-	-
036	1	1	-	-	1	1	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
040	12	3	10	4	8	3	5	7	-	3	1
1%	1%	*	1%	1%	1%	*	2%	*	-	5%	4%
		23%	77%	33%	67%	23%	37%ah	52%	-	20%a	7%
045	1	1	-	1	-	1	-	1	-	-	-
*	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
050	7	-	7	2	5	1	-	3	-	-	-
*	*	-	1%	*	*	*	-	*	-	-	-
		-	100% ^b	26%	74%	15%	-	48%	-	-	-
060	4	2	2	2	2	2	-	4	-	-	-
*	*	*	*	*	*	*	-	*	-	-	-
		44%	56%	44%	56%	44%	-	100%	-	-	-
070	3	2	1	2	1	2	-	2	-	-	-
*	*	*	*	*	*	*	-	*	-	-	-
		55%	45%	55%	45%	55%	-	55%	-	-	-
075	1	-	1	1	-	-	-	1	-	-	-
*	*	-	*	*	-	-	-	*	-	-	-
		-	100%	100%	-	-	-	100%	-	-	-
080	2	1	1	2	-	2	2	-	-	2	-
*	*	*	*	*	-	*	1%	-	-	5%	-
		52%	48%	100% ^e	-	100%	100% ^{ah}	-	-	100% ^a	-
099	2	1	1	-	2	-	-	2	-	-	-
*	*	*	*	*	*	*	-	*	-	-	-
		44%	56%	-	100%	-	-	100%	-	-	-
110	1	1	-	-	1	-	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
000	466	12	13	14	13	20	26	440	15	19	14	119	73
	22%	26%	26%	18%	17%	15%	14%	22%	23%	18%	17%	15%	17%
001	143	5	2	4	5	10	13	130	2	9	10	49	19
	7%	11%	4%	5%	6%	7%	7%	7%	3%	6%	13%	6%	4%
002	96	3	-	2	2	9	9	87	7	8	2	33	21
	4%	6%	-	2%	3%	7%	5%	4%	11%	7%	2%	4%	5%
003	94	-	*	3	3	7	9	85	*	6	2	36	25
	4%	-	1%	4%	4%	5%	5%	4%	1%	6%	3%	5%	6%
004	50	1	1	1	1	1	3	48	1	4	2	19	8
	2%	3%	2%	1%	2%	1%	2%	2%	4%	3%	3%	2%	2%
005	555	13	12	22	17	34	45	510	18	26	17	232	119
	26%	28%	24%	28%	23%	25%	25%	26%	26%	25%	21%	30%	28%
006	8	-	-	-	-	-	-	8	-	-	-	4	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
007	34	1	1	2	-	1	1	33	-	-	-	12	6
	2%	2%	2%	2%	-	1%	*	2%	-	-	-	1%	1%
008	35	-	-	1	1	3	5	30	2	1	3	17	8
	2%	-	-	2%	2%	3%	2%	2%	3%	1%	3%	2%	2%
		-	-	4%	3%	10%	13%	87%	5%	4%	8%	50%	24%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
009	11	-	1	1	2	2	4	7	3	3	3	2	6
	1%	-	1%	1%	2%	2%	2%	*	4%	3%	4%	*	1%
		-	5%	5%	14%h	21%h	35%ah	65%	26%ah	30%ah	26%ah	14%	54%l
010	347	10	7	6	18	24	38	309	7	18	13	140	64
	16%	20%	14%	8%	24%	18%	21%	16%	11%	18%	16%	18%	15%
		3% <i>d</i>	2%	2%	5% <i>d</i>	7% <i>d</i>	11% <i>d</i>	89%	2%	5%	4%	40%	16%
012	22	1	1	-	-	1	1	21	1	1	1	12	-
	1%	2%	2%	-	-	1%	1%	1%	1%	1%	1%	2%	-
		4%	4%	-	-	4%	4%	96%	4%	4%	4%	57% <i>m</i>	-
013	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
014	8	-	-	2	-	-	-	8	-	-	-	3	3
	*	-	-	2%	-	-	-	*	-	-	-	*	1%
		-	-	22% <i>ah</i>	-	-	-	100%	-	-	-	36%	31%
015	81	1	3	3	1	4	4	77	-	3	4	31	18
	4%	2%	5%	4%	1%	3%	2%	4%	-	3%	5%	4%	4%
		1%	3%	4%	1%	4%	4%	96%	-	4%	5%	38%	22%
017	*	-	-	-	-	-	-	*	-	-	-	*	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
018	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
019	2	-	-	-	-	-	-	2	-	-	-	1	*
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	47%	14%
020	104	-	3	9	8	11	17	87	5	3	9	32	26
	5%	-	6%	12%	10%	8%	9%	4%	7%	3%	11%	4%	6%
		-	3%	9% <i>abhj</i>	7% <i>abh</i>	10% <i>b</i>	17% <i>abh</i>	83%	4%	3%	9% <i>abh</i>	31%	25%

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
023	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
024	3	-	-	-	-	1	1	2	-	-	-	-	3
	*	-	-	-	-	1%	1%	*	-	-	-	-	1%
025	25	-	1	-	1	2	4	21	*	-	-	7	6
	1%	-	2%	-	2%	2%	1%	1%	1%	-	-	1%	1%
026	1	-	5%	-	6%	10%	15%	85%	2%	-	-	29%	25%
	*	-	-	1	-	-	-	1	-	-	-	-	1
030	36	-	3	4	1	2	2	34	3	-	1	11	12
	2%	-	5%	5%	1%	1%	1%	2%	4%	-	2%	1%	3%
033	1	-	7%j	10%aj	2%	5%	7%	93%	7%	-	4%	31%	33%
	*	-	-	-	-	-	-	1	-	1%	-	-	-
034	1	-	-	-	-	-	-	1	-	100%ah	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
035	5	-	-	-	-	-	-	5	-	-	-	3	1
	*	-	-	-	-	-	-	100%	-	-	-	54%	29%
036	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
040	12	-	1	-	-	-	-	12	-	1	-	2	7
	1%	-	1%	-	-	-	-	1%	-	1%	-	*	2%
		-	4%	-	-	-	-	100%	-	7%	-	14%	55%al

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
045	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
050	7	-	-	2	1	-	1	5	-	-	-	1	-
	*	-	-	3%	2%	-	1%	*	-	-	-	*	-
	-	-	-	37%ah	22%ah	-	22%	78%	-	-	-	15%	-
060	4	-	1	2	-	-	-	4	-	-	-	2	-
	*	-	2%	3%	-	-	-	*	-	-	-	*	-
	-	-	26%ah	56%ah	-	-	-	100%	-	-	-	44%	-
070	3	-	-	-	-	-	-	3	-	-	-	-	2
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	55%
075	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
080	2	-	1	-	-	1	1	1	1	-	-	2	-
	*	-	2%	-	-	1%	1%	*	2%	-	-	*	-
	-	-	52%ah	-	-	48%ah	48%ah	52%	52%ah	-	-	100%	-
099	2	-	-	-	-	-	-	2	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	44%
110	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
000	466	88	87	84	120	45	20	13	5	5	-	-
	22%	22%	25%	23%	20%	19%	20%	26%	24%	17%	-	-
001	143	21	30	22	40	17	6	3	1	1	-	1
	7%	5%	8%	6%	7%	7%	6%	7%	3%	2%	-	13%
		15%	21%	16%	26%	12%	4%	2%	*	*	-	1%
002	96	16	13	17	29	9	4	1	3	3	-	1
	4%	4%	4%	5%	5%	4%	4%	3%	13%	9%	-	11%
		16%	14%	18%	30%	9%	4%	1%	3%	3%	-	1%
003	94	21	15	16	26	11	2	-	1	1	-	1
	4%	5%	4%	4%	4%	5%	2%	-	6%	4%	-	11%
		22%	16%	17%	27%	11%	3%	-	1%	1%	-	1%
004	50	7	11	5	12	9	5	-	-	2	-	2
	2%	2%	3%	1%	2%	4%	5%	-	-	6%	-	14%
		13%	21%	9%	23%	17%	10%cd	-	-	3%	-	3%
005	555	84	80	100	168	62	28	12	4	9	4	4
	26%	21%	23%	27%	26%	26%	28%	25%	19%	32%	56%	39%
		15%	14%	18%	30%a	11%	5%	2%	1%	2%	1%	1%
006	8	3	1	-	1	4	-	-	-	-	-	-
	*	1%	*	-	*	2%	-	-	-	-	-	-
		32%	15%	-	10%	43%cd	-	-	-	-	-	-
007	34	10	5	3	10	3	3	-	-	-	-	-
	2%	2%	2%	1%	2%	1%	3%	-	-	-	-	-
		28%	16%	10%	30%	8%	8%	-	-	-	-	-
008	35	11	6	7	6	2	2	-	-	-	-	-
	2%	3%	2%	2%	1%	1%	2%	-	-	-	-	-
		32%	19%	19%	18%	5%	6%	-	-	-	-	-
009	11	3	1	1	2	1	-	2	-	-	-	-
	1%	1%	*	*	*	*	-	4%	-	-	-	-
		30%	10%	12%	22%	9%	-	17%bcde	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
010	347	76	52	62	91	30	18	8	4	3	2	1
	16%	19%	15%	17%	15%	13%	18%	16%	21%	11%	33%	11%
012	22	3	6	3	2	5	1	2	1	-	-	-
	1%	1%	2%	1%	*	2%	1%	4%	-	-	-	-
013	1	-	1	-	-	1	-	-	-	-	-	-
	*	-	*	-	-	*	-	-	-	-	-	-
014	8	2	2	3	-	2	-	-	-	-	-	-
	*	*	1%	1%	-	1%	-	-	-	-	-	-
015	81	21	12	16	11	11	2	4	-	2	-	-
	4%	5%	3%	4%	2%	5%	2%	9%	-	8%	-	-
017	*	*	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
018	-	100%	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
019	2	1	-	1	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-
020	104	16	13	11	42	12	2	4	3	1	-	-
	5%	4%	4%	3%	7%	5%	2%	8%	14%	2%	-	-
023	1	16%	13%	10%	40%abc	12%	2%	4%	3%	1%	-	-
	*	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
024	3	-	-	1	-	2	-	-	-	-	-	-
*	-	-	-	*	-	1%	-	-	-	-	-	-
	-	-	-	20%	-	80% ^d	-	-	-	-	-	-
025	25	3	4	4	6	2	3	-	-	2	-	-
1%	1%	1%	1%	1%	1%	1%	3%	-	-	9%	-	-
	13%	16%	15%	25%	9%	12%	-	-	-	10%	-	-
026	1	1	1	-	-	-	-	-	-	-	-	-
*	*	*	*	-	-	-	-	-	-	-	-	-
	48%	52%	-	-	-	-	-	-	-	-	-	-
030	36	5	5	7	15	2	1	-	-	-	1	-
2%	1%	1%	2%	3%	1%	1%	-	-	-	-	12%	-
	15%	14%	19%	42%	4%	4%	-	-	-	-	2%	-
033	1	-	-	1	-	-	-	-	-	-	-	-
*	-	-	*	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-
034	1	-	-	1	-	-	-	-	-	-	-	-
*	-	-	*	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-
035	5	1	2	1	-	-	-	-	-	-	-	-
*	*	1%	*	-	-	-	-	-	-	-	-	-
	29%	46%	25%	-	-	-	-	-	-	-	-	-
036	1	-	1	-	-	-	-	-	-	-	-	-
*	-	*	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
040	12	2	3	3	3	1	-	-	-	-	-	-
1%	1%	1%	1%	1%	1%	-	-	-	-	-	-	-
	18%	26%	25%	20%	11%	-	-	-	-	-	-	-
045	1	-	-	-	-	1	-	-	-	-	-	-
*	-	-	-	-	-	*	-	-	-	-	-	-
	-	-	-	-	-	100%	-	-	-	-	-	-

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
050	7	1	1	2	1	1	1	-	-	-	-	-
	*	*	*	*	*	*	1%	-	-	-	-	-
		11%	11%	24%	22%	17%	15%	-	-	-	-	-
060	4	-	-	-	2	2	-	-	-	-	-	-
	*	-	-	-	*	1%	-	-	-	-	-	-
		-	-	-	56%	44%	-	-	-	-	-	-
070	3	-	2	-	-	-	1	-	-	-	-	-
	*	-	*	-	-	-	1%	-	-	-	-	-
		-	55%	-	-	-	45%acd	-	-	-	-	-
075	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
080	2	-	-	-	1	1	-	-	-	-	-	-
	*	-	-	-	*	*	-	-	-	-	-	-
		-	-	-	52%	48%	-	-	-	-	-	-
099	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	*	*	-	-	-	-	-	-	-
		-	-	44%	56%	-	-	-	-	-	-	-
110	1	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

		HOUSEHOLD INCOME										FINANCIAL STRESS						
	Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
000	466	86	55	76	83	62	40	17	31	13	3	-	168	222	16	41	20	-
	22%	23%	34%	17%	23%	21%	21%	17%	21%	20%	16%	-	22%	23%	16%	16%	20%	-
		19% ^c	12% ^{acde}	16%	18% ^c	13%	9%	4%	7%	3%	1%	-	36%	48% ^o	3%	9%	4%	-
001	143	30	7	42	16	16	8	9	10	2	1	1	56	55	8	17	4	1
	7%	8%	4%	9%	5%	5%	4%	9%	7%	3%	3%	13%	7%	6%	9%	7%	5%	13%
		21%	5%	29% ^{bdf}	11%	11%	6%	6%	7%	1%	-	1%	39%	39%	6%	12%	3%	1%
002	96	21	3	17	17	13	13	2	2	6	-	1	32	45	3	12	2	1
	4%	6%	2%	4%	5%	4%	7%	2%	2%	10%	-	11%	4%	5%	3%	5%	2%	11%
		21%	3%	17%	18%	13%	14% ^b	2%	3%	7% ^{bcgh}	-	1%	34%	47%	3%	13%	6%	1%
003	94	18	12	19	16	14	6	4	4	-	-	1	38	40	1	12	2	1
	4%	5%	8%	4%	5%	5%	3%	4%	3%	-	-	11%	5%	4%	1%	5%	2%	11%
		19%	13% ^l	20%	17%	15%	6%	4%	4%	-	-	1%	41%	42%	1%	13%	2%	1%
004	50	5	1	12	7	6	2	8	5	3	-	2	15	21	3	8	2	2
	2%	1%	1%	3%	2%	2%	1%	8%	3%	4%	-	14%	2%	2%	3%	3%	2%	14%
		11%	2%	24%	14%	12%	3%	16% ^{abcd}	10%	5%	-	3%	30%	42%	6%	15%	4%	3%
005	555	80	42	119	86	75	63	21	42	17	6	4	169	260	28	64	29	4
	26%	22%	26%	27%	24%	25%	32%	21%	29%	27%	30%	39%	23%	27%	29%	26%	30%	39%
		14%	8%	21%	16%	13%	11% ^a	4%	7%	3%	1%	1%	30%	47% ^l	5%	12%	5%	1%
006	8	1	-	-	1	5	-	2	-	-	-	-	1	3	1	1	2	-
	*	-	-	-	*	2%	-	2%	-	-	-	-	*	*	1%	1%	2%	-
		9%	-	-	10%	58% ^c	-	24% ^c	-	-	-	-	9%	40%	13%	15%	23% ^{lm}	-
007	34	4	1	12	4	4	3	1	3	2	-	-	9	13	2	6	4	-
	2%	1%	1%	3%	1%	1%	1%	1%	2%	3%	-	-	1%	1%	2%	3%	4%	-
		13%	4%	36%	11%	13%	8%	2%	8%	6%	-	-	27%	38%	6%	18%	11%	-
008	35	13	2	7	4	7	2	-	-	-	-	-	11	12	3	6	3	-
	2%	3%	1%	2%	1%	2%	1%	-	-	-	-	-	1%	1%	3%	2%	3%	-
		37% ^{dh}	5%	20%	11%	21%	7%	-	-	-	-	-	32%	33%	8%	17%	10%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

		HOUSEHOLD INCOME										FINANCIAL STRESS						
	Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
009	11	-	-	4	5	1	-	-	-	-	1	-	1	8	-	2	-	-
	1%	-	-	1%	1%	*	-	-	-	-	6%	-	*	1%	-	1%	-	-
		-	-	38%	42%a	9%	-	-	-	-	12%	-	10%	72%	-	18%	-	-
010	347	71	19	73	47	51	35	16	22	7	4	1	113	151	19	45	17	1
	16%	19%	11%	17%	13%	17%	18%	16%	16%	11%	21%	11%	15%	16%	19%	18%	18%	11%
		21%bd	5%	21%	14%	15%	10%	5%	6%	2%	1%	*	33%	44%	5%	13%	5%	*
012	22	1	-	3	8	1	1	1	3	3	-	-	11	7	*	2	1	-
	1%	*	-	1%	2%	*	*	1%	2%	5%	-	-	1%	1%	*	1%	1%	-
		6%	-	12%	37%a	6%	3%	6%	15%	14%abcef	-	-	52%	30%	1%	10%	7%	-
013	1	-	-	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	53%	47%	-	-	-	-
014	8	1	-	3	2	2	1	-	-	-	-	-	5	3	-	-	-	-
	*	-	-	1%	1%	1%	*	-	-	-	-	-	1%	-	-	-	-	-
		10%	-	32%	22%	27%	9%	-	-	-	-	-	64%	36%	-	-	-	-
015	81	16	5	15	13	15	3	3	10	2	2	-	27	33	8	10	4	-
	4%	4%	3%	3%	4%	5%	1%	3%	7%	3%	8%	-	4%	3%	8%	4%	4%	-
		19%	6%	16%	16%	18%	3%	4%	12%f	2%	2%	-	33%	40%	9%	13%	5%	-
017	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
018	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
019	2	-	1	*	1	-	-	-	-	-	-	-	*	1	-	-	-	-
	*	-	*	*	*	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	47%	14%	39%	-	-	-	-	-	-	-	14%	86%	-	-	-	-
020	104	12	5	21	19	13	11	10	5	6	2	-	42	42	4	13	2	-
	5%	3%	3%	5%	5%	4%	5%	10%	3%	10%	12%	-	6%	4%	4%	5%	2%	-
		12%	5%	20%	18%	12%	10%	10%ab	4%	6%a	2%	-	41%	40%	4%	13%	2%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
023	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-
024	3	-	-	-	-	1	1	1	-	-	-	-	3	-	-	-	-	-
	*	-	-	-	-	*	*	1%	-	-	-	-	*	-	-	-	-	-
025	25	1	2	4	3	4	3	5	-	2	-	-	9	11	-	3	2	-
	1%	*	1%	1%	1%	1%	2%	5%	-	4%	-	-	1%	1%	-	1%	2%	-
026	1	-	1	-	1	-	-	-	-	-	-	-	36%	44%	-	12%	7%	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
030	36	-	48%	-	52%	-	-	-	-	-	-	-	-	100%	-	-	-	-
	2%	6	2	8	11	5	1	-	2	-	1	-	19	9	1	5	2	-
033	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
034	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-
035	5	-	1	-	1	1	-	-	1	-	-	-	1	3	-	-	1	-
	*	-	-	-	25%	29%	-	-	1%	-	-	-	25%	58%	-	-	1%	-
036	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
040	12	2	1	4	2	-	1	1	1	-	-	-	8	2	-	2	1	-
	1%	1%	*	1%	1%	-	*	1%	1%	-	-	-	1%	*	-	1%	1%	-
		15%	4%	36%	18%	-	7%	9%	11%	-	-	-	66%lm	15%	-	14%	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
045	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
050	7	1	1	3	1	-	-	-	1	-	-	-	2	4	-	1	-	-
	*	*	*	1%	*	-	-	-	*	-	-	-	*	*	-	*	-	-
		11%	11%	41%	22%	-	-	-	15%	-	-	-	24%	65%	-	11%	-	-
060	4	-	-	1	2	1	-	-	-	-	-	-	2	1	1	-	-	-
	*	-	-	+	+	+	-	-	-	-	-	-	+	+	1%	-	-	-
		-	-	26%	44%	30%	-	-	-	-	-	-	44%	30%	26%	-	-	-
070	3	-	-	-	2	-	-	-	1	-	-	-	-	3	-	-	-	-
	*	-	-	-	+	-	-	-	1%	-	-	-	-	+	-	-	-	-
		-	-	-	55%	-	-	-	45%	-	-	-	-	100%	-	-	-	-
075	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	+	-	-	-	-	-	-	-	+	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-
080	2	-	-	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	+	+	-	-	-	-	-	-	+	+	-	-	-	-
		-	-	-	48%	52%	-	-	-	-	-	-	48%	52%	-	-	-	-
099	2	-	2	1	-	-	-	-	-	-	-	-	2	1	-	-	-	-
	*	-	1%	+	-	-	-	-	-	-	-	-	+	+	-	-	-	-
		-	72%	28%	-	-	-	-	-	-	-	-	72%	28%	-	-	-	-
110	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	..**
000	466	463	3	-
	22%	22%	10%	-
		99% ^b	1%	-
001	143	141	2	-
	7%	7%	6%	-
		99%	1%	-
002	96	96	-	-
	4%	4%	-	-
		100%	-	-
003	94	94	-	-
	4%	4%	-	-
		100%	-	-
004	50	50	1	-
	2%	2%	3%	-
		98%	2%	-
005	555	545	10	-
	26%	26%	38%	-
		98%	2% ^a	-
006	8	8	-	-
	*	*	-	-
		100%	-	-
007	34	34	-	-
	2%	2%	-	-
		100%	-	-
008	35	34	1	-
	2%	2%	2%	-
		98%	2%	-
009	11	11	*	-
	1%	1%	2%	-
		96%	4%	-

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	..**
010	347 16%	339 16% 98%	8 29% 2%a	- - -
012	22 1%	22 1% 100%	- - -	- - -
013	1 *	1 * 100%	- - -	- - -
014	8 *	8 * 100%	- - -	- - -
015	81 4%	81 4% 100%	* 1% *	- - -
017	* *	* * 100%	- - -	- - -
018	- -	- - -	- - -	- - -
019	2 *	1 * 86%	1% 14%a	- -
020	104 5%	102 5% 99%	1 5% 1%	- - -
023	1 *	1 * 100%	- - -	- - -
024	3 *	3 * 100%	- - -	- - -

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
025	25	24	*	-
	1%	1%	1%	-
		98%	2%	-
026	1	1	-	-
	*	*	-	-
		100%	-	-
030	36	36	*	-
	2%	2%	1%	-
		99%	1%	-
033	1	1	-	-
	*	*	-	-
		100%	-	-
034	1	1	-	-
	*	*	-	-
		100%	-	-
035	5	5	-	-
	*	*	-	-
		100%	-	-
036	1	1	-	-
	*	*	-	-
		100%	-	-
040	12	12	-	-
	1%	1%	-	-
		100%	-	-
045	1	1	-	-
	*	*	-	-
		100%	-	-
050	7	7	-	-
	*	*	-	-
		100%	-	-
060	4	4	-	-
	*	*	-	-
		100%	-	-

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
070	3 *	3 *	-	-
		100%	-	-
075	1 *	1 *	-	-
		100%	-	-
080	2 *	2 *	-	-
		100%	-	-
099	2 *	2 *	-	-
		100%	-	-
110	1 *	1 *	-	-
		100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
000	307	139	167	41	28	33	27	55	44	78	69	116	122	113	194	44	140	122
	14%	13% elfgkin 45%	15% 55%	13% 13%ag	7% 9%	9% 11%	8% 9%	16% 18%elfg	19% 14%ael	40% 25%ade	10% 23%	11% 38%	29% 40%aki	10% 37%	18% 63%an	10% 14%	13% 46%	19% 40%apq
001	21	8	13	2	2	4	1	4	4	3	4	9	7	9	12	3	11	7
	1%	1% 39%	1% 61%	1% 10%	1% 10%	1% 21%	* 6%	1% 18%	2% 21%	2% 15%	1% 20%	1% 45%	2% 35%	1% 44%	1% 56%	1% 16%	1% 51%	1% 32%
002	10	5	5	4	1	1	2	-	1	2	5	3	2	4	6	2	3	5
	*	* 49%	* 51%	1% 36%	* 13%	* 8%	1% 20%	* -	1% 5%	1% 18%	1% 49%	* 28%	1% 23%	* 36%	1% 64%	* 16%	* 32%	1% 52%
003	22	10	12	4	3	2	4	6	2	2	6	12	4	12	10	5	10	6
	1%	1% 45%	1% 55%	1% 17%	1% 12%	1% 9%	1% 17%	2% 27%	1% 8%	1% 10%	1% 29%	1% 53%	1% 18%	1% 53%	1% 47%	1% 23%	1% 48%	1% 29%
004	21	9	13	1	3	2	7	4	2	2	4	13	4	14	8	9	8	4
	1%	1% 41%	1% 59%	* 6%	1% 13%	1% 10%	2% 31%	1% 21%	1% 9%	1% 10%	1% 19%	1% 62%	1% 19%	1% 65%	1% 35%	2% 42%qr	1% 40%	1% 18%
005	73	44	29	9	17	10	14	9	7	6	26	34	14	29	44	11	39	23
	3%	4% 61% c	3% 39%	3% 12%	4% 23%	3% 14%	4% 19%	3% 13%	3% 10%	3% 8%	4% 35%	3% 46%	3% 19%	3% 40%	4% 60%	3% 15%	4% 54%	4% 32%
006	13	6	7	1	2	5	-	4	1	-	3	9	1	7	6	3	7	3
	1%	1% 45%	1% 55%	* 9%	1% 16%	1% 39%g	- -	1% 27%	* 8%	- -	* 26%	1% 66%	* 8%	1% 51%	1% 49%	1% 21%	1% 55%	* 24%
007	38	23	16	11	6	4	3	6	4	4	17	13	8	22	16	6	27	5
	2%	2% 59%	1% 41%	4% 29%g	2% 16%	1% 10%	1% 7%	2% 17%	2% 10%	2% 12%	2% 45%	1% 33%	2% 22%	2% 59%	1% 41%	2% 17%	2% 71% r	1% 13%
008	42	24	19	5	11	5	9	6	2	4	16	20	6	18	25	7	20	15
	2%	2% 56%	2% 44%	2% 12%	3% 26%	1% 12%	3% 22%	2% 14%	1% 5%	2% 10%	2% 38%	2% 47%	2% 15%	2% 41%	2% 59%	2% 17%	2% 48%	2% 35%
009	15	5	10	2	1	-	5	2	3	1	3	7	4	10	5	4	8	3
	1%	* 32%	1% 68%	1% 14%	* 9%	- -	2% 36% d	1% 13%	1% 18% d	1% 10%	* 24%	1% 49%	1% 28%	1% 65%	* 35%	1% 28%	1% 54%	* 18%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
010	227	123	104	21	45	40	38	32	30	22	66	109	51	120	107	50	120	57
	10%	12%	9%	7%	11%	11%	11%	9%	13%	11%	9%	11%	12%	11%	10%	12%	11%	9%
		54%	46%	9%	20%	18%	17%	14%	13% ^d	10%	29%	48%	23%	53%	47%	22%	53%	25%
011	12	7	5	2	2	3	1	2	1	1	4	7	1	6	6	3	6	3
	1%	1%	*	1%	1%	1%	*	1%	*	*	1%	1%	*	1%	1%	1%	1%	1%
		58%	42%	15%	19%	26%	13%	18%	5%	5%	34%	56%	10%	52%	48%	22%	49%	29%
012	61	35	26	5	11	16	10	10	5	3	16	36	8	29	32	7	37	17
	3%	3%	2%	2%	3%	5%	3%	3%	2%	2%	2%	3%	2%	3%	3%	2%	3%	3%
		57%	43%	9%	18%	26%	16%	17%	9%	5%	27%	59%	14%	48%	52%	12%	61%	27%
013	3	3	-	2	-	-	-	-	-	1	2	-	1	1	2	1	1	1
	*	*	-	1%	-	-	-	-	-	1%	*	-	*	*	*	*	*	*
		100%	-	58%	-	-	-	-	-	42%	58%	-	42%	42%	58%	42%	28%	30%
014	15	7	8	1	1	4	5	2	2	2	2	10	3	6	9	4	6	4
	1%	1%	1%	*	*	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
		47%	53%	4%	8%	25%	30%	10%	10%	13%	11%	66%	23%	40%	60%	28%	43%	29%
015	253	122	131	27	48	47	47	42	26	15	76	135	42	138	115	54	127	71
	12%	12%	12%	9%	12%	13%	14%	12%	12%	8%	11%	13%	10%	13%	11%	13%	12%	11%
		48%	52%	11%	19%	18% ^d	18% ^d	17%	10%	6%	30%	54%	17%	55%	45%	21%	50%	28%
016	5	3	3	1	-	3	-	-	-	1	1	3	1	5	-	2	3	-
	*	*	*	*	-	1%	-	-	-	*	*	*	*	1%	-	*	*	-
		50%	50%	26%	-	63%	-	-	-	11%	26%	63%	11%	100% ^o	-	38%	62%	-
017	12	4	8	1	3	1	1	*	3	2	5	2	5	3	9	1	6	6
	1%	1%	*	*	1%	*	*	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%
		33%	67%	11%	28%	11%	6%	2%	27% ^h	15%	39%	20%	42% ^d	28%	72%	5%	49%	46%
018	23	6	17	4	3	6	2	1	2	3	8	10	5	17	6	5	15	3
	1%	1%	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	2%	1%	1%	1%	*
		27%	73%	19%	15%	28%	10%	6%	11%	11%	34%	44%	22%	72% ^o	28%	24%	64%	12%
019	2	2	-	*	-	-	-	1	*	-	*	1	*	1	1	-	1	1
	*	*	-	*	-	-	-	*	*	-	*	*	*	*	*	-	*	*
		100%	-	21%	-	-	-	57%	22%	-	21%	57%	22%	57%	43%	-	57%	43%
020	315	143	172	51	65	43	56	48	31	21	116	147	52	163	152	65	164	86
	15%	14%	15%	17%	16%	12%	16%	14%	14%	11%	16%	14%	12%	15%	14%	15%	15%	14%
		45%	55%	16% ^d	21%	14%	18%	15%	10%	7%	37%	47%	17%	52%	48%	21%	52%	27%

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
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Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
021	5	2	4	-	1	1	1	-	2	-	1	2	2	3	2	1	3	1
	*	*	*	-	*	*	*	-	1%	-	*	*	*	*	*	*	*	*
		34%	66%	-	23%	26%	15%	-	36%	-	23%	41%	36%	62%	38%	23%	51%	26%
022	14	9	5	3	4	1	2	3	1	-	7	6	1	9	5	7	7	-
	1%	1%	*	1%	1%	*	1%	1%	1%	-	1%	1%	*	1%	*	2%	1%	-
		r 65%	35%	21%	28%	10%	13%	20%	8%	-	49%	43%	8%	66%	34%	50%r	50%r	-
023	9	6	3	-	3	1	-	4	-	-	3	5	-	6	2	1	7	-
	*	1%	*	-	1%	*	-	1%	-	-	*	1%	-	1%	*	*	1%	-
		68%	32%	-	38%	13%	-	49%	-	-	38%	62%	-	73%	27%	16%	84%r	-
024	4	1	2	-	1	2	-	-	*	-	1	2	-	1	3	-	3	1
	*	*	*	-	*	1%	-	-	*	-	*	*	-	*	*	-	*	*
		38%	62%	-	33%	62%	-	-	6%	-	33%	62%	6%	33%	67%	-	71%	29%
025	187	83	105	36	37	32	30	28	16	9	73	90	25	105	82	43	92	53
	9%	8%	9%	12%	9%	9%	9%	8%	7%	5%	10%	9%	6%	10%	8%	10%	8%	8%
		jm 44%	56%	19%	20%	17%	16%	15%	8%	5%	39% <i>m</i>	48%	13%	56%	44%	23%	49%	28%
026	5	4	1	-	-	3	1	2	-	-	-	5	-	5	1	3	1	1
	*	*	*	-	-	1%	*	-	-	-	-	1%	-	*	*	1%	*	*
		74%	26%	-	-	58%	13%	29%	-	-	-	100%	-	87%	13%	60%	26%	13%
027	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-
	*	*	*	-	-	-	*	-	-	-	-	*	-	*	-	-	*	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	-	100%	-
028	2	1	2	-	-	-	1	-	-	1	-	1	1	1	2	1	1	1
	*	*	*	-	-	-	*	-	-	1%	-	*	*	*	*	*	*	*
		31%	69%	-	-	-	41%	-	-	59% <i>a</i>	-	41%	59%	31%	69%	31%	28%	41%
029	3	2	1	-	1	1	-	1	-	-	1	2	-	1	2	-	1	2
	*	*	*	-	*	*	-	*	-	-	*	*	-	*	*	-	*	*
		71%	29%	-	29%	44%	-	28%	-	-	29%	71%	-	44%	56%	-	44%	56%
030	199	93	106	32	50	22	41	33	15	6	82	96	21	106	93	33	110	55
	9%	9%	10%	11%	12%	6%	12%	10%	6%	3%	12%	9%	5%	10%	9%	8%	10%	9%
		jm 47%	53%	16%	25% <i>l</i>	11%	21% <i>l</i>	17%	7%	3%	41% <i>m</i>	48% <i>m</i>	11%	53%	47%	17%	56%	28%
031	2	*	1	-	-	1	-	-	*	1	-	1	1	-	2	-	*	1
	*	*	*	-	-	*	-	-	*	*	-	*	*	-	*	-	*	*
		14%	86%	-	-	45%	-	-	14%	41%	-	45%	55%	-	100%	-	14%	86%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

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	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
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Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
033	1	-	1	-	-	-	-	-	-	1	-	-	1	1	-	-	1	-
*	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-	-	*	-
		-	100%	-	-	-	-	-	-	100%a	-	-	100%	100%	-	-	100%	-
034	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	-	-	*	-	-	-	*	-	*	*	-	-	*
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
035	50	24	25	9	9	14	7	5	4	1	18	26	5	25	24	9	27	13
2%	2%	2%	2%	3%	2%	4%	2%	2%	2%	1%	3%	3%	1%	2%	2%	2%	2%	2%
	49%	49%	51%	18%	19%	28%	14%	11%	8%	3%	36%	53%	10%	51%	49%	19%	55%	27%
036	2	-	2	-	1	-	1	-	-	-	1	1	-	-	2	-	-	2
*	*	-	*	-	*	-	*	-	-	-	*	*	-	-	*	-	-	*
		-	100%	-	57%	-	43%	-	-	-	57%	43%	-	-	100%	-	-	100%
037	*	-	*	-	-	-	-	-	*	-	-	-	*	*	-	*	-	-
*	*	-	*	-	-	-	-	-	-	-	-	-	*	*	-	*	-	-
		-	100%	-	-	-	-	-	100%	-	-	-	100%	100%	-	100%	-	-
039	5	4	1	1	-	-	1	1	1	1	1	2	2	1	4	1	1	3
*	*	79%	21%	16%	-	-	29%	15%	19%	21%	16%	44%	40%	29%	71%	29%	19%	52%
040	67	32	34	14	13	14	12	9	5	-	28	34	5	36	30	18	36	13
3%	3%	jm 48%	3%	5%	3%	4%	4%	3%	2%	-	4%	3%	1%	3%	3%	4%	3%	2%
		-	52%	22%	20%	20%	18%	13%	7%	-	41%a	52%a	7%	54%	46%	27%a	55%	19%
043	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%
045	12	6	5	1	6	3	-	1	1	-	7	4	1	5	7	-	5	7
1%	1%	54%	46%	12%	49%	29%	-	6%	5%	-	1%	*	*	42%	58%	-	42%	58%a
049	3	1	1	-	1	1	-	-	-	-	1	1	-	1	1	1	1	-
*	*	45%	55%	-	55%	45%	-	-	-	-	55%	45%	-	55%	45%	55%	45%	-
050	51	25	26	3	15	7	6	11	6	3	18	24	9	24	27	10	25	16
2%	2%	48%	52%	1%	4%	2%	2%	3%	3%	1%	2%	2%	2%	2%	2%	2%	2%	3%
		-	-	5%	30%a	15%	12%	21%	12%	5%	35%	48%	17%	48%	52%	19%	49%	32%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

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Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	389	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
055	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
*	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
060	15	10	5	3	4	5	1	2	-	-	7	8	-	5	10	4	4	6
1%	1%	1%	*	1%	1%	1%	*	1%	-	-	1%	1%	-	*	1%	1%	*	1%
	m	64%	36%	19%	30%	33%	5%	13%	-	-	48% ^m	52%	-	35%	65%	28%	29%	43%
065	1	1	1	-	-	-	1	-	1	-	-	1	1	1	1	-	1	1
*	*	*	*	-	-	-	*	-	*	-	-	*	*	*	*	-	*	*
		37%	63%	-	-	-	63%	-	37%	-	-	63%	37%	37%	63%	-	37%	63%
070	2	2	*	1	-	*	-	-	1	*	1	*	1	-	2	-	1	2
*	*	*	*	*	-	*	-	-	*	*	*	*	*	-	*	-	*	*
		86%	14%	50%	-	14%	-	-	26%	10%	50%	14%	36%	-	100%	-	26%	74%
075	3	2	1	-	-	2	-	1	-	-	-	3	-	2	1	-	2	1
*	*	*	*	-	-	*	-	*	-	-	-	*	-	*	*	-	*	*
		65%	35%	-	-	65%	-	35%	-	-	-	100%	-	65%	35%	-	65%	35%
080	7	4	3	2	1	1	2	-	1	-	3	3	1	3	4	1	5	1
*	*	*	*	1%	*	*	*	-	*	-	*	*	*	*	*	*	*	*
		57%	43%	31%	18%	20%	24%	-	9%	-	48%	43%	9%	37%	63%	20%	72%	9%
090	3	-	3	1	1	-	-	1	-	-	2	1	-	2	1	1	1	1
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	27%	42%	-	-	31%	-	-	69%	31%	-	73%	27%	31%	42%	27%
095	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
*	*	*	-	-	-	-	-	-	*	-	-	-	*	*	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
099	2	2	-	-	-	-	-	-	2	1	-	-	2	-	2	-	1	1
*	*	*	-	-	-	-	-	-	1%	-	-	-	1%	-	*	-	*	*
		100%	-	-	-	-	-	-	72% ^a	28%	-	-	100% ^a ^k	-	100%	-	44%	56%
100	4	1	3	-	2	1	1	-	-	-	2	3	-	-	4	-	-	4
*	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*	-	-	1%
		31%	69%	-	42%	31%	27%	-	-	-	42%	58%	-	-	100%	-	-	100% ^a ^q
111	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

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120	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
*	*	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
140	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-
150	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
159	1	-	1	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
*	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-
		-	100%	-	-	-	-	-	100%a	-	-	-	100%	100%	-	-	100%	-
206	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
222	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
306	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
334	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
450	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%
455	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
505	1	-	1	1	-	-	-	-	-	-	1	-	-	1	-	-	1	-
*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps's broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

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000	307	244	40	23	-	4	30	11	9	24	39	52	46	27	23	40	-
14%	13%	13%	22%	22%	-	4%	13%	6%	6%	14%	17%	20%	14%	15%	22%	22%	-
q	efhi 79%e	13%abe	8%be	-	-	1%	10%fhq	4%q	3%q	8%fhq	13%fhi	17%afh	15%fhq	9%fhq	8%fhq	13%afghq	-
001	21	19	1	-	-	1	3	1	4	1	-	3	4	3	-	1	-
1%	1%	1%	6%	-	-	1%	1%	1%	2%	1%	-	1%	1%	1%	-	1%	-
	94%	6%	-	-	-	5%	16%	4%	18%k	5%	-	14%	19%	12%	-	6%	-
002	10	-	-	-	-	-	-	1	-	1	-	3	4	1	-	-	-
*	1%	-	-	-	-	-	-	*	-	1%	-	1%	1%	1%	-	-	-
	100%	-	-	-	-	-	-	5%	-	12%	-	35%	36%	12%	-	-	-
003	22	16	5	-	*	2	2	3	-	*	-	2	6	1	-	5	*
1%	1%	3%	-	1%	-	2%	1%	1%	-	1%	-	1%	2%	1%	-	3%	1%
	74%	24%ab	-	2%	-	9%k	9%	12%	-	2%	-	9%	28%	5%	-	24%ak	2%
004	21	18	3	-	-	-	3	2	-	5	1	3	1	4	-	3	-
1%	1%	2%	-	-	-	-	1%	1%	-	3%	1%	1%	*	2%	-	2%	-
	85%	15%	-	-	-	-	12%	9%	-	21%n	7%	12%	3%	20%n	-	15%	-
005	73	62	7	2	1	5	4	7	3	4	8	8	19	4	2	7	1
3%	3%	4%	2%	2%	2%	6%	2%	4%	2%	2%	3%	3%	6%	2%	2%	4%	2%
	86%	10%	3%	1%	-	7%	5%	10%	5%	5%	11%	12%	26%ag	6%	3%	10%	1%
006	13	13	-	-	-	-	-	1	-	1	3	-	7	2	-	-	-
1%	1%	-	-	-	-	-	-	1%	-	*	1%	-	2%	1%	-	-	-
	100%	-	-	-	-	-	-	5%	-	6%	20%	-	50%agl	16%	-	-	-
007	38	26	12	1	-	4	1	3	-	3	1	3	9	1	1	12	-
2%	1%	6%	1%	-	-	4%	*	2%	-	2%	1%	1%	3%	1%	1%	6%	-
	68%	31%abde	2%	-	-	10%gik	3%	8%	-	8%	4%	8%	24%	3%	2%	31%aghih	-
008	42	40	1	-	1	-	3	2	2	1	7	3	12	10	-	1	1
2%	2%	1%	-	2%	-	-	1%	1%	2%	*	3%	1%	4%	5%	-	1%	2%
	94%	4%	-	2%	-	-	8%	4%	6%	2%	16%	6%	29%aj	23%algh	-	4%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

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009	15	12	1	1	-	-	3	-	3	-	1	1	2	2	1	1	-
	1%	1%	1%	1%	-	-	1%	-	2%	-	*	*	1%	1%	1%	1%	-
		81%	10%	9%	-	-	20%	-	22%	-	3%	8%	15%	13%	9%	10%	-
010	227	196	17	11	2	7	21	23	12	26	21	22	46	18	11	17	2
	10%	11%	9%	10%	4%	8%	13%	13%	7%	15%	9%	8%	14%	10%	10%	9%	4%
		eq 87%e	8%	5%	1%	3%	9%	10%q	5%	12%llq	9%	10%	20%llq	8%	5%	8%	1%
011	12	11	-	1	-	1	1	-	1	1	-	1	3	2	1	-	*
	1%	1%	-	1%	-	1%	1%	-	1%	*	-	*	1%	1%	1%	-	1%
		91%	-	5%	4%	8%	12%	-	13%	6%	-	11%	25%	17%	5%	-	4%
012	61	54	3	2	2	2	6	1	2	6	3	10	16	8	2	3	2
	3%	3%	1%	2%	4%	3%	3%	1%	1%	3%	1%	4%	5%	4%	2%	1%	4%
		89%	5%	3%	3%	4%	11%	2%	3%	10%	6%	16%	26%h	13%h	3%	5%	3%h
013	3	2	1	-	-	-	1	-	-	-	-	1	-	1	-	1	-
	*	*	*	-	-	-	*	-	-	-	-	*	-	*	-	*	-
		78%	22%	-	-	-	20%	-	-	-	-	28%	-	30%	-	22%	-
014	15	14	1	1	-	1	-	-	5	1	-	2	4	1	1	1	-
	1%	1%	*	1%	-	1%	-	-	3%	*	-	1%	1%	*	1%	*	-
		90%	5%	5%	-	4%	-	-	36%aghihkn	6%	-	12%	29%	4%	5%	5%	-
015	253	220	18	8	7	14	44	18	19	27	23	27	30	18	8	18	7
	12%	12%	10%	7%	14%	15%	20%	10%	12%	15%	10%	10%	9%	10%	7%	10%	14%
		87%	7%	3%	3%	5%	17%ahklmno p	7%	8%	11%	9%	11%	12%	7%	3%	7%	3%
016	5	5	-	-	1	-	-	1	-	1	-	-	1	1	-	-	1
	*	*	-	-	1%	-	-	1%	-	1%	-	-	*	*	-	-	1%
		87%	-	-	13%abc	-	-	25%	-	26%	-	-	26%	11%	-	-	13%agklp
017	12	12	-	-	*	2	1	2	2	-	1	2	2	1	-	-	*
	1%	1%	-	-	2%	2%	*	1%	1%	-	*	1%	1%	*	-	-	1%
		98%	-	-	2%	15%	5%	16%	17%	-	6%	17%	17%	5%	-	-	2%
018	23	16	3	3	*	2	2	2	-	2	1	4	1	1	3	3	*
	1%	1%	2%	3%	1%	2%	1%	1%	-	1%	*	2%	1%	1%	3%	2%	1%
		70%	15%	13%	2%	9%	10%	9%	-	10%	4%	18%	4%	5%	13%lm	15%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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019	2	2	-	-	*	-	1	-	-	*	-	-	-	-	-	-	*
	*	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-	1%
		79%	-	-	21%ab	-	57%	-	-	22%	-	-	-	-	-	-	21%aim
020	315	257	33	14	11	15	34	23	26	24	38	29	44	24	14	33	11
	15%	14%	16%	13%	22%	17%	15%	13%	17%	14%	16%	11%	14%	13%	13%	18%	22%
		82%	10%	5%	3%ab	5%	11%	7%	8%	8%	12%	9%	14%	8%	5%	10%	3%al
021	5	5	-	-	-	-	-	-	-	-	1	1	3	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	1%	1%	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	27%	25%	49%	-	-	-	-
022	14	8	2	3	-	1	2	-	2	-	-	-	3	-	3	2	-
	1%	*	1%	3%	-	2%	1%	-	1%	-	-	-	1%	-	3%	1%	-
		60%	16%	24%ab	-	10%	16%	-	15%	-	-	-	19%	-	24%ahjkl n	16%	-
023	9	9	-	-	-	2	1	2	1	-	2	1	-	-	-	-	-
	*	-	-	-	-	2%	1%	1%	1%	-	1%	*	-	-	-	-	-
		100%	-	-	-	19%lm	14%	19%	16%	-	19%	13%	-	-	-	-	-
024	4	2	-	1	*	-	-	-	-	-	1	1	-	-	1	-	*
	*	-	-	1%	-	-	-	-	-	-	*	*	-	-	1%	-	-
		62%	-	33%b	6%	-	-	-	-	-	29%	33%	-	-	33%	-	6%
025	187	158	15	5	8	13	23	12	18	16	14	22	23	18	5	15	8
	9%	9%	8%	5%	17%	15%	10%	7%	12%	9%	6%	8%	7%	10%	5%	8%	17%
		85%	8%	3%	4%abcd	7%kmo	12%	7%	10%	9%	7%	12%	12%	10%	3%	8%	4%ahjklmop
026	5	4	-	2	-	-	-	-	2	-	2	-	-	-	2	-	-
	*	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	1%	-	-
		71%	-	29%ab	-	-	-	-	40%a	-	32%	-	-	-	29%a	-	-
027	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		-	-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%aghijkmp
028	2	2	-	1	-	-	-	1	1	-	-	-	-	-	1	-	-
	*	-	-	1%	-	-	-	1%	*	-	-	-	-	-	1%	-	-
		69%	-	31%	-	-	-	41%	28%	-	-	-	-	-	31%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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029	3	2	1	-	-	-	-	-	-	-	-	2	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	*	-
		72%	28%	-	-	-	-	-	-	-	-	72%a	-	-	-	28%	-
030	199	167	9	15	8	7	17	27	23	16	29	27	11	11	15	9	8
	9%	9%	5%	14%	15%	7%	8%	16%	15%	9%	12%	10%	3%	6%	14%	5%	15%
		m	84%	5%	7% ^c	3%	9% ^m	14% ^{agmnp}	12% ^{agmnp}	8% ^m	14% ^{mnp}	14% ^m	6%	5%	7% ^{mnp}	5%	4% ^{agmnp}
031	2	1	-	-	*	-	1	-	1	-	-	-	-	-	-	-	*
	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	*
		86%	-	-	14%	-	45%	-	41%	-	-	-	-	-	-	-	14%
033	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
034	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
035	50	42	2	4	2	2	1	6	4	2	5	5	10	7	4	2	2
	2%	2%	1%	3%	4%	2%	*	3%	2%	1%	2%	2%	3%	4%	3%	1%	4%
		84%	5%	7%	4%	3%	1%	12% ^g	8%	5%	11%	11%	20% ^g	13% ^g	7% ^g	5%	4% ^g
036	2	1	-	-	*	-	-	-	-	-	-	-	-	1	-	-	*
	*	-	-	1%	1%	-	-	-	-	-	-	-	-	*	-	-	1%
		42%	-	43% ^b	15% ^b	-	-	-	-	-	-	-	-	42%	43%	-	15%
037	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	-	100% ^{ab}	-	-	-	-	-	-	-	-	-	-	-	1%
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100% ^a
039	5	4	-	1	-	-	-	-	-	-	1	2	-	1	1	-	-
	*	-	-	1%	-	-	-	-	-	-	1%	1%	-	1%	1%	-	-
		85%	-	15%	-	-	-	-	-	-	29%	37%	-	19%	15%	-	-
040	67	58	4	3	2	1	4	10	1	4	18	9	7	4	3	4	2
	3%	3%	2%	3%	3%	2%	2%	5%	1%	2%	8%	3%	2%	2%	3%	2%	3%
		87%	6%	5%	2%	2%	6%	14% ^a	2%	6%	27% ^a ^q	13%	11%	6%	5%	6%	2%
											i/mnp						

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043	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
045	12	11	-	1	-	-	2	1	3	1	2	-	-	1	1	-	-
	1%	1%	-	*	-	-	1%	*	2%	1%	1%	-	-	1%	*	-	-
		95%	-	5%	-	-	21%	6%	23%lm	12%	21%	-	-	12%	5%	-	-
049	3	3	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	45%a	-	-	-	-	55%	-	-	-	-	-	-
050	51	44	2	3	2	3	7	6	8	2	2	6	4	5	3	2	2
	2%	2%	1%	3%	3%	4%	3%	3%	5%	1%	1%	2%	1%	3%	3%	1%	3%
		86%	4%	6%	3%	6%	15%	12%	16%ajkmp	3%	3%	12%	8%	10%	6%	4%	3%k
055	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
060	15	13	-	2	-	-	-	4	-	2	2	1	-	4	2	-	-
	1%	1%	-	2%	-	-	-	2%	-	1%	1%	*	-	2%	2%	-	-
		87%	-	13%	-	-	-	29%agmp	-	11%	11%	8%	-	28%agm	13%am	-	-
065	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	63%	37%	-	-	-	-	-	-	-	-	-
070	2	1	-	1	*	-	-	-	1	-	-	-	-	-	1	-	*
	*	-	-	1%	1%	-	-	-	1%	-	-	-	-	-	1%	-	1%
		50%	-	26%	24%ab	-	-	-	50%	-	-	-	-	-	26%	-	24%agklm
075	3	3	-	-	-	-	2	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	1%	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	65%a	35%	-	-	-	-	-	-	-	-	-
080	7	7	-	-	-	-	-	-	-	2	2	1	3	-	-	-	-
	*	-	-	-	-	-	-	-	-	1%	1%	*	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	24%	31%	9%	37%	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
090	3	3	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	1%	1%	-	-	-	-	-	-
		100%	-	-	-	27%	-	-	-	31%	42%	-	-	-	-	-	-
095	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
100	4	4	-	-	-	-	1	-	1	-	-	1	-	1	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	1%	-	1%	-	-	-
		100%	-	-	-	-	16%	-	25%	-	-	31%	-	27%	-	-	-
111	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
140	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
150	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
159	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
206	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
222	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
306	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
								100%a	-	-	-	-	-	-	-	-	-
334	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
450	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
								100%a	-	-	-	-	-	-	-	-	-
455	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
505	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
000	307	262	45	82	209	40	55	50	45	60	21	13	37	76	120
	14%	14%	17%	21%	12%	12%	7%	12%	6%	6%	10%	10%	19%	7%	9%
	no	95%	15%	27% ^a	68%	13% ^g	18%	16% ⁱ	15%	19%	7%	4%	12% ^j	25%	39% ^j
001	21	18	2	5	13	3	8	4	7	7	2	1	3	8	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		88%	8%	23%	64%	13%	38%	18%	33%	33%	10%	6%	16%	37%	48%
002	10	8	2	1	9	2	1	2	1	3	1	1	1	4	5
	*	*	1%	*	1%	1%	*	*	*	*	*	1%	1%	*	*
		84%	16%	7%	93%	20%	12%	20%	12%	33%	8%	7%	13%	41%	48%
003	22	19	3	4	10	4	6	4	6	9	1	1	3	10	13
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		87%	13%	20%	46%	20%	25%	20%	25%	39%	6%	5%	13%	46%	50%
004	21	17	3	4	15	2	6	3	6	11	-	-	1	11	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	*	1%	1%
		79%	15%	18%	70%	8%	30%	12%	26%	52%	-	-	3%	52%	54%
005	73	60	10	13	57	11	29	12	28	32	10	6	8	37	50
	3%	3%	4%	3%	3%	3%	3%	3%	4%	3%	5%	5%	4%	3%	4%
		82%	14%	17%	79%	15%	40%	17%	38%	44%	14%	9%	12%	50%	69%
006	13	12	1	1	12	1	6	1	6	7	1	-	2	9	11
	1%	1%	1%	*	1%	*	1%	*	1%	1%	1%	-	1%	1%	1%
		90%	10%	6%	94%	6%	46%	6%	46%	57%	9%	-	17%	66%	83%
007	38	32	6	7	29	5	22	7	19	20	2	1	3	21	24
	2%	2%	2%	2%	1%	1%	3%	2%	3%	2%	1%	1%	1%	2%	2%
		83%	17%	17%	76%	12%	56%	19%	50%	53%	4%	3%	7%	54%	62%
008	42	41	1	11	31	9	21	10	20	28	4	7	6	29	34
	2%	2%	1%	3%	2%	3%	2%	2%	3%	3%	2%	5%	3%	3%	2%
		97%	3%	26%	72%	21%	49%	23%	47%	66%	9%	16% ^a	14%	69%	79%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
009	15	13	1	3	12	2	8	3	7	10	1	2	-	10	10
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%
		91%	9%	22%	76%	14%	52%	19%	47%	69%	10%	15%	-	69%	69%
010	227	195	31	43	175	34	91	42	83	111	22	14	23	129	158
	10%	10%	11%	11%	10%	10%	11%	10%	11%	11%	10%	11%	12%	11%	12%
		86%	14%	19%	77%	15%	40%	16%	37%	49%	10%	6%	10%	57%	70%
011	12	9	2	1	11	3	5	3	5	3	4	1	3	5	9
	1%	*	1%	*	1%	1%	1%	1%	1%	*	2%	1%	2%	*	1%
		81%	19%	6%	94%	26%	39%	28%	39%	28%	32%	12%	28%	42%	78%
012	61	51	9	6	52	5	27	5	26	37	2	2	3	39	41
	3%	3%	3%	2%	3%	1%	3%	1%	3%	4%	1%	2%	2%	3%	3%
		84%	14%	10%	86%	7%	44%	9%	43%	61%	3%	4%	5%	64%	68%
013	3	2	1	1	1	-	-	-	-	1	-	-	-	1	1
	*	*	*	*	*	-	-	-	-	*	-	-	-	*	*
		72%	28%	30%	48%	-	-	-	-	28%	-	-	-	28%	28%
014	15	12	3	4	11	5	7	5	7	8	3	1	2	10	13
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		83%	17%	28%	72%	31%	45%	31%	45%	55%	17%	8%	14%	65%	86%
015	253	220	31	56	189	37	96	46	88	118	38	14	20	146	168
	12%	12%	12%	14%	11%	11%	12%	11%	12%	12%	16%	11%	10%	13%	12%
		87%	12%	22%	75%	15%	38%	16%	35%	47%	15%	6%	8%	58%	67%
016	5	1	5	-	5	-	1	1	-	2	-	-	-	2	2
	*	*	2%	-	*	-	*	-	-	*	-	-	-	*	*
		13%	87%	-	100%	-	11%	11%	-	37%	-	-	-	37%	37%
017	12	12	-	1	11	2	3	3	2	7	3	4	2	8	11
	1%	1%	-	*	1%	1%	*	1%	*	1%	2%	3%	1%	1%	1%
		100%	-	8%	87%	18%	28%	26%	17%	60%	28%	32%	17%	67%	89%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
018	23	16	7	1	19	5	9	6	8	8	2	2	2	10	13
	1%	1%	2%	*	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%
		72%	28%b	6%	84%	23%	40%	28%	36%	36%	9%	8%	7%	46%	55%
019	2	2	-	*	2	-	2	*	1	1	-	-	-	1	1
	*	*	-	*	*	-	*	*	*	*	-	-	-	*	*
		100%	-	22%	78%	-	79%	22%	57%	57%	-	-	-	57%	57%
020	315	284	28	43	261	51	129	66	115	151	33	19	32	171	204
	15%	15%	10%	11%	16%	16%	16%	16%	15%	15%	16%	14%	16%	15%	15%
		90%	9%	14%	83% ^d	16%	41%	21%	37%	48%	11%	6%	10%	54%	65%
021	5	5	1	1	5	1	3	1	3	4	1	-	-	4	4
	*	*	*	*	*	*	*	*	*	*	*	-	-	*	*
		89%	11%	15%	85%	15%	60%	15%	60%	77%	12%	-	-	77%	77%
022	14	14	-	3	10	2	8	2	8	6	3	1	-	7	8
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		100%	-	18%	71%	15%	58%	15%	58%	40%	20%	9%	-	47%	56%
023	9	8	1	1	7	1	5	1	5	5	-	-	1	5	6
	*	*	*	*	*	*	1%	*	1%	1%	-	-	1%	*	*
		87%	13%	16%	84%	13%	55%	13%	55%	57%	-	-	14%	57%	71%
024	4	3	1	*	4	1	1	2	-	2	1	*	*	4	4
	*	*	*	*	*	*	*	1%	-	*	1%	-	-	*	*
		67%	33%	6%	94%	29%	33%	62%	-	62%	33%	6%	6%	94%	100%
025	187	171	16	31	154	25	63	33	75	99	11	12	17	110	129
	9%	9%	6%	8%	9%	8%	10%	8%	10%	10%	5%	9%	9%	10%	9%
		91%	8%	16%	82%	13%	44%	18%	40%	53% ^k	6%	6%	9%	59%	69%
026	5	5	-	-	5	-	4	-	4	5	-	-	-	5	5
	*	*	-	-	*	-	*	-	1%	1%	-	-	-	*	*
		100%	-	-	100%	-	74%	-	74%	100%	-	-	-	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
027	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
028	2	2	-	2	1	-	-	-	-	1	-	-	2	1	2
	*	*	-	*	*	-	-	-	-	*	-	-	1%	*	*
		100%	-	69%	31%	-	-	-	-	31%	-	-	69%aj	31%	100%
029	3	1	2	1	2	1	-	1	-	1	-	-	1	1	2
	*	*	1%	*	*	*	-	*	-	*	-	-	*	*	*
		28%	72%ab	28%	72%	28%	-	28%	-	44%	-	-	28%	44%	71%
030	199	169	30	30	161	35	76	43	68	100	15	14	13	114	135
	9%	9%	11%	8%	10%	11%	9%	10%	9%	10%	7%	11%	7%	10%	10%
		85%	15%	15%	81%	18%	38%	22%	34%	50%	8%	7%	7%	57%	68%
031	2	2	-	*	1	1	-	1	-	-	-	1	*	-	1
	*	*	-	*	*	*	-	*	-	-	-	1%	*	-	*
		100%	-	14%	86%	86%	-	86%	-	-	-	45%jn	14%	-	59%
033	1	1	-	-	1	-	1	-	1	-	-	1	1	-	1
	*	*	-	-	*	-	*	-	*	-	-	1%	*	-	*
		100%	-	-	100%	-	100%	-	100%	-	-	100%aj	100%kn	-	100%
034	1	1	-	1	-	1	-	1	-	1	-	-	-	1	1
	*	*	-	*	*	*	-	*	-	*	-	-	-	*	*
		100%	-	100%	-	100%	-	100%	-	100%	-	-	-	100%	100%
035	50	39	10	7	42	6	25	8	23	25	6	-	1	31	31
	2%	2%	4%	2%	2%	2%	3%	3%	3%	3%	3%	-	*	3%	2%
		79%	21%	14%	84%	12%	51%	16%	47%	50%kn	12%km	-	1%	62%km	63%
036	2	2	-	1	1	1	1	1	1	2	1	1	1	2	2
	*	*	-	*	*	*	*	*	*	*	1%	1%	*	*	*
		100%	-	43%	42%	43%	42%	43%	42%	85%	57%	42%	42%	100%	100%

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
037	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
039	5	4	1	2	1	1	1	1	1	1	-	-	2	1	3
	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
		84%	16%	34%	29%	15%	29%	15%	29%	29%	-	-	34% ⁿ	29%	63%
040	67	58	9	4	61	6	39	8	37	32	7	1	1	37	39
	3%	3%	3%	1%	4%	2%	5%	2%	3%	3%	3%	1%	*	3%	3%
		dm	87%	13%	5%	92% ^d	59% ^f	12%	56% ^{ah}	48% ^m	10% ^m	1%	1%	56% ^m	58% ^m
043	1	1	-	-	-	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	-	-	-	-	-	-	-	-	-	*	*
		100%	-	-	-	-	-	-	-	-	100% ^{aj}	-	-	100%	100%
045	12	10	2	2	9	7	4	9	2	8	-	-	1	8	8
	1%	1%	1%	1%	1%	2%	*	2%	*	1%	-	-	*	1%	1%
		85%	15%	20%	80%	57% ^{ag}	33%	76% ^{al}	15%	70%	-	-	5%	70%	70%
049	3	3	-	-	3	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	55%	-	55%	-	-	-	-	-	-
050	51	50	1	12	38	7	26	10	23	24	12	6	3	32	38
	2%	3%	*	3%	2%	2%	3%	2%	3%	2%	5%	4%	2%	3%	3%
		98% ^c	2%	24%	75%	14%	51%	20%	45%	48%	23% ^{aj}	11%	7%	63%	75%
055	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
060	15	13	2	2	13	5	7	6	6	11	1	-	1	11	11
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%
		86%	14%	11%	89%	31%	49%	37%	43%	71%	8%	-	8%	71%	71%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
065	1	1	-	-	1	-	1	1	1	1	-	1	-	1	1
	*	*	-	-	*	-	*	*	*	*	-	*	-	*	*
		100%	-	-	100%	-	100%	37%	63%	63%	-	37%	-	63%	100%
070	2	2	-	1	1	-	1	1	-	1	2	-	1	2	2
	*	*	-	*	*	-	*	*	-	*	1%	-	*	*	*
		100%	-	50%	50%	-	50%	50%	-	50%	76%a	-	26%	76%	76%
075	3	3	-	1	2	-	2	2	-	2	-	-	-	2	2
	*	*	-	*	*	-	*	*	-	*	-	-	-	*	*
		100%	-	35%	65%	-	65%	65%	-	65%	-	-	-	65%	65%
080	7	7	1	4	3	-	5	-	5	5	3	-	-	5	5
	*	*	*	1%	*	-	1%	-	1%	1%	1%	-	-	*	*
		91%	9%	61%ae	39%	-	72%	-	72%	69%	37%	-	-	69%	69%
090	3	3	-	1	2	-	1	-	1	2	-	-	-	2	2
	*	*	-	*	*	-	*	-	*	*	-	-	-	*	*
		100%	-	31%	69%	-	42%	-	42%	58%	-	-	-	58%	58%
095	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
099	2	2	-	1	1	1	-	1	-	-	-	2	-	-	2
	*	*	-	*	*	-	*	-	*	-	-	1%	-	-	*
		100%	-	56%	44%	56%	-	56%	-	-	-	72%ajno	-	-	72%
100	4	4	-	1	3	3	-	3	-	1	-	-	-	1	1
	*	*	-	*	*	-	1%	-	1%	*	-	-	-	*	*
		100%	-	27%	73%	75%ag	-	75%ai	-	27%	-	-	-	27%	27%
111	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
120	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
140	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	-	-	-	100%	-	100%
150	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
159	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
206	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
222	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
306	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
334	1	1	-	-	1	1	-	1	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%
450	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
455	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	*	-	*	*	-	*	-	*	1%	-	-	*	*
	-	-	100%b	-	100%	100%	-	100%	-	100%	100%a	-	-	100%	100%
505	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%b	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
000	307 14%	37 7%	23 5%	57 6%	65 8%	19 5%	81 7%	226 23%	4 5%	82 7%
		bcdelfgj	12%	8%	21% ^f	6%	26%	74% ^{aefgj}	1%	27%
001	21 1%	5 1%	3 1%	5 1%	1 *	5 1%	6 *	15 2%	1 1%	6 *
		e	23%	13%	3%	24% ^{ee}	28%	72% ^{eejj}	6% ^{ee}	28%
002	10 *	1 *	1 *	2 *	2 *	2 *	4 *	6 *	-	4 *
			12%	8%	16%	24%	41%	59%	-	41%
003	22 1%	7 1%	5 1%	10 1%	6 1%	4 1%	10 1%	11 2%	2 2%	10 1%
			31%	25%	27%	20%	48%	52%	8%	48%
004	21 1%	9 2%	4 1%	10 1%	4 1%	7 2%	12 1%	10 4%	1 3%	12 1%
			40%	49%	19%	35%	54%	46%	3%	54%
005	73 3%	18 3%	26 5%	37 4%	25 3%	17 4%	42 3%	31 3%	2 2%	42 3%
			24%	35%	35%	23%	57%	43%	3%	57%
006	13 1%	1 *	6 1%	8 1%	5 1%	6 1%	10 1%	3 *	-	10 1%
			11%	47%	35%	45% ^h	80%	20%	-	80%
007	38 2%	9 2%	8 2%	17 2%	18 2%	8 2%	25 2%	13 1%	2 2%	25 2%
			23%	21%	46%	22%	66%	34%	6%	66%
008	42 2%	18 3%	20 4%	29 3%	22 3%	9 2%	30 2%	13 3%	3 3%	30 2%
			42%	68% ^a	51%	20%	70%	30%	8%	70%
009	15 1%	3 *	5 1%	8 1%	3 *	6 1%	9 1%	6 1%	1 2%	9 1%
			18%	35%	21%	39%	60%	40%	10%	60%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
O10	227	68	55	108	89	59	142	84	5	144
	10%	12%	11%	12%	11%	14%	12%	9%	6%	12%
		30%	24%	48%	39%	26%hi	63%h	37%	2%	64%h
O11	12	4	4	7	6	2	8	4	-	8
	1%	1%	1%	1%	1%	*	1%	*	-	1%
		36%	36%	56%	52%	18%	69%	31%	-	69%
O12	61	14	21	32	38	6	42	18	5	45
	3%	3%	4%	4%	5%	1%	4%	2%	6%	4%
		24%	35%	53%	63%alfh	9%	70%fh	30%	9%fh	74%fh
O13	3	1	-	1	1	-	1	1	-	1
	*	*	-	*	*	-	*	*	-	*
		28%	-	28%	48%	-	48%	52%	-	48%
O14	15	7	6	10	7	5	12	3	2	13
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%
		47%	39%	66%	48%	31%	79%	21%	13%h	84%
O15	253	59	69	109	101	59	158	95	17	161
	12%	10%	14%	12%	13%	14%	13%	10%	16%	13%
		23%	27%	43%	40%	24%h	62%h	38%	7%h	64%h
O16	5	2	-	2	2	1	3	3	-	3
	*	*	-	*	*	*	*	*	-	*
		37%	-	37%	36%	13%	48%	52%	-	48%
O17	12	4	3	6	7	3	9	3	2	9
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%
		33%	23%	45%	55%	22%	77%	23%	16%h	77%
O18	23	4	5	8	7	6	13	10	2	13
	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%
		16%	23%	33%	32%	24%	56%	44%	11%	56%
O19	2	2	-	2	2	-	2	-	1	2
	*	*	-	*	*	-	*	*	1%	*
		79%	-	79%	79%	-	79%	21%	57%alfghj	79%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
020	315 15%	85 15% 27%	77 16% 25%	140 15% 45%	109 14% 35%	67 16% 21%	175 15% 55%	140 15% 45%	9 9% 3%	175 14% 56%
021	5 *	3 1% 64%	3 1% 52%	3 * 64%	4 * 65%	1 * 12%	4 * 77%	1 * 23%	- * -	4 * 77%
022	14 1%	3 1% 25%	5 1% 36%	5 1% 36%	6 1% 40%	1 * 9%	7 1% 49%	7 1% 51%	1 1% 4%	7 1% 49%
023	9 *	3 1% 33%	3 1% 38%	6 1% 71%	5 1% 52%	2 * 19%	6 1% 71%	3 * 29%	- * -	6 1% 71%
024	4 *	- * -	2 1% 65%	2 * 65%	4 * 94%	- * -	4 * 94%	- * 6%	- * -	4 * 94%
025	187 9%	50 9% 27%	43 9% 23%	84 9% 45%	81 10% 43%	31 7% 17%	111 9% 59%	76 8% 41%	11 12% 6%	111 9% 59%
026	5 *	- * -	2 * 42%	2 * 42%	3 * 55%	2 1% 45%h	5 * 100%	- * -	- * -	5 * 100%
027	1 *	- * -	- * -	- * -	- * -	1 * 100%	1 * 100%	- * -	- * -	1 * 100%
028	2 *	- * -	1 * 41%	1 * 41%	- * -	2 * 72%	2 * 72%	1 * 28%	1 * 41%e	2 * 72%
029	3 *	1 * 44%	- * -	1 * 44%	1 * 44%	- * -	1 * 44%	2 * 56%	- * -	1 * 44%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
030	199 9%	64 11% 32%	42 9% 21%	92 10% 46%	91 11% 46%h	38 9% 19%	124 10% 62%	75 8% 38%	11 12% 6%	125 10% 63%
031	2 *	- - -	* * 14%	* * 14%	1 * 86%	* * 14%	2 * 100%	- - -	- - -	2 * 100%
033	1 *	- - -	- - -	- - -	1 * 100%	- * -	1 * 100%	- - -	- - -	1 * 100%
034	1 *	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -
035	50 2%	14 2% 28%	11 2% 22%	23 3% 47%	17 2% 35%	13 3% 26%	30 3% 61%	19 2% 39%	5 5% 10%	30 2% 61%
036	2 *	2 * 85%	1 * 42%	2 * 85%	1 * 43%	1 * 42%	2 * 85%	* * 15%	1 1% 42%h	2 * 85%
037	* *	- - -	- - -	- - -	- - -	- - -	- - -	* * 100%	- - -	- - -
039	5 *	1 * 29%	1 * 15%	2 * 44%	1 * 15%	2 1% 48%	3 * 63%	2 * 37%	- - -	3 * 63%
040	67 3%	22 4% 33%	10 2% 15%	29 3% 44%	25 3% 38%	11 3% 17%	36 3% 54%	31 3% 46%	- - -	36 3% 54%
043	1 *	1 * 100%	- * -	1 * 100%	- * -	- * -	- * -	1 * 100%	- * -	- * -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
045	12	1	3	4	3	5	8	3	2	8
	1%	*	1%	*	*	1%	1%	*	2%	1%
		12%	26%	32%	27%	43%	70%	30%	17%	70%
049	3	-	-	-	-	-	-	3	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
050	51	20	13	26	26	8	33	17	1	33
	2%	4%	3%	3%	3%	2%	3%	2%	1%	3%
		40%	26%	51%	50%	15%	66%	34%	3%	66%
055	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
060	15	5	2	7	6	4	10	5	-	10
	1%	1%	*	1%	1%	1%	1%	1%	-	1%
		34%	13%	47%	39%	26%	64%	36%	-	64%
065	1	1	1	1	-	1	1	-	-	1
	*	*	*	*	-	*	*	-	-	*
		63%	63%	63%	-	100%	100%	-	-	100%
070	2	-	2	2	1	-	1	1	-	1
	*	-	*	*	*	-	*	*	-	*
		-	76%	76%	36%	-	36%	64%	-	36%
075	3	2	-	2	2	-	2	1	-	2
	*	65%	-	65%	65%	-	65%	35%	-	65%
		-	-	-	-	-	-	-	-	-
080	7	4	1	4	1	4	5	2	-	5
	*	1%	*	*	*	1%	*	*	-	*
		61%	18%	61%	9%	61%e	69%	31%	-	69%
090	3	2	-	2	-	1	1	2	-	1
	*	*	-	*	-	*	*	*	-	*
		58%	-	58%	-	31%	31%	69%	-	31%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
095	1	1	-	1	1	-	1	-	1	1
	*	*	-	*	*	-	*	-	7%	*
		100%	-	100%	100%	-	100%	-	100%ah	100%
099	2	-	-	-	1	-	1	1	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	44%	-	44%	56%	-	44%
100	4	-	-	-	-	-	-	4	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%gj	-	-
111	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
120	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
140	1	1	-	1	-	-	-	1	-	-
	*	*	-	*	-	-	-	*	-	-
		100%	-	100%	-	-	-	100%	-	-
150	1	1	-	1	-	-	-	1	-	-
	*	*	-	*	-	-	-	*	-	-
		100%	-	100%	-	-	-	100%	-	-
159	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
206	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
222	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
306	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
334	1	1	-	1	-	-	-	100%	-	-
	*	-	-	-	-	-	-	-	-	-
450	1	100%	-	100%	-	-	-	100%	100%aeg	100%
	*	-	-	-	-	-	-	1	-	-
455	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	1	-	1	-	-	1
	*	-	-	-	-	-	-	-	-	*
505	1	-	-	-	100%	-	100%	-	-	100%
	*	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
000	307	115	192	44	262	66	15	182	5	-	1
	14%	11%	18%	7%	17%	7%	8%	13%	13%	-	3%
		bd/fj	63%ab	14%	86%ad	21%	5%	59%	2%	-	*
001	21	8	13	5	16	7	-	14	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		38%	62%	25%	75%	31%	-	67%	-	-	-
002	10	3	7	1	9	2	1	4	-	-	-
	*	*	1%	*	1%	*	1%	12%	-	-	-
		33%	67%	12%	88%	20%	-	41%	-	-	-
003	22	8	14	6	15	3	3	15	-	-	-
	1%	1%	1%	1%	1%	*	1%	1%	-	-	-
		36%	64%	29%	71%	16%	13%	70%	-	-	-
004	21	11	11	6	16	9	3	13	3	-	-
	1%	1%	1%	1%	1%	1%	2%	1%	8%	-	-
		50%	50%	26%	74%	41%	15%	61%	15%ag	-	-
005	73	39	34	19	54	35	10	50	1	2	1
	3%	4%	3%	3%	4%	4%	5%	4%	3%	5%	4%
		53%	47%	26%	74%	48%	14%	69%	2%	3%	1%
006	13	6	7	3	10	8	3	9	-	-	-
	1%	1%	1%	*	1%	1%	1%	1%	-	-	-
		48%	52%	22%	78%	63%	19%	71%	-	-	-
007	38	23	15	9	29	18	4	27	-	3	-
	2%	2%	1%	1%	2%	2%	2%	2%	-	6%	-
		60%	40%	24%	76%	47%	10%	71%	-	7%	-
008	42	28	15	19	23	25	7	29	1	-	1
	2%	3%	1%	3%	2%	3%	4%	2%	2%	-	6%
		65%	35%	46%e	54%	60%	17%	69%	2%	-	3%
009	15	8	7	8	7	6	4	8	1	1	-
	1%	1%	1%	1%	*	1%	2%	1%	1%	3%	-
		52%	48%	52%	48%	38%	26%h	52%	3%	9%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
010	227	126	101	63	164	102	29	152	10	11	5
	10%	12%	9%	10%	11%	11%	15%	11%	26%	22%	23%
		55%	45%	28%	72%	45%	13%	67%	4%ah	5%a	2%
011	12	5	6	2	9	5	1	10	-	-	-
	1%	*	1%	*	1%	*	*	1%	-	-	-
		45%	55%	18%	82%	41%	5%	85%	-	-	-
012	61	39	21	22	39	36	4	48	1	-	*
	3%	4%	2%	3%	3%	4%	2%	3%	2%	-	2%
		65% ^c	35%	36%	64%	60%	6%	79%	1%	-	1%
013	3	1	1	1	1	-	-	1	-	-	-
	*	*	*	*	*	-	-	*	-	-	-
		48%	52%	48%	52%	-	-	50%	-	-	-
014	15	12	3	6	9	8	-	14	-	-	-
	1%	1%	*	1%	1%	1%	-	1%	-	-	-
		81% ^c	19%	41%	59%	56%	-	92%	-	-	-
015	253	138	114	81	172	130	26	167	5	8	5
	12%	13%	11%	13%	11%	14%	14%	12%	13%	16%	22%
		55%	45%	32%	68%	51%	10%	66%	2%	3%	2%
016	5	1	5	-	5	1	-	3	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		13%	87%	-	100%	24%	-	48%	-	-	-
017	12	8	5	5	8	6	-	12	-	-	-
	1%	1%	*	1%	1%	1%	-	1%	-	-	-
		63%	37%	38%	62%	45%	-	95%	-	-	-
018	23	11	12	9	14	10	1	14	1	-	-
	1%	1%	1%	1%	1%	1%	*	1%	2%	-	-
		49%	51%	38%	62%	43%	3%	61%	3%	-	-
019	2	*	2	*	2	*	-	2	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		22%	78%	22%	78%	22%	-	79%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
020	315	158	157	99	216	119	26	205	5	3	3
	15%	15%	15%	16%	14%	13%	14%	14%	13%	7%	14%
		50%	50%	31%	69%	38%	8%	65%	2%	1%	1%
021	5	3	2	1	4	3	2	2	-	-	-
	*	-	-	-	-	-	-	-	-	-	-
		62%	38%	26%	74%	62%	40%h	37%	-	-	-
022	14	7	7	4	10	6	-	8	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		53%	47%	25%	75%	40%	-	60%	-	-	-
023	9	6	3	5	4	5	-	6	-	-	-
	*	1%	*	1%	*	1%	-	*	-	-	-
		71%	29%	51%	49%	51%	-	71%	-	-	-
024	4	4	-	*	4	1	-	3	-	-	-
	*	-	-	-	-	-	-	-	-	-	-
		100%	-	6%	94%	38%	-	67%	-	-	-
025	187	101	86	69	119	82	11	132	2	4	1
	9%	9%	8%	11%	8%	9%	5%	9%	4%	9%	4%
		54%	46%	37%e	63%	44%	6%	70%	1%	2%	*
026	5	3	2	3	2	5	-	5	-	-	-
	*	*	*	*	*	1%	-	*	-	-	-
		55%	45%	55%	45%	87%	-	100%	-	-	-
027	1	1	-	1	-	1	-	1	-	-	-
	*	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
028	2	1	1	1	2	1	-	2	-	-	-
	*	-	-	-	-	-	-	-	-	-	-
		59%	41%	31%	69%	31%	-	100%	-	-	-
029	3	-	3	-	3	1	-	2	-	-	-
	*	-	*	-	*	*	-	*	-	-	-
		-	100%	-	100%	44%	-	71%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
030	199	100	99	63	136	95	22	127	2	7	3
	9%	9%	9%	10%	9%	10%	11%	9%	4%	14%	11%
		50%	50%	32%	68%	48%	11%	64%	1%	3%	1%
031	2	*	1	*	1	1	1	*	1	1	-
	*	*	*	*	*	*	*	*	*	1%	-
		14%	86%	14%	86%	45%	86%ah	14%	41%ah	41%a	-
033	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
034	1	-	1	1	-	1	-	1	-	-	-
	*	-	*	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
035	50	24	26	13	36	25	1	35	-	-	-
	2%	2%	2%	2%	2%	3%	1%	2%	-	-	-
		48%	52%	27%	73%	51%	3%	70%	-	-	-
036	2	2	*	2	-	2	-	2	-	-	-
	*	*	*	*	-	*	-	*	-	-	-
		85%	15%	100%e	-	100%	-	100%	-	-	-
037	*	-	*	-	*	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
039	5	2	3	-	5	3	-	4	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		34%	66%	-	100%	63%	-	84%	-	-	-
040	67	28	39	22	45	29	5	41	-	3	-
	3%	3%	4%	3%	3%	3%	2%	3%	-	6%	-
		41%	59%	32%	68%	43%	7%	61%	-	5%	-
043	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
045	12	6	6	6	6	6	4	5	-	-	2
	1%	1%	1%	1%	*	1%	2%	*	-	-	8%
		50%	50%	49%	51%	53%	37%ah	40%	-	-	15%
049	3	-	3	-	3	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
050	51	27	24	21	30	25	5	36	1	2	1
	2%	2%	2%	3%	2%	3%	2%	3%	4%	3%	4%
		53%	47%	41%	59%	49%	9%	71%	3%	3%	2%
055	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
060	15	6	9	8	7	8	2	10	1	1	-
	1%	1%	1%	1%	*	1%	1%	1%	2%	2%	-
		42%	58%	52%	48%	53%	13%	68%	5%	5%	-
065	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
070	2	1	1	-	2	2	-	2	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		36%	64%	-	100%	86%	-	86%	-	-	-
075	3	-	3	2	1	2	-	2	-	-	-
	*	-	*	-	*	*	-	*	-	-	-
		-	100%	65%	35%	65%	-	65%	-	-	-
080	7	4	3	5	2	4	1	4	-	1	-
	*	*	*	1%	*	*	1%	*	-	3%	-
		61%	39%	69%e	31%	61%	18%	52%	-	18%a	-
090	3	-	3	1	2	1	-	2	-	-	-
	*	-	*	*	*	*	-	*	-	-	-
		-	100%	31%	69%	31%	-	58%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
095	1	1	-	-	1	-	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
099	2	1	1	-	2	-	-	2	-	-	-
*	*	*	*	-	*	-	-	*	-	-	-
		44%	56%	-	100%	-	-	100%	-	-	-
100	4	1	3	-	4	-	1	-	-	-	-
*	*	*	*	-	*	-	1%	-	-	-	-
		27%	73%	-	100%	-	31%h	-	-	-	-
111	1	-	1	-	1	-	-	1	-	-	-
*	*	*	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
120	1	-	1	1	-	1	1	-	-	1	-
*	*	-	100%	100%	-	100%	100%ah	-	-	2%	-
		-	-	-	-	-	-	-	-	100%a	-
140	1	1	-	-	1	-	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
150	1	1	-	-	1	1	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
159	1	1	-	-	1	1	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
206	1	-	1	-	1	-	-	-	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
222	1	1	-	1	-	1	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
306	1	-	1	-	1	-	-	1	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
334	1	-	1	-	1	-	-	1	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
450	1	-	1	-	1	-	-	1	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
455	1	-	1	-	1	1	-	1	-	-	-
*	*	-	*	-	*	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
505	1	-	1	-	1	-	-	-	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
000	307	6	9	10	7	9	12	294	4	8	10	44	37
	14%	13% fgm	18% 3%fg	13% 3%	10% 2%	7% 3%	7% 4%	15% 96%fg	6% 1%	8% 3%	13% 3%	6% 14%	9% 12%
001	21	2	-	-	1	1	1	20	-	-	-	5	1
	1%	4% 9%a	-	-	2% 6%	1% 6%	1% 6%	1% 94%	-	-	-	1% 22%	* 6%
002	10	-	-	-	-	1	1	9	-	-	-	2	2
	*	-	-	-	-	1% 8%	* 8%	* 92%	-	-	-	* 20%	* 20%
003	22	-	-	-	-	*	*	21	1	1	-	3	7
	1%	-	-	-	-	2% 98%	2% 98%	1% 6%	2% 5%	1% 5%	-	* 16%	2% 32%
004	21	-	2	1	1	1	3	19	1	4	4	7	4
	1%	-	4% 10%ah	2% 6%	2% 7%	1% 6%	1% 12%	1% 88%	3% 5%	3% 17%ah	5% 19%ah	1% 34%	1% 20%
005	73	4	-	5	2	5	5	68	2	6	5	28	14
	3%	8% 5%	-	6% 6%	3% 3%	4% 7%	3% 7%	3% 93%	3% 3%	6% 8%	6% 7%	4% 39%	3% 19%
006	13	-	-	-	3	1	4	9	1	1	-	8	2
	1%	-	-	-	3% 19%ah	1% 10%	2% 30%ah	* 70%	2% 9%	1% 10%	-	1% 63%	1% 17%
007	38	-	1	3	1	-	1	38	-	-	-	15	10
	2%	-	2% 2%	3% 7%	1% 2%	-	* 2%	2% 98%	-	-	-	2% 40%	2% 26%
008	42	1	1	2	2	4	5	38	2	5	4	20	9
	2%	2% 3%	2% 3%	2% 4%	3% 6%	3% 10%	3% 12%	2% 88%	3% 5%	4% 11%	5% 9%	3% 47%	2% 22%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
009	15	1	-	-	2	1	2	12	1	2	-	5	4
	1%	2%	-	-	3%	1%	1%	1%	2%	2%	-	1%	1%
		5%	-	-	17%ah	5%	17%	83%	10%	14%	-	33%	27%
010	227	10	9	8	16	26	37	189	15	18	10	89	53
	10%	21%	18%	10%	21%	19%	20%	10%	23%	18%	12%	12%	12%
		4%ah	4%	4%	7%ah	11%ah	16%ah	84%	7%ah	8%ah	4%	39%	23%
011	12	1	-	2	-	2	2	9	1	1	1	5	3
	1%	3%	-	3%	-	2%	1%	*	1%	1%	1%	1%	1%
		12%ah	-	19%ah	-	18%	18%	82%	6%	11%	6%	41%	28%
012	61	1	5	1	-	5	5	56	1	4	2	31	11
	3%	2%	9%	2%	-	4%	3%	3%	1%	4%	3%	4%	3%
		2%	8%ah	2%	-	8%	8%	92%	1%	6%	3%	52%	18%
013	3	-	-	-	-	-	-	3	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	48%
014	15	-	-	-	-	1	1	14	-	-	-	8	3
	1%	-	-	-	-	1%	1%	1%	-	-	-	1%	1%
		-	-	-	-	8%	8%	92%	-	-	-	56%	23%
015	253	12	2	9	5	20	23	230	11	14	11	115	43
	12%	25%	4%	11%	6%	15%	12%	12%	17%	14%	14%	15%	10%
		5%acegh	1%	3%	2%	8%	9%	91%	4%	6%	4%	46%am	17%
016	5	-	1	1	-	-	-	5	-	-	-	1	1
	*	-	3%	2%	-	-	-	*	-	-	-	*	*
		-	25%ahg	25%ah	-	-	-	-	100%	-	-	-	24%
017	12	-	-	-	-	-	-	12	-	-	-	5	4
	1%	-	-	-	-	-	-	1%	-	-	-	1%	1%
		-	-	-	-	-	-	100%	-	-	-	42%	34%
018	23	-	-	-	-	1	1	22	1	2	1	8	5
	1%	-	-	-	-	1%	1%	1%	2%	2%	2%	1%	1%
		-	-	-	-	4%	4%	96%	6%	10%	6%	36%	20%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
019	2	-	-	-	-	-	-	2	-	-	-	*	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	22%	57%
020	315	6	3	8	11	16	24	291	9	13	14	93	81
	15%	13%	6%	10%	15%	12%	13%	15%	14%	12%	18%	12%	19%
		2%	1%	2%	3%	5%	8%	92%	3%	4%	5%	30%	26%al
021	5	-	-	1	-	1	1	5	-	-	-	3	1
	*	-	-	1%	-	1%	*	*	-	-	-	*	*
		-	-	15%	-	15%	15%	85%	-	-	-	51%	26%
022	14	-	-	-	-	1	1	13	1	3	-	6	1
	1%	-	-	-	-	1%	1%	1%	2%	2%	-	1%	*
		-	-	-	-	7%	7%	93%	7%	18%	-	40%	9%
023	9	-	-	-	-	2	2	7	-	-	2	5	2
	*	-	-	-	-	1%	1%	*	-	-	2%	1%	*
		-	-	-	-	19%	19%	81%	-	-	19%h	51%	19%
024	4	-	-	-	-	-	-	4	-	1	-	1	2
	*	-	-	-	-	-	-	*	-	1%	-	*	1%
		-	-	-	-	-	-	100%	-	29%	-	33%	62%
025	187	1	4	5	6	10	14	173	5	9	3	72	39
	9%	2%	8%	6%	8%	7%	8%	9%	7%	8%	3%	9%	9%
	*	*	2%	3%	3%	5%	8%	92%	2%	5%	1%	38%	21%
026	5	-	-	2	-	-	-	5	2	-	2	5	1
	*	-	-	2%	-	-	-	*	3%	-	2%	1%	*
		-	-	32%ah	-	-	-	100%	32%agh	-	32%ah	87%	13%
027	1	-	-	-	-	-	-	1	-	-	1	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	100%ah	100%	-
028	2	-	-	-	-	-	-	2	-	-	-	1	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	31%	41%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
029	3	-	-	-	1	1	1	2	-	-	-	1	-
	*	-	-	-	1%	1%	*	*	-	-	-	*	-
030	-	-	-	-	28%h	28%	28%	72%	-	-	-	44%	-
	199	1	4	8	5	10	16	183	3	6	5	84	40
031	9%	3%	9%	11%	7%	8%	8%	9%	5%	6%	6%	11%	9%
	-	1%	2%	4%	3%	5%	8%	92%	2%	3%	2%	42%	20%
033	2	-	-	1	-	-	-	2	-	-	-	1	1
	*	-	-	1%	-	-	-	*	-	-	-	*	-
034	-	-	-	41%a	-	-	-	100%	-	-	-	45%	55%
	1	1	-	-	-	-	-	1	-	1	1	1	-
035	*	2%	-	-	-	-	-	*	-	1%	1%	*	-
	-	100%ah	-	-	-	-	-	100%	-	100%ah	100%ah	100%	-
036	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
037	-	-	-	-	-	-	-	100%	-	-	-	-	-
	50	-	-	1	4	-	4	46	-	1	-	24	6
038	2%	-	-	1%	5%	-	2%	2%	-	1%	-	3%	1%
	-	-	-	1%	8%h	-	8%	92%	-	2%	-	48%	13%
039	2	-	-	-	*	1	1	1	-	-	-	2	-
	*	-	-	-	*	1%	1%	*	-	-	-	*	-
040	-	-	-	-	15%	43%h	58%h	42%	-	-	-	85%	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
041	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
042	-	-	-	-	-	-	-	100%	-	-	-	-	-
	5	-	-	3	-	-	-	5	-	-	-	2	1
043	*	-	-	3%	-	-	-	*	-	-	-	*	-
	-	-	-	50%ahg	-	-	-	100%	-	-	-	48%	15%
044	67	-	-	2	2	2	5	62	-	-	-	24	12
	3%	-	-	3%	3%	2%	3%	3%	-	-	-	3%	3%
	-	-	-	4%	3%	4%	7%	93%	-	-	-	35%	19%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
043	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	-	*	2%	-	-	-	-
		-	-	-	-	-	-	100%	100%ah	-	-	-	-
045	12	-	-	1	-	2	2	9	-	-	1	6	3
	1%	-	-	1%	-	2%	1%	-	-	-	1%	1%	1%
		-	-	6%	-	21%	21%	79%	-	-	6%	48%	22%
049	3	-	-	-	-	-	-	3	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
050	51	1	3	3	2	5	7	43	2	1	5	22	11
	2%	1%	6%	4%	3%	4%	4%	2%	3%	1%	6%	3%	3%
		1%	6%	6%	5%	10%	15%	85%	3%	3%	10%h	44%	22%
055	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
060	15	-	-	1	-	1	1	14	-	2	-	7	3
	1%	-	-	1%	-	1%	1%	1%	-	1%	-	1%	1%
		-	-	7%	-	8%	8%	92%	-	11%	-	45%	20%
065	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
070	2	-	1	1	1	1	1	1	-	-	-	1	-
	*	-	2%	1%	1%	1%	1%	*	-	-	-	*	-
		-	50%ah	50%ah	50%ah	50%ah	50%ah	50%	-	-	-	36%	-
075	3	-	-	-	-	-	-	3	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	65%	-
080	7	-	1	-	-	-	-	7	1	-	-	1	4
	*	-	-	-	-	-	-	*	2%	-	-	*	1%
		-	18%ah	-	-	-	-	100%	18%	-	-	18%	52%

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
090	3	-	-	1	-	-	-	3	-	-	-	1	-
	*	-	-	1%	-	-	-	*	-	-	-	*	-
		-	-	31%ah	-	-	-	100%	-	-	-	31%	-
095	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
099	2	-	-	-	-	-	-	2	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	44%
100	4	-	1	-	-	-	-	4	-	-	-	-	-
	*	-	2%	-	-	-	-	*	-	-	-	-	-
		-	27%ah	-	-	-	-	100%	-	-	-	-	-
111	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
120	1	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	1%	1%	-	-	-	-	*	-
		-	-	-	-	100%ah	100%ah	-	-	-	-	100%	-
140	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
150	1	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	1%	-	-	-	-	*	-	-	-	-	-
		-	100%ah	-	-	-	-	100%	-	-	-	-	-
159	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
206	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
222	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
306	1	-	-	-	-	-	-	100%	-	-	-	100%	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
334	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
450	1	-	1	1	-	-	-	1	-	-	-	-	-
	*	-	2%	1%	-	-	-	*	-	-	-	-	-
455	1	-	100%ah	100%ah	-	-	-	100%	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
505	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
000	307	58	62	55	77	31	14	7	1	1	-	-
	14%	15%	17%	15%	13%	13%	14%	15%	7%	5%	-	-
001	21	2	7	2	5	3	1	-	-	-	-	-
	1%	1%	2%	1%	1%	1%	1%	-	-	-	-	-
		10%	32%	11%	26%	13%	7%	-	-	-	-	-
002	10	2	-	1	6	2	-	-	-	-	-	-
	*	*	-	*	1%	1%	-	-	-	-	-	-
		18%	-	8%	59%	16%	-	-	-	-	-	-
003	22	6	6	3	5	2	-	-	-	-	-	-
	1%	2%	2%	1%	1%	1%	-	-	-	-	-	-
		29%	30%	12%	22%	8%	-	-	-	-	-	-
004	21	2	3	6	4	3	-	3	-	-	-	-
	1%	*	1%	2%	1%	1%	-	5%	-	-	-	-
		9%	15%	29%	20%	15%	-	12%abdf	-	-	-	-
005	73	9	13	12	21	12	3	-	1	1	-	1
	3%	2%	4%	3%	4%	5%	3%	-	6%	2%	-	11%
		12%	18%	16%	29%	17%	4%	-	2%	1%	-	2%
006	13	2	-	6	1	1	1	1	-	-	-	-
	1%	1%	-	2%	-	1%	1%	3%	-	-	-	-
		16%	-	43%bd	10%	9%	11%b	11%bd	-	-	-	-
007	38	5	15	5	4	2	6	1	1	-	-	-
	2%	1%	4%	1%	1%	1%	8%	2%	3%	-	-	-
		14%	39%acde	12%	11%	4%	16%acde	3%	2%	-	-	-
008	42	10	5	2	12	10	1	1	-	1	-	-
	2%	3%	1%	*	2%	4%	1%	3%	-	5%	-	-
		24%c	11%	4%	26%	24%bc	2%	3%	-	3%	-	-
009	15	5	1	3	4	-	-	-	-	1	-	-
	1%	1%	*	1%	1%	-	-	-	-	4%	-	-
		34%	8%	23%	26%	-	-	-	-	8%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

		Total	PERSONAL INCOME										No classificat ion (k)
			< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8	
	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
010	227	50	36	41	49	22	13	4	5	3	1	1	
	10%	13% 22% ^d	10% 16%	11% 18%	8% 22%	9% 10%	13% 6%	8% 2%	24% 2%	12% 1%	19% 1%	11% 1%	
011	12	2	3	2	3	1	-	-	-	1	-	-	
	1%	1% 18%	1% 23%	1% 18%	- 23%	1% 6%	- -	- -	- -	5% 13%	- -	- -	
012	61	5	7	7	30	6	1	3	1	-	1	-	
	3%	1% 8%	2% 11%	2% 12%	5% 49% ^{abc}	3% 10%	1% 2%	5% 4%	3% 1%	- -	18% 2%	- -	
013	3	-	-	1	1	1	-	-	-	1	-	-	
	*	-	-	*	*	*	-	-	-	3% 28%	- -	- -	
014	15	1	3	2	6	3	-	-	-	-	-	-	
	1%	* 5%	1% 23%	1% 13%	1% 40%	1% 18%	- -	- -	- -	- -	- -	- -	
015	253	40	39	49	59	39	14	2	3	4	1	3	
	12%	10% 16%	11% 15%	13% 19%	10% 23%	16% 15% ^{adg}	14% 5%	4% 1%	16% 1%	15% 2%	19% 1%	28% 1%	
016	5	-	1	-	2	1	-	-	-	1	-	-	
	*	- -	* 26%	- -	* 39%	1% 25%	- -	- -	- -	2% 11%	- -	- -	
017	12	1	6	3	2	-	1	-	-	-	-	-	
	1%	* 11%	2% 45%	1% 22%	1% 17%	- -	1% 5%	- -	- -	- -	- -	- -	
018	23	5	4	5	5	2	2	-	-	-	-	-	
	1%	1% 22%	1% 16%	1% 23%	1% 22%	1% 9%	1% 9%	- -	- -	- -	- -	- -	
019	2	1	-	-	1	-	-	-	-	-	-	-	
	*	* 43%	- -	- -	* 57%	- -	- -	- -	- -	- -	- -	- -	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
020	315	59	52	58	92	30	11	8	1	1	1	2
	15%	15%	15%	16%	16%	13%	11%	16%	6%	4%	22%	14%
021	5	3	-	1	-	1	-	-	-	1	-	-
	*	1%	-	*	-	*	-	-	-	2%	-	-
022	14	50%	-	23%	-	15%	-	-	-	12%	-	-
	1%	2	-	2	6	2	2	-	-	-	-	-
023	9	1%	-	1%	1%	1%	2%	-	-	-	-	-
	*	15%	-	18%	44%	11%	12%b	-	-	-	-	-
024	4	-	-	-	6	1	-	2	-	-	-	-
	*	-	-	-	1%	*	-	4%	-	-	-	-
025	187	-	-	-	68%	13%	-	19%abc	-	-	-	-
	9%	*	1	-	1	1	-	-	-	-	-	-
026	5	*	33%	-	*	1%	-	-	-	-	-	-
	*	6%	33%	-	29%	33%	-	-	-	-	-	-
027	1	35	19	33	54	17	19	6	1	1	-	1
	*	9%	5%	9%	9%	7%	19%	12%	7%	4%	-	13%
028	2	19%	10%	18%	29%	9%	10%abcde	3%	1%	1%	-	1%
	*	1	-	4	-	-	-	-	-	-	-	-
029	3	26%	-	74%d	-	-	-	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-
	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-
	2	-	100%	-	-	-	-	-	-	-	-	-
	*	1	1	-	-	-	-	-	-	-	-	-
	3	*	-	-	-	-	-	-	-	-	-	-
	*	41%	59%	-	-	-	-	-	-	-	-	-
	1	1	-	-	1	-	-	-	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	-	11%
		28%	-	-	29%	-	-	-	-	-	-	44%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Weighted Base	199	47	28	28	63	21	5	2	2	4	-	-
	9%	12%	8%	8%	11%	9%	5%	4%	9%	13%	-	-
030	2	-	1	-	-	1	-	-	-	2%	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
031	1	-	41%	14%	-	45%	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
033	1	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	11%	-
034	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
035	50	12	6	9	13	6	9	3	-	1	1	-
	2%	3%	2%	2%	2%	2%	-	7%	-	4%	12%	-
036	2	-	*	2	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
037	2	-	15%	85%	-	-	-	-	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-
039	5	-	-	-	-	-	-	-	-	-	-	-
	*	-	1	1	2	-	-	-	1	-	-	-
040	67	-	*	*	*	-	-	-	7%	-	-	-
	3%	-	15%	19%	37%	-	-	-	29%	-	-	-
043	1	10	13	7	23	4	2	3	2	2	-	-
	*	3%	4%	2%	4%	2%	2%	5%	8%	9%	-	-
		15%	20%	11%	35%	7%	4%	4%	2%	4%	-	-
	1	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
045	12 1%	3 1% 23%	2 1% 16%	1 * 6%	2 * 21%	2 1% 19%	- - -	2 4% 15%cd	- - -	- - -	- - -	- - -
049	3 *	- - -	- - -	- - -	3 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
050	51 2%	7 2% 14%	11 3% 23%	11 3% 21%	10 2% 20%	7 3% 14%	- - -	- - -	1 7% 3%	3 10% 6%	- - -	- - -
055	1 *	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- * -	- 6 -	- - -	- - -
060	15 1%	2 * 11%	3 1% 17%	3 1% 19%	3 1% 22%	3 1% 19%	- - -	2 4% 11%ad	- - -	- - -	- - -	- - -
065	1 *	1 * 63%	- - -	- - -	- - -	1 * 37%	- - -	- - -	- - -	- - -	- - -	- - -
070	2 *	* * 14%	- - -	- - -	2 * 86%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
075	3 *	1 * 35%	2 * 65%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
080	7 *	- * -	2 * 24%	2 1% 31%	2 * 26%	- - -	1 1% 20%a	- - -	- - -	- - -	- - -	- - -
090	3 *	- * -	- - -	1 * 27%	- - -	- - -	2 2% 73%abcde	- - -	- - -	- - -	- - -	- - -

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
095	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
099	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	44%	56%	-	-	-	-	-	-	-
100	4	1	1	1	1	-	-	-	-	-	-	-
	*	27%	16%	25%	31%	-	-	-	-	-	-	-
111	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
120	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-
140	1	-	-	-	-	100%	-	-	-	-	-	-
	*	-	-	-	-	-	1	-	-	-	-	-
150	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	100%	-	-	1%	-	-	-	-	-
159	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
206	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
222	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
306	1	-	1	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-
334	1	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-
450	1	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-
455	1	-	-	-	-	-	-	-	-	-	-	1
*	-	-	-	-	-	-	-	-	-	-	-	11%
	-	-	-	-	-	-	-	-	-	-	-	100%
505	1	-	-	1	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

		HOUSEHOLD INCOME											FINANCIAL STRESS					
Total		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
000	307 14%	56 15% 18%	37 12%acog i	47 15% 15%	56 18% 18%	40 13% 13%	30 10% 10%	12 4% 4%	22 7% 7%	6 2% 2%	- - -	- - -	115 38% 38%o	149 48% 48%o	8 3% 3%	23 8% 8%	11 4% 4%	- - -
001	21 1%	5 1% 26%	1 1% 7%	5 1% 23%	4 1% 19%	- 1% -	2 1% 9%	- - -	3 - 13%e	1 1% 3%	- - -	- - -	7 1% 36%	10 1% 49%	1 1% 4%	2 1% 11%	- 1% -	- - -
002	10 *	2 1% 21%	- - -	4 1% 42%	- - -	2 1% 24%	- - -	1 - 12%	- - -	- - -	- - -	- - -	4 1% 41%	4 1% 39%	- - -	- - -	1 1% 12%	- - -
003	22 1%	4 1% 17%	5 3% 22% d	8 2% 37% d	- - -	3 1% 13%	1 1% 5%	1 1% 6%	- - -	- - -	- - -	- - -	10 1% 48%	5 1% 21%	3 3% 13% m	3 1% 15%	1 1% 4%	- - -
004	21 1%	4 1% 20%	1 1% 5%	4 1% 18%	3 1% 15%	2 1% 8%	2 1% 8%	3 3% 12%	3 2% 12%	- - -	- - -	- - -	11 1% 52%	7 1% 33%	2 2% 11% o	- - -	1 1% 3%	- - -
005	73 3%	13 4% 16%	8 5% 11%	11 2% 15%	17 5% 24%	9 3% 12%	7 4% 10%	2 2% 2%	3 2% 5%	1 1% 1%	1 3% 1%	1 11% 2%	24 3% 32%	36 4% 49%	1 1% 1%	11 5% 16%	1 1% 2%	1 11% 2%
006	13 1%	2 1% 14%	1 1% 10%	5 1% 36%	1 1% 9%	- - -	1 1% 11%	1 1% 9%	- - -	1 2% 11% e	- - -	- - -	3 1% 25%	8 1% 59%	- - -	2 1% 16%	- - -	- - -
007	38 2%	5 1% 13%	3 2% 8%	13 3% 35%	6 2% 15%	5 2% 12%	2 1% 5%	- - -	4 3% 10%	1 1% 2%	- - -	- - -	15 2% 39%	12 1% 32%	- - -	7 3% 19%	4 4% 10%	- - -
008	42 2%	12 3% 28%	1 1% 3%	6 1% 14%	6 2% 14%	6 2% 11%	4 2% 7%	2 2% 5%	3 2% 5%	2 3% 5%	- - -	- - -	15 2% 34%	13 1% 31%	7 7% 16% imp	8 3% 18%	- - -	- - -
009	15 1%	2 1% 15%	1 1% 3%	3 1% 23%	3 1% 20%	1 1% 10%	1 1% 9%	- - -	3 2% 19%	- - -	- - -	- - -	5 1% 32%	6 1% 39%	1 1% 8%	3 1% 21%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

		HOUSEHOLD INCOME											FINANCIAL STRESS					
Total		< £15,000	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 - £149,999	£150,000 +	No classification	Very low	Low	Medium	High	Very high	No classification
(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
010	227	42	18	47	34	41	12	6	15	8	4	1	70	96	9	30	20	1
	10%	11%	11%	11%	9%	14%	6%	6%	10%	13%	19%	11%	9%	10%	9%	12%	20%	11%
		18%	8%	21%	15%	18%	5%	3%	6%	4%	2%	1%	31%	43%	4%	13%	9%lmm	1%
011	12	2	-	2	2	3	-	-	-	1	-	-	3	4	-	-	5	-
	1%	1%	-	*	1%	1%	-	1%	-	2%	-	-	*	*	-	-	5%	-
		21%	-	13%	19%	28%	-	6%	-	13%	-	-	22%	39%	-	-	39%lmo	-
012	61	8	2	17	13	3	4	3	5	4	1	-	16	32	6	3	3	-
	3%	2%	1%	4%	4%	1%	2%	3%	4%	7%	6%	-	2%	3%	6%	1%	3%	-
		14%	3%	27%	22%	6%	6%	4%	9%	7%be	2%	-	27%	53%	10%lo	5%	6%	-
013	3	-	-	1	1	-	-	-	-	1	-	-	1	2	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	-	20%	52%	-	-	-	-	28%	-	-	20%	80%	-	-	-	-
014	15	1	1	4	3	2	4	1	-	-	-	-	6	7	1	1	-	-
	1%	*	*	1%	1%	1%	2%	1%	-	-	-	-	1%	1%	1%	*	-	-
		10%	4%	24%	21%	11%	25%	6%	-	-	-	-	39%	47%	9%	5%	-	-
015	253	39	15	51	42	41	20	16	17	4	4	3	79	107	15	38	11	3
	12%	11%	9%	11%	12%	14%	11%	16%	12%	6%	20%	28%	11%	11%	15%	15%	11%	28%
		15%	6%	20%	17%	16%	8%	6%	7%	1%	2%	1%	31%	42%	6%	15%	4%	1%
016	5	-	-	1	-	1	1	-	1	-	1	-	-	5	-	-	-	-
	*	-	-	*	-	*	1%	-	1%	-	3%	-	-	1%	-	-	-	-
		-	-	25%	-	13%	26%	-	26%	-	11%	-	-	100%	-	-	-	-
017	12	3	1	2	2	3	1	-	-	1	-	-	4	3	3	2	-	-
	1%	1%	*	*	1%	1%	*	-	-	1%	-	-	1%	*	3%	1%	-	-
		28%	5%	17%	16%	22%	7%	-	-	5%	-	-	34%	22%	25%lm	20%	-	-
018	23	3	1	4	6	1	3	2	2	-	-	-	6	11	4	2	-	-
	1%	1%	1%	1%	2%	*	1%	2%	2%	-	-	-	1%	1%	4%	1%	-	-
		15%	5%	16%	25%	4%	13%	10%	11%	-	-	-	28%	46%	16%lm	10%	-	-
019	2	-	-	1	-	-	-	-	-	-	-	-	2	-	-	*	-	-
	*	-	*	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
		21%	22%	57%	-	-	-	-	-	-	-	-	79%	-	-	21%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
020	315	47	21	84	45	44	26	10	22	7	6	2	119	133	14	35	12	2	
	15%	13%	13%	19%	13%	15%	13%	10%	15%	11%	31%	14%	16%	14%	15%	14%	12%	14%	
		15%	7%	27%adj	14%	14%	8%	3%	7%	2%	2%	1%	38%	42%	5%	11%	4%	1%	
021	5	1	1	-	1	1	-	-	-	1	-	-	2	4	-	-	-	-	
	*	*	1%	-	*	*	-	-	-	1%	-	-	*	*	-	-	-	-	
		23%	25%	-	15%	26%	-	-	-	12%	-	-	34%	66%	-	-	-	-	
022	14	2	1	-	5	5	2	-	-	-	-	-	4	10	-	-	-	-	
	1%	1%	1%	-	1%	2%	1%	-	-	-	-	-	1%	1%	-	-	-	-	
		14%	7%	-	33%cd	34%cd	12%	-	-	-	-	-	29%	71%	-	-	-	-	
023	9	2	-	1	1	2	-	-	1	2	-	-	5	4	-	-	-	-	
	*	*	-	*	*	1%	-	-	1%	3%	-	-	1%	*	-	-	-	-	
		19%	-	14%	16%	19%	-	-	13%	19%cd	-	-	52%	48%	-	-	-	-	
024	4	1	-	1	-	1	-	-	-	-	-	-	1	2	-	-	-	-	
	*	-	-	-	-	*	-	-	-	-	-	-	*	*	-	-	-	-	
		38%	-	29%	-	33%	-	-	-	-	-	-	38%	62%	-	-	-	-	
025	187	37	8	25	22	27	35	14	12	5	-	1	48	104	7	22	5	1	
	9%	10%	5%	6%	6%	9%	18%abode	14%	8%	9%	-	13%	6%	11%	7%	9%	5%	13%	
		20%cd	4%	13%	12%	14%	h	8%bcd	6%	3%	-	1%	26%	55%cd	4%	12%	3%	1%	
026	5	-	2	2	1	1	-	-	-	-	-	-	2	2	-	-	1	-	
	*	-	1%	*	*	*	-	-	-	-	-	-	*	*	-	-	-	-	
		-	32%	29%	13%	26%	-	-	-	-	-	-	42%	32%	-	-	26%lm	-	
027	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	
028	2	2	-	1	-	-	-	-	-	-	-	-	1	1	-	1	-	-	
	*	*	-	*	-	-	-	-	-	-	-	-	*	*	-	*	-	-	
		69%	-	31%	-	-	-	-	-	-	-	-	41%	31%	-	28%	-	-	
029	3	1	-	1	-	-	-	-	-	-	-	1	2	-	-	-	-	1	
	*	-	-	-	-	-	-	-	-	-	-	11%	*	-	-	-	-	11%	
		28%	-	-	29%	-	-	-	-	-	-	44%	56%	-	-	-	-	44%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Weighted Base	199	33	10	45	35	27	21	12	8	5	2	-	82	76	7	28	6	-
	9%	9%	6%	10%	10%	9%	11%	11%	6%	9%	12%	-	11%	8%	7%	11%	6%	-
030		17%	5%	22%	17%	14%	11%	6%	4%	3%	1%	-	41%	38%	3%	14%	3%	-
	2	-	-	*	1	-	-	-	-	-	-	-	*	1	-	-	1	-
031	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	-	14%	86%	-	-	-	-	-	-	-	14%	41%	-	-	45%	-
033	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	3%	-	-	-	-	-	-	-
034		-	-	-	-	-	-	-	-	-	100%	-	-	100%	-	-	-	-
	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
035	*	-	1%	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
036	50	15	1	7	4	9	4	3	4	3	1	-	14	25	2	6	3	-
	2%	4%	1%	1%	1%	3%	2%	3%	3%	4%	4%	-	2%	3%	2%	2%	3%	-
037		30%cd	3%	13%	8%	18%	7%	6%	7%	5%	2%	-	27%	51%	4%	12%	5%	-
	2	-	1	-	-	-	1	-	-	-	-	-	*	1	1	-	-	-
038	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	43%	-	-	-	57%	-	-	-	-	-	15%	42%	43%	-	-	-
039	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
040	5	1	-	2	1	-	-	-	1	-	-	-	1	3	-	1	-	-
	*	-	-	*	-	-	-	-	1%	-	-	-	*	*	-	-	-	-
041		19%	-	36%	16%	-	-	-	29%	-	-	-	21%	63%	-	16%	-	-
	67	9	6	13	13	6	6	4	3	7	-	-	25	28	3	5	6	-
042	3%	2%	3%	3%	4%	2%	3%	4%	2%	12%	-	-	3%	3%	3%	2%	6%	-
		13%	8%	19%	19%	10%	9%	6%	4%	11%abcde	-	-	38%	42%	5%	8%	8%	-
043	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
045	12	1	2	1	3	2	-	2	-	-	-	-	3	3	-	3	2	-
	1%	*	1%	*	1%	1%	-	2%	-	-	-	-	*	*	-	1%	2%	-
		10%	18%	6%	27%	18%	-	-	21%ac	-	-	-	-	27%	26%	-	30%	17%um
049	3	-	-	-	3	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-
050	51	8	6	11	10	5	2	1	7	1	-	-	20	22	-	7	2	-
	2%	2%	4%	3%	3%	2%	1%	1%	5%	2%	-	-	3%	2%	-	3%	2%	-
		15%	11%	22%	20%	10%	4%	2%	14%	2%	-	-	40%	43%	-	14%	4%	-
055	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%um
060	15	3	2	3	3	2	-	3	-	-	-	-	4	5	1	3	2	-
	1%	1%	1%	1%	1%	1%	-	3%	-	-	-	-	+	1%	1%	1%	2%	-
		18%	10%	19%	18%	15%	-	-	20%l	-	-	-	-	25%	35%	7%	23%	10%
065	1	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	*	*	-	-	-	-	-	-	-	-	+	-	-	-	-	-
		-	-	37%	63%	-	-	-	-	-	-	-	-	100%	-	-	-	-
070	2	*	-	*	1	-	1	-	-	-	-	-	+	2	-	-	-	-
	*	+	-	+	+	-	+	-	-	-	-	-	+	+	-	-	-	-
		-	14%	-	10%	50%	-	26%	-	-	-	-	-	24%	76%	-	-	-
075	3	-	1	-	-	2	-	-	-	-	-	-	3	-	-	-	-	-
	*	-	1%	-	-	1%	-	-	-	-	-	-	+	-	-	-	-	-
		-	-	35%	-	-	65%	-	-	-	-	-	-	100%	-	-	-	-
080	7	-	-	-	4	1	-	-	1	-	-	-	3	4	-	-	-	-
	*	-	-	-	1%	+	-	-	1%	-	-	-	+	+	-	-	-	-
		-	-	-	-	63%ac	18%	-	-	20%	-	-	-	39%	61%	-	-	-
090	3	-	-	1	-	-	-	-	2	-	-	-	-	2	-	1	-	-
	*	-	-	-	-	-	-	-	2%	-	-	-	-	+	-	+	-	-
		-	-	-	27%	-	-	-	-	73%ade	-	-	-	-	73%	-	27%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
095	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
099	2	-	2	1	-	-	-	-	-	-	-	-	2	1	-	-	-	-
*	*	-	1%	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	72%	28%	-	-	-	-	-	-	-	-	72%	28%	-	-	-	-
100	4	1	1	1	-	-	-	-	-	1	-	-	3	-	-	1	-	-
*	*	-	1%	-	-	-	-	-	-	2%	-	-	*	-	-	-	-	-
		27%	25%	16%	-	-	-	-	-	31%acde	-	-	73%	-	-	27%	-	-
111	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
140	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
150	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
159	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
206	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
222	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-
*	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	100%acd	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 £149,999 9 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
306	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
334	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-
450	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	100%lm	-	-	-
455	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
*	*	-	-	-	-	-	-	-	-	-	11%	-	-	-	-	-	-	11%
		-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	100%
505	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	..**
000	307	307	-	-
	14%	14%	-	-
		100% ^b	-	-
001	21	21	-	-
	1%	1%	-	-
		100%	-	-
002	10	10	-	-
	*	*	-	-
		100%	-	-
003	22	21	*	-
	1%	1%	1%	-
		98%	2%	-
004	21	21	-	-
	1%	1%	-	-
		100%	-	-
005	73	72	*	-
	3%	3%	2%	-
		99%	1%	-
006	13	13	-	-
	1%	1%	-	-
		100%	-	-
007	38	38	-	-
	2%	2%	-	-
		100%	-	-
008	42	42	1	-
	2%	2%	3%	-
		98%	2%	-
009	15	15	-	-
	1%	1%	-	-
		100%	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
010	227	226	1	-
	10%	11%	2%	-
		100% ^b	*	-
011	12	11	*	-
	1%	1%	2%	-
		96%	4%	-
012	61	61	-	-
	3%	3%	-	-
		100%	-	-
013	3	3	-	-
	*	*	-	-
		100%	-	-
014	15	15	-	-
	1%	1%	-	-
		100%	-	-
015	253	250	3	-
	12%	12%	11%	-
		99%	1%	-
016	5	5	1	-
	*	*	3%	-
		87%	13% ^a	-
017	12	12	-	-
	1%	1%	-	-
		100%	-	-
018	23	23	-	-
	1%	1%	-	-
		100%	-	-
019	2	2	*	-
	*	*	2%	-
		79%	21% ^a	-
020	315	307	8	-
	15%	14%	25%	-
		98%	2% ^a	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
021	5	5	-	-
	*	-	-	-
		100%	-	-
022	14	14	-	-
	1%	1%	-	-
		100%	-	-
023	9	9	-	-
	*	-	-	-
		100%	-	-
024	4	4	-	-
	*	-	1%	-
		94%	6%	-
025	187	185	3	-
	9%	9%	10%	-
		99%	1%	-
026	5	5	-	-
	*	-	-	-
		100%	-	-
027	1	-	1	-
	*	-	2%	-
		-	100%a	-
028	2	2	-	-
	*	-	-	-
		100%	-	-
029	3	3	-	-
	*	-	-	-
		100%	-	-
030	199	194	5	-
	9%	9%	18%	-
		98%	2%a	-
031	2	1	*	-
	*	-	1%	-
		86%	14%a	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
033	1	1	-	-
	*	*	-	-
		100%	-	-
034	1	1	-	-
	*	*	-	-
		100%	-	-
035	50	49	*	-
	2%	2%	2%	-
		99%	1%	-
036	2	2	-	-
	*	*	1%	-
		85%	15%a	-
037	*	*	-	-
	*	*	-	-
		100%	-	-
039	5	5	-	-
	*	*	-	-
		100%	-	-
040	67	65	1	-
	3%	3%	5%	-
		98%	2%	-
043	1	1	-	-
	*	*	-	-
		100%	-	-
045	12	12	-	-
	1%	1%	-	-
		100%	-	-
049	3	3	-	-
	*	*	-	-
		100%	-	-
050	51	50	1	-
	2%	2%	4%	-
		98%	2%	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
055	1	1	-	-
	*	*	-	-
		100%	-	-
060	15	15	-	-
	1%	1%	-	-
		100%	-	-
065	1	1	-	-
	*	*	-	-
		100%	-	-
070	2	2	-	-
	*	*	1%	-
		90%	10%	-
075	3	3	-	-
	*	*	-	-
		100%	-	-
080	7	7	-	-
	*	*	-	-
		100%	-	-
090	3	3	-	-
	*	*	-	-
		100%	-	-
095	1	1	-	-
	*	*	-	-
		100%	-	-
099	2	2	-	-
	*	*	-	-
		100%	-	-
100	4	4	-	-
	*	*	-	-
		100%	-	-
111	1	1	-	-
	*	*	-	-
		100%	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
120	1 *	1 *	-	-
		100%	-	-
140	1 *	1 *	-	-
		100%	-	-
150	1 *	1 *	-	-
		100%	-	-
159	1 *	1 *	-	-
		100%	-	-
206	1 *	1 *	-	-
		100%	-	-
222	1 *	1 *	-	-
		100%	-	-
306	1 *	1 *	-	-
		100%	-	-
334	1 *	1 *	-	-
		100%	-	-
450	1 *	1 *	-	-
		100%	-	-
455	1 *	1 *	-	-
		100%	-	-
505	1 *	1 *	-	-
		100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
000	354	169	185	45	41	41	31	62	50	84	86	134	134	140	214	56	166	132
	16%	16%	17%	15%	10%	12%	9%	18%	22%	43%	12%	13%	32%	13%	20%	13%	15%	21%
001	57	26	31	11	3	7	17	9	4	6	14	33	10	28	29	10	29	18
	3%	2%	3%	3%	1%	2%	5%	3%	2%	3%	2%	3%	2%	3%	3%	2%	3%	3%
002	41	22	20	8	10	5	3	6	4	6	18	14	9	24	17	12	17	12
	2%	2%	2%	3%	3%	1%	1%	2%	2%	3%	3%	1%	2%	2%	2%	3%	2%	2%
003	43	24	18	4	6	4	10	9	7	3	10	22	10	20	23	10	21	11
	2%	2%	2%	1%	2%	1%	3%	3%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%
004	20	9	11	5	2	2	3	2	1	5	8	6	6	11	9	6	10	4
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
005	334	173	161	38	70	52	61	59	32	23	107	171	55	176	158	65	177	91
	15%	16%	14%	12%	17%	15%	18%	17%	14%	12%	15%	17%	13%	16%	15%	15%	16%	14%
006	22	13	9	3	4	4	5	1	2	2	7	11	4	14	8	1	16	6
	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
007	56	32	24	11	6	9	9	11	6	5	16	29	11	26	30	7	39	10
	3%	3%	2%	4%	1%	3%	3%	3%	2%	3%	2%	3%	3%	2%	3%	2%	4%	2%
008	48	30	19	5	14	6	8	7	6	2	19	21	8	28	21	11	24	13
	2%	3%	2%	2%	4%	2%	2%	2%	3%	1%	3%	2%	2%	3%	2%	3%	2%	2%
009	12	5	7	1	2	2	2	4	1	-	3	8	1	5	7	3	7	2
	1%	*	1%	*	1%	1%	1%	1%	1%	-	*	1%	*	*	1%	1%	1%	*
		39%	61%	5%	21%	15%	18%	31%	10%	-	25%	65%	10%	45%	55%	22%	59%	20%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
010	504	240	264	59	104	97	89	75	48	32	164	261	80	263	242	112	255	138
	23%	23%	24%	20%	26%	28%	26%	24%	22%	16%	23%	25%	19%	24%	22%	26%	23%	22%
011	14	4	10	12	21%	19% ^d	18%	15	10	6	32%	52% ^m	16%	52%	48%	22%	51%	27%
	1%	1%	1%	1%	1%	1%	-	1	1	1	5	6	2	8	6	4	7	3
012	38	17	21	6	5	4	7	5	7	4	11	15	12	13	24	6	15	17
	2%	2%	2%	2%	1%	1%	2%	1	3%	2%	2%	1%	12	1%	2%	1%	1%	3%
013	8	4	4	-	1	3	1	-	1	2	1	4	2	4	3	2	3	2
	*	*	*	-	*	1%	*	-	*	*	*	*	1%	*	*	1%	*	*
014	4	1	3	1	1	-	1	-	-	-	3	1	-	3	1	-	3	1
	*	*	*	23%	77%	37%	40%	-	23%	-	77%	23%	-	77%	23%	-	77%	23%
015	205	91	115	34	41	42	32	32	16	8	75	106	25	108	97	35	102	68
	9%	9%	10%	11%	10%	12%	9%	9%	7%	4%	11%	10%	6%	10%	9%	8%	9%	11%
016	8	4	4	1	1	2	-	-	3	1	3	2	3	4	4	3	3	1
	*	*	*	*	*	1%	-	-	1%	*	*	*	1%	*	*	1%	*	*
017	5	1	3	-	-	-	3	2	*	-	-	4	*	2	3	2	2	1
	*	*	*	-	-	-	1%	*	*	-	-	*	*	*	*	*	*	*
018	6	-	6	-	-	-	3	2	1	1	-	5	1	2	4	1	3	2
	*	-	1%	-	-	-	1%	1%	*	*	-	*	*	*	*	*	*	*
019	-	-	100% ^b	-	-	-	45%	31%	12%	12%	-	76%	24%	30%	70%	18%	54%	28%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
020	187	77	110	33	38	34	31	26	18	7	71	92	25	111	76	42	101	44
	9%	7%	10%	11%	9%	10%	9%	8%	8%	4%	10%	9%	6%	10%	7%	10%	9%	7%
		jm 41%	59%	17%	20%	18%	17%	14%	9%	4%	38% ^{lm}	49% ^{lm}	13%	60% ^o	40%	23%	54%	23%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
021	1	*	1	-	-	-	-	-	*	1	-	-	1	-	1	-	*	1
	*	*	*	-	-	-	-	-	*	1%	-	-	*	-	*	-	*	*
		17%	83%						17%	83%a			100%	-	100%		17%	83%
022	6	2	5	-	1	2	-	2	2	-	1	4	2	3	4	2	3	2
	*	*	*	-	*	*	-	1%	1%	-	*	*	*	*	*	*	*	*
		27%	73%		16%	27%	-	33%	24%	-	16%	60%	24%	41%	59%	27%	49%	24%
023	5	5	-	3	-	1	-	1	-	-	3	3	-	3	2	1	3	1
	*	*	-	1%	-	*	-	*	-	-	*	*	-	*	*	*	*	*
		100% ^c	-	50%	-	22%	-	28%	-	-	50%	50%	-	56%	44%	28%	50%	22%
024	3	3	-	1	-	1	-	-	-	-	1	1	-	3	-	1	1	-
	*	*	-	*	-	*	-	-	-	-	*	*	-	*	-	*	*	-
		100%	-	54%	-	46%	-	-	-	-	54%	46%	-	100%	-	54%	46%	-
025	44	25	19	10	10	5	9	5	4	1	20	19	5	21	23	8	27	9
	2%	2%	2%	3%	2%	1%	3%	1%	2%	1%	3%	2%	1%	2%	2%	2%	2%	1%
		56%	44%	23% ^j	22%	12%	20%	11%	9%	3%	45%	43%	12%	48%	52%	17%	62%	21%
026	2	1	*	-	*	-	-	1	-	1	*	1	1	-	2	-	-	2
	*	*	*	-	*	-	-	*	-	*	*	*	*	-	*	-	*	*
		83%	17%	-	17%	-	-	47%	-	36%	17%	47%	36%	-	100%	-	-	100%
029	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-	-
	*	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-	-
030	68	37	30	12	18	11	12	9	5	1	30	32	6	27	41	15	33	20
	3%	4%	3%	4%	4%	3%	3%	3%	2%	1%	4%	3%	1%	2%	4%	3%	3%	3%
		55% ^{j,m}	45%	18% ^j	27% ^j	17% ^j	17% ^j	13%	7%	2%	45% ^m	47% ^m	9%	40%	60%	22%	49%	30%
033	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-	*	*
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
034	2	-	2	-	1	-	-	1	-	-	1	1	-	-	2	-	-	2
	*	-	*	-	*	-	-	*	-	-	*	*	-	-	*	-	*	*
		-	100%	-	44%	-	-	56%	-	-	44%	56%	-	-	100%	-	-	100%
035	11	3	8	-	6	1	2	1	1	1	6	4	1	7	4	3	6	2
	1%	*	1%	-	1%	*	1%	*	*	*	1%	*	*	1%	*	1%	1%	*
		26%	74%	-	49%	9%	21%	8%	8%	4%	49%	38%	13%	63%	37%	23%	57%	20%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
036	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
040	16	11	4	5	8	-	-	1	2	-	12	1	2	8	8	1	12	3
	1%	1%	*	2%	2%	-	-	*	1%	-	2%	*	*	1%	1%	*	1%	*
		71%	29%	29% ^{a/g}	49% ^{a/g}	-	-	9%	13%	-	78% ^{a/l}	9%	13%	49%	51%	9%	75%	16%
041	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	*
		-	100%	100%	-	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
045	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
050	9	4	4	-	1	2	1	3	1	*	1	6	2	2	6	-	4	4
	*	*	*	-	*	1%	*	1%	1%	*	*	1%	*	*	1%	-	*	1%
		51%	49%	-	14%	21%	9%	36%	17%	2%	14%	67%	20%	25%	75%	-	48%	52%
055	3	1	2	1	-	-	-	1	1	-	1	1	1	1	2	-	1	2
	*	*	*	-	-	-	-	*	*	-	*	*	*	*	*	-	*	*
		31%	69%	35%	-	-	-	31%	34%	-	35%	31%	34%	34%	66%	-	34%	66%
056	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	100%	-	-
060	4	3	1	2	2	-	-	-	1	-	4	-	1	1	4	-	2	2
	*	*	*	1%	*	-	-	-	*	-	1%	-	*	*	*	-	*	*
		78%	22%	48%	39%	-	-	-	13%	-	87% ^{d/l}	-	13%	13%	87%	-	40%	60%
061	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	-	*	-	-	-	-	*	-	-	-	*	-	*	-	*	-	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
080	5	2	3	-	3	-	2	-	1	-	3	2	1	3	2	-	4	1
	*	*	*	-	1%	-	-	-	*	-	*	*	*	*	*	-	*	*
		37%	63%	-	54%	-	34%	-	12%	-	54%	34%	12%	54%	46%	-	88%	12%
085	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
099	2	2	-	-	-	-	-	-	2	1	-	-	2	-	2	-	1	1
	*	*	-	-	-	-	-	-	1%	*	-	-	1%	-	*	-	*	*
		100%	-	-	-	-	-	-	72%a	28%	-	-	100%akl	-	100%	-	44%	56%
100	2	2	-	-	-	-	-	1	1	-	-	1	1	2	-	1	1	-
	*	*	-	-	-	-	-	*	*	-	-	*	*	*	-	*	*	-
		100%	-	-	-	-	-	73%	27%	-	-	73%	27%	100%	-	73%	27%	-
111	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
	*	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	*	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
120	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-
123	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
204	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	*	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
234	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	*	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
245	1	-	1	1	-	-	-	-	-	-	1	-	-	1	-	-	1	-
	*	-	*	*	-	-	-	-	-	-	*	-	-	*	-	-	*	-
		-	100%	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
344	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
000	354	281	47	25	1	5	34	12	14	28	43	57	54	33	25	47	1
	16%	15%	26%	23%	2%	6%	15%	7%	9%	16%	18%	22%	17%	18%	23%	26%	2%
	q	efhi 79%e	13%abe	7%e	*	2%	10%fhq	3%	4%	8%fhq	12%fhi	16%afh	15%fhq	9%fhq	7%fhq	13%afghij	*
001	57	55	1	-	*	3	9	3	5	5	2	10	10	8	-	1	*
	3%	3%	1%	-	1%	4%	4%	2%	4%	3%	1%	4%	3%	4%	-	1%	1%
		97%	2%	-	1%	6%	16%k	6%	10%	9%	3%	17%k	17%	14%kop	-	2%	1%
002	41	36	5	-	*	4	8	1	2	1	1	5	10	4	-	5	*
	2%	2%	3%	-	1%	5%	3%	1%	1%	1%	*	2%	3%	2%	-	3%	1%
		87%	12%	-	1%	11%hjk	18%k	2%	4%	3%	2%	13%	24%k	9%	-	12%k	1%
003	43	37	5	-	-	2	7	5	1	4	3	2	9	4	-	5	-
	2%	2%	3%	-	-	2%	3%	3%	1%	2%	1%	1%	3%	2%	-	3%	-
		87%	13%	-	-	4%	17%	12%	2%	10%	7%	5%	21%	10%	-	13%	-
004	20	15	3	2	-	1	1	2	-	1	-	-	7	3	2	3	-
	1%	1%	1%	2%	-	2%	*	1%	-	*	-	-	2%	2%	2%	1%	-
		76%	13%	12%	-	7%	3%	10%	-	4%	-	-	35%kl	16%	12%kl	13%	-
005	334	290	29	9	6	10	34	33	22	21	39	32	74	24	9	29	6
	15%	16%	16%	8%	13%	11%	15%	19%	7%	12%	17%	12%	23%	13%	8%	16%	13%
		87%cd	9%	3%	2%	3%	10%	10%o	7%	6%	12%o	10%	22%afgi	7%	3%	9%	2%
006	22	17	3	2	-	1	2	-	1	2	1	1	9	1	2	3	-
	1%	1%	2%	1%	-	1%	1%	-	1%	1%	*	*	3%	*	1%	2%	-
		78%	15%	7%	-	4%	9%	-	4%	7%	5%	6%	40%ah	4%	7%	15%	-
007	56	46	9	1	1	1	10	1	5	3	2	5	9	10	1	9	1
	3%	3%	5%	1%	2%	2%	4%	1%	3%	2%	1%	2%	3%	5%	1%	5%	2%
		81%	15%	2%	1%	3%	18%hik	2%	9%	5%	3%	8%	16%	17%ahk	2%	15%hk	1%
008	48	45	1	2	1	1	3	5	2	6	10	5	5	7	2	1	1
	2%	2%	*	2%	1%	1%	2%	3%	1%	3%	4%	2%	2%	4%	2%	*	1%
		93%	1%	4%	1%	2%	7%	11%	5%	13%p	21%p	8%	10%	15%p	4%	1%	1%

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	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
009	12	10	1	-	1	-	1	2	1	1	1	-	3	-	-	1	1
	1%	1%	*	-	2%	-	1%	1%	1%	1%	1%	-	1%	-	-	*	2%
		87%	7%	-	6%	-	11%	19%	9%	12%	12%	-	24%	-	-	7%	6%ln
010	504	427	39	22	16	23	60	41	49	51	46	52	67	38	22	39	16
	23%	23%	21%	20%	32%	25%	27%	24%	32%	29%	20%	20%	21%	21%	20%	21%	32%
		85%	8%	4%	3%abc	4%	12%	8%	10%aklmn	10%	9%	10%	13%	8%	4%	8%	3%aklmnp
011	14	8	2	3	*	-	-	-	-	1	1	1	5	1	3	2	*
	1%	*	1%	3%	1%	-	-	-	-	1%	*	*	2%	1%	3%	1%	1%
		62%	16%	20%ab	2%	-	-	-	-	7%	5%	6%	36%	7%	20%ag	16%	2%
012	38	31	3	1	3	3	2	1	4	4	3	8	5	1	1	3	3
	2%	2%	2%	1%	6%	3%	1%	1%	2%	2%	1%	3%	2%	*	1%	2%	6%
		82%	7%	4%	7%abc	7%	4%	3%	10%	11%	9%	22%	13%	2%	4%	7%	7%aghlmp
013	8	7	1	-	-	-	1	-	2	-	-	1	2	1	-	1	-
	*	*	*	-	-	-	*	-	1%	-	-	1%	1%	1%	-	8%	-
		92%	8%	-	-	-	7%	-	21%	-	-	18%	31%	16%	-	-	-
014	4	1	2	-	-	-	-	-	1	-	-	-	-	-	-	2	-
	*	*	1%	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-
		40%	60%ab	-	-	-	-	-	40%	-	-	-	-	-	-	60%a	-
015	205	169	14	11	11	13	23	17	14	27	17	22	20	17	11	14	11
	9%	9%	8%	10%	22%	14%	10%	10%	9%	15%	7%	8%	6%	9%	10%	8%	22%
		82%	7%	5%	5%abcd	6%lm	11%	8%	7%	13%aklmnp	8%	11%	10%	8%	5%	7%	5%aghlmpnop
016	8	7	1	-	-	1	1	1	3	-	-	2	-	-	-	1	-
	*	*	1%	-	-	1%	*	*	2%	-	-	1%	-	-	-	1%	-
		82%	18%	-	-	14%	8%	8%	33%am	-	-	19%	-	-	-	18%	-
017	5	3	-	2	-	-	-	2	-	*	-	-	-	1	2	-	-
	*	*	-	2%	-	-	-	1%	-	-	-	-	-	*	2%	-	-
		62%	-	38%ab	-	-	-	35%	-	10%	-	-	-	17%	38%am	-	-
018	6	2	1	3	-	1	1	-	-	1	-	-	-	-	3	1	-
	*	*	*	3%	-	1%	*	-	-	*	-	-	-	-	3%	*	-
		41%	12%	48%ab	-	12%	15%	-	-	13%	-	-	-	-	48%ahklm	12%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
019	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
020	187	166	8	8	5	14	13	25	18	7	34	20	18	18	8	8	5
	9%	9%	5%	7%	10%	16%	6%	14%	12%	4%	15%	7%	6%	10%	7%	5%	10%
		/ 89%	4%	4%	3%	8%agj	7%	13%aglm	10%jmp	3%	18%agj	10%	10%	9%	4%	4%	3%
						mp		p			lmp						
021	1	1	-	-	*	-	-	-	-	-	-	1	-	-	-	-	*
	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	*
		83%	-	-	17%	-	-	-	-	-	-	83%	-	-	-	-	17%
022	6	4	1	1	-	-	1	1	1	-	2	-	-	-	1	1	-
	*	*	1%	1%	-	-	*	1%	1%	-	1%	-	-	-	1%	1%	-
		70%	16%	14%	-	-	10%	19%	14%	-	27%	-	-	-	14%	16%	-
023	5	5	-	-	-	-	1	1	1	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	1%	1%	1%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	22%	28%	28%	-	-	22%	-	-	-	-	-
024	3	3	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	54%	-	-	-	-	46%	-	-	-	-	-
025	44	34	3	6	1	3	2	-	2	5	7	11	3	2	6	3	1
	2%	2%	2%	5%	3%	4%	1%	-	1%	3%	3%	4%	1%	1%	5%	2%	3%
		77%	7%	13%ab	3%	8%hm	4%	-	4%	10%h	16%h	25%aghm	6%	5%	13%aghm	7%	3%h
026	2	1	1	-	*	-	-	-	-	-	-	1	-	-	-	1	*
	*	-	*	-	1%	-	-	-	-	-	-	*	-	-	-	*	1%
		36%	47%	-	17%b	-	-	-	-	-	-	36%	-	-	-	47%	17%
029	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-
030	68	56	2	9	1	2	6	9	4	3	9	12	8	3	9	2	1
	3%	3%	1%	8%	2%	2%	3%	5%	3%	2%	4%	4%	2%	2%	8%	1%	2%
		83%	3%	13%abc	1%	2%	9%	13%p	6%	5%	14%	17%	11%	5%	13%agjimp	3%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
033	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
034	2	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
*	*	100%	-	-	-	-	56%	44%	-	-	-	-	-	-	-	-	-
035	11	11	-	-	1	-	2	1	1	-	2	2	1	1	-	-	1
1%	1%	1%	-	-	1%	-	1%	1%	1%	-	1%	1%	*	1%	-	-	1%
	94%	94%	-	-	6% ^c	-	18%	8%	10%	-	17%	19%	11%	12%	-	-	6% ^{jp}
036	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
	-	-	-	100% ^{ab}	-	-	-	-	-	-	-	-	-	-	100% ^a	-	-
040	16	14	1	1	-	-	2	1	*	1	4	3	-	2	1	1	-
1%	1%	1%	1%	*	-	-	1%	1%	*	1%	2%	1%	-	1%	*	1%	-
	90%	90%	6%	3%	-	-	11%	8%	3%	9%	28% ^m	16%	-	15%	3%	6%	-
041	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
*	*	100%	-	-	-	-	-	-	-	-	-	-	-	100% ^a	-	-	-
045	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
050	9	7	-	1	*	1	-	2	1	-	-	2	-	1	1	-	*
*	*	85%	-	1%	1%	1%	-	1%	1%	-	-	1%	-	*	1%	-	1%
	-	85%	-	9%	6%	8%	-	28%	17%	-	-	23%	-	8%	9%	-	6% ^{gkm}
055	3	3	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-
*	*	100%	-	-	-	-	-	1%	-	*	-	-	*	-	-	-	-
	-	100%	-	-	-	-	-	35%	-	34%	-	-	31%	-	-	-	-
056	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
060	4	4	-	-	-	1	-	2	-	-	2	-	-	-	-	-	-
*	*	100%	-	-	-	1%	-	1%	-	-	1%	-	-	-	-	-	-
	-	100%	-	-	-	22%	-	40%	-	-	39%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
061	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
080	5	5	-	-	-	-	-	-	-	2	1	1	1	-	-	-	-
*	*	*	-	-	-	-	-	-	-	1%	1%	*	*	-	-	-	-
		100%	-	-	-	-	-	-	-	34%	28%	12%	25%	-	-	-	-
085	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
100	2	2	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	*	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	27%	-	-	73%a	-	-	-	-	-	-	-
111	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
123	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
204	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
234	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
245	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?
Base: All Adults 16+ in the UK

		COUNTRY				GOVERNMENT REGIONS											
Total (a)		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
344	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
000	354	301	53	91	248	47	80	57	70	84	32	15	42	107	156
	16%	16%	20%	23%	15%	14%	10%	14%	9%	9%	15%	12%	22%	9%	11%
	no	9%	15%	26%	70%	13%	23%	16%	20%	24%	9%	4%	12%	30%	44%
001	57	45	9	13	38	12	16	15	13	22	2	2	6	23	29
	3%	2%	3%	3%	2%	4%	2%	4%	2%	2%	1%	2%	3%	2%	2%
		80%	16%	24%	67%	21%	29%	26%	24%	38%	3%	4%	11%	41%	51%
002	41	36	5	11	26	6	12	6	12	20	1	1	4	21	25
	2%	2%	2%	3%	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%	2%
		87%	13%	27%	62%	14%	29%	14%	29%	48%	3%	3%	11%	51%	61%
003	43	36	6	8	31	6	19	10	15	23	3	4	4	24	30
	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	3%	2%	2%	2%
		85%	15%	20%	74%	15%	45%	24%	35%	53%	8%	9%	10%	56%	70%
004	20	19	1	4	14	2	5	3	4	6	1	1	-	7	8
	1%	1%	-	1%	1%	1%	1%	1%	1%	6	1%	1%	-	1%	1%
		94%	6%	20%	70%	12%	24%	16%	20%	30%	6%	3%	-	36%	39%
005	334	285	44	55	266	46	142	54	133	166	32	26	42	187	234
	15%	15%	16%	14%	16%	14%	17%	13%	18%	17%	15%	21%	17%	17%	17%
		85%	13%	16%	80%	14%	42%	16%	40%	50%	10%	8%	13%	56%	70%
006	22	19	3	3	17	4	7	5	6	12	2	3	1	13	15
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%
		86%	14%	15%	75%	16%	32%	21%	26%	52%	11%	12%	4%	57%	68%
007	56	49	7	8	48	6	24	8	23	31	2	-	-	32	32
	3%	3%	3%	2%	3%	2%	3%	2%	3%	3%	1%	-	-	3%	2%
		88%	12%	14%	85%	12%	43%	14%	41%	55%	3%	-	-	58%	58%
008	48	48	1	10	38	5	27	5	27	33	2	5	2	35	39
	2%	3%	-	3%	2%	2%	3%	1%	4%	3%	1%	4%	1%	3%	3%
		99%	1%	21%	79%	11%	56%	11%	56%	68%	5%	10%	3%	72%	80%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
009	12	11	1	4	8	2	6	2	6	8	3	4	3	11	11
	1%	1%	*	1%	*	1%	1%	1%	1%	71%	1%	3%	2%	1%	1%
		95%	5%	32%	68%	20%	20%	20%	52%	22%	32%	25%	25%	88%	93%
010	504	454	47	85	403	79	214	101	192	256	64	34	45	299	353
	23%	24%	18%	21%	24%	24%	26%	25%	26%	26%	30%	27%	23%	26%	26%
		90%	9%	17%	80%	16%	42%	20%	38%	51%	13%	7%	9%	59%	70%
011	14	14	-	3	11	1	8	3	6	9	2	-	2	10	11
	1%	1%	-	1%	1%	*	1%	1%	1%	1%	1%	-	1%	1%	1%
		100%	-	20%	80%	6%	60%	22%	44%	65%	14%	-	17%	71%	77%
012	38	29	8	8	28	8	10	11	7	5	6	1	4	11	16
	2%	2%	3%	2%	2%	2%	1%	3%	1%	1%	3%	1%	2%	1%	1%
		78%	20%	21%	74%	21%	25%	28%	18%	13%	16%	3%	8%	30%	42%
013	8	7	1	1	6	2	2	2	2	4	1	3	3	4	5
	*	*	*	*	*	*	*	*	*	*	1%	2%	1%	*	*
		87%	13%	8%	85%	21%	28%	21%	28%	49%	18%	34%	36%	49%	65%
014	4	4	-	1	3	1	1	1	1	1	-	-	1	1	2
	*	*	-	*	*	*	*	*	*	*	-	-	*	*	*
		100%	-	23%	77%	23%	40%	23%	40%	40%	-	-	23%	40%	63%
015	205	178	27	37	162	39	92	50	81	98	19	12	16	112	135
	9%	9%	10%	9%	10%	12%	11%	12%	11%	10%	9%	10%	8%	10%	10%
		86%	13%	18%	79%	19%	45%	25%	39%	48%	9%	6%	8%	55%	66%
016	8	8	-	2	4	2	1	2	1	3	1	1	1	3	4
	*	*	-	*	*	*	*	*	*	*	1%	*	*	*	*
		100%	-	24%	51%	25%	8%	25%	8%	41%	14%	7%	8%	41%	49%
017	5	5	-	1	3	1	2	1	2	2	1	-	-	3	3
	*	*	-	*	*	*	*	*	*	*	*	-	-	*	*
		100%	-	27%	73%	17%	49%	27%	38%	38%	17%	-	-	55%	55%
018	6	6	-	2	4	-	3	1	3	4	2	1	1	4	5
	*	*	-	*	*	-	*	*	*	*	1%	1%	*	*	*
		100%	-	27%	73%	-	57%	15%	42%	69%	30%	13%	15%	69%	82%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
019	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
020	187	163	24	27	154	23	78	28	73	98	12	7	13	108	124
	9%	9%	9%	7%	9%	7%	9%	7%	10%	10%	6%	6%	6%	10%	9%
		87%	13%	15%	82%	12%	42%	15%	39%	53%	7%	4%	7%	58%	66%
021	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-	*	-	*
		100%	-	17%	-	-	-	-	-	-	-	17%	17%	-	17%
022	6	6	-	1	6	1	3	1	3	5	2	-	-	6	6
	*	*	-	*	*	*	*	*	*	*	1%	-	-	1%	*
		100%	-	10%	90%	14%	46%	14%	46%	74%	28%	-	-	100%	100%
023	5	4	1	3	3	1	1	1	1	-	-	-	-	-	-
	*	*	*	1%	*	*	*	*	*	-	-	-	-	-	-
		78%	22%	50%	50%	22%	28%	22%	28%	-	-	-	-	-	-
024	3	1	1	-	3	-	1	-	1	1	1	-	-	3	3
	*	*	-	-	-	-	*	-	*	-	1%	-	-	*	*
		54%	46%	-	100%	-	54%	-	54%	54%	46%	-	-	100%	100%
025	44	37	7	2	40	7	17	8	16	21	4	3	1	25	27
	2%	2%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%
		d 85%	15%	5%	91%	15%	39%	16%	36%	48%	9%	6%	3%	56%	61%
026	2	2	-	-	1	-	1	1	-	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	*
		100%	-	-	36%	-	36%	36%	-	-	17%	-	-	17%	17%
029	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
030	68 3%	56 3% d	12 5% 18%	4 1% 6%	63 4% 93% d	10 3% 15%	25 3% 37%	13 3% 18%	23 3% 33%	32 3% 47%	12 6% 18% m	4 3% 6%	2 1% 3%	42 4% 62%	46 3% 68%
033	1 *	1 *	-	-	1 *	1 *	-	1 *	-	-	-	-	-	-	-
034	2 *	2 *	-	1 *	1 *	2 *	-	2 *	-	1 *	-	-	-	1 *	1 *
035	11 1%	9 1% 79%	2 1% 21%	1 1% 8%	10 1% 92%	- 1% 59%	7 1% 50%	1 1% 50%	6 1% 50%	7 1% 59%	1 1% 12%	-	-	8 1% 71%	8 1% 71%
036	1 *	1 *	-	1 *	-	1 *	-	1 *	-	-	-	-	1 *	-	1 *
040	16 1%	11 1% 68%	5 32% b	1 3%	15 1% 97%	6 2% 38%	9 1% 56%	6 2% 41%	8 1% 52%	10 1% 65%	-	-	1 1% 7%	10 1% 65%	11 1% 68%
041	1 *	1 *	-	-	1 *	1 *	-	1 *	-	1 *	-	-	-	1 *	1 *
045	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
050	9 *	9 *	-	5 1% ae	4 45%	2 18%	3 37%	3 1% 17%	1 17%	4 46%	1 17%	-	1 1%	4 46%	4 46%
055	3 *	3 *	-	-	3 *	1 *	-	1 *	-	2 *	-	-	-	2 *	2 *
		100%	-	-	100%	31%	-	31%	-	65%	-	-	-	65%	65%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
056	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	*	-	*	*	-	*	-	*	1%	-	-	*	*
		-	100%b	-	100%	100%	-	100%	-	100%	100%a	-	-	100%	100%
060	4	4	-	-	4	-	3	1	3	4	-	1	-	4	4
	*	*	-	-	*	-	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	-	78%	13%	65%	87%	-	13%	-	87%	100%
061	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%e	-	-	-	-	-	100%	-	-	-	100%	100%
080	5	4	1	3	2	-	4	-	4	4	1	-	-	4	4
	*	*	*	1%	*	-	1%	-	1%	*	1%	-	-	*	*
		88%	12%	59%e	41%	-	88%	-	88%	72%	25%	-	-	72%	72%
085	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
099	2	2	-	1	1	1	-	1	-	-	-	2	-	-	2
	*	*	-	-	*	-	-	*	-	-	-	1%	-	-	-
		100%	-	56%	44%	56%	-	56%	-	-	-	72%ajno	-	-	72%
100	2	2	-	-	2	1	1	1	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	27%	73%	27%	73%	73%	-	-	-	73%	73%
111	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
120	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	-	-	-	100%	-	100%

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
123	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	*	-	*	-	-	-	-	*	-	-	-	*	*
			100%b	-	100%	100%	-	100%	-	100%	100%a	-	-	100%	100%
204	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
234	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
245	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
			100%b	-	-	-	-	-	-	-	-	-	-	-	-
344	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
000	354	61	39	93	92	33	120	234	10	121
	16%	11%	8%	10%	11%	8%	10%	24%	10%	10%
		bcdelfgj	11%	26%	26%	9%	34%	66%aefgij	3%	34%
001	57	11	8	15	9	11	20	36	1	20
	3%	2%	2%	2%	1%	3%	2%	4%	1%	2%
		e	19%	26%	16%	19%	36%	64%egj	2%	36%
002	41	9	14	22	13	11	23	18	-	23
	2%	2%	3%	2%	2%	3%	2%	2%	-	2%
		21%	34%	53%	31%	26%	57%	43%	-	57%
003	43	17	13	25	12	10	21	21	5	23
	2%	3%	3%	3%	1%	2%	2%	2%	5%	2%
		39%	31%	58%	27%	23%	50%	50%	12%eg	53%
004	20	2	3	5	4	4	8	12	1	8
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
		10%	15%	25%	21%	18%	39%	61%	3%	39%
005	334	92	91	161	132	85	208	126	19	211
	15%	16%	19%	18%	16%	20%	17%	13%	20%	17%
		28%	27%	48%	39%	25%ah	62%h	38%	6%	63%h
006	22	4	12	14	11	3	14	8	2	14
	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%
		19%	52%a	62%	49%	15%	63%	37%	9%	63%
007	56	15	13	23	22	14	34	22	3	36
	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%
		27%	23%	42%	39%	24%	60%	40%	5%	65%
008	48	14	13	24	26	11	34	14	3	34
	2%	2%	3%	3%	3%	3%	3%	1%	3%	3%
		28%	26%	51%	53%h	22%	71%h	29%	7%	71%h
009	12	1	3	3	8	3	11	1	1	11
	1%	*	1%	*	1%	1%	1%	*	1%	1%
		5%	26%	26%	64%h	27%	90%h	10%	5%	90%h

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
010	504	155	137	244	216	105	318	186	20	319
	23%	27%	28%	27%	27%	25%	27%	19%	21%	26%
		h	31%	27%	43%h	21%h	63%h	37%	4%	63%h
011	14	5	7	10	6	5	11	3	2	11
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
			47%	76%	41%	39%h	80%	20%	17%h	80%
012	38	4	4	8	12	5	18	20	2	18
	2%	1%	1%	1%	2%	1%	1%	2%	2%	2%
		10%	11%	21%	33%	14%	47%	53%	5%	49%
013	8	4	4	6	3	3	6	1	1	6
	*	1%	1%	1%	*	1%	1%	*	1%	1%
		49%	47%	77%	45%	39%	84%	16%	18%h	84%
014	4	-	1	1	1	-	1	2	1	2
	*	-	*	*	*	-	*	*	1%	*
		-	40%	40%	40%	-	40%	60%	23%	63%
015	205	52	91	101	80	44	123	82	5	123
	9%	9%	11%	10%	10%	10%	10%	9%	5%	10%
		28%	26%	45%	39%	21%	60%	40%	3%	60%
016	8	1	-	1	2	1	3	5	1	3
	*	*	-	*	*	*	*	*	1%	*
		8%	-	8%	26%	15%	41%	59%	7%	41%
017	5	*	2	2	3	-	3	2	2	3
	*	*	*	*	*	-	*	*	2%	*
		10%	38%	49%	65%	-	65%	35%	38%a ghj	65%
018	6	3	3	4	4	1	5	1	-	5
	*	*	1%	*	1%	*	*	*	-	*
		41%	57%	69%	70%	12%	82%	18%	-	82%
019	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
020	187	61	39	87	69	41	109	78	6	109
	9%	11%	8%	9%	9%	10%	9%	8%	6%	9%
	*	33%	21%	46%	37%	22%	58%	42%	3%	58%
021	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
022	6	-	1	1	3	2	4	2	-	4
	*	-	*	*	*	*	*	*	-	*
		-	14%	14%	44%	27%	70%	30%	-	70%
023	5	-	-	-	-	-	-	5	-	-
	*	-	-	-	-	-	-	1%	-	-
		-	-	-	-	-	-	100%g]	-	-
024	3	-	3	3	3	-	3	-	-	3
	*	-	1%	*	*	-	*	-	-	*
		-	100%	100%	100%	-	100%	-	-	100%
025	44	14	10	18	20	6	24	20	4	25
	2%	2%	2%	2%	2%	1%	2%	2%	4%	2%
		31%	22%	42%	45%	13%	55%	43%	10%	56%
026	2	1	-	1	-	-	-	2	-	-
	*	*	-	*	-	-	-	*	-	-
		36%	-	36%	-	-	-	100%	-	-
029	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
030	68	18	10	24	25	13	38	29	4	38
	3%	3%	2%	3%	3%	3%	3%	3%	5%	3%
		27%	15%	36%	37%	19%	57%	43%	6%	57%
033	1	-	1	1	-	-	-	1	-	-
	*	-	*	*	-	-	-	*	-	-
		-	100%	100%	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
034	2	-	-	-	-	-	-	2	-	-
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-
035	11	4	2	6	6	2	8	4	-	8
1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
		39%	16%	55%	51%	16%	67%	33%	-	67%
036	1	-	1	1	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	-	100%	100%	100%	-	100%	-	-	100%
040	16	3	2	5	9	2	10	5	2	10
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
		20%	13%	33%	54%	12%	67%	33%	12%	67%
041	1	-	-	-	-	1	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	100%	100%	-	-	100%
045	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
050	9	2	1	2	3	1	3	5	-	3
*	*	*	*	*	*	*	*	*	*	*
		18%	8%	18%	29%	11%	40%	60%	-	40%
055	3	2	-	2	1	-	1	2	1	2
*	*	*	-	*	*	-	*	*	1%	*
		65%	-	65%	34%	-	34%	66%	31%	65%
056	1	-	-	-	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	100%	-	-	100%
060	4	4	-	4	2	1	2	2	-	2
*	*	1%	*	*	*	*	*	*	-	*
		87%	-	87%	39%	13%	52%	48%	-	52%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
061	1	1	-	1	-	1	1	-	-	1
*	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
080	5	3	1	3	1	3	4	1	-	4
*	*	1%	*	*	*	1%	*	*	-	*
		59%	25%	59%	12%	59%	72%	28%	-	72%
085	1	1	-	1	1	-	1	-	-	1
*	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
099	2	-	-	-	1	-	1	1	-	1
*	*	-	-	-	*	-	*	*	-	*
		-	-	-	44%	-	44%	56%	-	44%
100	2	2	-	2	-	1	1	1	-	1
*	*	*	-	*	-	*	*	*	-	*
		100%	-	100%	-	73%	73%	27%	-	73%
111	1	1	-	1	1	-	1	-	-	1
*	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
120	1	1	-	1	-	-	-	1	-	-
*	*	*	-	*	-	-	-	-	-	-
		100%	-	100%	-	-	-	100%	-	-
123	1	-	-	-	1	-	1	-	-	1
*	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
204	1	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
234	1	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?
Base: All Adults 16+ in the UK

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
245	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
344	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
000	354	147	207	63	291	95	18	223	7	-	1
	16%	14%	19%	10%	19%	10%	9%	16%	19%	-	3%
		d/gj	42%	18%	82%ad	27%	5%	63%g	2%	-	*
001	57	19	37	12	44	15	7	31	2	-	-
	3%	2%	3%	2%	3%	2%	4%	2%	6%	-	-
		34%	66%b	22%	78%	26%	12%	55%	4%	-	-
002	41	20	21	13	28	18	4	27	1	-	-
	2%	2%	2%	2%	2%	2%	2%	2%	2%	-	-
		49%	51%	32%	68%	43%	10%	66%	2%	-	-
003	43	25	18	14	29	18	5	32	2	1	2
	2%	2%	2%	2%	2%	2%	3%	2%	5%	2%	7%
		59%	41%	32%	68%	42%	11%	74%	5%	2%	4%
004	20	8	12	3	17	6	3	7	-	-	-
	1%	1%	1%	*	1%	1%	1%	*	-	-	-
		40%	60%	14%	86%	30%	13%	35%	-	-	-
005	334	177	157	98	236	161	36	225	7	12	6
	15%	16%	15%	15%	15%	18%	19%	16%	19%	26%	27%
		53%	47%	29%	71%	48%	11%	67%	2%	4%	2%
006	22	14	8	8	15	9	1	15	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-
		63%	37%	34%	66%	42%	6%	68%	-	-	-
007	56	29	28	13	44	25	5	36	-	4	-
	3%	3%	3%	2%	3%	3%	2%	3%	-	9%	-
		51%	49%	22%	78%	45%	8%	64%	-	8%a	-
008	48	27	21	14	35	28	4	37	-	-	-
	2%	3%	2%	2%	2%	3%	2%	3%	-	-	-
		56%	44%	28%	72%	58%	8%	76%	-	-	-
009	12	8	4	6	6	6	3	8	3	-	-
	1%	1%	*	1%	*	1%	2%	1%	7%	-	-
		64%	36%	50%	50%	49%	26%	66%	23%ah	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
010	504	303	202	187	318	239	46	355	7	10	8
	23%	28%	19%	29%	21%	26%	24%	25%	17%	20%	35%
		c 60%ac	40%	37%ae	63%	47%	9%	70%	1%	2%	2%
011	14	12	2	6	8	10	1	11	-	1	-
	1%	1%	*	1%	1%	1%	1%	1%	-	2%	-
		87%ac	13%	43%	57%	71%	8%	79%	-	6%	-
012	38	16	21	12	26	13	4	21	2	-	-
	2%	2%	2%	2%	2%	1%	2%	1%	4%	-	-
		44%	56%	31%	69%	34%	10%	56%	4%	-	-
013	8	6	2	4	4	6	-	6	-	-	-
	*	1%	*	1%	*	1%	-	*	-	-	-
		79%	21%	51%	49%	77%	-	85%	-	-	-
014	4	1	2	-	4	-	-	2	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		40%	60%	-	100%	-	-	63%	-	-	-
015	205	107	98	74	132	92	16	139	3	1	2
	9%	10%	9%	12%	9%	10%	8%	10%	7%	3%	10%
		52%	48%	36%	64%	45%	8%	68%	1%	1%	1%
016	8	4	5	3	6	3	-	5	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		43%	57%	33%	67%	41%	-	65%	-	-	-
017	5	1	3	2	2	1	-	3	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		27%	73%	49%	51%	27%	-	65%	-	-	-
018	6	4	2	3	3	4	1	4	-	-	-
	*	*	*	1%	*	*	*	*	-	-	-
		67%	33%	54%	46%	70%	15%	67%	-	-	-
019	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
020	187	81	106	57	130	85	14	119	3	5	2
	9%	7%	10%	9%	9%	9%	7%	8%	7%	11%	7%
		43%	57%	30%	70%	45%	7%	64%	1%	3%	1%
021	1	*	1	*	1	*	-	1	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		17%	83%	17%	83%	17%	-	100%	-	-	-
022	6	4	3	1	5	5	-	6	-	-	-
	*	*	*	*	*	1%	-	-	-	-	-
		57%	43%	19%	81%	84%	-	100%	-	-	-
023	5	-	5	-	5	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100% ^b	-	100%	-	-	-	-	-	-
024	3	3	-	-	3	-	1	-	-	1	-
	*	*	-	-	*	-	1%	-	-	3%	-
		100%	-	-	100%	-	54% ^h	-	-	54% ^a	-
025	44	17	27	11	33	21	3	27	1	3	-
	2%	2%	2%	2%	2%	2%	2%	2%	2%	6%	-
		39%	61%	26%	74%	47%	8%	61%	2%	6%	-
026	2	-	2	*	1	*	-	1	-	-	-
	*	-	*	*	*	*	-	*	-	-	-
		-	100%	17%	83%	17%	-	53%	-	-	-
029	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
030	68	27	41	13	55	23	10	42	1	3	-
	3%	2%	4%	2%	4%	2%	5%	3%	2%	7%	-
		40%	60%	19%	81%	34%	14%	62%	1%	5%	-
033	1	-	1	-	1	-	1	-	1	1	-
	*	-	*	-	*	-	*	-	2%	2%	-
		-	100%	-	100%	-	100% ^h	-	100% ^{ah}	100% ^a	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
034	2	-	2	1	1	1	1	1	-	-	-
	*	-	*	-	*	*	-	*	-	-	-
		-	100%	56%	44%	56%	44%	56%	-	-	-
035	11	4	7	3	8	6	-	8	-	-	-
	7%	*	1%	*	1%	*	-	1%	-	-	-
		39%	61%	26%	74%	54%	-	74%	-	-	-
036	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
040	16	4	11	5	10	4	5	6	-	2	2
	1%	*	1%	1%	1%	*	3%	*	-	4%	8%
		28%	72%	35%	65%	27%	35%ah	36%	-	11%	11%
041	1	1	-	1	-	-	1	-	-	-	-
	*	*	-	*	-	-	1%	-	-	-	-
		100%	-	100%	-	-	100%ah	-	-	-	-
045	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
050	9	1	8	2	6	3	1	5	-	1	1
	*	*	1%	*	*	*	*	*	-	2%	4%
		11%	89%b	29%	71%	40%	10%	56%	-	10%	10%
055	3	1	2	-	3	1	-	2	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		34%	66%	-	100%	34%	-	65%	-	-	-
056	1	-	1	1	-	1	-	1	-	-	-
	*	-	*	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
060	4	2	2	2	2	2	-	4	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		52%	48%	52%	48%	52%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
061	1	-	1	1	-	1	-	1	-	-	-
*	*	-	*	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
080	5	3	2	4	1	3	1	2	-	1	-
*	*	*	*	1%	*	*	25%	1%	-	3%	-
		59%	41%	72%	28%	59%	-	46%	-	25%a	-
085	1	-	1	1	-	1	-	-	-	1	-
*	*	-	*	*	-	*	1%	-	-	2%	-
		-	100%	100%	-	100%	100%ah	-	-	100%a	-
099	2	1	1	-	2	-	-	2	-	-	-
*	*	*	*	-	*	-	-	*	-	-	-
		44%	56%	-	100%	-	-	100%	-	-	-
100	2	2	-	1	1	2	-	2	-	-	-
*	*	*	-	*	*	*	-	*	-	-	-
		100%	-	73%	27%	100%	-	100%	-	-	-
111	1	-	1	-	1	-	-	1	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
120	1	1	-	-	1	-	-	1	-	-	-
*	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
123	1	-	1	-	1	1	-	1	-	-	-
*	*	-	*	-	*	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
204	1	-	1	-	1	-	-	-	-	-	-
*	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
234	1	-	1	-	1	-	-	1	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
245	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
344	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
000	354	7	11	10	9	13	17	337	6	10	11	70	50
	16%	16%	22%	13%	13%	10%	9%	17%	9%	10%	13%	9%	12%
001	57	4	1	2	2	2	2	54	3	5	3	12	8
	3%	7%	3%	2%	3%	2%	1%	3%	5%	5%	4%	2%	2%
002	41	6%ag	3%	3%	4%	4%	4%	96%	6%	10%	6%	21%	15%
	-	-	1	2	-	2	2	39	1	2	4	18	6
003	2%	-	1%	2%	-	2%	1%	2%	2%	2%	5%	2%	1%
	-	-	2%	4%	-	6%	6%	94%	3%	6%	9%	43%	14%
004	43	4	1	2	3	4	5	37	2	1	4	12	10
	2%	8%	3%	2%	5%	3%	3%	2%	3%	1%	4%	2%	2%
005	20	9%ahj	3%	4%	8%	9%	12%	88%	4%	3%	8%	28%	23%
	1%	-	1	-	-	-	-	20	1	1	1	5	3
006	334	10	1	11	12	21	29	305	13	27	10	140	68
	15%	21%	2%	14%	16%	16%	16%	15%	19%	27%	12%	18%	16%
007	22	c 3%ac	-	3%	3%ac	6%ac	9%ac	91%ac	4%ac	8%achk	3%	42%	20%
	1%	-	-	2	-	4	4	18	-	-	-	9	5
008	56	-	-	2	-	3%	2%	1%	-	-	-	1%	1%
	3%	-	-	7%	-	17%h	17%	83%	-	-	-	39%	24%
009	48	-	4	4	4	*	4	53	2	*	-	25	9
	3%	-	7%	5%	5%	*	2%	3%	4%	*	-	3%	2%
010	48	-	7%dk	7%fl	6%fl	1%	6%	94%	4%	1%	-	44%	17%
	12	1	1	5	2	4	6	42	1	3	-	24	10
011	2%	2%	2%	6%	2%	3%	3%	2%	2%	3%	-	3%	2%
	1%	1%	3%	10%ahk	4%	9%	12%	88%	3%	6%	-	50%	21%
012	12	-	-	-	1	2	4	8	2	2	2	6	5
	1%	-	-	-	2%	2%	2%	-	4%	2%	3%	1%	1%
		-	-	-	12%	20%h	32%ah	68%	20%ah	20%h	20%ah	49%	42%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
010	504	11	7	9	19	43	57	447	21	23	20	206	113
	23%	23%	14%	12%	27%	32%	31%	23%	32%	23%	24%	27%	26%
011	d	2%	1%	2%	4% ^d	9% ^{acdh}	11% ^{acdh}	89% ^d	4% ^{cd}	5%	4%	41%	22%
	14	1	1	-	1	1	1	13	1	1	-	9	2
012	1%	1%	1%	-	1%	1%	*	1%	1%	1%	-	1%	*
	5%	5%	5%	-	5%	5%	5%	95%	5%	5%	-	69%	11%
013	38	3	6	1	-	1	1	37	1	3	3	12	6
	2%	6%	11%	1%	-	*	2%	1%	2%	4%	2%	1%	1%
014	8	7% ^{aefg}	15% ^{adefghi}	2%	-	1%	1%	99%	2%	8%	9% ^g	32%	15%
	*	-	-	-	-	-	-	8	-	-	-	5	2
015	*	-	-	-	-	-	-	*	-	-	-	1%	*
		-	-	-	-	-	-	100%	-	-	-	60%	25%
016	4	-	-	-	-	-	-	4	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
017		-	-	-	-	-	-	100%	-	-	-	-	40%
	205	6	1	9	6	9	12	193	*	12	8	77	47
018	9%	12%	3%	11%	8%	7%	7%	10%	1%	11%	9%	10%	11%
	i	3% ^d	1%	4% ^d	3%	4%	6%	94% ^d	*	6% ^d	4% ^d	37%	23%
019	8	-	-	-	-	1	1	7	-	1	-	3	-
	*	-	-	-	-	1%	1%	*	-	1%	-	*	-
020		-	-	-	-	12%	12%	88%	-	12%	-	41%	-
	5	-	-	2	-	1	1	4	-	-	-	1	2
021	*	-	-	2%	-	1%	*	*	-	-	-	*	*
		-	-	38% ^{eah}	-	17%	17%	83%	-	-	-	27%	38%
022	6	-	-	-	-	-	-	6	-	-	-	4	1
	*	-	-	-	-	-	-	*	-	-	-	1%	*
023		-	-	-	-	-	-	100%	-	-	-	70%	12%
	-	-	-	-	-	-	-	-	-	-	-	-	-
024	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
020	187	1	4	6	7	9	16	171	4	5	5	73	35
	9%	3%	8%	7%	9%	7%	9%	9%	6%	5%	7%	10%	8%
021	*	1%	2%	3%	4%	5%	9%	91%	2%	3%	3%	39%	19%
	1	-	-	1	-	-	-	1	-	-	-	-	-
022	*	-	-	1%	-	-	-	*	-	-	-	-	-
	6	-	1	83%ah	-	-	-	100%	-	-	-	-	-
023	*	-	1%	2	-	1	1	5	3	1	2	4	-
	5	-	10%	27%ah	-	16%	16%	84%	43%ah	16%	27%ah	70%	-
024	*	-	-	-	-	-	-	5	-	-	-	-	-
	3	-	-	-	-	-	-	*	-	-	-	-	-
025	*	-	-	-	-	-	-	100%	-	-	-	-	-
	44	-	1	-	-	-	-	3	-	-	1	-	3
026	2%	-	3%	-	-	-	-	*	-	-	2%	-	1%
	2	-	54%ah	-	-	-	-	100%	-	-	54%ah	-	100%ah
029	*	-	1	2	1	8	9	35	-	-	4	15	10
	2	-	2%	3%	2%	6%	5%	2%	-	-	5%	2%	4%
030	*	-	3%	5%	3%	19%ahj	21%ahj	79%	-	-	9%j	33%	22%
	1	-	-	-	*	*	*	1	-	-	-	-	-
033	*	-	-	-	-	-	-	*	-	-	-	-	-
	1	-	-	-	17%	-	17%	83%	-	-	-	-	-
030	*	-	-	-	-	-	-	1	-	-	-	-	-
	68	-	-	-	-	-	-	*	-	-	-	-	-
033	3%	-	2	7	4	3	6	62	1	1	2	20	18
	1	-	5%	9%	6%	2%	3%	3%	2%	1%	2%	3%	4%
033	*	-	3%	10%abfhj	6%	4%	9%	91%	2%	2%	3%	30%	27%
	1	-	-	-	-	-	-	1	-	-	-	-	-
033	*	-	-	-	-	-	-	*	-	1%	-	-	-
	1	-	-	-	-	-	-	100%	-	100%ah	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
034	2	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
035	11	-	1	-	-	-	-	11	2	-	1	6	1
	1%	-	3%	-	-	-	-	1%	3%	-	2%	1%	*
		-	12%g	-	-	-	-	100%	15%ag	-	12%	54%	12%
036	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
040	16	-	-	-	-	2	2	14	-	-	-	4	7
	1%	-	-	-	-	1%	1%	1%	-	-	-	*	2%
		-	-	-	-	11%	11%	89%	-	-	-	23%	44%
041	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
045	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
050	9	-	1	1	1	-	1	7	-	1	-	3	-
	*	-	1%	2%	2%	-	1%	*	-	1%	-	*	-
		-	8%	17%	17%	-	17%	83%	-	11%	-	40%	-
055	3	-	-	-	-	-	-	3	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	34%	-
056	1	-	-	-	-	1	1	-	-	-	-	-	1
	*	-	-	-	-	1%	1%	-	-	-	-	-	*
		-	-	-	-	100%ah	100%ah	-	-	-	-	-	100%
060	4	-	-	1	-	-	-	4	-	-	-	2	-
	*	-	-	1%	-	-	-	*	-	-	-	*	-
		-	-	27%a	-	-	-	100%	-	-	-	52%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
061	1	-	-	1	-	-	-	1	-	-	-	1	-
*	*	-	-	1%	-	-	-	*	-	-	-	*	-
		-	-	100%ah	-	-	-	100%	-	-	-	100%	-
080	5	-	1	-	-	-	-	5	1	-	-	1	2
*	*	-	2%	-	-	-	-	*	2%	-	-	*	1%
		-	25%ah	-	-	-	-	100%	25%ah	-	-	25%	46%
085	1	-	-	-	-	1	1	-	-	-	-	1	-
*	*	-	-	-	-	1%	1%	-	-	-	-	*	-
		-	-	-	-	100%ah	100%ah	-	-	-	-	100%	-
099	2	-	-	-	-	-	-	2	-	-	-	-	1
*	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	-	44%
100	2	-	1	-	-	-	-	2	-	-	-	1	-
*	*	-	1%	-	-	-	-	*	-	-	-	*	-
		-	27%	-	-	-	-	100%	-	-	-	73%	-
111	1	-	-	-	-	-	-	1	-	-	-	-	1
*	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	-	100%
120	1	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
123	1	-	-	-	-	-	-	1	-	-	-	1	-
*	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
204	1	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
234	1	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
245	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
344	1	-	1	1	-	-	-	1	-	-	-	-	-
	*	-	2%	1%	-	-	-	*	-	-	-	-	-
		-	100%ah	100%ah	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
000	354	69	71	60	89	35	17	7	4	1	-	-
	16%	17%	20%	16%	15%	15%	16%	15%	21%	5%	-	-
		19%	20%	17%	25%	10%	5%	2%	1%	-	-	-
001	57	4	15	4	25	5	-	1	1	1	-	-
	3%	1%	4%	1%	4%	2%	-	2%	3%	2%	-	-
		7%	27%ac	7%	45%ac	9%	-	2%	1%	1%	-	-
002	41	6	11	9	9	3	2	2	-	-	-	-
	2%	2%	3%	2%	1%	1%	2%	4%	-	-	-	-
		15%	27%	22%	21%	8%	4%	4%	-	-	-	-
003	43	5	5	12	6	11	-	3	1	1	-	-
	2%	1%	1%	3%	1%	5%	-	5%	3%	2%	-	-
		12%	12%	27%cd	15%	25%abd	-	6%df	1%	1%	-	-
004	20	3	4	2	6	3	2	-	-	1	-	-
	1%	1%	1%	1%	1%	1%	2%	-	-	5%	-	-
		15%	18%	10%	13%	13%	9%	-	-	7%	-	-
005	334	61	53	64	85	32	18	6	4	6	1	4
	15%	15%	15%	17%	14%	14%	18%	11%	18%	22%	19%	34%
		18%	16%	19%	26%	10%	5%	2%	1%	2%	-	1%
006	22	2	5	4	7	3	1	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-
		9%	24%	17%	33%	12%	6%	-	-	-	-	-
007	56	12	10	8	15	10	3	-	-	-	-	-
	3%	3%	3%	2%	4%	2%	4%	-	-	-	-	-
		21%	18%	13%	26%	17%	5%	-	-	-	-	-
008	48	8	5	11	10	7	6	-	2	-	-	-
	2%	2%	1%	3%	2%	3%	6%	-	9%	-	-	-
		16%	10%	23%	20%	15%	12%bd	-	4%	-	-	-
009	12	6	1	*	3	1	-	1	-	-	-	-
	1%	1%	*	*	1%	*	-	3%	-	-	-	-
		47%cd	7%	3%	27%	5%	-	11%bc	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
010	504	91	70	82	154	49	29	9	5	8	4	3
	23%	23%	20%	22%	26%	21%	29%	18%	25%	30%	59%	28%
		18%	14%	16%	31%b	10%	6%	2%	1%	2%	1%	1%
011	14	5	1	3	4	-	1	-	-	-	-	-
	1%	1%	*	1%	1%	-	1%	-	-	-	-	-
		33%	11%	19%	26%	-	10%	-	-	-	-	-
012	38	5	7	8	11	5	1	-	-	-	-	2
	2%	1%	2%	2%	2%	2%	1%	-	-	-	-	14%
		13%	16%	21%	30%	12%	2%	-	-	-	-	4%
013	8	2	1	1	1	2	1	-	-	-	-	-
	*	*	*	*	*	1%	1%	-	-	-	-	-
		21%	18%	15%	8%	21%	18%	-	-	-	-	-
014	4	1	-	1	1	-	-	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-
		23%	-	40%	37%	-	-	-	-	-	-	-
015	205	40	34	37	45	30	6	9	-	2	-	1
	9%	10%	9%	10%	8%	13%	6%	18%	-	8%	-	11%
		20%	16%	18%	22%	15% ^d	3%	4% ^d	-	1%	-	1%
016	8	4	2	-	-	1	1	-	-	-	-	-
	*	1%	1%	-	-	*	*	-	-	-	-	-
		51% ^d	30%	-	-	12%	7%	-	-	-	-	-
017	5	2	2	-	-	1	-	-	-	-	-	-
	*	1%	1%	-	-	*	-	-	-	-	-	-
		45%	38%	-	-	17%	-	-	-	-	-	-
018	6	3	-	1	3	-	-	-	-	-	-	-
	*	1%	-	*	*	-	-	-	-	-	-	-
		45%	-	12%	43%	-	-	-	-	-	-	-
019	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
020	187	40	25	29	59	18	6	7	1	2	1	-
	9%	10%	7%	8%	10%	8%	6%	14%	7%	7%	11%	-
		22%	13%	16%	31%	10%	3%	4%	1%	1%	*	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
021	1	*	-	-	1	-	-	-	-	-	-	-
	*	17%	-	-	83%	-	-	-	-	-	-	-
022	6	1	3	3	-	-	-	-	-	-	-	-
	*	14%	1%	1%	-	-	-	-	-	-	-	-
			43% ^{cd}	43%	-	-	-	-	-	-	-	-
023	5	1	-	-	1	3	-	-	-	-	-	-
	*	22%	-	-	1%	50%	-	-	-	-	-	-
			-	-	28%	-	-	-	-	-	-	-
024	3	-	1	-	-	1	-	-	-	-	-	-
	*	-	54%	-	-	46%	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
025	44	10	3	4	13	4	2	3	-	4	-	-
	2%	3%	1%	1%	2%	2%	2%	6%	-	15%	-	-
		24%	8%	10%	30%	8%	4%	7% ^{bcd}	-	9%	-	-
026	2	1	1	-	-	-	-	-	-	-	-	-
	*	36%	64%	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
029	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
030	68	8	11	12	23	5	4	1	3	-	1	-
	3%	2%	3%	3%	4%	2%	4%	3%	14%	-	12%	-
		12%	16%	17%	34%	7%	6%	2%	4%	-	1%	-
033	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
034	2	-	-	2	-	-	-	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
035	11	3	3	4	1	-	-	-	-	1	-	-
	1%	1%	1%	1%	*	-	-	-	-	4%	-	-
		29%	24%	32%	4%	-	-	-	-	11%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
036	1	-	1	-	-	-	-	-	-	-	-	-
*	*	-	*	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
040	16	1	4	4	3	3	-	-	-	-	-	-
1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
		10%	27%	25%	22%	18%	-	-	-	-	-	-
041	1	-	1	-	-	-	-	-	-	-	-	-
*	*	-	*	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
045	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
050	9	3	1	1	2	1	-	-	-	-	-	-
*	*	1%	9%	17%	29%	14%	-	-	-	-	-	-
		32%					-	-	-	-	-	-
055	3	-	-	1	2	-	-	-	-	-	-	-
*	*	-	-	*	*	-	-	-	-	-	-	-
		-	-	35%	65%	-	-	-	-	-	-	-
056	1	-	-	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
060	4	-	-	1	1	2	-	-	-	-	-	-
*	*	-	-	*	*	1%	-	-	-	-	-	-
		-	-	22%	27%	52%	-	-	-	-	-	-
061	1	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	-	-	-
		-	-	-	-	-	100% ^d	-	-	-	-	-
080	5	-	2	-	2	-	-	-	-	-	-	-
*	*	-	-	-	*	-	1	-	-	-	-	-
		-	34%	-	37%	-	1%	-	-	-	-	-
		-					28% ^{ac}	-	-	-	-	-
085	1	-	-	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	*	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base Weighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
099	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
100	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	44%	56%	-	-	-	-	-	-	-
111	1	-	-	27%	73%	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
120	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
123	1	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	100%	-	-	-	-	-
204	1	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	11%
234	1	-	-	-	1	-	-	-	-	-	-	100%
	*	-	-	-	100%	-	-	-	-	-	-	-
245	1	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	1	-	-	-	-	-	-	-	-
344	1	-	-	100%	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

		Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
			< £15,000 (a)	£15,000 to £19,999 (b)	£20,000 to £29,999 (c)	£30,000 to £39,999 (d)	£40,000 to £49,999 (e)	£50,000 to £59,999 (f)	£60,000 to £69,999 (g)	£70,000 to £99,999 (h)	£100,000 or more (i)	£149,999 or more (j)	£150,000 or more (k)	No classification (l)	Very low (m)	Low (n)	Medium (o)	High (p)	Very high (q)
Unweighted Base		2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base		2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
000	354	63	42	54	64	50	35	12	24	10	-	-	-	133	174	11	25	11	-
	16%	17%	26%	12%	18%	17%	18%	12%	16%	16%	-	-	-	18%	18%	11%	10%	11%	-
			12%acde	15%	18%ac	14%	10%	3%	7%	3%	-	-	-	38%o	49%o	3%	7%	3%	-
001	57	12	3	16	7	5	3	4	6	-	1	-	-	21	24	3	5	3	-
	3%	3%	2%	4%	2%	2%	1%	4%	4%	-	6%	-	-	3%	3%	3%	2%	3%	-
		20%	6%	28%	13%	9%	5%	7%	10%	-	2%	-	-	38%	42%	6%	8%	6%	-
002	41	11	4	13	3	2	2	4	2	-	-	-	-	21	11	2	5	2	-
	2%	3%	2%	3%	1%	1%	1%	4%	1%	-	-	-	-	3%	1%	2%	2%	2%	-
		27%	9%	33%e	8%	5%	6%	9%	4%	-	-	-	-	51%o	28%	6%	11%	5%	-
003	43	4	8	10	4	9	1	1	3	2	-	-	-	17	19	1	5	1	-
	2%	1%	5%	2%	1%	3%	1%	1%	2%	3%	-	-	-	2%	2%	1%	2%	1%	-
		10%	19%adff	23%	9%	22%	3%	3%	7%	4%	-	-	-	39%	45%	2%	11%	2%	-
004	20	1	-	3	5	2	5	-	2	1	-	-	-	2	13	-	3	2	-
	1%	-	-	1%	1%	1%	2%	-	1%	2%	-	-	-	-	1%	-	1%	2%	-
		5%	-	17%	26%	12%	24%a	-	9%	7%	-	-	-	11%	65%l	-	13%	12%l	-
005	334	66	25	64	53	44	33	11	18	13	3	4	4	111	147	14	49	10	4
	15%	18%	15%	14%	15%	15%	17%	11%	13%	20%	12%	34%	14%	15%	15%	14%	20%	10%	34%
		20%	8%	19%	16%	13%	10%	3%	6%	4%	1%	1%	1%	33%	44%	4%	15%	3%	1%
006	22	4	1	4	6	2	2	1	1	-	-	-	-	9	8	1	1	4	-
	1%	1%	-	1%	2%	1%	1%	2%	1%	-	-	-	-	-	1%	-	-	4%	-
		16%	3%	17%	29%	9%	11%	9%	5%	-	-	-	-	39%	34%	5%	6%	16%mo	-
007	56	9	5	17	12	3	6	1	2	-	1	-	-	19	22	1	6	8	-
	3%	2%	3%	4%	3%	1%	3%	1%	1%	-	6%	-	-	3%	2%	1%	2%	8%	-
		16%	8%	31%e	21%	6%	10%	2%	3%	-	2%	-	-	34%	39%	2%	11%	15%lmno	-
008	48	6	4	12	6	9	-	3	6	3	-	-	-	14	21	5	4	4	-
	2%	2%	2%	3%	2%	3%	-	3%	4%	4%	-	-	-	2%	2%	6%	2%	4%	-
		13%	8%l	24%l	13%	18%l	-	6%l	11%l	5%l	-	-	-	29%	43%	11%l	9%	8%	-
009	12	1	1	7	1	1	-	-	-	1	-	-	-	1	7	1	3	-	-
	1%	-	-	2%	-	-	-	-	-	1%	-	-	-	-	1%	1%	1%	-	-
		7%	7%	57%	9%	6%	-	-	11%	5%	-	-	-	8%	58%	6%	29%l	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
010	504	82	23	111	79	77	50	23	31	15	10	3	155	233	32	61	21	3
	23%	22% 16%b	14% 5%	22% 22%b	25% 16%b	26% 15%b	26% 10%b	23% 5%	24% 6%	26% 3%	48% 2%	28% 1%	21% 31%	24% 46%	33% 6%l	24% 12%	21% 4%	28% 1%
011	14	2	-	1	4	4	3	-	-	-	-	-	4	7	2	-	-	-
	1%	*	-	*	1%	1%	2%	-	-	-	-	-	1%	1%	2%	-	-	-
		13%	-	4%	32%	27%	25% c	-	-	-	-	-	29%	55%	16% o	-	-	-
012	38	7	1	11	7	4	3	2	1	-	-	2	18	9	1	6	2	2
	2%	2%	1%	3%	2%	1%	1%	2%	1%	-	-	14%	2%	1%	1%	2%	2%	14%
		18%	3%	30%	20%	9%	7%	5%	3%	-	-	4%	48% m	24%	3%	16%	5%	4%
013	8	2	-	1	1	1	-	-	1	1	-	-	2	3	1	-	2	-
	*	*	-	*	*	*	-	-	1%	2%	-	-	*	*	1%	-	2%	-
		21%	-	15%	15%	18%	-	-	13%	18%	-	-	23%	38%	18%	-	21%	-
014	4	1	-	1	1	-	-	-	-	-	-	-	2	1	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-	*	*	-	-	-	-
		23%	-	37%	40%	-	-	-	-	-	-	-	60%	40%	-	-	-	-
015	205	42	17	35	28	32	20	7	15	5	2	1	71	83	8	29	13	1
	9%	11%	11%	8%	8%	11%	11%	7%	10%	8%	8%	11%	10%	9%	8%	12%	13%	11%
		20%	8%	17%	14%	16%	10%	4%	7%	3%	1%	1%	35%	40%	4%	14%	6%	1%
016	8	2	-	2	1	1	-	1	-	1	-	-	1	4	1	1	-	-
	*	1%	-	*	*	*	-	1%	-	1%	-	-	*	*	1%	*	-	-
		24%	-	22%	17%	18%	-	12%	-	7%	-	-	16%	52%	18%	14%	-	-
017	5	-	*	-	3	1	-	-	-	-	-	-	1	3	-	-	-	-
	*	-	*	-	1%	*	-	-	-	-	-	-	*	*	-	-	-	-
		-	10%	-	73%	17%	-	-	-	-	-	-	27%	73%	-	-	-	-
018	6	1	-	1	3	1	-	1	-	-	-	-	4	2	-	-	1	-
	*	*	-	*	1%	*	-	1%	-	-	-	-	*	*	-	-	1%	-
		15%	-	18%	41%	13%	-	12%	-	-	-	-	58%	30%	-	-	12%	-
019	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
020	187	25	10	44	29	23	18	15	17	4	3	-	57	88	9	29	4	-
	9%	7%	6%	10%	8%	8%	9%	14%	12%	6%	15%	-	8%	9%	9%	12%	4%	-
		13%	5%	24%	15%	13%	10%	8%ab	9%	2%	2%	-	30%	47%	5%	16%p	2%	-
021	1	*	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		17%	-	83%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
022	6	2	3	-	1	-	-	-	-	-	-	-	3	4	-	-	-	-
	*	1%	2%	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		38%	43%uce	-	19%	-	-	-	-	-	-	-	40%	60%	-	-	-	-
023	5	1	-	-	1	1	-	-	1	-	-	-	3	3	-	-	-	-
	*	*	-	-	*	*	-	-	1%	-	-	-	*	*	-	-	-	-
		22%	-	-	28%	28%	-	-	22%	-	-	-	50%	50%	-	-	-	-
024	3	1	-	-	-	1	-	-	-	-	-	-	3	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		54%	-	-	-	46%	-	-	-	-	-	-	100%	-	-	-	-	-
025	44	6	1	9	2	8	5	8	3	2	-	-	19	17	-	6	2	-
	2%	2%	2%	2%	1%	3%	2%	8%	2%	4%	-	-	3%	2%	-	2%	2%	-
		14%	2%	20%	5%	18%	11%	19%abcde	7%	5%cd	-	-	43%	39%	-	13%	5%	-
026	2	1	1	-	-	-	*	-	-	-	-	-	*	1	-	1	-	-
	*	*	*	-	-	-	*	-	-	-	-	-	*	*	-	*	-	-
		47%	36%	-	-	-	17%	-	-	-	-	-	17%	36%	-	47%	-	-
029	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-
030	68	12	6	10	13	9	5	3	5	5	1	-	27	28	2	6	5	-
	3%	3%	4%	2%	4%	3%	2%	3%	3%	8%	4%	-	4%	3%	2%	2%	5%	-
		18%	9%	15%	19%	13%	7%	4%	7%	8%bc	1%	-	40%	41%	3%	8%	7%	-
033	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	144*	251	98*	11**
034	2	-	1	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-
		-	56%	44%	-	-	-	-	-	-	-	-	-	56%	-	-	44%	-
035	11	1	2	1	3	2	-	-	1	1	-	-	6	5	-	1	-	-
	1%	*	1%	*	1%	1%	-	-	1%	2%	-	-	1%	*	-	*	-	-
		8%	18%	8%	22%	21%	-	-	12%	11%	-	-	50%	41%	-	9%	-	-
036	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
040	16	3	1	2	7	-	-	-	1	1	-	-	10	2	-	1	3	-
	1%	1%	1%	*	2%	-	-	-	1%	-	-	-	1%	*	-	*	3%	-
		21%	8%	10%	45%ce	-	-	-	7%	9%	-	-	63%em	12%	-	8%	17%em	-
041	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-	-	*	-	*	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
045	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
050	9	2	1	3	1	-	1	-	-	-	-	-	3	3	-	2	-	-
	*	*	1%	1%	*	-	*	-	-	-	-	-	*	*	-	1%	-	-
		21%	17%	35%	17%	-	10%	-	-	-	-	-	33%	39%	-	28%	-	-
055	3	-	-	2	-	1	-	-	-	-	-	-	1	1	-	-	1	-
	*	-	-	*	-	*	-	-	-	-	-	-	*	*	-	-	1%	-
		-	-	66%	-	34%	-	-	-	-	-	-	35%	34%	-	-	31%	-
056	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	1%	100%ce	-	-	100%	-	-	-	-	-
060	4	-	1	1	2	1	-	-	-	-	-	-	2	1	-	1	-	-
	*	-	*	*	*	*	-	-	-	-	-	-	*	*	-	*	-	-
		-	13%	22%	39%	27%	-	-	-	-	-	-	52%	27%	-	22%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
061	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	*	-	-	-	-
	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
080	5	-	-	-	2	1	-	-	1	-	-	-	1	4	-	-	-	-
	*	-	-	-	1%	*	-	-	1%	-	-	-	*	*	-	-	-	-
	-	-	-	-	46%	25%	-	-	28%	-	-	-	12%	88%	-	-	-	-
085	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
099	2	-	2	1	-	-	-	-	-	-	-	-	2	1	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
	-	-	72%	28%	-	-	-	-	-	-	-	-	72%	28%	-	-	-	-
100	2	-	-	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	-	-	-	-	27%	-	-	1%	-	-	-	-	27%	73%	-	-	-	-
	-	-	-	-	-	-	-	73%ac	-	-	-	-	-	-	-	-	-	-
111	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-
	-	-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
123	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	11%	-	-	-	-	-	11%
	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
204	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
234	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 9 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
245	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
344	1	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	100%lm	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
000	354	353	1	-
	16%	17%	4%	-
		100% ^b	-	-
001	57	56	2%	-
	3%	99%	1%	-
002	41	41	*	-
	2%	2%	1%	-
		99%	1%	-
003	43	43	-	-
	2%	2%	-	-
		100%	-	-
004	20	20	-	-
	1%	1%	-	-
		100%	-	-
005	334	330	4	-
	15%	15%	14%	-
		99%	1%	-
006	22	22	-	-
	1%	1%	-	-
		100%	-	-
007	56	56	-	-
	3%	3%	-	-
		100%	-	-
008	48	48	-	-
	2%	2%	-	-
		100%	-	-
009	12	12	-	-
	1%	1%	-	-
		100%	-	-
010	504	495	9	-
	23%	23%	34%	-
		98%	2% ^a	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
011	14	14	-	-
	1%	1%	-	-
		100%	-	-
012	38	37	1	-
	2%	2%	2%	-
		98%	2%	-
013	8	8	-	-
	*	*	-	-
		100%	-	-
014	4	4	-	-
	*	*	-	-
		100%	-	-
015	205	199	7	-
	9%	9%	25%	-
		97%	3%a	-
016	8	8	-	-
	*	*	-	-
		100%	-	-
017	5	5	-	-
	*	*	-	-
		100%	-	-
018	6	6	-	-
	*	*	-	-
		100%	-	-
019	-	-	-	-
	-	-	-	-
	-	-	-	-
020	187	185	2	-
	9%	9%	8%	-
		99%	1%	-
021	1	1	*	-
	*	*	1%	-
		83%	17%a	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
022	6	6	-	-
	*	-	-	-
		100%	-	-
023	5	5	-	-
	*	-	-	-
		100%	-	-
024	3	3	-	-
	*	-	-	-
		100%	-	-
025	44	43	1	-
	2%	2%	2%	-
		99%	1%	-
026	2	1	*	-
	*	-	1%	-
		83%	17%a	-
029	1	1	-	-
	*	-	-	-
		100%	-	-
030	68	67	1	-
	3%	3%	3%	-
		99%	1%	-
033	1	1	-	-
	*	-	-	-
		100%	-	-
034	2	2	-	-
	*	-	-	-
		100%	-	-
035	11	11	*	-
	1%	1%	1%	-
		97%	3%	-
036	1	1	-	-
	*	-	-	-
		100%	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
040	16	16	-	-
	1%	1%	-	-
		100%	-	-
041	1	1	-	-
	*	*	-	-
		100%	-	-
045	-	-	-	-
	-	-	-	-
	-	-	-	-
050	9	8	-	-
	*	*	1%	-
		98%	2%	-
055	3	3	-	-
	*	*	-	-
		100%	-	-
056	1	1	-	-
	*	*	-	-
		100%	-	-
060	4	4	-	-
	*	*	-	-
		100%	-	-
061	1	1	-	-
	*	*	-	-
		100%	-	-
080	5	5	-	-
	*	*	-	-
		100%	-	-
085	1	1	-	-
	*	*	-	-
		100%	-	-
099	2	2	-	-
	*	*	-	-
		100%	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
100	2	2	-	-
	*	-	-	-
		100%	-	-
111	1	1	-	-
	*	-	-	-
		100%	-	-
120	1	1	-	-
	*	-	-	-
		100%	-	-
123	1	1	-	-
	*	-	-	-
		100%	-	-
204	1	1	-	-
	*	-	-	-
		100%	-	-
234	1	1	-	-
	*	-	-	-
		100%	-	-
245	1	1	-	-
	*	-	-	-
		100%	-	-
344	1	1	-	-
	*	-	-	-
		100%	-	-

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1560	789	771	91	270	229	231	245	274	220	361	705	494	707	853	279	729	552
Weighted Base	1549	777	772	101*	317	268	269	278	173	142	418	815	315	809	740	317	810	422
Yes	913	458	454	49	197	176	172	170	97	52	246	518	149	530	383	211	505	197
	59%	jmor 59%	59%	49%	62%	66%	64%	61%	56%	37%	59%	63%	47%	66%	52%	67%	62%	47%
No	605	304	301	48	118	86	93	100	73	87	166	279	160	268	337	101	290	214
	39%	inp 50%	50%	47%	37%	32%	35%	36%	42%	61%	40%	34%	51%	33%	46%	32%	36%	51%
Don't know	31	14	16	4	2	6	3	9	3	3	6	18	6	11	20	5	15	11
	2%	46%	54%	4%	1%	2%	1%	3%	2%	2%	1%	2%	2%	1%	3%	2%	2%	3%
				13%e	7%	20%	11%	28%e	9%	11%	20%	60%	20%	35%	65%	16%	49%	35%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1560	1269	115	77	99	64	175	124	115	139	162	141	218	131	77	115	99
Weighted Base	1549	1315	116*	78*	40*	59*	167	124	117	138	177	150	243	139	78*	116*	40*
Yes	913 59%	781 59% / 86%	59 51% 6%	49 63% 5%	23 59% 3%	30 51% 3%	102 61% 11% d	70 57% 8%	72 61% 8%	80 59% 9%	106 60% 12%	73 49% 8%	162 67% 18% aff p	87 62% 10% d	49 63% 5%	59 51% 6%	23 59% 3%
No	605 39%	513 39% m 85%	51 44% 8%	25 33% 4%	16 41% 3%	28 47% 5% m	64 38% 11%	50 41% 8%	46 39% 8%	55 40% 9%	71 40% 12%	72 48% 12% amo	76 31% 13%	51 36% 8%	25 33% 4%	51 44% 8% m	16 41% 3%
Don't know	31 2%	21 2% 68%	7 6% 22% ab	3 4% 11%	- - -	1 2% 4%	1 1% 3%	3 3% 11% k	- - -	4 3% 13% k	- - -	5 3% 16% k	4 2% 15%	2 1% 6%	3 4% 11% k	7 6% 22% ag k	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
		Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base		1560	1418	136	353	1163	302	595	372	525	871	209	136	250	1026	1331
	Weighted Base	1549	1385	157	291	1216	265	674	330	609	982	215	128	197	1132	1363
Yes		913	833	76	170	724	129	471	175	425	646	131	81	91	729	832
	59%		60%	48%	58%	60%	49%	70%	53%	70%	66%	61%	64%	46%	64%	61%
			cfm 91%	8%	19%	79%	14%	52%af	19%	47%ah	71%amo	14%am	9%am	10%	80%am	91%am
No		605	525	77	117	470	134	199	153	180	324	76	42	104	384	508
	39%		38%	49%	40%	39%	51%	29%	46%	29%	33%	36%	33%	53%	34%	37%
	n		gjl 87%	13%ab	19%	78%	22%ag	33%	25%ai	30%	54%	13%	7%	17%ajkin	63%	84%
Don't know		31	27	4	4	22	2	4	2	4	13	7	5	2	19	22
	2%		2%	2%	1%	2%	1%	1%	1%	1%	1%	3%	4%	1%	2%	2%
			g 88%	12%	13%	71%	6%	15%	6%	15%	41%	22%	15%	6%	61%	72%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1560	520	444	840	777	380	1136	424	86	1147
Weighted Base	1549	565	485	912	803	421	1200	348	96*	1212
Yes	913	375	340	614	524	319	825	87	56	829
	59%	66%	70%	67%	65%	76%	69%	25%	58%	68%
		h 41%a	37%a	67%a	57%ah	35%aeghij	90%ahi	10%	6%h	91%ah
No	605	180	135	281	263	100	357	248	41	366
	39%	32%	28%	31%	33%	24%	30%	71%	42%	30%
		bode gj	22%	46%	43%f	16%	59%f	41%aef gj	7%fgj	60%f
Don't know	31	9	10	17	16	2	18	13	-	18
	2%	2%	2%	2%	2%	1%	2%	4%	-	1%
		30%	32%	55%	51%	8%	59%	41%fgj	-	59%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1560	1083	477	612	948	882	175	1371	35	39	22
Weighted Base	1549	1082	467	639	909	913	177	1358	32**	45*	21**
Yes	913	692	221	466	446	913	96	814	12	27	11
	59%	64%	47%	73%	49%	100%	54%	60%	39%	60%	52%
		ce 76%ac	24%	51%ae	49%	100%a	11%	89%	1%	3%	1%
No	605	370	235	159	446	-	76	520	18	18	10
	39%	34%	50%	25%	49%	-	43%	38%	57%	40%	48%
		bdf 61%	39%ab	26%	74%ad	-	13%	86%	3%	3%	2%
Don't know	31	20	10	14	17	-	5	25	1	-	-
	2%	2%	2%	2%	2%	-	3%	2%	4%	-	-
		f 66%	34%	45%	55%	-	17%	81%	4%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]
Base: All with more than one device or service

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1560	49	42	70	66	123	167	1393	63	86	69	730	406
Weighted Base	1549	42*	45*	67*	69*	131	179	1370	63*	97*	73*	771	429
Yes	913	23	21	27	25	77	100	812	38	53	38	771	54
	59%	dem	55%	38%	48%	40%	36%	59%	56%	59%	53%	100%	13%
			3%	2%	3%	3%	8%de	11%de	89%de	4%de	6%e	85%am	6%
No	605	19	23	38	44	54	79	527	24	42	33	-	357
	39%	l	45%	51%	57%	64%	41%	44%	38%	43%	46%	-	83%
			3%	4%	6%ahi	7%afghij	9%	87%	4%	7%	6%	-	59%al
Don't know	31	-	1	2	-	-	-	31	1	2	1	-	18
	2%	-	2%	3%	-	-	-	2%	2%	2%	2%	-	4%
		l	-	2%	8%fg	-	-	100%	4%	5%	4%	-	59%al

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1560	308	286	265	391	159	73	32	14	19	6	7
Weighted Base	1549	281	259	249	413	169	83*	39**	15**	23**	7**	10**
Yes	913	157	141	129	258	119	51	19	12	17	3	5
	59%	56%	54%	52%	62%	70%	61%	50%	80%	74%	49%	56%
		17%	15%	14%	28%abc	13%abc	6%	2%	1%	2%	*	1%
No	605	117	113	116	148	47	31	19	3	5	2	4
	39%	41%	44%	47%	36%	28%	38%	50%	20%	23%	33%	44%
		19%e	19%e	19%de	24%	8%	5%	3%	1%	1%	*	1%
Don't know	31	7	5	4	8	4	1	-	-	1	1	-
	2%	3%	2%	2%	2%	2%	1%	-	-	3%	18%	-
		24%	18%	12%	25%	12%	3%	-	-	2%	4%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		<£15,000	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 0 - £149,999	£150,000 0 +	No classification	Very low	Low	Medium	High	Very high	No classification
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
Unweighted Base	1560	337	137	321	241	193	134	56	79	43	12	7	549	683	76	171	74	7
Weighted Base	1549	287	122	301	242	219	145	65*	95*	49*	14**	10**	512	702	74*	174	76*	10**
Yes	913	141	54	184	151	146	86	39	66	33	7	5	277	432	51	97	49	5
	59%	49%	45%	61%	63%	67%	59%	59%	69%	67%	54%	56%	54%	62%	69%	56%	65%	56%
		15%	6%	20%ab	17%ab	16%ab	9%ab	4%	7%ab	4%ab	1%	1%	30%	47%cd	6%cd	11%	5%	1%
No	605	139	63	112	88	70	56	26	26	15	5	4	223	257	21	74	25	4
	39%	49%	52%	37%	36%	32%	39%	40%	27%	30%	37%	44%	44%	37%	29%	43%	32%	44%
		23%cddeh	10%cddef	18%	14%	12%	9%	4%	4%	2%	1%	1%	37%mm	43%	4%	12%	4%	1%
Don't know	31	6	4	5	3	3	2	1	4	2	1	-	11	13	2	3	2	-
	2%	2%	3%	2%	1%	1%	2%	1%	4%	3%	9%	-	2%	2%	2%	2%	3%	-
		21%	12%	17%	10%	9%	8%	2%	12%	5%	4%	-	36%	42%	6%	10%	7%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1560	1505	55	-
Weighted Base	1549	1527	22*	-.**
Yes	913	899	14	-
	59%	59%	62%	-
		99%	1%	-
No	605	597	8	-
	39%	39%	38%	-
		99%	1%	-
Don't know	31	31	-	-
	2%	2%	-	-
		100%	-	-

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	882	441	441	45	164	151	145	146	150	81	209	442	231	455	427	185	445	252
Weighted Base	913	458	454	49*	197	176	172	170	97	52*	246	518	149	530	383	211	505	197
Fixed landline	632	320	312	22	114	115	125	135	74	45	137	375	120	379	252	158	343	130
	69%	70%	69%	46%	58%	65%	73%	80%	77%	87%	56%	72%	80%	72%	66%	75%	68%	66%
		dek	51%	4%	18%	18% ^d	20% ^{de}	21% ^{ade}	12% ^{def}	7% ^{ade}	22%	59% ^{ik}	19% ^{akl}	60%	40%	25%	54%	21%
Standard Broadband	477	226	251	26	109	78	80	90	61	32	135	249	93	265	212	104	267	106
	52%	49%	55%	52%	56%	45%	47%	53%	63%	61%	55%	48%	62%	50%	55%	49%	53%	54%
		47%	53%	5%	23%	16%	17%	19%	13% ^{al}	7% ^d	28%	52%	19% ^{al}	56%	44%	22%	56%	22%
Superfast Broadband	300	166	134	15	59	69	68	58	23	8	74	195	31	200	100	85	167	48
	33%	36%	30%	31%	30%	39%	39%	34%	24%	15%	30%	38%	21%	38%	26%	40%	33%	25%
		ijmor	55% ^c	5%	20% ^j	23% ^{ij}	23% ^{ij}	19% ^j	8%	3%	25% ^m	65% ^{em}	10%	67% ^{io}	33%	28% ^{or}	56% ^{or}	16%
Mobile phone/Smartphone	173	83	90	15	30	36	41	23	19	9	45	100	28	92	80	35	94	43
	19%	18%	20%	30%	15%	20%	24%	14%	19%	17%	18%	19%	19%	17%	21%	17%	19%	22%
		48%	52%	9% ^{eh}	17%	21%	24% ^{ah}	13%	11%	5%	26%	58%	16%	54%	46%	20%	55%	25%
Mobile broadband (dongle/USB stick/data card/tablet)	58	30	28	3	19	14	9	7	4	2	22	30	7	36	22	15	30	12
	6%	7%	6%	6%	9%	8%	5%	4%	4%	5%	9%	6%	4%	7%	6%	7%	6%	6%
		51%	49%	5%	32%	24%	15%	12%	7%	4%	38%	51%	11%	62%	38%	26%	52%	21%
Pay TV service	339	176	163	14	78	85	71	53	23	15	92	209	38	189	149	77	186	76
	37%	38%	36%	29%	39%	48%	41%	31%	23%	29%	37%	40%	25%	36%	39%	37%	37%	38%
		im	52%	4%	23% ^{id}	25% ^{adh}	21% ^{id}	16%	7%	4%	27% ^m	62% ^{um}	11%	56%	44%	23%	55%	22%
SUMMARY CODES																		
ANY FIXED BROADBAND	771	389	382	39	167	148	148	146	84	39	206	442	123	462	310	187	431	152
	85%	85%	84%	80%	85%	84%	86%	86%	87%	75%	84%	85%	83%	87%	81%	89%	85%	77%
		jr	50%	5%	22%	19%	19% ^j	19% ^j	11% ^j	5%	27%	57%	16%	60% ^{io}	40%	24% ^{or}	56% ^{or}	20%
ANY BROADBAND	796	401	395	40	174	154	150	151	87	40	214	455	127	472	324	189	446	161
	87%	87%	87%	82%	88%	87%	87%	89%	89%	77%	87%	88%	85%	89%	85%	90%	88%	82%
		jr	50%	5%	22% ^j	19% ^j	19% ^j	19% ^j	11% ^j	5%	27%	57%	16%	59%	41%	24% ^{or}	56% ^{or}	20%
Can't remember	18	8	10	1	3	4	4	5	1	1	4	13	1	13	5	6	10	2
	2%	2%	2%	3%	1%	2%	3%	3%	1%	1%	2%	2%	1%	2%	1%	3%	2%	1%
		42%	58%	8%	16%	19%	25%	26%	4%	4%	23%	70%	8%	72%	28%	33%	58%	9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	882	726	55	46	55	31	103	67	65	80	91	70	140	79	46	55	55
Weighted Base	913	781	59*	49*	23*	30**	102*	70*	72*	80*	106*	73*	162	87*	49*	59*	23*
Fixed landline	632 69%	534 68% # 85%	45 76% 7%	39 78% 6%	14 60% 2%	24 79% 4%	75 73% 12%kl	55 78% 9%klq	38 53% 6%	58 73% 9%kl	67 63% 11%kl	31 43% 5%	124 77% 20%klq	63 72% 10%kl	39 78% 6%kl	45 76% 7%kl	14 60% 2%
Standard Broadband	477 52%	402 52% / 84%	29 48% 6%	35 71% 7%abce	10 44% 2%	15 50% 3%	55 53% 11%kl	49 70% 10%ajklmp	40 55% 8%kl	36 45% 7%	54 51% 11%kl	25 48% 5%	77 47% 16%	52 60% 11%kl	35 49% 7%ajklmp	29 60% 6%	10 44% 2%
Superfast Broadband	300 33%	273 35% dho 91%ld	14 23% 5%	6 13% 2%	7 32% 2%ld	12 40% 4%	29 28% 10%	14 20% 5%	20 28% 7%	31 39% 10%ho	43 41% 14%ho	20 27% 7%	71 44% 24%agho	33 38% 11%ho	6 13% 2%	14 23% 5%	7 32% 2%o
Mobile phone/Smartphone	173 19%	151 19% 88%	13 21% 7%	5 11% 3%	3 15% 2%	3 9% 1%	30 29% 17%ahkmno	8 12% 5%	14 20% 8%	19 24% 11%	14 14% 8%	24 33% 14%ahk	28 17% 16%	11 13% 7%	5 11% 3%	13 21% 7%	3 15% 2%
Mobile broadband (dongle/USB stick/data card/tablet)	58 6%	52 9% n 89%	2 4% 4%	4 8% 6%	* 2% 1%	1 2% 1%	9 9% 15%ln	3 4% 4%	7 10% 12%ln	10 12% 17%mn	7 7% 12%ln	10 14% 17%amn	6 3% 10%	- 4% -	4 8% 6%ln	2 4% 4%	* 2% 1%
Pay TV service	339 37%	289 37% h 85%	17 29% 5%	18 36% 5%	14 61% 4%abcd	15 51% 5%	47 46% 14%h	12 18% 4%	32 44% 9%h	32 40% 9%h	35 33% 10%h	23 31% 7%	59 37% 18%h	33 38% 10%h	18 36% 5%h	17 29% 5%	14 61% 4%ahjklmnop
SUMMARY CODES																	
ANY FIXED BROADBAND	771 85%	669 86% clp 87%lc	43 73% 6%	42 84% 5%	17 76% 2%	27 91% 4%	84 82% 11%kl	63 89% 8%lpq	60 84% 8%kl	67 84% 9%kl	94 89% 12%lpq	44 61% 6%	148 92% 19%acl	83 95% 11%acl	42 84% 5%kl	43 73% 6%	17 76% 2%
ANY BROADBAND	796 87%	690 88% celp 87%lce	45 77% 6%	44 88% 5%	17 76% 2%	27 91% 3%	85 84% 11%kl	65 92% 8%lpq	65 91% 8%lpq	69 87% 9%kl	95 90% 12%klq	49 67% 6%	152 94% 19%acl	83 95% 10%gklpq	44 88% 5%kl	45 77% 6%	17 76% 2%

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?
Base: All with a bundled package

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	882	726	55	46	55	31	103	67	65	80	91	70	140	79	46	55	55
Weighted Base	913	781	59*	49*	23*	30**	102*	70*	72*	80*	106*	73*	162	87*	49*	59*	23*
Can't remember	18				-	-	1	1	-	-	3	5	5	-	1	2	-
	2%	15 2%	2 3%	1 2%	-	-	1 5%	1 5%	-	-	3 19%	5 30%agi jn	3 25%	-	2 7%	3 10%	-

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	882	813	66	194	671	145	412	193	364	574	127	82	107	661	790
Weighted Base	913	833	76*	170	724	129	471	175	425	646	131	81*	91*	729	832
Fixed landline	632	589	41	126	494	77	339	113	303	438	91	58	73	498	582
	69%	71%	53%	74%	68%	60%	72%	64%	71%	68%	69%	71%	80%	68%	70%
		cf 93% ^{ac}	6%	20%	78%	12%	54% ^{df}	18%	46%	69%	14%	9%	12% ^{ajno}	79%	92%
Standard Broadband	477	434	43	94	376	72	247	101	218	319	71	44	52	371	442
	52%	52%	56%	55%	52%	56%	52%	58%	51%	49%	54%	54%	57%	51%	53%
		91%	9%	20%	79%	15%	52%	21%	46%	67%	15%	9%	11%	78%	83%
Superfast Broadband	300	279	20	46	248	29	174	37	166	238	35	25	23	254	274
	33%	34%	26%	27%	34%	23%	37%	21%	39%	37%	26%	31%	26%	35%	33%
		fh 93%	7%	15%	83%	10%	58% ^{df}	12%	55% ^{ah}	79% ^{km}	12%	8%	8%	85%	91%
Mobile phone/Smartphone	173	152	19	35	135	36	85	47	74	134	30	19	21	151	173
	19%	18%	25%	21%	19%	28%	18%	27%	17%	21%	23%	23%	23%	21%	21%
		88%	11%	21%	78%	21% ^{ag}	49%	27% ^{ai}	43%	77%	18%	11%	12%	88%	100%
Mobile broadband (dongle/USB stick/data card/tablet)	58	52	6	9	49	6	34	11	29	43	8	6	3	47	49
	6%	6%	8%	5%	7%	4%	7%	6%	7%	7%	6%	7%	3%	6%	6%
		90%	10%	16%	84%	9%	59%	18%	50%	73%	13%	10%	5%	81%	85%
Pay TV service	339	311	26	56	279	39	190	60	170	265	42	33	29	286	317
	37%	37%	34%	33%	39%	30%	40%	34%	40%	41%	32%	40%	32%	39%	38%
		92%	6%	17%	82%	12%	56% ^{df}	18%	50%	78%	12%	10%	9%	84%	94%
SUMMARY CODES															
ANY FIXED BROADBAND	771	711	59	141	619	100	418	137	381	553	106	69	74	620	710
	85%	85%	78%	83%	85%	77%	89%	78%	90%	86%	81%	85%	81%	85%	85%
		fh 92%	6%	16%	80%	13%	54% ^{df}	18%	49% ^{ah}	72%	14%	9%	10%	80%	92%
ANY BROADBAND	796	732	63	145	638	104	431	144	391	571	110	72	76	640	730
	87%	88%	83%	85%	88%	80%	91%	82%	82%	88%	84%	89%	88%	88%	88%
		f 92%	6%	18%	80%	13%	54% ^{af}	18%	49% ^{ah}	72%	14%	9%	9%	80%	92%
Can't remember	18	17	1	3	13	1	3	1	3	13	4	1	2	15	16
	2%	2%	2%	2%	2%	1%	1%	1%	1%	2%	3%	1%	3%	2%	2%
		92%	8%	16%	74%	5%	18%	5%	18%	75%	21%	4%	13%	82%	86%

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	882	341	312	564	510	287	781	101	51	784
Weighted Base	913	375	340	614	524	319	825	87*	56*	829
Fixed landline	632	244	276	438	369	238	593	38	44	595
	69%	65%	81%	71%	70%	75%	72%	44%	79%	72%
		<i>h</i>	39%	44% <i>abd</i>	58% <i>h</i>	38% <i>h</i>	94% <i>h</i>	6%	7% <i>h</i>	94% <i>h</i>
Standard Broadband	477	183	182	318	477	7	477	-	24	477
	52%	49%	54%	52%	91%	2%	58%	-	42%	58%
		<i>fh</i>	38%	38%	100% <i>afghij</i>	1%	100% <i>afhi</i>	-	5% <i>fh</i>	100% <i>afhi</i>
Superfast Broadband	300	136	131	224	16	300	300	-	23	300
	33%	36%	39%	36%	3%	94%	36%	-	41%	36%
		<i>eh</i>	45%	44%	5%	100% <i>aeghij</i>	100% <i>eh</i>	-	6% <i>eh</i>	100% <i>eh</i>
Mobile phone/Smartphone	173	72	48	102	72	59	132	41	19	135
	19%	19%	14%	17%	14%	19%	16%	47%	34%	16%
		<i>e</i>	42%	28%	42%	34%	76%	24% <i>aeofgj</i>	11% <i>aeofgj</i>	79%
Mobile broadband (dongle/USB stick/data card/tablet)	58	52	16	54	25	21	43	15	14	44
	6%	14%	5%	9%	5%	6%	5%	17%	25%	5%
		90% <i>aacd</i>	27%	92% <i>c</i>	43%	36%	74%	26% <i>aeofgj</i>	24% <i>aeofgj</i>	76%
Pay TV service	339	153	157	258	190	142	325	13	23	325
	37%	41%	46%	42%	36%	45%	39%	15%	40%	39%
		<i>h</i>	45%	46% <i>a</i>	56% <i>h</i>	42% <i>aeh</i>	96% <i>h</i>	4%	7% <i>h</i>	96% <i>h</i>
SUMMARY CODES										
ANY FIXED BROADBAND	771	315	311	537	487	302	771	-	47	771
	85%	84%	92%	87%	93%	95%	93%	-	83%	93%
		<i>h</i>	41%	40% <i>ab</i>	63% <i>ahi</i>	39% <i>ahi</i>	100% <i>ahi</i>	-	6% <i>h</i>	100% <i>ahi</i>
ANY BROADBAND	796	337	317	559	492	306	781	15	52	782
	87%	90%	93%	91%	94%	96%	95%	17%	93%	94%
		<i>h</i>	42%	40% <i>a</i>	62% <i>ah</i>	38% <i>ah</i>	98% <i>ah</i>	2%	7% <i>h</i>	98% <i>ah</i>
Can't remember	18	11	2	14	8	3	11	7	1	11
	2%	3%	1%	2%	2%	1%	1%	8%	2%	1%
		63% <i>c</i>	13%	76%	44%	15%	59%	41% <i>aeofgj</i>	7%	59%

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	882	669	213	443	439	882	96	783	14	23	10
Weighted Base	913	692	221	466	446	913	96*	814	12**	27**	11**
Fixed landline	632	632	-	369	262	632	56	574	6	17	5
	69%	91%	-	79%	59%	69%	58%	70%	53%	62%	48%
		ceg	100%ac	58%ae	42%	100%	9%	91%g	1%	3%	1%
Standard Broadband	477	371	105	247	230	477	49	427	8	15	5
	52%	54%	48%	53%	52%	52%	51%	52%	69%	56%	45%
		78%	22%	52%	48%	100%	10%	90%	2%	3%	1%
Superfast Broadband	300	245	56	168	132	300	24	274	3	9	1
	33%	35%	25%	36%	30%	33%	25%	34%	27%	32%	13%
		c	81%ac	56%	44%	100%	8%	91%	1%	3%	-
Mobile phone/Smartphone	173	100	73	53	120	173	17	154	2	3	4
	19%	14%	33%	11%	27%	19%	18%	19%	12%	13%	35%
		bd	58%	31%	69%ad	100%	10%	90%	1%	2%	2%
Mobile broadband (dongle/USB stick/data card/tablet)	58	38	20	28	30	58	11	47	2	2	1
	6%	6%	9%	6%	7%	6%	12%	6%	20%	8%	9%
		66%	34%	48%	52%	100%	19%h	81%	4%	4%	2%
Pay TV service	339	302	37	339	-	339	41	297	6	12	4
	37%	44%	17%	73%	-	37%	42%	36%	46%	44%	39%
		oe	89%ac	100%ae	-	100%	12%	88%	2%	4%	1%
SUMMARY CODES											
ANY FIXED BROADBAND	771	611	160	412	359	771	71	697	10	22	6
	85%	88%	73%	88%	81%	85%	74%	86%	83%	83%	57%
		cg	79%ac	53%e	47%	100%	9%	90%g	1%	3%	1%
ANY BROADBAND	796	627	169	423	373	796	80	713	12	24	7
	87%	91%	77%	91%	84%	87%	83%	88%	94%	89%	67%
		c	79%ac	53%e	47%	100%	10%	90%	1%	3%	1%
Can't remember	18	10	8	8	10	18	-	18	-	-	-
	2%	1%	4%	2%	2%	2%	-	2%	-	-	-
		54%	46%b	46%	54%	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
882	26	21	26	24	69	91	791	38	44	36	730	51	
913	23**	21**	27**	25**	77*	100*	812	38*	53*	38*	771	54*	
632	15	11	-	13	51	64	568	21	35	20	578	15	
69%	65%	50%	-	53%	66%	64%	70%	57%	66%	52%	75%	28%	
km	2%	2%	-	2%	8%	10%	90%k	3%	6%	3%	92%am	2%	
477	15	10	11	-	61	61	416	19	31	17	477	-	
52%	67%	46%	41%	-	79%	60%	51%	50%	58%	44%	62%	-	
m	3%	2%	2%	-	13%aghi	13%	87%	4%	7%	4%	100%am	-	
300	7	6	9	15	-	15	285	14	17	16	300	-	
33%	30%	28%	34%	61%	-	15%	35%	36%	32%	41%	39%	-	
fgm	2%	2%	3%	5%	-	5%l	95%fg	5%fg	6%fg	5%fg	100%am	-	
173	3	6	11	11	21	31	142	10	11	9	117	14	
19%	15%	27%	40%	44%	28%	31%	17%	27%	20%	24%	15%	27%	
2%	3%	6%	6%	6%	12%h	18%ah	82%	6%	6%	5%	68%	8%l	
58	2	4	2	4	5	8	50	5	1	5	34	9	
6%	9%	17%	9%	15%	6%	8%	6%	14%	3%	13%	4%	17%	
4%	6%	4%	4%	6%	8%	15%	85%	9%	2%	9%	58%	16%al	
339	8	6	3	9	29	37	301	9	15	11	307	19	
37%	33%	30%	10%	34%	37%	37%	37%	23%	28%	30%	40%	34%	
2%	2%	2%	1%	3%	9%	11%	89%	3%	4%	3%	91%	6%	
SUMMARY CODES													
771	22	16	20	15	61	76	696	31	47	33	771	-	
85%	97%	73%	75%	61%	79%	75%	86%	83%	87%	85%	100%	-	
gm	3%	2%	3%	2%	8%	10%	90%g	4%	6%	4%	100%am	-	
796	23	16	21	17	62	79	717	31	47	33	771	9	
87%	100%	73%	79%	66%	81%	78%	88%	83%	87%	85%	100%	17%	
gm	3%	2%	3%	2%	8%	10%	90%g	4%	6%	4%	97%am	1%	
18	-	-	-	2	-	2	16	-	1	-	-	11	
2%	-	-	-	7%	-	2%	2%	-	2%	-	-	20%	
l	-	-	-	10%	-	10%	90%	-	7%	-	-	59%al	

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	882	164	148	132	241	106	44	15	11	14	3	4
Weighted Base	913	157	141	129	258	119*	51*	19**	12**	17**	3**	5**
Fixed landline	632	109	111	79	168	83	37	16	6	16	3	3
	69%	70%	79%	61%	65%	70%	73%	83%	52%	96%	78%	55%
		17%	18%cd	13%	27%	13%	6%	3%	1%	3%	*	*
Standard Broadband	477	95	75	75	124	58	24	4	5	11	2	4
	52%	61%	53%	58%	48%	49%	46%	20%	37%	68%	61%	71%
		20%cd	16%	16%	26%	12%	5%	1%	1%	2%	*	1%
Superfast Broadband	300	40	49	30	92	42	20	14	7	5	1	2
	33%	25%	34%	23%	35%	35%	39%	71%	58%	32%	39%	29%
		13%	16%	10%	31%ac	14%	7%cd	5%	2%	2%	*	1%
Mobile phone/Smartphone	173	32	27	27	45	21	9	2	3	5	-	2
	19%	20%	19%	21%	17%	18%	13%	13%	21%	29%	-	45%
		16%	16%	16%	26%	12%	5%	1%	2%	3%	-	1%
Mobile broadband (dongle/USB stick/data card/tablet)	58	12	9	10	11	10	2	-	1	2	-	1
	6%	8%	7%	7%	4%	8%	4%	-	11%	12%	-	23%
		20%	16%	16%	19%	17%	3%	-	2%	3%	-	2%
Pay TV service	339	50	56	44	93	52	19	9	5	7	2	2
	37%	32%	40%	34%	36%	44%	38%	49%	38%	39%	61%	29%
		15%	17%	13%	27%	15%	6%	3%	1%	2%	1%	*
SUMMARY CODES												
ANY FIXED BROADBAND	771	133	122	104	216	99	43	18	12	17	3	5
	85%	85%	86%	80%	84%	84%	84%	91%	95%	100%	100%	100%
		17%	16%	13%	26%	13%	6%	2%	2%	2%	*	1%
ANY BROADBAND	796	139	125	108	222	104	43	18	12	17	3	5
	87%	88%	89%	84%	86%	88%	84%	91%	95%	100%	100%	100%
		17%	16%	14%	26%	13%	5%	2%	1%	2%	*	1%
Can't remember	18	1	1	1	10	1	4	-	-	-	-	-
	2%	*	1%	1%	4%	1%	8%	-	-	-	-	-
		4%	5%	5%	57%aa	7%	23%abce	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)	
Unweighted Base	882	158	58	191	146	126	78	32	54	28	7	4	288	403	51	90	46	4	
Weighted Base	913	141	54*	184	151	146	86*	39**	66*	33**	7**	5**	277	432	51*	97*	49*	5**	
Fixed landline	632	107	33	135	86	114	59	26	45	20	5	3	170	327	32	68	32	3	
	69%	76%	61%	73%	57%	78%	69%	68%	68%	60%	67%	55%	61%	76%	63%	70%	65%	55%	
		17%bd	5%	21%cd	14%	18%abd	9%	4%	7%	3%	1%	*	27%	52%cd	5%	11%	5%	*	
Standard Broadband	477	86	33	98	82	77	42	12	29	9	5	4	147	224	29	52	21	4	
	52%	61%	60%	53%	54%	53%	49%	32%	43%	28%	67%	71%	53%	52%	58%	54%	42%	71%	
		18%ch	7%	21%	17%	16%	9%	3%	6%	2%	1%	1%	31%	47%	6%	11%	4%	1%	
Superfast Broadband	300	35	11	61	37	54	36	18	27	17	2	2	74	161	10	32	21	2	
	33%	25%	20%	33%	25%	37%	42%	45%	41%	51%	33%	29%	27%	37%	20%	33%	43%	29%	
		12%	4%	20%	12%	18%abd	12%abd	6%	9%abd	6%	1%	1%	25%	54%ln	3%	11%	7%ln	1%	
Mobile phone/Smartphone	173	26	5	40	32	20	19	7	11	9	-	2	63	79	2	18	8	2	
	19%	19%	10%	22%	21%	14%	23%	17%	17%	28%	-	45%	23%	18%	4%	19%	15%	45%	
		15%	3%	23%	19%	12%	11%	4%	6%	5%	-	1%	37%ln	46%ln	1%	11%ln	4%	1%	
Mobile broadband (dongle/USB stick/data card/tablet)	58	12	3	11	13	7	3	3	3	1	2	1	20	24	5	4	5	1	
	6%	8%	5%	6%	9%	4%	3%	7%	5%	2%	33%	23%	7%	6%	10%	4%	10%	23%	
		20%	5%	19%	23%	11%	5%	5%	5%	1%	4%	2%	34%	41%	8%	6%	8%	2%	
Pay TV service	339	50	21	66	58	60	26	17	24	13	3	2	99	153	20	46	18	2	
	37%	35%	39%	36%	38%	41%	30%	43%	36%	39%	43%	29%	36%	35%	40%	47%	37%	29%	
		15%	6%	19%	17%	18%	8%	5%	7%	4%	1%	*	29%	45%	6%	13%	5%	*	
SUMMARY CODES																			
ANY FIXED BROADBAND	771	119	44	158	120	131	76	30	56	25	7	5	220	382	40	83	42	5	
	85%	84%	80%	86%	79%	90%	89%	77%	85%	77%	100%	100%	79%	88%	78%	86%	85%	100%	
		15%	6%	21%	16%	17%cd	10%	4%	7%	3%	1%	1%	28%	49%ln	5%	11%	5%	1%	
ANY BROADBAND	796	127	46	163	126	131	77	31	57	25	7	5	232	389	41	84	44	5	
	87%	90%	84%	89%	83%	90%	80%	87%	86%	77%	100%	100%	84%	90%	80%	87%	89%	100%	
		16%	6%	20%	16%	16%	10%	4%	7%	3%	1%	1%	29%	49%cd	5%	11%	5%	1%	
Can't remember	18	1	1	3	3	2	3	1	3	1	-	-	5	9	3	-	1	-	
	2%	*	2%	2%	2%	1%	3%	4%	4%	4%	-	-	2%	2%	6%	-	2%	-	
		4%	5%	16%	19%	11%	14%	8%	15%	7%	-	-	26%	52%	17%cd	-	5%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	882	850	32	-
Weighted Base	913	899	14**	-.**
Fixed landline	632	625	7	-
	69%	68%	52%	-
		99%	1%	-
Standard Broadband	477	472	5	-
	52%	53%	37%	-
		99%	1%	-
Superfast Broadband	300	295	5	-
	33%	33%	36%	-
		98%	2%	-
Mobile phone/Smartphone	173	170	3	-
	19%	19%	20%	-
		98%	2%	-
Mobile broadband (dongle/USB stick/data card/tablet)	58	58	-	-
	6%	6%	3%	-
		99%	1%	-
Pay TV service	339	331	8	-
	37%	37%	56%	-
		98%	2%	-
SUMMARY CODES				
ANY FIXED BROADBAND	771	761	10	-
	85%	85%	73%	-
		99%	1%	-
ANY BROADBAND	796	786	10	-
	87%	87%	72%	-
		99%	1%	-
Can't remember	18	18	-	-
	2%	2%	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
000	50	16	34	5	8	9	5	9	11	3	14	23	13	32	18	16	23	11
	4%	3%	6%	7%	3%	4%	2%	4%	9%	4%	4%	3%	7%	5%	4%	6%	3%	5%
		32%	68% ^b	11%	17%	18%	9%	19%	22% ^{aefg}	5%	28%	46%	27% ^{ah}	63%	37%	31%	46%	22%
002	1	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-
004	2	2	-	-	-	-	1	1	-	-	-	2	-	-	2	-	1	1
	*	*	-	-	-	-	1%	*	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	-	65%	35%	-	-	-	100%	-	-	100%	-	65%	35%
005	7	4	3	1	2	1	1	-	1	1	3	3	1	3	4	-	5	2
	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	1%	*	1%	*	1%	-	1%	1%
		52%	48%	17%	30%	16%	19%	-	9%	9%	46%	35%	18%	39%	61%	-	72%	28%
007	7	6	1	1	1	1	2	1	-	-	2	5	-	5	2	2	5	-
	1%	1%	*	2%	*	1%	1%	1%	-	-	1%	1%	-	1%	*	1%	1%	-
		84%	16%	16%	17%	17%	33%	17%	-	-	33%	67%	-	67%	33%	33%	67%	-
008	8	5	3	-	2	1	1	2	1	-	2	5	1	3	4	-	4	3
	1%	1%	*	-	1%	1%	1%	1%	*	-	1%	1%	*	*	1%	-	1%	1%
		66%	34%	-	33%	17%	18%	25%	8%	-	33%	60%	8%	42%	58%	-	57%	43%
009	4	3	1	3	-	-	-	-	1	-	3	-	1	3	1	-	4	-
	*	*	*	4%	-	-	-	-	1%	-	1%	-	*	*	*	-	1%	-
		82%	18%	82% ^{aefg}	-	-	-	-	18%	-	82% ^h	-	18%	82%	18%	-	100%	-
010	19	14	4	-	6	3	1	3	4	2	6	7	6	16	2	7	9	2
	2%	2%	1%	-	2%	1%	1%	1%	3%	3%	2%	1%	3%	2%	*	3%	1%	1%
		77% ^c	23%	-	32%	14%	7%	17%	20%	10%	32%	38%	30% ^d	67% ^o	13%	38%	49%	13%
012	10	4	6	-	3	3	1	2	1	-	3	6	1	3	6	1	7	2
	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%	*	*	1%	*	1%	1%
		40%	60%	-	26%	28%	14%	24%	7%	-	26%	66%	7%	36%	64%	14%	70%	16%
013	6	5	1	-	-	-	1	3	1	1	-	4	2	5	1	3	3	-
	1%	1%	*	-	-	-	1%	1%	1%	2%	-	1%	1%	1%	*	1%	1%	-
		78%	22%	-	-	-	22%	43%	16%	19% ^{ef}	-	65%	35% ^k	84%	16%	43%	57%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
014	4	2	2	-	1	-	2	1	-	-	1	3	-	-	4	-	4	1
	*	-	-	-	-	-	1%	*	-	-	*	-	-	-	1%	-	1%	*
		55%	45%	-	27%	-	55%	18%	-	-	27%	73%	-	-	100% ⁿ	-	82%	18%
015	41	25	16	2	4	8	9	10	4	4	6	27	7	30	11	15	19	8
	3%	4%	3%	3%	2%	3%	4%	5%	3%	7%	2%	4%	4%	4%	2%	5%	3%	3%
		61%	39%	5%	10%	19%	23%	24%	9%	9% ^e	16%	66%	18%	73%	27%	36%	45%	19%
016	9	2	7	1	1	1	1	3	1	1	2	5	2	6	3	5	2	2
	1%	*	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%
		26%	74%	10%	13%	16%	9%	31%	13%	8%	23%	56%	21%	68%	32%	54%	27%	19%
017	28	11	17	3	12	1	5	3	4	-	15	9	4	9	19	4	12	12
	2%	2%	3%	4%	4%	*	2%	1%	3%	-	4%	1%	2%	1%	4%	1%	2%	5%
		39%	61%	10%	43% ^d	4%	16%	11%	15% ^d	-	53% ^d	31%	15%	32%	68% ^{un}	13%	44%	43% ^{app}
018	6	12	6	-	7	6	4	-	-	-	7	10	*	2	12	6	12	3
	1%	2%	1%	-	3%	2%	2%	-	*	-	2%	2%	*	2%	1%	1%	2%	1%
		67%	33%	-	41% ^h	32% ^h	25%	-	1%	-	41%	57%	1%	66%	34%	14%	70%	15%
019	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	-	-	-	-	-	-	-	1%	-	-	-	*	-	*	-	*	-
		-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-
020	82	36	46	9	18	11	19	10	11	4	27	40	15	43	39	17	44	21
	7%	6%	8%	12%	7%	5%	9%	5%	9%	7%	8%	6%	8%	6%	8%	6%	7%	9%
		44%	56%	11% ^f	22%	13%	23%	13%	13%	5%	33%	49%	18%	52%	48%	21%	53%	26%
021	6	3	4	-	1	-	2	2	-	1	1	5	1	4	2	1	4	1
	1%	*	1%	-	1%	-	1%	1%	-	1%	*	1%	*	1%	*	*	1%	*
		41%	59%	-	22%	-	33%	37%	-	8%	22%	70%	8%	67%	33%	21%	67%	12%
022	25	14	10	3	7	5	2	5	2	1	10	11	3	16	9	6	13	5
	2%	2%	2%	4%	3%	2%	1%	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%	2%
		58%	42%	12%	29%	18%	6%	21%	9%	3%	42%	46%	12%	64%	36%	26%	54%	20%
023	13	7	6	*	3	4	2	2	1	1	3	8	1	7	6	3	4	6
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%
		57%	43%	4%	22%	31%	15%	18%	5%	5%	25%	64%	10%	51%	49%	20%	31%	49% ^q
024	11	6	5	-	3	-	4	3	1	1	3	6	2	5	6	1	7	3
	1%	1%	1%	-	1%	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
		51%	49%	-	26%	-	33%	24%	10%	8% ^d	26%	56%	18%	42%	58%	11%	66%	23%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
025	66	25	41	6	6	18	10	14	9	2	11	42	12	45	21	20	38	8
	5%	4% e	7% 38%	8% 9%	2% 28%	8% 15%	5% 22%	6% 14%	7% 4%	4%	3%	65% 18%	6%	6%	4%	7%	6%	3%
026	19	15	5	1	6	4	3	3	2	-	7	10	2	13	6	6	10	4
	2%	2% 76% ^c	2% 24%	2% 8%	2% 30%	2% 21%	1% 15%	2% 17%	1% 9%	-	2%	2% 38%	1% 53%	1% 9%	1% 69%	1% 31%	1% 31%	1% 51%
027	12	6	6	-	3	1	1	6	1	-	3	8	1	6	6	2	6	4
	1%	1% 47%	1% 53%	-	1% 22%	1% 10%	1% 12%	3% 47%	1% 10%	-	1% 22%	1% 69%	1% 10%	1% 51%	1% 49%	1% 15%	1% 49%	2% 35%
028	11	6	5	1	1	1	2	4	2	1	2	7	2	6	6	3	5	3
	1%	1% 52%	1% 48%	1% 5%	1% 13%	1% 6%	2% 17%	1% 38%	1% 15%	1% 6%	1% 17%	1% 61%	1% 21%	1% 49%	1% 51%	1% 26%	1% 45%	1% 29%
029	6	2	3	-	1	1	-	2	1	-	1	4	1	3	3	3	3	-
	*	- 41%	1% 59%	-	1% 24%	1% 23%	-	1% 41%	1% 11%	-	- 24%	1% 65%	- 11%	- 48%	1% 52%	1% 48%	- 52%	-
030	124	64	59	10	34	17	23	22	9	8	44	63	17	68	56	27	74	22
	10%	11% 52%	10% 48%	13% 8%	7% 27%	7% 14%	11% 19%	10% 18%	7% 16%	7% 6%	13% 36%	9% 51%	9% 14%	10% 22%	11% 45%	10% 22%	9% 60%	9% 18%
031	3	1	2	*	1	-	-	-	1	-	2	-	1	2	*	1	1	*
	*	- 36%	- 64%	- 16%	1% 47%	-	-	-	1% 36%	-	1% 64%	-	1% 36% ^d	- 84%	1% 16%	- 47%	1% 36%	1% 16%
032	11	8	2	-	2	3	-	4	1	1	2	6	3	7	4	-	10	1
	1%	1% 78%	- 22%	-	1% 16%	1% 25%	-	2% 34%	1% 13%	2% 12% ^g	1% 16%	1% 59%	1% 25%	1% 64%	1% 36%	-	1% 93%	1% 7%
033	3	1	2	-	-	1	-	-	2	-	-	1	2	1	2	1	1	1
	*	- 41%	- 59%	-	-	-	-	-	2% 66% ^{ae}	-	-	- 34%	1% 66% ^{akl}	- 45%	1% 55%	- 45%	1% 34%	1% 21%
034	4	3	2	-	1	-	1	2	-	1	1	3	1	3	1	2	1	1
	-	- 61%	- 39%	-	1% 16%	-	1% 28%	1% 41%	-	1% 15%	-	- 69%	- 15%	- 68%	- 32%	- 40%	1% 28%	1% 32%
035	65	38	27	7	21	12	6	8	6	5	28	26	11	42	24	13	40	12
	5%	6% 59%	5% 41%	9% 11% ^g	8% 32% ^g	5% 18%	3% 9%	4% 13%	5% 10%	8% 7% ^g	6% 43% ^l	6% 40%	6% 17%	6% 64%	5% 36%	5% 20%	6% 62%	5% 18%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE				SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)		
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311		
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247		
036	7	1	5	1	-	-	1	4	-	1	1	5	1	2	5	-	4	3		
	1%	-	1%	1%	-	-	-	2%	-	1%	*	1%	*	*	1%	-	1%	1%		
037	13	19%	81%	14%	-	-	13%	62% ^a	-	11% ^a	14%	75%	11%	30%	70%	-	55%	45%		
	1%	7	6	3	1	2	2	1	3	1	4	5	4	5	8	1	8	4		
038	1%	1%	1%	4%	-	1%	1%	2%	-	2%	1%	2%	1%	2%	1%	1%	1%	2%		
		52%	48%	23% ^a ^{ah}	9%	14%	15%	8%	23%	9%	32%	36%	32% ^l	40%	60%	11%	60%	29%		
039	10	3	7	-	-	1	6	1	1	-	-	9	1	6	4	1	8	1		
	1%	-	1%	-	-	1%	3%	1%	1%	-	-	1%	*	1%	1%	-	1%	*		
040	3	3	-	-	-	1	-	*	1	-	-	1	1	-	3	-	2	1		
	*	-	-	-	-	1%	-	*	1%	-	-	1%	*	1%	-	-	*	*		
041	74	40	34	6	13	15	19	12	6	4	19	45	10	50	24	17	45	12		
	6%	7%	6%	9%	5%	6%	8%	5%	5%	7%	6%	7%	5%	7%	5%	6%	7%	5%		
042	3	3	-	-	-	-	1	1	1	-	-	2	1	2	1	-	2	1		
	*	1%	1%	-	-	-	1%	-	1%	-	-	*	*	*	*	-	*	*		
043	5	3	2	-	-	3	-	1	2	-	-	3	2	2	3	1	3	1		
	*	1%	*	-	-	1%	-	*	1%	-	-	1%	1%	*	1%	*	*	1%		
044	3	2	1	-	1	-	1	-	1	1	1	1	1	2	1	-	2	1		
	*	*	*	-	*	-	1%	-	1%	1%	*	*	1%	*	*	-	*	*		
045	29	14	15	1	8	6	5	5	2	*	9	17	3	18	11	11	15	3		
	2%	2%	3%	2%	3%	3%	2%	2%	2%	1%	3%	2%	2%	3%	2%	4%	2%	1%		
046	5	2	3	-	1	2	-	2	-	-	1	4	-	3	2	-	3	2		
	*	*	*	-	1%	1%	-	1%	-	-	*	1%	-	*	*	-	*	1%		
		48%	52%	-	29%	33%	-	38%	-	-	29%	71%	-	62%	38%	-	62%	38%		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
047	5	2	4	-	-	3	2	-	-	-	-	5	-	3	2	-	3	2
	*	*	1%	-	-	1%	1%	-	-	-	-	*	-	*	*	-	*	1%
		29%	71%	-	-	55%	45%	-	-	-	-	100%	-	56%	44%	-	56%	44%
048	5	1	4	-	-	1	2	-	1	1	-	3	1	1	3	-	3	2
	*	*	1%	-	-	1%	1%	-	1%	1%	-	1%	1%	*	1%	-	*	1%
		15%	85%	-	-	29%	44%	-	14%	14%	-	72%	28%	29%	71%	-	57%	43%
049	6	2	3	-	-	1	2	1	1	-	-	5	1	4	1	1	3	1
	*	*	1%	-	-	1%	1%	1%	1%	-	-	1%	*	1%	*	1%	*	1%
		39%	61%	-	-	24%	39%	24%	12%	-	-	88%	12%	75%	25%	26%	49%	25%
050	80	35	44	2	25	17	14	10	7	6	27	40	13	51	29	16	48	16
	7%	6%	7%	2%	9%	7%	6%	4%	6%	10%	8%	6%	7%	7%	6%	5%	7%	6%
		44%	56%	2%	31%	21%	17%	12%	9%	7%	33%	51%	16%	64%	36%	19%	61%	20%
051	5	4	1	-	1	-	-	-	2	-	2	1	2	-	5	-	3	2
	*	1%	*	1%	*	-	-	-	1%	-	1%	*	1%	-	1%	-	*	1%
		73%	27%	23%	28%	-	-	11%	38%	-	51%	11%	38%	-	100% ⁿ	-	58%	42%
052	6	4	2	-	4	-	2	-	-	-	4	2	-	3	3	2	2	2
	1%	1%	*	-	1%	-	1%	-	-	-	1%	*	-	*	1%	1%	*	1%
		64%	36%	-	64%	-	36%	-	-	-	64%	36%	-	49%	51%	28%	41%	31%
054	7	3	4	2	3	1	-	-	1	1	5	1	2	6	1	2	4	1
	1%	1%	1%	2%	1%	*	-	-	1%	2%	1%	*	1%	1%	*	1%	1%	1%
		41%	59%	22%	43%	10%	-	-	9%	17% ^{gh}	65% ^l	10%	26% ^l	82%	18%	31%	51%	18%
055	19	13	6	-	5	4	6	2	2	-	5	12	2	8	11	6	9	4
	2%	2%	1%	-	2%	2%	3%	1%	1%	-	1%	2%	1%	1%	2%	2%	1%	2%
		69%	31%	-	24%	21%	33%	13%	9%	-	24%	66%	9%	43%	57%	31%	46%	23%
056	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
	*	*	-	-	*	-	-	-	-	-	*	-	-	-	*	-	-	*
		100%	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
057	3	2	1	-	1	2	-	-	-	-	1	2	-	-	3	-	1	2
	*	*	*	-	*	1%	-	-	-	-	*	*	-	-	*	-	*	1%
		63%	37%	-	37%	63%	-	-	-	-	37%	63%	-	-	100%	-	37%	63%
058	3	-	3	-	-	1	2	-	-	-	-	3	-	2	1	-	2	1
	*	-	1%	-	-	1%	1%	-	-	-	-	*	-	-	*	-	*	*
		-	100%	-	-	42%	58%	-	-	-	-	100%	-	76%	24%	-	76%	24%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE			SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311	
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247	
059	2	2	*	-	2	*	-	-	-	-	2	*	-	-	2	-	-	2	
	*	*	*	-	1%	*	-	-	-	-	*	*	-	-	*	-	-	1%	
		84%	16%	-	84%	16%	-	-	-	-	84%	16%	-	-	100%	-	-	100%q	
060	47	22	26	1	15	7	11	7	3	2	17	26	7	27	21	17	22	9	
	4%	4%	4%	1%	6%	3%	5%	3%	3%	3%	5%	4%	3%	4%	4%	3%	4%	4%	
		46%	54%	2%	33%	16%	24%	14%	7%	4%	35%	54%	11%	57%	43%	35%	46%	19%	
062	2	1	*	-	*	-	-	1	-	-	*	1	-	1	*	-	2	-	
	*	*	*	-	*	-	-	1%	-	-	*	*	-	*	*	-	*	-	
		76%	24%	-	24%	-	-	76%	-	-	24%	76%	-	76%	24%	-	100%	-	
063	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-	
	*	*	-	-	-	-	-	1%	-	-	-	*	-	*	-	-	*	-	
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%	-	
064	2	-	2	-	-	-	-	2	-	-	-	2	-	-	2	-	2	-	
	*	*	*	-	*	-	-	1%	-	-	-	*	-	-	*	-	*	-	
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	100%	-	
065	12	7	5	-	1	4	1	5	1	-	1	10	1	6	6	3	9	-	
	1%	1%	1%	-	*	2%	1%	2%	*	-	*	1%	*	1%	1%	1%	1%	-	
		59%	41%	-	10%	33%	12%	40%	5%	-	10%	85%	5%	49%	51%	23%	77%	-	
066	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-	
	*	*	-	-	-	-	-	-	1%	-	-	-	1%	-	-	-	*	-	
		100%	-	-	-	-	-	-	100%a	-	-	-	100%l	-	100%	-	100%	-	
067	3	1	2	1	-	-	1	*	-	-	1	2	-	-	3	-	-	3	
	*	*	*	1%	-	-	1%	*	-	-	*	*	-	-	1%	-	-	1%	
		42%	58%	42%	-	-	44%	14%	-	-	42%	58%	-	-	100%	-	-	100%aq	
068	2	1	1	-	-	-	-	1	-	1	-	1	1	1	1	1	1	-	
	*	*	*	-	-	-	-	1%	-	1%	-	*	*	*	*	*	*	-	
		33%	67%	-	-	-	-	67%	-	33%e	-	67%	33%	33%	67%	33%	67%	-	
069	1	*	1	-	-	-	-	-	-	1	-	-	1	1	*	-	1	*	
	*	*	*	-	-	-	-	-	-	2%	-	-	1%	*	*	-	*	*	
		22%	78%	-	-	-	-	-	-	100%aefo	-	-	100%l	78%	22%	-	78%	22%	
070	27	15	13	2	4	9	4	2	4	2	6	15	6	13	14	5	17	5	
	2%	2%	2%	3%	2%	4%	2%	1%	3%	3%	2%	2%	3%	2%	3%	2%	3%	2%	
		53%	47%	7%	16%	31%	16%	8%	14%	7%	23%	56%	21%	48%	52%	20%	62%	19%	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
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Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
072	2	1	1	-	-	-	-	1	1	-	-	1	1	2	-	1	1	-
	*	*	*	-	-	-	-	1%	*	-	-	*	*	*	-	*	*	-
		31%	69%	-	-	-	-	69%	31%	-	-	69%	31%	100%	-	69%	31%	-
074	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
075	17	7	9	-	4	5	4	2	1	1	4	11	1	9	7	3	11	4
	1%	1%	2%	-	2%	2%	2%	1%	*	1%	1%	2%	1%	1%	1%	1%	2%	1%
		44%	56%	-	25%	31%	22%	14%	4%	4%	25%	67%	8%	56%	44%	16%	63%	22%
076	2	1	1	-	-	2	-	-	-	-	-	2	-	-	2	-	2	-
	*	*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		45%	55%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
078	2	-	2	-	-	-	2	-	-	-	-	2	-	2	-	-	2	-
	*	-	*	-	-	-	1%	-	-	-	-	*	-	*	-	-	*	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	-	100%	-
080	33	17	17	-	15	8	2	5	3	1	15	15	4	22	12	13	13	7
	3%	3%	3%	-	5%	3%	1%	2%	2%	1%	4%	2%	2%	3%	2%	5%	2%	3%
		50%	50%	-	44%g	24%	6%	16%	9%	2%	44%	45%	11%	65%	35%	40%q	38%	22%
082	2	1	1	-	-	-	-	1	1	-	-	1	1	1	1	-	2	-
	*	*	*	-	-	-	-	*	*	-	-	*	*	*	*	-	*	-
		33%	67%	-	-	-	-	67%	33%	-	-	67%	33%	67%	33%	-	100%	-
083	1	1	1	-	-	-	-	1	1	-	-	1	1	1	1	-	1	1
	*	*	*	-	-	-	-	*	*	-	-	*	*	*	*	-	*	*
		43%	57%	-	-	-	-	57%	43%	-	-	57%	43%	43%	57%	-	43%	57%
085	3	1	2	-	-	1	1	-	1	-	-	3	1	1	2	-	3	-
	*	*	*	-	-	1%	1%	-	1%	-	-	*	*	*	*	-	1%	-
		39%	61%	-	-	41%	39%	-	20%	-	-	80%	20%	41%	59%	-	100%	-
086	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-
	*	*	-	-	-	-	-	1%	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	100%	-
087	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	*	*
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%

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Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
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Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
090	12	5	7	-	4	3	3	2	-	-	4	8	-	6	7	1	8	3
	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	*	1%	1%
		43%	57%	-	33%	27%	26%	14%	-	-	33%	67%	-	46%	54%	11%	66%	23%
094	3	3	-	-	-	1	-	1	-	-	-	3	-	1	1	-	3	-
	*	*	-	-	-	1%	-	1%	-	-	-	*	-	*	*	-	*	-
		100%	-	-	-	47%	-	53%	-	-	-	100%	-	53%	47%	-	100%	-
095	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	-	-	1%	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%	-
096	3	2	1	-	1	2	-	-	-	-	1	2	-	2	1	2	1	-
	*	*	-	-	*	1%	-	-	-	-	*	*	-	*	*	1%	*	-
		64%	36%	-	36%	64%	-	-	-	-	36%	64%	-	64%	36%	64%	36%	-
098	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	*	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-
100	16	9	8	*	1	7	3	4	1	*	1	13	2	13	4	8	5	4
	1%	1%	1%	1%	*	3%	1%	2%	1%	1%	*	2%	1%	2%	1%	3%	1%	1%
		54%	46%	3%	5%	43%	16%	23%	8%	3%	8%	81%	11%	78%	22%	47%q	31%	22%
105	3	3	-	-	-	-	2	1	-	-	-	3	-	3	1	3	-	1
	*	1%	-	-	-	-	1%	1%	-	-	-	*	-	*	*	1%	-	*
		100%	-	-	-	-	61%	39%	-	-	-	100%	-	78%	22%	78%q	-	22%
108	3	-	3	-	-	-	2	-	1	-	-	2	1	3	-	1	2	-
	*	-	*	-	-	-	-	-	1%	-	-	*	*	*	*	*	*	-
		-	100%	-	-	-	66%	-	34%	-	-	66%	34%	100%	-	34%	66%	-
110	4	1	3	-	1	-	-	3	-	-	1	3	-	3	1	-	3	1
	*	*	*	-	*	-	-	1%	-	-	*	*	-	*	*	*	*	*
		32%	68%	-	27%	-	-	73%	-	-	27%	73%	-	73%	27%	-	73%	27%
112	1	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
	*	-	*	-	-	1%	-	-	-	-	-	*	-	*	-	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
115	1	1	-	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	1%	-	-	-	-	*	-	*	-	*	-	-
		100%	-	-	-	-	100%	-	-	-	-	100%	-	100%	-	100%	-	-

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Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
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120	6	5	1	-	-	3	1	1	-	1	-	5	1	4	2	2	3	1
*	*	1%	*	-	-	1%	1%	1%	-	1%	-	1%	*	1%	*	1%	*	*
		86%	14%	-	-	43%	24%	23%	-	10%	-	90%	10%	63%	37%	39%	47%	14%
122	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-
*	*	-	*	-	-	-	*	-	-	-	-	*	-	*	-	-	*	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	-	100%	-
125	2	1	1	-	1	-	-	1	-	-	1	1	-	-	2	-	-	2
*	*	47%	53%	-	53%	-	-	47%	-	-	53%	47%	-	-	100%	-	-	1%
128	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
130	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
*	*	-	*	-	-	-	-	-	-	-	-	*	-	*	-	*	-	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
140	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
*	*	-	*	-	-	-	-	-	1%	-	-	-	*	-	*	-	*	-
141	*	-	*	-	-	-	-	-	*	-	-	-	*	-	*	-	*	*
*	*	-	*	-	-	-	-	-	-	-	-	-	*	-	*	-	-	*
		-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
200	2	2	-	-	-	2	-	-	-	-	-	2	-	2	-	-	2	-
*	*	100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
SUMMARY CODES																		
£0	50	16	34	5	8	9	5	9	11	3	14	23	13	32	18	16	23	11
	4%	3%	6%	7%	3%	4%	2%	4%	9%	4%	4%	3%	7%	5%	4%	6%	3%	5%
		32%	68% ^b	11%	17%	18%	9%	19%	22% ^{aefg}	5%	28%	46%	27% ^{all}	63%	37%	31%	46%	22%
£1-£15	109	71	37	8	20	17	22	23	11	8	27	62	19	69	40	28	62	19
	9%	12%	6%	10%	7%	7%	10%	10%	9%	13%	8%	9%	10%	10%	8%	10%	9%	8%
		66% ^c	34%	7%	18%	15%	21%	21%	11%	7%	25%	57%	17%	63%	37%	26%	57%	17%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
£16-£20	138	61	76	13	39	19	29	16	17	5	51	64	22	70	68	28	72	38
	11%	10%	13%	17%	14%	8%	13%	7%	14%	8%	15%	10%	12%	10%	14%	10%	11%	15%
	45%	45%	55%	9%h	28%h	14%	21%	12%	13%h	3%	37%l	46%	16%	51%	49%	20%	52%	28%
£21-£25	121	55	66	9	20	27	19	27	13	5	29	73	18	76	45	31	68	22
	10%	9%	11%	12%	7%	12%	9%	12%	11%	9%	8%	11%	10%	11%	9%	11%	10%	9%
	45%	45%	55%	8%	17%	22%	16%	22%	11%	4%	24%	60%	15%	63%	37%	26%	56%	18%
£26-£30	172	93	79	12	45	24	30	38	14	9	57	92	23	96	77	41	98	33
	14%	15%	13%	16%	17%	11%	13%	17%	11%	15%	16%	14%	13%	14%	15%	14%	15%	13%
	54%	46%	46%	7%	26%	14%	17%	22%	8%	5%	33%	53%	13%	56%	44%	24%	57%	19%
£31-£35	86	52	35	8	25	16	7	14	11	7	32	36	17	55	31	18	53	15
	7%	9%	6%	10%	9%	7%	3%	6%	9%	12%	9%	5%	10%	8%	6%	6%	8%	6%
	60%	60%	40%	9%g	29%g	18%	8%	16%	12%g	8%g	37%l	42%	20%l	64%	36%	21%	62%	17%
£36-£40	107	54	53	11	14	19	28	19	11	6	25	66	16	64	43	20	66	21
	9%	9%	9%	14%	5%	8%	13%	8%	9%	10%	7%	10%	9%	9%	9%	7%	10%	8%
	50%	50%	50%	10%e	13%	18%	26%e	17%	10%	5%	23%	61%	15%	60%	40%	19%	62%	20%
£41-£45	46	23	23	1	9	11	9	10	5	1	10	29	6	28	18	13	25	8
	4%	4%	4%	2%	3%	5%	4%	5%	4%	2%	3%	4%	4%	4%	4%	5%	4%	3%
	50%	50%	50%	3%	20%	23%	19%	22%	12%	2%	22%	64%	14%	61%	39%	29%	54%	17%
£46-£50	101	42	58	2	26	24	20	13	9	6	28	58	15	62	38	17	60	24
	8%	7%	10%	2%	10%	11%	9%	6%	7%	11%	8%	9%	8%	9%	8%	6%	9%	10%
	42%	42%	58%	2%	26%	24%	20%	13%	9%	6%	28%	57%	15%	62%	38%	17%	60%	23%
More than £50	272	139	133	7	66	64	51	52	22	9	73	168	31	149	123	71	143	57
	23%	23%	22%	10%	24%	28%	23%	24%	18%	16%	21%	25%	17%	21%	25%	25%	21%	23%
	dm	51%	49%	3%	24%l	24%l	19%l	19%l	8%	3%	27%	62%l	11%	55%	45%	28%	53%	21%
Avg Score	38.745dlm	38.725	38.766	28.793	38.376	43.998	39.821	39.583	34.175	35.188	36.288	41.175	34.496	38.836	38.618	39.273	38.725	38.197
Standard Deviation	25.319	25.573	25.080	16.863	22.474	29.586	25.355	26.644	23.945	21.136	21.719	27.324	23.039	26.248	23.986	26.452	25.049	24.806
Error Variance	0.564	1.133	1.125	4.182	2.245	4.559	3.532	3.796	2.955	5.077	1.610	1.331	1.882	1.162	1.060	2.879	1.078	1.979

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
000	50	43	5	2	-	1	4	1	-	8	8	8	9	3	2	5	-
	4%	4%	7%	4%	-	3%	3%	1%	-	7%	5%	7%	4%	3%	4%	7%	-
		85%	10%	5%	-	3%	7%	3%	-	16% <i>l</i>	15%	17% <i>l</i>	18%	7%	5%	10% <i>l</i>	-
002	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100% <i>ab</i>	-	-	-	-	-	-	-	-	-	-	100% <i>a</i>	-	-
004	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-
	*	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	-
		-	100% <i>ab</i>	-	-	-	-	-	-	-	-	-	-	-	-	100% <i>am</i>	-
005	7	5	3	-	-	-	1	-	1	-	2	1	-	-	-	3	-
	1%	-	3%	-	-	-	1%	-	1%	-	1%	1%	-	-	-	3%	-
		64%	36% <i>ab</i>	-	-	-	10%	-	9%	-	29%	16%	-	-	-	36% <i>am</i>	-
007	7	7	-	-	-	-	-	1	-	-	-	-	5	1	-	-	-
	1%	1%	-	-	-	-	-	1%	-	-	-	-	2%	1%	-	-	-
		100%	-	-	-	-	-	17%	-	-	-	-	67% <i>a</i>	16%	-	-	-
008	8	7	1	-	-	-	-	-	1	1	-	1	1	3	-	1	-
	1%	1%	1%	-	-	-	-	1%	1%	1%	-	1%	1%	2%	-	1%	-
		92%	8%	-	-	-	-	10%	15%	-	17%	18%	34%	-	-	8%	-
009	4	4	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	35%	-	61%	-	-	-	-
010	19	18	1	-	-	-	4	2	-	4	1	1	5	1	-	1	-
	2%	2%	1%	-	-	-	3%	2%	-	3%	1%	1%	2%	1%	-	1%	-
		96%	4%	-	-	-	22%	5%	-	20%	8%	7%	27%	3%	-	4%	-
012	10	10	-	-	-	-	-	-	-	2	-	2	6	-	-	-	-
	1%	1%	-	-	-	-	-	-	-	1%	-	2%	3%	-	-	-	-
		100%	-	-	-	-	-	-	-	16%	-	19%	64% <i>a</i>	-	-	-	-
013	6	6	1	-	-	-	-	-	1	-	-	-	2	2	-	1	-
	1%	1%	1%	-	-	-	-	-	2%	-	-	-	1%	2%	-	1%	-
		90%	10%	-	-	-	-	-	24%	-	-	-	32%	35%	-	10%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
014	4	4	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	45%	-	55%	-	-	-	-
015	41	41	-	-	-	1	3	4	3	6	9	2	10	3	-	-	-
	3%	4%	-	-	-	1%	3%	5%	3%	5%	6%	2%	5%	3%	-	-	-
		100%	-	-	-	1%	7%	11%	7%	15%	22%	5%	24%	8%	-	-	-
016	9	8	1	-	-	-	1	1	1	1	-	-	5	-	-	1	-
	1%	1%	1%	-	-	-	*	1%	1%	1%	-	-	2%	-	-	1%	-
		92%	8%	-	-	-	6%	10%	13%	9%	-	-	54%	-	-	8%	-
017	28	24	3	-	1	1	2	2	5	2	2	6	-	3	-	3	1
	2%	2%	4%	-	3%	3%	2%	3%	6%	2%	1%	5%	-	3%	-	4%	3%
		86%	11%	-	2%	4% _m	8%	9% _m	19% _m	7%	7%	21% _m	-	11% _m	-	11% _m	2% _m
018	18	13	2	2	*	-	1	2	-	1	4	2	-	2	2	2	*
	1%	1%	3%	3%	1%	-	1%	3%	-	1%	3%	2%	-	2%	3%	3%	1%
		74%	14%	10%	1%	-	7%	14% _m	-	6%	22% _m	12%	-	14%	10% _m	14% _m	1%
019	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	100% _{ab}	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	100% _a	-	-
020	82	71	6	3	2	3	8	14	4	5	13	6	13	4	3	6	2
	7%	7%	8%	5%	8%	8%	7%	15%	4%	5%	9%	5%	7%	3%	5%	8%	8%
		86%	7%	4%	3%	4%	10%	17% _{ajlmn}	5%	7%	16%	7%	16%	4%	4%	7%	3%
021	6	6	-	-	-	-	2	-	1	1	-	-	1	1	-	-	-
	1%	1%	-	-	-	-	2%	-	1%	1%	-	-	1%	1%	-	-	-
		100%	-	-	-	-	29%	-	16%	22%	-	-	21%	12%	-	-	-
022	25	22	2	-	1	1	3	1	1	6	3	4	2	2	-	2	1
	2%	2%	3%	-	4%	2%	2%	1%	1%	5%	2%	3%	1%	2%	-	3%	4%
		88%	8%	-	4%	3%	11%	3%	4%	24% _m	10%	15%	7%	10%	-	8%	4%
023	13	11	1	1	*	-	1	2	3	3	1	-	-	1	1	1	*
	1%	1%	1%	1%	2%	-	1%	2%	3%	3%	1%	-	-	1%	1%	1%	2%
		83%	8%	5%	4%	-	6%	13%	21% _m	24% _m	11%	-	-	9%	5%	8%	4% _m
024	11	10	-	1	-	-	1	2	1	*	3	2	-	1	1	-	-
	1%	1%	-	2%	-	-	1%	2%	2%	*	2%	2%	-	1%	2%	-	-
		89%	-	11%	-	-	7%	15%	13%	4%	23%	16%	-	11%	11%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
025	66	56	4	5	1	2	7	3	10	4	1	9	11	8	5	4	1
5%	5%	5%	5%	9%	4%	6%	6%	4%	11%	4%	1%	8%	5%	7%	9%	5%	4%
	k	85%	6%	8%	2%	3%	10%k	5%	15%ak	7%	2%	14%k	16%	12%k	8%k	6%	2%
026	19	17	-	2	-	-	3	3	2	-	2	2	2	1	2	-	-
2%	2%	-	-	3%	-	-	3%	3%	3%	-	2%	2%	1%	1%	3%	-	-
	90%	-	-	10%	-	-	16%	17%	13%	-	13%	13%	13%	7%	10%	-	-
027	12	9	2	1	-	-	2	-	-	-	4	-	2	1	1	2	-
1%	1%	2%	2%	-	-	-	2%	-	-	-	3%	-	1%	1%	2%	2%	-
	78%	15%	9%	-	-	-	19%	-	-	-	31%	-	19%	7%	9%	15%	-
028	11	9	1	2	-	-	1	1	1	3	1	3	1	-	2	1	-
1%	1%	1%	1%	3%	-	-	1%	1%	1%	3%	*	2%	*	-	3%	1%	-
	81%	5%	14%	-	-	-	7%	6%	6%	29%	6%	23%	5%	-	14%	5%	-
029	6	6	-	-	-	-	1	-	-	1	1	-	-	2	-	-	-
*	1%	-	-	-	-	-	1%	-	-	1%	*	-	-	2%	-	-	-
	100%	-	-	-	-	-	23%	-	-	24%	11%	-	-	41%	-	-	-
030	124	111	4	4	4	5	11	9	7	9	13	13	23	21	4	4	4
10%	11%	6%	6%	17%	4%	13%	9%	9%	8%	9%	9%	11%	11%	18%	6%	6%	17%
	90%	3%	3%	4% ^c	4%	4%	9%	7%	6%	7%	10%	10%	19%	17% ^a jkp	3%	3%	4% ^p
031	3	2	-	-	*	-	-	-	-	*	1	1	-	-	-	-	*
*	*	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-	-
	84%	-	-	16% ^a b	-	-	-	-	-	16%	47%	20%	-	-	-	-	16% ^a m
032	11	10	-	1	-	2	1	2	1	-	2	-	1	-	1	-	-
1%	1%	-	1%	-	-	4%	1%	2%	2%	-	2%	-	1%	-	1%	-	-
	93%	-	7%	-	-	16% ^a jl ⁿ	9%	19%	14%	-	22%	-	12%	-	7%	-	-
033	3	3	-	-	-	-	-	-	-	-	-	1	1	1	-	-	-
*	*	-	-	-	-	-	-	-	-	-	1%	*	1%	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	20%	34%	46%	-	-	-	-
034	4	4	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1
*	*	-	-	3%	-	-	-	-	2%	1%	-	-	1%	-	-	-	3%
	84%	-	-	16% ^a b	-	-	-	-	32%	24%	-	-	28%	-	-	-	16% ^a gh ⁿ

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
035	65 5%	52 5% 80%	5 7% 8%	6 11% 10%	2 6% 2%	1 4% 2%	4 4% 7%	5 5% 8%	5 6% 8%	3 3% 5%	6 4% 9%	5 5% 8%	18 8% 27%	5 4% 7%	6 11% 10% _d	5 7% 8%	2 6% 2%
036	7 1%	5 73% 14%	1 1% 14%	1 1% 13%	- - -	- - -	- - -	- 1% 19%	- - -	2 25% 18%	- - 11%	1 1% 18%	1 - -	- 1% -	1 13% 14%	1 1% -	- -
037	13 1%	12 1% 90%	- - -	1 1% 5%	1 3% 5%	- - -	1 1% 5%	2 2% 13%	1 1% 5%	2 2% 15%	3 2% 20%	1 1% 9%	2 1% 17%	1 1% 4%	1 1% 5%	- -	1 3% 5%
038	10 1%	8 1% 81%	- - -	2 3% 19%	- -	- -	3 3% 33% _m	1 1% 14%	- -	1 1% 7%	- -	- -	- -	3 2% 28% _m	2 3% 19% _m	- -	- -
039	3 *	2 88%	- -	- -	* 12%	- -	- -	- -	- -	- -	1 20%	2 69% _a	- -	- -	- -	- -	* 12% _m
040	74 6%	62 6% 83%	3 4% 4%	8 14% 11% _{ab}	2 8% 3%	3 7% 4%	5 4% 7%	2 2% 3%	5 5% 6%	7 6% 9%	9 6% 12%	13 11% 18% _{ahn}	15 7% 21%	2 2% 3%	8 14% 11% _{aghn}	3 4% 4%	2 8% 3% _n
041	3 *	3 100%	- -	- -	- -	1 28%	- -	- -	1 25%	- -	- -	- -	1 46%	- -	- -	- -	- -
042	6 *	3 46%	2 30% _b	1 13%	1 11% _{ab}	- -	- -	2 28%	- -	1 18%	- -	- -	- -	- -	1 13%	2 30% _m	1 11% _{agklmn}
043	5 *	5 89%	1 11%	- -	- -	- -	- -	2 40%	- -	1 16%	2 34%	- -	- -	- -	- -	1 11%	- -
044	3 *	2 54%	1 24%	1 21%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	1 38%	1 21%	1 24%	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
045	29	24	3	1	1	1	5	1	-	1	3	3	5	4	1	3	1
	2%	2%	4%	2%	4%	2%	4%	1%	-	1%	2%	2%	3%	4%	2%	4%	4%
		82%	11%	4%	4%	3%	16%	4%	-	4%	12%	10%	18%	15%	4%	11%	4%
046	5	3	1	1	-	-	2	-	-	-	-	-	-	1	1	1	-
	*	-	2%	1%	-	-	1%	-	-	-	-	-	-	1%	1%	2%	-
		56%	29%ab	15%	-	-	33%	-	-	-	-	-	-	23%	15%	29%	-
047	5	4	-	2	-	-	1	-	-	-	1	-	1	1	2	-	-
	*	-	-	3%	-	-	1%	-	-	-	1%	-	1%	1%	3%	-	-
		71%	-	29%ab	-	-	14%	-	-	-	15%	-	26%	16%	29%a	-	-
048	5	3	1	-	-	1	1	1	-	-	-	-	-	-	-	1	-
	*	-	2%	-	-	2%	1%	1%	-	-	-	-	-	-	-	2%	-
		72%	28%	-	-	14%	29%	29%	-	-	-	-	-	-	-	28%	-
049	6	6	-	-	-	1	-	1	-	1	1	-	-	1	-	-	-
	*	1%	-	-	-	4%	-	1%	-	1%	1%	-	-	1%	-	-	-
		100%	-	-	-	24%agm	-	12%	-	13%	26%	-	-	24%	-	-	-
050	80	70	4	2	4	7	9	7	5	3	12	4	11	12	2	4	4
	7%	7%	5%	4%	14%	18%	7%	7%	6%	3%	8%	3%	5%	11%	4%	5%	14%
		88%	4%	3%	5%ab	8%aj	11%	9%	6%	4%	15%	5%	14%	15%j	3%	4%	5%ajlm
051	5	4	-	-	1	-	2	-	-	1	1	-	-	1	-	-	1
	*	-	-	-	2%	-	1%	-	-	1%	*	-	-	1%	-	-	2%
		89%	-	-	11%	-	37%	-	-	13%	11%	-	-	28%	-	-	11%lm
052	6	6	-	-	-	-	1	2	-	2	-	1	-	-	-	-	-
	1%	1%	-	-	-	-	1%	2%	-	1%	-	1%	-	-	-	-	-
		100%	-	-	-	-	15%	36%	-	28%	-	21%	-	-	-	-	-
054	7	6	-	2	-	1	-	-	-	2	1	-	-	2	2	-	-
	1%	1%	-	3%	-	2%	-	-	-	2%	*	-	-	2%	3%	-	-
		76%	-	24%ab	-	10%	-	-	-	31%	9%	-	-	27%	24%am	-	-
055	19	18	-	1	-	2	1	1	2	-	4	2	5	1	1	-	-
	2%	2%	-	2%	-	4%	1%	1%	2%	-	3%	2%	2%	1%	2%	-	-
		94%	-	6%	-	9%j	8%	3%	8%	-	23%	13%	27%	3%	6%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
056	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
057	3	3	-	-	-	-	1	-	-	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	37%	-	-	63%a	-	-	-	-	-	-	-
058	3	2	-	1	-	-	-	-	-	1	-	-	-	1	1	-	-
*	*	-	-	2%	-	-	-	-	-	1%	-	-	-	1%	2%	-	-
		67%	-	33%b	-	-	-	-	-	24%	-	-	-	42%	33%	-	-
059	2	2	-	-	*	-	-	-	-	2	-	-	-	-	-	-	*
*	*	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-	-	1%
		84%	-	-	16%	-	-	-	-	84%a	-	-	-	-	-	-	16%a
060	47	39	6	2	1	3	5	4	7	5	1	2	7	6	2	6	1
4%	4%	8%	3%	4%	7%	4%	4%	8%	14%k	4%	1%	2%	3%	5%	3%	8%	4%
		82%	12%	3%	2%	5%k	11%	8%	-	11%	3%	4%	14%	12%	3%	12%k	2%
062	2	1	-	-	*	-	-	-	-	-	-	1	-	-	-	-	*
*	*	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	1%
		76%	-	-	24%ab	-	-	-	-	-	-	76%	-	-	-	-	24%am
063	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
064	2	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-
065	12	11	1	-	-	-	1	-	2	-	1	-	5	1	-	1	-
1%	1%	1%	1%	-	-	-	1%	-	3%	-	1%	-	2%	1%	-	1%	-
		95%	5%	-	-	-	11%	-	21%	-	10%	-	41%	12%	-	5%	-
066	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
067	3	2	-	-	1	-	-	1	-	1	-	-	-	-	-	-	1
*	*	-	-	-	3%	-	-	1%	-	1%	-	-	-	-	-	-	3%
		72%	-	-	28%ab	-	-	42%	-	30%	-	-	-	-	-	-	28%agklmn
068	2	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-
*	*	-	2%	-	-	-	-	-	-	1%	-	-	-	-	-	2%	-
		33%	67%ab	-	-	-	-	-	-	33%	-	-	-	-	-	67%a	-
069	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
*	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		78%	-	-	22%	-	-	-	-	-	-	-	78%	-	-	-	22%
070	27	27	-	-	*	-	3	1	3	2	5	3	7	1	-	-	*
2%	2%	3%	-	-	2%	-	3%	1%	4%	2%	4%	3%	4%	1%	-	-	2%
		98%	-	-	2%	-	12%	5%	12%	7%	20%	12%	27%	4%	-	-	2%
072	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
074	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-
075	17	14	1	2	-	1	2	2	2	-	2	1	1	2	2	1	-
1%	1%	1%	2%	3%	-	2%	2%	2%	2%	-	2%	1%	1%	2%	3%	2%	-
		81%	9%	11%	-	6%	13%	10%	10%	-	14%	8%	7%	13%	11%	9%	-
076	2	2	-	-	*	-	-	-	-	1	-	1	-	-	-	-	*
*	*	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	1%
		85%	-	-	15%	-	-	-	-	45%	-	40%	-	-	-	-	15%lm
078	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-
*	*	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	-
		-	100%ab	-	-	-	-	-	-	-	-	-	-	-	-	100%am	-
080	33	32	2	-	-	-	5	3	3	8	3	3	8	-	-	2	-
3%	3%	3%	2%	-	-	-	4%	3%	3%	7%	2%	2%	4%	-	-	2%	-
		95%	5%	-	-	-	14%	9%	9%	23%an	8%	8%	24%	-	-	5%	-
082	2	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	33%	67%	-	-	-	-	-	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
083	1	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-
*	*	-	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	57%	-	-	-	-	43%	-	-	-
085	3	3	-	-	-	-	-	-	-	-	1	1	1	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	39%	41%	20%	-	-	-	-
086	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
087	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
090	12	12	-	-	-	1	1	-	4	3	1	3	-	-	-	-	-
1%	1%	-	-	-	-	2%	1%	-	4%	2%	1%	2%	-	-	-	-	-
		100%	-	-	-	8% _m	6%	-	29% _{am}	22% _{un}	12%	23% _{un}	-	-	-	-	-
094	3	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-
*	*	-	2%	-	-	-	-	-	2%	-	-	-	-	-	-	2%	-
		53%	47% _{ab}	-	-	-	-	-	53% _a	-	-	-	-	-	-	47% _a	-
095	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
096	3	3	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	2%	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	36% _{am}	64% _a	-	-	-	-	-	-	-	-	-	-
098	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100% _a	-	-	-	-	-	-	-	-
100	16	15	1	-	*	-	-	-	*	3	4	6	2	-	-	1	*
1%	1%	92%	1%	-	2%	-	-	-	-	2%	3%	3%	2%	-	-	1%	2%
			5%	-	3%	-	-	-	-	3%	15%	23%	36%	15%	-	5%	3%

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	Total (a)	COUNTRY				GOVERNMENT REGIONS											
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Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
105	3	3	-	-	-	-	3	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	2%	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	78%a	-	-	22%	-	-	-	-	-	-	-
108	3	3	-	-	-	-	2	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	66%a	-	-	34%	-	-	-	-	-	-	-
110	4	4	-	-	-	-	2	1	-	-	1	-	-	-	-	-	-
*	*	*	-	-	-	-	1%	1%	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	41%	32%	-	-	27%	-	-	-	-	-	-
112	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-	-
115	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
120	6	6	-	-	-	-	1	-	-	-	3	-	1	1	-	-	-
*	*	*	-	-	-	-	1%	-	-	-	2%	-	*	1%	-	-	-
		100%	-	-	-	-	23%	-	-	-	53%a	-	14%	10%	-	-	-
122	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-
125	2	2	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-
*	*	*	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	47%	-	-	-	-	-	53%	-	-	-
128	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
130	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
140	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-

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	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
141	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
	-	-	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	100%a
200	2	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
SUMMARY CODES																	
£0	50	43	5	2	-	1	4	1	-	8	8	8	9	3	2	5	-
	4%	4%	7%	4%	-	3%	3%	1%	-	7%	5%	7%	4%	3%	4%	7%	-
		85%	10%	5%	-	3%	7%	3%	-	16%l	15%	17%l	18%	7%	5%	10%l	-
£1-£15	109	101	7	1	-	1	8	7	6	12	16	8	34	10	1	7	-
	9%	10%	9%	1%	-	1%	7%	8%	6%	11%	11%	7%	17%	8%	1%	9%	-
		eq 93%de	6%	1%	-	*	7%	7%	5%	11%oq	14%oq	7%	31%afgi loq	9%	1%	6%	-
£16-£20	138	117	12	5	3	4	12	20	10	9	19	14	18	9	5	12	3
	11%	11%	17%	10%	11%	11%	10%	21%	11%	8%	13%	12%	9%	8%	10%	17%	11%
		85%	9%	4%	2%	3%	9%	15%ajmm	7%	7%	14%	10%	13%	7%	4%	9%	2%
£21-£25	121	105	7	7	3	3	13	7	16	15	8	15	14	13	7	7	3
	10%	10%	9%	12%	9%	8%	11%	8%	18%	13%	5%	12%	7%	12%	12%	9%	9%
		86%	6%	6%	2%	2%	11%	6%	14%akm	13%k	6%	12%	11%	11%	6%	6%	2%
£26-£30	172	153	7	8	4	5	19	13	10	14	20	18	29	26	8	7	4
	14%	15%	9%	14%	17%	13%	16%	12%	12%	14%	15%	14%	22%	14%	9%	17%	17%
		89%	4%	5%	3%	3%	11%	7%	6%	8%	12%	10%	17%	15%ap	5%	4%	3%
£31-£35	86	71	5	7	3	3	5	7	8	4	10	7	21	6	7	5	3
	7%	7%	7%	12%	10%	8%	4%	7%	9%	4%	7%	6%	10%	5%	12%	7%	10%
		83%	6%	8%	3%	4%	6%	8%	9%	5%	11%	8%	24%	7%	8%	6%	3%
£36-£40	107	89	4	11	3	3	9	7	5	11	12	17	19	5	11	4	3
	9%	9%	5%	20%	11%	7%	8%	7%	6%	10%	9%	15%	9%	5%	20%	5%	11%
		83%	3%	11%abc	3%	3%	9%	6%	5%	11%	12%	16%n	18%	5%	11%aghip	3%	3%
£41-£45	46	35	6	3	2	2	5	5	1	3	5	3	6	5	3	6	2
	4%	3%	8%	5%	7%	4%	4%	5%	1%	3%	4%	2%	3%	5%	5%	8%	7%
		77%	13%	6%	4%	4%	11%	11%	1%	7%	11%	6%	14%	12%	6%	13%l	4%l

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
£46-£50	101	86	6	5	4	9	13	9	5	4	14	4	13	16	5	6	4
	8%	8%	9%	8%	14%	23%	10%	9%	6%	3%	10%	3%	6%	14%	8%	9%	14%
		85%	6%	5%	4%	9% kimp	12% l	9%	5%	4%	14%	4%	13%	16% lm	5%	6%	4% lm
More than £50	272	243	15	8	5	8	33	20	27	34	32	24	44	21	8	15	5
	23%	23%	20%	15%	21%	21%	27%	21%	31%	29%	22%	20%	21%	18%	15%	20%	21%
		89%	6%	3%	2%	3%	12%	7%	10%	13%	12%	9%	16%	8%	3%	6%	2%
Avg Score	38.745	39.027	35.180	35.805	44.038	41.084	42.769	39.729	42.315	39.007	39.268	36.736	36.791	37.350	35.805	35.180	44.038
Standard Deviation	25.319	25.792	23.652	15.819	27.249	19.755	27.508	30.565	25.169	26.756	27.296	25.338	24.302	21.589	15.819	23.652	27.249
Error Variance	0.564	0.697	8.349	4.722	11.976	9.757	6.359	10.380	8.121	6.280	5.961	5.945	3.356	4.482	4.722	8.349	11.976

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
000	50	46	4	9	38	3	17	4	16	26	6	5	2	33	40
	4%	4%	4%	5%	4%	2%	3%	2%	3%	3%	4%	6%	2%	3%	4%
002	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*
		100%	-	-	100%	-	-	-	-	-	-	-	100%jn	-	100%
004	2	2	-	1	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	*	*	-	*	-	*	*	-	-	-	*	*
		100%	-	35%	65%	-	65%	-	65%	65%	-	-	-	65%	65%
005	7	6	1	1	7	1	3	1	3	3	2	-	-	5	5
	1%	1%	1%	*	1%	1%	*	1%	*	*	1%	-	-	1%	*
		84%	16%	9%	91%	16%	36%	16%	36%	45%	26%	-	-	71%	71%
007	7	7	-	1	6	1	3	1	3	6	5	4	5	7	7
	1%	1%	-	1%	1%	1%	*	1%	*	1%	3%	4%	4%	1%	1%
		100%	-	16%	1%	16%	34%	16%	34%	83%	67%ajno	50%ajno	67%ajno	100%	100%
008	8	5	2	2	6	2	2	4	1	3	2	1	1	4	6
	1%	*	2%	1%	1%	1%	*	2%	*	*	1%	1%	1%	*	1%
		69%	31%	25%	75%	32%	33%	47%aj	18%	44%	31%	16%	6%	59%	82%
009	4	4	-	-	4	2	2	2	2	3	-	1	-	3	4
	*	*	-	-	*	1%	*	1%	*	*	-	1%	-	*	*
		100%	-	-	100%	43%	57%	43%	57%	82%	-	18%	-	82%	100%
010	19	18	1	3	15	3	10	3	10	15	1	-	3	15	18
	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%	-	3%	2%	2%
		97%	3%	17%	79%	17%	56%	17%	56%	81%	7%	-	17%	81%	94%
012	10	10	-	2	6	2	5	2	5	9	2	-	2	10	10
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	1%
		100%	-	24%	61%	24%	54%	24%	54%	88%	19%	-	24%	100%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
013	6	6	-	-	6	-	1	-	1	3	-	-	3	3	6
	1%	1%	-	-	1%	-	*	-	*	*	-	-	2%	*	1%
		100%	-	-	100%	-	10%	-	10%	46%	-	-	45%ajno	46%	90%
014	4	4	-	-	4	-	2	1	1	4	-	-	-	4	4
	*	*	-	-	*	-	*	*	*	1%	-	-	-	*	*
		100%	-	-	100%	-	45%	18%	27%	100%	-	-	-	100%	100%
015	41	36	5	5	35	2	14	2	13	28	7	3	6	30	36
	3%	3%	4%	3%	4%	1%	2%	1%	2%	3%	4%	4%	6%	3%	3%
		87%	13%	13%	84%	4%	35%	6%	33%	68%	18%	8%	15%	73%	87%
016	9	9	-	4	5	1	4	1	4	7	1	1	1	8	9
	1%	1%	-	2%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
		100%	-	42%	58%	10%	47%	10%	47%	76%	15%	8%	8%	92%	100%
017	28	25	3	6	21	7	8	10	5	20	4	-	3	24	27
	2%	2%	3%	3%	2%	4%	1%	4%	1%	2%	3%	-	3%	2%	2%
		88%	12%	22%	73%	26%g	27%	34%l	19%	71%	16%	-	12%	87%	96%
018	18	17	1	-	16	3	9	3	9	12	4	1	-	14	16
	1%	2%	1%	-	2%	2%	2%	1%	2%	1%	3%	2%	-	1%	1%
		95%	5%	-	92%	15%	52%	15%	52%	66%	25%	8%	-	80%	88%
019	1	1	-	1	-	-	1	-	1	-	-	1	-	-	1
	*	*	-	*	-	-	*	-	*	-	-	1%	-	-	*
		100%	-	100%	-	-	100%	-	100%	-	-	100%jn	-	-	100%
020	82	75	7	17	63	16	33	18	31	59	10	5	6	66	74
	7%	7%	6%	9%	6%	10%	5%	6%	6%	7%	6%	5%	5%	7%	7%
		91%	9%	21%	76%	19%	40%	21%	38%	72%	13%	6%	7%	80%	90%
021	6	6	-	2	4	2	5	2	4	5	-	1	1	5	6
	1%	1%	-	1%	*	1%	1%	1%	1%	1%	-	1%	*	*	1%
		100%	-	36%	64%	28%	72%	36%	64%	71%	-	21%	8%	71%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
022	25	17	8	3	21	2	10	4	8	17	5	4	-	21	22
	2%	2%	7%	1%	2%	1%	2%	2%	2%	2%	3%	4%	-	2%	2%
		67%	33%ab	11%	84%	10%	39%	15%	34%	69%	19%	15%	-	86%	89%
023	13	12	1	3	10	3	5	3	5	11	-	1	1	11	12
	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	-	1%	1%	1%	1%
		92%	8%	26%	74%	26%	39%	26%	39%	84%	-	5%	5%	84%	94%
024	11	10	1	3	7	3	5	5	3	10	-	-	-	10	10
	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	-	-	-	1%	1%
		89%	11%	30%	60%	30%	42%	45%l	27%	87%	-	-	-	87%	87%
025	66	58	8	7	56	7	27	10	23	52	5	3	6	55	62
	5%	5%	7%	4%	8%	4%	4%	5%	4%	8%	3%	4%	6%	6%	6%
		88%	12%	11%	89%	10%	41%	16%	35%	80%	6%	5%	10%	84%	95%
026	19	15	4	1	18	3	14	3	14	17	1	2	-	18	19
	2%	1%	3%	1%	2%	2%	2%	1%	3%	2%	1%	2%	-	2%	2%
		78%	22%	6%	94%	16%	74%	16%	74%	86%	5%	11%	-	92%	100%
027	12	12	-	5	7	3	5	5	4	6	3	3	2	9	11
	1%	1%	-	3%	1%	2%	1%	2%	1%	1%	2%	3%	2%	1%	1%
		100%	-	42%e	58%	27%	44%	42%	29%	48%	25%	27%jn	14%	72%	94%
028	11	11	-	1	9	3	5	3	4	8	-	3	2	8	10
	1%	1%	-	1%	1%	2%	1%	2%	1%	1%	-	3%	2%	1%	1%
		100%	-	11%	78%	22%	42%	27%	38%	73%	-	23%	17%	73%	90%
029	6	6	-	1	4	-	4	-	4	3	-	-	-	3	3
	*	1%	-	1%	*	-	1%	-	1%	*	-	-	-	*	*
		100%	-	23%	77%	-	65%	-	65%	59%	-	-	-	59%	59%
030	124	104	19	7	116	13	65	19	59	91	20	18	9	103	115
	10%	10%	15%	4%	12%	8%	11%	9%	11%	10%	12%	19%	8%	11%	10%
		d 84%	15%	6%	94% d	11%	52%	15%	48%	74%	16%	15%ajmmo	7%	83%	93%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
031	3	2	1	2	1	1	2	1	2	2	*	-	-	3	3
	*	*	*	1%	*	1%	*	*	*	*	*	-	-	*	*
		80%	20%	64%e	36%	33%	67%	33%	67%	84%	16%	-	-	100%	100%
032	11	10	1	1	9	-	4	-	4	7	2	-	1	9	10
	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	-	1%	1%	1%
		91%	9%	13%	87%	-	36%	-	36%	68%	19%	-	12%	86%	93%
033	3	3	-	1	2	-	2	-	2	2	-	1	-	2	2
	*	*	-	*	*	-	*	-	*	*	-	1%	-	*	*
		100%	-	25%	75%	-	59%	-	59%	79%	-	20%	-	79%	79%
034	4	4	-	1	3	1	-	1	-	2	1	-	-	2	2
	*	*	-	1%	*	*	-	*	-	*	1%	-	-	*	*
		100%	-	32%	68%	17%	-	17%	-	55%	24%	-	-	55%	55%
035	65	56	9	12	52	15	41	16	39	47	8	4	7	52	58
	5%	5%	8%	6%	5%	9%	7%	7%	7%	5%	5%	4%	6%	5%	5%
		86%	14%	18%	80%	22%	63%	25%	60%	72%	12%	6%	10%	80%	89%
036	7	7	-	1	6	3	1	3	1	5	1	1	1	6	7
	1%	1%	-	*	1%	2%	*	1%	*	1%	1%	1%	1%	1%	1%
		100%	-	13%	87%	45%g	11%	45%h	11%	71%	16%	11%	11%	89%	100%
037	13	11	3	2	10	4	5	4	5	8	5	-	1	11	13
	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	3%	-	1%	1%	1%
		80%	20%	19%	78%	26%	40%	32%	35%	57%	37%j	-	11%	86%	96%
038	10	9	1	1	9	1	7	1	7	9	3	1	-	10	10
	1%	1%	1%	*	1%	*	1%	*	1%	1%	2%	1%	-	1%	1%
		87%	13%	7%	93%	7%	67%	7%	67%	92%	26%	14%	-	100%	100%
039	3	1	2	1	2	1	-	1	-	2	1	-	-	2	2
	*	*	*	*	*	1%	-	1%	-	*	*	-	-	*	*
		35%	65%b	24%	76%	57%g	-	57%	-	65%	24%	-	-	88%	88%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
040	74 6%	85 6%	9 7%	11 6%	62 6%	5 3%	49 8%	10 4%	44 8%	58 7%	4 2%	3 3%	10 9%	59 6%	70 6%
		88%	12%	15%	84%	7%	66% ^d	13%	60%	78% ^k	5%	5%	13% ^k	80%	94%
041	3 *	3 *	-	1 *	2 *	-	3 *	-	3 *	2 *	-	1 *	-	2 *	3 *
		100%	-	25%	75%	-	100%	-	100%	72%	-	28%	-	72%	100%
042	6 *	6 1%	-	4 2%	2 *	1 *	3 1%	2 1%	2 *	1 *	3 2%	-	3 3%	3 *	5 *
		100%	-	70% ^{ae}	30%	13%	57%	40%	30%	11% ^j	46% ^j	-	57% ^{ajno}	57%	87%
043	5 *	3 *	2 1%	- *	5 1%	1 *	4 1%	1 1%	3 1%	2 *	-	1 1%	-	2 *	2 *
		66%	34%	-	100%	11%	71%	22%	60%	34%	-	11%	-	34%	45%
044	3 *	3 *	-	1 *	3 *	1 *	1 *	1 1%	1 *	1 *	1 1%	-	1 1%	3 *	3 *
		100%	-	17%	83%	17%	46%	41%	21%	38%	41%	-	21%	79%	100%
045	29 2%	25 2%	4 3%	2 1%	26 3%	2 1%	19 8%	5 2%	17 3%	23 3%	1 1%	1 5%	3 3%	23 81%	27 93%
		86%	14%	8%	91%	8%	66%	17%	57%	81%	5%	5%	10%	81%	93%
046	5 *	5 *	-	1 1%	4 *	1 1%	4 1%	1 1%	4 1%	2 *	1 1%	1 23%	-	4 77%	5 100%
		100%	-	23%	77%	23%	77%	23%	77%	48%	1%	23%	-	77%	100%
047	5 *	5 *	-	1 *	4 *	1 *	4 *	1 *	4 *	4 1%	1 *	-	-	5 1%	5 100%
		100%	-	16%	84%	16%	71%	16%	71%	84%	16%	-	-	100%	100%
048	5 *	3 *	2 2%	3 1%	2 *	1 *	1 *	1 1%	1 *	1 *	-	-	1 1%	1 *	2 *
		56%	44% ^b	58% ^e	42%	28%	29%	28%	29%	29%	-	-	14%	29%	42%
049	6 *	6 1%	-	1 1%	4 *	-	4 *	-	4 1%	5 1%	-	-	1 1%	5 1%	6 1%
		100%	-	25%	75%	-	64%	-	64%	88%	-	-	12%	88%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
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050	80 7%	75 7%	5 4%	12 6%	66 7%	9 5%	39 6%	10 4%	38 7%	52 6%	13 8%	6 6%	13 12%	61 7%	73 9%
051	5 *	4 *	1 1%	1 *	4 *	- *	4 1%	1 1%	2 *	3 *	1 1%	1 1%	- *	4 *	5 *
052	6 1%	6 1%	- -	2 31%	4 69%	- -	6 100%	2 36%	4 64%	4 64%	1 16%	1 20%	- -	5 80%	6 100%
054	7 1%	7 1%	1 8%	1 9%	7 91%	1 9%	3 39%	1 17%	2 31%	6 1%	- -	2 2%	1 1%	6 7%	7 9%
055	19 2%	19 2%	- -	1 5%	18 95%	3 14%	9 47%	4 20%	8 41%	12 66%	4 22%	1 3%	- -	17 89%	17 92%
056	1 *	1 *	- -	1 *	- -	- 100%	- -	1 100%	- -	1 100%	- -	- -	- -	1 100%	1 100%
057	3 *	1 *	2 1%	2 1%	1 37%	1 37%	2 63%	3 100%	- -	3 100%	- -	- -	- -	3 100%	3 100%
058	3 *	3 *	- -	- -	3 100%	- -	3 100%	- -	3 100%	3 100%	- -	- -	- -	3 100%	3 100%
059	2 *	2 *	2 1%	- *	2 100%	2 100%	- -	2 100%	- -	- -	2 1%	- -	2 16%	2 84%	2 100%
060	47 4%	45 4%	3 2%	6 3%	41 4%	2 1%	31 5%	5 2%	28 5%	38 4%	7 4%	4 4%	6 6%	43 4%	46 4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o
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Base: All who have fixed broadband

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Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
062	2	*	1	-	2	-	2	-	2	2	1	1	1	2	2
	*	*	1%	-	*	-	*	-	*	*	1%	1%	1%	*	*
		24%	76%b	-	100%	-	100%	-	100%	100%	76%	76%ao	76%a	100%	100%
063	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	1%	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%e	-	-	-	-	-	100%	-	-	-	100%	100%
064	2	2	-	-	2	2	-	2	-	2	-	-	-	2	2
	*	*	-	-	*	1%	-	1%	-	*	-	-	-	*	*
		100%	-	-	100%	100%ag	-	100%	-	100%	-	-	-	100%	100%
065	12	12	-	5	7	1	9	2	8	8	3	-	1	9	10
	1%	1%	-	3%	1%	*	1%	1%	1%	6%	2%	-	1%	1%	1%
		100%	-	42%e	56%	5%	74%	14%	66%	68%	22%	-	11%	78%	88%
066	1	1	-	-	1	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	*	-	-	-	-	-	1%	-	-	*	*
		100%	-	-	100%	-	-	-	-	-	100%j	-	-	100%	100%
067	3	3	-	1	2	2	*	2	*	1	1	-	*	2	3
	*	*	-	1%	*	1%	*	1%	*	4%	1%	-	*	*	*
		100%	-	44%	56%	72%g	14%	72%	14%	42%	44%	-	14%	86%	100%
068	2	1	1	-	2	1	1	1	1	2	1	-	-	2	2
	*	*	1%	-	*	-	*	-	*	-	-	-	-	-	-
		67%	33%	-	100%	33%	67%	33%	67%	100%	33%	-	-	100%	100%
069	1	1	-	-	1	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	*	-	-	-	-	-	*	-	-	*	*
		100%	-	-	100%	-	-	-	-	-	78%	-	-	78%	78%
070	27	26	1	5	22	2	15	3	14	22	3	2	1	24	26
	2%	2%	1%	3%	2%	1%	3%	1%	3%	3%	2%	2%	1%	2%	2%
		96%	4%	18%	79%	9%	56%	12%	53%	82%	13%	8%	2%	88%	95%
072	2	2	-	-	2	-	2	-	2	2	-	-	-	2	2
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

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074	1	1	-	1	-	-	-	-	-	-	-	1	-	-	1
	*	-	-	*	-	-	-	-	-	-	-	1%	-	-	*
		100%	-	100%e	-	-	-	-	-	-	-	100%aj	-	-	100%
075	17	16	1	2	13	3	9	3	9	15	-	-	-	15	15
	1%	1%	1%	1%	1%	2%	2%	1%	2%	2%	-	-	-	2%	1%
		92%	8%	10%	77%	16%	55%	16%	55%	92%	-	-	-	92%	92%
076	2	1	1	-	2	-	1	-	1	2	-	-	-	2	2
	*	*	1%	-	*	-	*	-	*	*	-	-	-	*	*
		60%	40%	-	100%	-	45%	-	45%	100%	-	-	-	100%	100%
078	2	2	-	-	2	-	2	-	2	2	-	-	-	2	2
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
080	33	33	-	5	28	6	17	8	15	27	7	1	1	29	31
	3%	3%	-	3%	3%	4%	3%	3%	3%	3%	4%	1%	1%	3%	3%
		100%	-	15%	85%	18%	50%	23%	46%	81%	22%	2%	4%	88%	94%
082	2	2	-	-	2	-	1	-	1	-	-	1	1	-	2
	*	*	-	-	*	-	*	-	*	-	-	1%	*	-	*
		100%	-	-	100%	-	33%	-	33%	-	-	67%jn	33%kn	-	100%
083	1	1	-	1	1	1	1	1	1	-	-	1	-	-	1
	*	-	-	*	*	-	*	-	*	-	-	1%	-	-	*
		100%	-	43%	57%	57%	43%	57%	43%	-	-	43%jn	-	-	43%
085	3	3	-	-	3	-	3	1	2	2	-	-	-	2	2
	*	*	-	-	*	-	1%	1%	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	39%	61%	61%	-	-	-	61%	61%
086	1	-	1	-	1	-	1	-	1	1	-	-	-	1	1
	*	-	1%	-	*	-	*	-	*	*	-	-	-	*	*
		-	100%ab	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o
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Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
087	1	1	-	1	-	-	1	1	-	1	-	-	-	1	1
*	*	-	-	*	-	-	*	*	-	*	-	-	-	*	*
		100%	-	100%e	-	-	100%	100%	-	100%	-	-	-	100%	100%
090	12	12	-	3	9	2	8	2	8	10	2	1	-	11	12
1%	1%	1%	-	2%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	1%
		100%	-	25%	75%	20%	69%	20%	69%	80%	14%	6%	-	94%	100%
094	3	3	-	1	1	-	1	-	1	1	1	-	-	3	3
*	*	-	-	1%	*	-	*	-	*	*	1%	-	-	*	*
		100%	-	53%	47%	-	47%	-	47%	53%	47%	-	-	100%	100%
095	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
*	*	-	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
096	3	3	-	-	3	-	1	1	-	3	-	-	-	3	3
*	*	-	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	36%	36%	-	100%	-	-	-	100%	100%
098	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
*	*	-	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
100	16	13	2	2	15	4	6	4	6	12	4	1	1	13	16
1%	1%	1%	2%	1%	2%	3%	1%	2%	1%	1%	2%	1%	1%	1%	1%
		77%	14%	10%	90%	27%	38%	27%	38%	73%	22%	7%	7%	81%	95%
105	3	3	-	-	3	-	2	1	1	2	-	1	-	2	3
*	*	-	-	-	*	-	*	-	*	*	-	1%	-	*	*
		100%	-	-	100%	-	61%	22%	39%	61%	-	39%	-	61%	100%
108	3	3	-	-	3	-	-	-	-	3	-	-	-	3	3
*	*	-	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
110	4	4	-	-	4	-	2	-	2	4	-	-	-	4	4
*	*	-	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	59%	-	59%	100%	-	-	-	100%	100%

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112	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
*	*	-	-	-	-	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
115	1	1	-	1	-	-	1	-	1	1	-	-	-	1	1
*	*	-	-	1%	-	-	*	-	*	*	-	-	-	*	*
		100%	-	100%e	-	-	100%	-	100%	100%	-	-	-	100%	100%
120	6	6	-	-	6	1	5	1	5	5	-	-	-	5	5
*	*	1%	-	-	1%	1%	1%	*	1%	1%	-	-	-	1%	*
		100%	-	-	100%	14%	86%	14%	86%	86%	-	-	-	86%	86%
122	1	1	-	1	-	-	1	-	1	1	-	1	-	1	1
*	*	-	-	1%	-	-	*	-	*	*	-	1%	-	*	*
		100%	-	100%e	-	-	100%	-	100%	100%	-	100%ao	-	100%	100%
125	2	2	-	-	2	1	-	1	-	1	-	1	-	1	2
*	*	-	-	-	*	1%	-	*	-	*	-	1%	-	*	*
		100%	-	-	100%	53%	-	53%	-	53%	-	47%	-	53%	100%
128	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
*	*	-	-	-	*	-	-	-	-	-	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
130	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%e	-	-	-	-	-	100%	-	-	-	100%	100%
140	1	1	-	-	1	1	-	1	-	1	-	-	-	1	1
*	*	-	-	-	*	*	-	*	-	*	-	-	-	*	*
		100%	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%
141	*	*	-	*	-	-	-	-	-	-	*	-	-	*	*
*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	*
		100%	-	100%	-	-	-	-	-	-	100%	-	-	100%	100%

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200	2	2	-	-	2	-	2	-	2	2	2	-	2	2	2
	*	*	-	-	*	-	*	-	*	-	1%	-	2%	-	*
		100%	-	-	100%	-	100%	-	100%	100%	100%	-	100%ajno	100%	100%
SUMMARY CODES															
£0	50	46	4	9	38	3	17	4	16	26	6	5	2	33	40
	4%	4%	4%	5%	4%	2%	3%	2%	3%	3%	4%	6%	2%	3%	4%
		91%	9%	18%	76%	5%	34%	8%	31%	52%	13%	11%	4%	65%	80%
£1-£15	109	99	10	15	90	14	44	16	41	76	20	9	21	84	97
	9%	9%	8%	8%	9%	8%	7%	7%	7%	9%	12%	9%	19%	9%	9%
		91%	9%	14%	83%	12%	40%	15%	38%	70%	18%	8%	19%ajno	77%	90%
£16-£20	138	126	11	27	105	27	55	31	51	97	21	8	10	113	126
	11%	12%	9%	15%	11%	16%	9%	14%	9%	11%	12%	8%	9%	12%	11%
		92%	8%	20%	76%	20%g	40%	22%	37%	71%	15%	6%	7%	82%	91%
£21-£25	121	102	19	19	97	18	51	25	44	95	10	9	8	102	113
	10%	10%	15%	10%	10%	11%	8%	11%	8%	11%	6%	9%	7%	10%	10%
		85%	15%	15%	80%	15%	42%	21%	36%	78%	8%	7%	6%	84%	93%
£26-£30	172	148	23	16	154	22	93	30	85	125	24	26	12	141	160
	14%	14%	19%	9%	16%	14%	15%	14%	15%	14%	14%	27%	11%	14%	15%
		d 86%	13%	9%	90% ^d	13%	54%	18%	49%	73%	14%	15%ajkmno	7%	82%	93%
£31-£35	86	75	11	17	67	16	48	18	47	61	12	4	8	69	76
	7%	7%	9%	9%	7%	10%	8%	8%	8%	7%	7%	5%	7%	7%	7%
		88%	12%	20%	78%	19%	56%	21%	54%	71%	14%	5%	9%	80%	88%
£36-£40	107	92	14	15	90	14	61	19	56	81	13	5	12	89	101
	9%	9%	12%	8%	9%	8%	10%	9%	10%	9%	8%	6%	11%	9%	9%
		86%	14%	14%	84%	13%	58%	18%	53%	76%	12%	5%	11%	83%	95%
£41-£45	46	40	6	8	38	4	30	10	25	29	5	3	7	33	40
	4%	4%	5%	4%	4%	3%	5%	4%	4%	3%	3%	3%	6%	3%	4%
		88%	12%	17%	82%	9%	66%	21%	54%	63%	12%	6%	15%	72%	88%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
£46-£50	101	94	7	18	81	12	51	13	50	65	15	7	14	76	91
	8%	9%	5%	10%	8%	7%	8%	6%	9%	8%	9%	7%	13%	8%	8%
		93%	7%	18%	80%	12%	51%	13%	50%	65%	15%	7%	14%	76%	90%
More than £50	272	254	16	44	225	35	156	52	139	213	42	20	16	237	258
	23%	24%	14%	23%	23%	21%	26%	24%	25%	24%	25%	20%	15%	24%	23%
		c 93%	c 6%	16%	83%	13%	57%	19%	51%	78%	15%	7%	6%	87%	95%
Avg Score	38.745	39.215	33.935	38.624	39.089	38.263	41.474	38.961	41.508	40.057	39.350	36.332	36.705	39.693	39.285
Standard Deviation	25.319	25.824	18.939	25.121	25.417	24.722	25.390	24.134	25.686	26.055	28.525	24.851	27.900	25.722	25.465
Error Variance	0.564	0.648	3.416	3.019	0.716	3.434	1.233	2.489	1.413	0.896	5.086	6.570	6.129	0.762	0.634

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
000	50	16	15	27	39	11	50	-	2	50
	4%	3%	3%	3%	5%	3%	4%	-	2%	4%
		32%	30%	54%	78%	22%	100%	-	3%	100%
002	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
004	2	1	-	1	2	-	2	-	-	2
	*	*	-	*	-	-	-	-	-	*
		65%	-	65%	100%	-	100%	-	-	100%
005	7	2	4	6	7	-	7	-	2	7
	1%	*	1%	1%	1%	-	1%	-	3%	1%
		35%	55%	90%	100%	-	100%	-	33%afgj	100%
007	7	5	4	5	5	2	7	-	5	7
	1%	1%	1%	1%	1%	1%	1%	-	6%	1%
		67%	50%	67%	66%	34%	100%	-	67%aefgj	100%
008	8	1	2	2	5	2	8	-	1	8
	1%	*	*	*	1%	1%	1%	-	1%	1%
		18%	26%	26%	70%	30%	100%	-	15%	100%
009	4	1	2	2	3	1	4	-	-	4
	*	*	*	*	*	*	*	-	-	*
		18%	43%	61%	82%	18%	100%	-	-	100%
010	19	11	4	13	13		19	-	2	19
	2%	2%	1%	2%	2%	1%	2%	-	2%	2%
		59%	20%	68%	70%	30%	100%	-	10%	100%
012	10	1	2	3	7	4	10	-	-	10
	1%	*	*	*	1%	1%	1%	-	-	1%
		12%	19%	31%	74%	38%	100%	-	-	100%
013	6	1	-	1	5	1	6	-	-	6
	1%	*	-	*	1%	*	1%	-	-	1%
		22%	-	22%	78%	22%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
014	4	-	1	1	2	2	4	-	-	4
	*	-	*	*	*	1%	*	-	-	*
		-	27%	27%	45%	55%	100%	-	-	100%
015	41	19	15	27	31	12	41	-	3	41
	3%	4%	3%	3%	4%	3%	3%	-	3%	3%
		46%	36%	66%	75%	28%	100%	-	7%	100%
016	9	4	2	6	8	2	9	-	-	9
	1%	1%	*	1%	1%	*	1%	-	-	1%
		48%	22%	70%	91%	17%	100%	-	-	100%
017	28	8	8	16	24	4	28	-	-	28
	2%	2%	2%	2%	3%	1%	2%	-	-	2%
		30%	29%	55%	87% ^f	13%	100%	-	-	100%
018	18	8	7	12	14	4	18	-	-	18
	1%	2%	2%	1%	2%	1%	1%	-	-	1%
		43%	40%	68%	78%	22%	100%	-	-	100%
019	1	1	-	1	1	-	1	-	1	1
	*	*	-	*	*	-	*	-	1%	*
		100%	-	100%	100%	-	100%	-	100%	100%
020	82	34	31	58	70	14	82	-	7	82
	7%	7%	7%	7%	9%	3%	7%	-	9%	7%
		^f 41%	37%	71%	85% ^f	16%	100% ^f	-	9% ^f	100% ^f
021	6	1	2	3	3	4	6	-	-	6
	1%	*	*	*	*	1%	1%	-	-	1%
		12%	30%	42%	42%	58%	100%	-	-	100%
022	25	9	11	18	19	6	25	-	2	25
	2%	2%	2%	2%	2%	1%	2%	-	3%	2%
		37%	45%	71%	78%	22%	100%	-	9%	100%
023	13	3	4	6	11	2	13	-	2	13
	1%	1%	1%	1%	1%	*	1%	-	2%	1%
		19%	30%	50%	67%	13%	100%	-	13%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

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	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
024	11	5	3	7	11	2	11	-	1	11
	1%	1%	1%	1%	1%	*	1%	-	1%	1%
		47%	26%	65%	96%	15%	100%	-	8%	100%
025	66	31	23	47	50	15	66	-	6	66
	5%	6%	5%	6%	6%	4%	5%	-	7%	5%
		47%	35%	71%	77%	23%	100%	-	9%	100%
026	19	11	7	17	15	4	19	-	2	19
	2%	2%	2%	2%	2%	1%	2%	-	2%	2%
		57%	39%	86%	78%	22%	100%	-	9%	100%
027	12	6	7	11	12	-	12	-	1	12
	1%	1%	2%	1%	2%	-	1%	-	1%	1%
		46%	57%	94%	100% ^f	-	100%	-	10% ^f	100%
028	11	4	6	10	5	6	11	-	-	11
	1%	1%	1%	1%	1%	2%	1%	-	-	1%
		38%	50%	88%	49%	58%	100%	-	-	100%
029	6	5	-	5	6	-	6	-	1	6
	*	1%	-	1%	1%	-	*	-	2%	*
		89%	-	89%	100%	-	100%	-	23% ^f	100%
030	124	55	36	76	82	43	124	-	9	124
	10%	11%	8%	9%	10%	10%	10%	-	11%	10%
		44%	29%	61%	66%	34%	100%	-	8%	100%
031	3	*	-	*	3	-	3	-	-	3
	*	*	-	*	*	-	*	-	-	*
		16%	-	16%	100%	-	100%	-	-	100%
032	11	3	7	9	6	5	11	-	-	11
	1%	1%	2%	1%	1%	1%	1%	-	-	1%
		30%	71%	85%	56%	44%	100%	-	-	100%
033	3	-	2	2	2	1	3	-	1	3
	*	-	*	*	*	*	*	-	1%	*
		-	59%	59%	59%	41%	100%	-	20%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

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	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
034	4	1	2	2	2	2	4	-	-	4
	*	*	1%	*	*	*	*	-	-	*
		24%	55%	55%	56%	44%	100%	-	-	100%
035	65	27	26	44	35	31	65	-	2	65
	5%	5%	6%	5%	4%	7%	5%	-	3%	5%
		41%	40%	67%	54%	48%	100%	-	3%	100%
036	7	5	-	5	6	3	7	-	2	7
	1%	1%	-	1%	1%	1%	1%	-	2%	1%
		70%	-	70%	86%	40%	100%	-	26%	100%
037	13	5	5	9	9	6	13	-	1	13
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		37%	34%	71%	69%	43%	100%	-	8%	100%
038	10	8	3	9	6	4	10	-	-	10
	1%	2%	1%	1%	1%	1%	1%	-	-	1%
		79%	32%	93%	66%	42%	100%	-	-	100%
039	3	2	-	2	1	1	3	-	-	3
	*	*	-	*	*	*	*	-	-	*
		69%	-	69%	55%	45%	100%	-	-	100%
040	74	22	27	43	49	25	74	-	5	74
	6%	4%	6%	5%	6%	6%	6%	-	5%	6%
		30%	36%	58%	66%	34%	100%	-	6%	100%
041	3	2	2	3	-	3	3	-	-	3
	*	*	*	*	-	1%	*	-	-	*
		72%	75%	100%	-	100%	100%	-	-	100%
042	6	-	2	2	4	2	6	-	-	6
	*	-	*	*	1%	*	*	-	-	*
		-	28%	28%	70%	30%	100%	-	-	100%
043	5	3	1	4	4	1	5	-	-	5
	*	1%	*	1%	*	*	*	-	-	*
		55%	27%	82%	73%	27%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

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Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
044	3	1	1	2	2	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		24%	38%	62%	62%	38%	100%	-	-	100%
045	29	15	14	26	17	12	29	-	-	29
	2%	3%	3%	3%	2%	3%	2%	-	-	2%
		50%	49%	90%	57%	43%	100%	-	-	100%
046	5	2	2	2	3	2	5	-	-	5
	*	*	*	*	*	*	*	-	-	*
		48%	33%	48%	67%	33%	100%	-	-	100%
047	5	-	4	4	2	4	5	-	-	5
	*	-	1%	1%	*	1%	*	-	-	*
		-	84% ^b	84%	29%	71%	100%	-	-	100%
048	5	1	3	3	3	2	5	-	-	5
	*	*	1%	*	*	*	*	-	-	*
		28%	71%	71%	56%	44%	100%	-	-	100%
049	6	4	1	5	3	3	6	-	-	6
	*	1%	*	1%	*	1%	*	-	-	*
		64%	24%	88%	49%	51%	100%	-	-	100%
050	80	34	36	61	48	32	80	-	2	80
	7%	7%	8%	7%	6%	8%	7%	-	2%	7%
		42%	45%	76%	59%	41%	100%	-	3%	100%
051	5	1	1	2	5	-	5	-	-	5
	*	*	*	*	1%	-	*	-	-	*
		11%	23%	34%	100%	-	100%	-	-	100%
052	6	3	1	4	1	5	6	-	-	6
	1%	1%	*	*	*	1%	1%	-	-	1%
		49%	16%	64%	20%	80% ^{ve}	100%	-	-	100%
054	7	5	3	5	5	2	7	-	2	7
	1%	1%	1%	1%	1%	*	1%	-	2%	1%
		65%	43%	73%	73%	27%	100%	-	24%	100%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
055	19	5	9	15	9	9	19	-	-	19
	2%	1%	2%	2%	1%	2%	2%	-	-	2%
		29%	50%	79%	50%	50%	100%	-	-	100%
056	1	-	-	-	-	1	1	-	1	1
	*	-	-	-	-	*	*	-	*	*
		-	-	-	-	100%	100%	-	100%aegj	100%
057	3	1	2	3	3	-	3	-	-	3
	*	*	*	*	*	*	*	-	*	*
		37%	63%	100%	100%	-	100%	-	-	100%
058	3	2	1	3	3	1	3	-	1	3
	*	*	*	*	*	*	*	-	2%	*
		67%	33%	100%	100%	-	100%	-	42%f	100%
059	2	-	*	*	*	2	2	-	-	2
	*	-	*	*	*	*	*	-	-	*
		-	16%	16%	16%	84%	100%	-	-	100%
060	47	21	27	38	33	19	47	-	5	47
	4%	4%	6%	5%	4%	5%	4%	-	6%	4%
		43%	56%	80%	69%	40%	100%	-	10%	100%
062	2	*	1	2	*	1	2	-	-	2
	*	*	*	*	*	*	*	-	-	*
		24%	76%	100%	24%	76%	100%	-	-	100%
063	1	-	-	-	-	1	1	-	1	1
	*	-	-	-	-	*	*	-	2%	*
		-	-	-	-	100%	100%	-	100%aegj	100%
064	2	-	-	-	-	2	2	-	-	2
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%
065	12	4	6	11	6	5	12	-	1	12
	1%	1%	1%	1%	1%	1%	1%	-	2%	1%
		36%	54%	90%	55%	45%	100%	-	12%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
066	1	-	-	-	-	1	1	-	-	1
*	-	-	-	-	-	*	*	-	-	*
	-	-	-	-	-	100%	100%	-	-	100%
067	3	1	3	3	*	2	3	-	1	3
*	-	1%	1%	-	-	1%	-	-	1%	-
	-	42%	100%	100%	14%	86%	100%	-	42%e	100%
068	2	1	1	2	1	1	2	-	-	2
*	-	-	-	-	-	-	-	-	-	-
	-	67%	33%	100%	33%	67%	100%	-	-	100%
069	1	-	-	-	1	-	1	-	-	1
*	-	-	-	-	*	-	*	-	-	*
	-	-	-	-	100%	-	100%	-	-	100%
070	27	14	10	19	16	14	27	-	3	27
2%	-	3%	2%	2%	2%	3%	2%	-	3%	2%
	-	51%	37%	69%	59%	53%	100%	-	10%	100%
072	2	-	-	-	1	1	2	-	-	2
*	-	-	-	-	*	*	*	-	-	*
	-	-	-	-	31%	69%	100%	-	-	100%
074	1	1	-	1	1	-	1	-	-	1
*	-	-	-	-	*	-	*	-	-	*
	-	100%	-	100%	100%	-	100%	-	-	100%
075	17	8	8	14	7	9	17	-	-	17
1%	-	2%	2%	2%	1%	2%	1%	-	-	1%
	-	48%	48%	81%	44%	56%	100%	-	-	100%
076	2	1	2	2	1	1	2	-	-	2
*	-	-	-	-	-	*	*	-	-	*
	-	40%	100%	100%	40%	60%	100%	-	-	100%
078	2	2	-	2	-	2	2	-	-	2
*	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	-	100%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
080	33	18	10	23	16	19	33	-	4	33
	3%	4%	2%	3%	2%	4%	3%	-	5%	3%
		52%	30%	70%	49%	56%	100%	-	13%	100%
082	2	-	-	-	2	-	2	-	-	2
	*	-	-	-	-	-	-	-	-	*
		-	-	-	100%	-	100%	-	-	100%
083	1	1	1	1	1	-	1	-	-	1
	*	*	*	*	-	-	-	-	-	*
		57%	43%	100%	100%	-	100%	-	-	100%
085	3	2	1	2	2	1	3	-	-	3
	*	*	*	*	-	*	*	-	-	*
		61%	41%	61%	59%	41%	100%	-	-	100%
086	1	1	-	1	-	1	1	-	1	1
	*	*	-	*	-	*	*	-	2%	*
		100%	-	100%	-	100%	100%	-	100%aej	100%
087	1	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%
090	12	7	8	11	3	9	12	-	-	12
	1%	1%	2%	1%	*	2%	1%	-	-	1%
		55%	69%	94%	25%	75%	100%	-	-	100%
094	3	1	1	3	1	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		53%	47%	100%	47%	53%	100%	-	-	100%
095	1	1	1	1	-	-	1	-	-	1
	*	*	*	*	-	*	*	-	-	*
		100%	100%	100%	-	100%	100%	-	-	100%
096	3	-	3	3	2	1	3	-	-	3
	*	-	1%	*	*	*	*	-	-	*
		-	100%	100%	64%	36%	100%	-	-	100%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
098	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
100	16	6	5	11	11	7	16	-	-	16
	1%	1%	1%	1%	1%	2%	1%	-	-	1%
		34%	33%	67%	65%	43%	100%	-	-	100%
105	3	2	1	3	3	1	3	-	2	3
	*	*	*	*	*	*	*	-	*	*
		61%	39%	100%	78%	22%	100%	-	61%aefgj	100%
108	3	3	-	3	2	1	3	-	-	3
	*	1%	-	*	*	*	*	-	-	*
		100%	-	100%	66%	34%	100%	-	-	100%
110	4	1	2	3	2	2	4	-	-	4
	*	*	*	*	*	1%	*	-	-	*
		27%	41%	68%	41%	59%	100%	-	-	100%
112	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
115	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
120	6	2	4	4	2	4	6	-	-	6
	*	*	1%	1%	*	1%	*	-	-	*
		37%	71%	71%	33%	67%	100%	-	-	100%
122	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%
125	2	2	1	2	2	-	2	-	-	2
	*	*	*	*	*	*	*	-	-	*
		100%	53%	100%	100%	-	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
128	1	-	1	1	1	-	1	-	-	1
*	-	-	*	*	*	-	*	-	-	*
	-	-	100%	100%	100%	-	100%	-	-	100%
130	1	1	-	1	-	1	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	-	100%	100%	-	-	100%
140	1	1	-	1	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
	-	100%	-	100%	100%	-	100%	-	-	100%
141	*	-	-	-	*	-	*	-	-	*
*	-	-	-	-	*	-	*	-	-	*
	-	-	-	-	100%	-	100%	-	-	100%
200	2	2	2	2	2	-	2	-	2	2
*	-	-	-	-	-	-	-	-	2%	*
	-	100%	100%	100%	100%	-	100%	-	100%aelgj	100%
SUMMARY CODES										
£0	50	16	15	27	39	11	50	-	2	50
4%	4%	3%	3%	3%	5%	3%	4%	-	2%	4%
		32%	30%	54%	78%	22%	100%	-	3%	100%
£1-£15	109	43	33	62	81	30	109	-	13	109
9%	9%	3%	7%	8%	10%	7%	9%	-	15%	9%
		40%	30%	57%	75%	28%	100%	-	12% ^f	100%
£16-£20	138	54	48	93	117	22	138	-	8	138
11%	11%	11%	11%	11%	15%	5%	11%	-	9%	11%
	^f	40%	35%	68%	85% ^f	16%	100% ^f	-	6%	100% ^f
£21-£25	121	49	43	81	94	28	121	-	11	121
10%	10%	10%	9%	10%	12%	7%	10%	-	13%	10%
		40%	35%	67%	78% ^f	23%	100%	-	9%	100%
£26-£30	172	81	56	119	120	53	172	-	14	172
14%	14%	16%	12%	14%	15%	13%	14%	-	16%	14%
		47%	33%	69%	70%	31%	100%	-	8%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	..	84*	1200
£31-£35	86	31	38	58	48	39	86	-	3	86
	7%	6%	8%	7%	6%	9%	7%	-	3%	7%
		36%	44%	67%	56%	45%	100%	-	3%	100%
£36-£40	107	41	35	68	72	39	107	-	7	107
	9%	8%	33%	8%	9%	9%	9%	-	9%	9%
		39%	64%	64%	68%	37%	100%	-	7%	100%
£41-£45	46	20	20	37	26	19	46	-	-	46
	4%	4%	4%	4%	3%	5%	4%	-	-	4%
		44%	44%	80%	58%	42%	100%	-	-	100%
£46-£50	101	41	47	76	58	43	101	-	2	101
	8%	8%	10%	9%	7%	10%	8%	-	2%	8%
		41%	46%	75%	58%	42% ^h	100%	-	2%	100%
More than £50	272	124	119	205	146	136	272	-	25	272
	23%	25%	26%	25%	18%	32%	23%	-	29%	23%
		^e 46%	44%	75%	54%	50% ^{aagj}	100% ^{ae}	-	9% ^{ae}	100% ^{ae}
Avg Score	38.745 ^e	40.692	41.625	40.699	35.289	45.754 ^{aagj}	38.745 ^e	-	40.133	38.745 ^e
Standard Deviation	25.319	27.064	26.588	26.004	24.118	26.158	25.319	-	33.323	25.319
Error Variance	0.564	1.610	1.724	0.900	0.749	1.801	0.564	-	14.806	0.564

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
000	50	36	14	22	28	23	1	47	-	-	-
	4%	4%	5%	4%	5%	3%	1%	4%	-	-	-
		72%	28%	44%	56%	46%	2%	93%	-	-	-
002	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
004	2	1	1	-	2	-	1	1	-	-	-
	*	*	-	-	*	-	1%	*	-	-	-
		65%	35%	-	100%	-	35%	65%	-	-	-
005	7	5	3	2	5	1	-	7	-	-	-
	1%	1%	1%	*	1%	*	-	1%	-	-	-
		64%	36%	28%	72%	9%	-	91%	-	-	-
007	7	6	1	4	4	4	-	7	-	-	-
	1%	1%	*	1%	1%	*	-	1%	-	-	-
		84%	16%	50%	50%	50%	-	100%	-	-	-
008	8	4	3	3	5	3	2	6	-	-	-
	1%	*	1%	*	1%	*	1%	1%	-	-	-
		56%	44%	38%	62%	34%	25%	75%	-	-	-
009	4	2	1	-	4	2	-	4	-	-	-
	*	*	-	-	1%	*	-	*	-	-	-
		61%	39%	-	100%	57%	-	100%	-	-	-
010	19	10	9	6	13	8	-	18	-	-	-
	2%	1%	3%	1%	2%	1%	-	2%	-	-	-
		56%	44%	32%	68%	44%	-	97%	-	-	-
012	10	9	1	7	3	6	2	7	2	-	-
	1%	1%	*	1%	*	1%	2%	1%	10%	-	-
		93%	7%	74%	26%	64%	24%	76%	24%	-	-
013	6	3	3	-	6	2	-	6	-	-	-
	1%	*	1%	-	1%	*	-	1%	-	-	-
		49%	51%	-	100% ^d	25%	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
014	4	4	-	1	4	-	-	4	-	-	-
	*	*	-	*	1%	-	-	*	-	-	-
		100%	-	18%	82%	-	-	100%	-	-	-
015	41	30	11	16	25	16	3	38	1	-	-
	3%	3%	4%	3%	4%	2%	2%	93%	3%	-	-
		73%	27%	39%	61%	39%	7%	2%	-	-	-
016	9	9	-	1	8	4	-	9	-	-	-
	1%	1%	-	*	1%	1%	-	1%	-	-	-
		100%	-	8%	92% ^d	47%	-	100%	-	-	-
017	28	12	16	2	26	12	2	26	1	1	1
	2%	1%	5%	*	4%	1%	2%	2%	3%	2%	6%
		^d 42%	58% ^{ab}	7%	93% ^{ad}	43%	9%	91%	3%	3%	3%
018	18	11	7	4	13	7	1	16	-	-	-
	1%	1%	2%	1%	2%	1%	1%	2%	-	-	-
		62%	38%	24%	76%	39%	8%	92%	-	-	-
019	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
020	82	52	30	32	50	39	11	71	-	3	2
	7%	6%	10%	6%	8%	5%	8%	7%	-	6%	18%
		63%	37% ^b	39%	61%	47%	13%	87%	-	4%	3%
021	6	5	1	5	1	4	1	5	1	1	1
	1%	1%	*	1%	*	*	1%	1%	4%	3%	8%
		84%	16%	79%	21%	62%	16%	84%	16%	16%	16%
022	25	18	7	6	18	9	3	21	1	1	-
	2%	2%	2%	1%	3%	1%	3%	2%	3%	4%	-
		73%	27%	26%	74% ^d	38%	14%	86%	3%	6%	-
023	13	9	4	5	8	7	3	10	-	1	-
	1%	1%	1%	1%	1%	1%	2%	1%	-	3%	-
		72%	28%	39%	61%	57%	21%	79%	-	8%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
024	11	7	4	2	9	6	2	9	-	-	-
	1%	1%	1%	*	1%	1%	1%	1%	-	-	-
		64%	36%	21%	79%	55%	15%	85%	-	-	-
025	66	47	18	28	38	40	7	57	2	3	-
	5%	5%	6%	5%	6%	5%	6%	5%	8%	9%	-
		72%	28%	42%	58%	61%	11%	87%	3%	5%	-
026	19	13	6	9	11	14	6	14	1	3	-
	2%	1%	2%	1%	2%	2%	4%	1%	5%	7%	-
		67%	33%	45%	55%	70%	29%h	71%	6%	14%	-
027	12	11	1	3	9	9	1	11	-	-	-
	1%	1%	*	*	2%	1%	1%	1%	-	-	-
		94%	6%	23%	77%	75%	6%	94%	-	-	-
028	11	5	6	3	8	8	-	11	-	-	-
	1%	1%	2%	1%	1%	1%	-	1%	-	-	-
		47%	53%	28%	72%	67%	-	100%	-	-	-
029	6	6	-	2	4	3	-	6	-	-	-
	*	1%	-	*	1%	*	-	1%	-	-	-
		100%	-	34%	66%	52%	-	100%	-	-	-
030	124	79	45	51	72	83	12	111	1	1	3
	10%	9%	15%	9%	12%	10%	9%	11%	3%	3%	22%
		64%	36%ab	42%	58%	67%	10%	90%	1%	1%	2%
031	3	2	*	2	1	2	-	3	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		84%	16%	53%	47%	80%	-	100%	-	-	-
032	11	8	2	4	7	10	-	11	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		78%	22%	38%	62%	94%	-	100%	-	-	-
033	3	3	-	2	1	3	-	2	-	1	1
	*	*	-	*	*	*	1%	*	-	3%	8%
		100%	-	54%	46%	100%	34%	66%	-	34%	34%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
034	4	4	1	4	1	4	-	4	-	-	-
	*	*	*	1%	*	1%	-	*	-	-	-
		53%	17%	85%	15%	100%	-	100%	-	-	-
035	65	51	15	25	41	50	8	58	4	1	1
	5%	6%	5%	4%	7%	6%	6%	5%	15%	2%	7%
		78%	22%	38%	62%	76%	12%	88%	5%	1%	15%
036	7	7	-	2	5	3	1	6	-	-	-
	1%	1%	-	*	1%	*	1%	1%	-	-	-
		100%	-	24%	76%	38%	18%	82%	-	-	-
037	13	12	2	7	6	9	2	11	2	2	-
	1%	1%	1%	1%	1%	1%	2%	1%	7%	4%	-
		87%	13%	55%	45%	66%	15%	85%	12%	12%	-
038	10	8	1	4	5	7	-	10	-	-	-
	1%	1%	*	1%	1%	1%	-	1%	-	-	-
		86%	14%	45%	55%	73%	-	100%	-	-	-
039	3	2	1	1	1	1	1	2	1	-	-
	*	*	*	*	*	*	*	*	2%	-	-
		69%	31%	45%	55%	43%	20%	80%	20%	-	-
040	74	54	20	36	38	53	4	70	*	3	1
	6%	6%	7%	6%	6%	6%	3%	7%	2%	7%	10%
		73%	27%	49%	51%	72%	6%	94%	1%	3%	2%
041	3	3	-	2	1	3	-	3	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	75%	25%	100%	-	100%	-	-	-
042	6	6	-	4	2	5	2	4	-	-	-
	*	1%	-	1%	*	1%	30%	*	-	-	-
		100%	-	60%	40%	82%	30%	70%	-	-	-
043	5	5	1	1	4	4	2	3	-	2	-
	*	1%	*	*	1%	*	1%	*	-	4%	-
		89%	11%	16%	84%	73%	34%	66%	-	34%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
044	3	3	-	2	1	3	1	2	-	1	-
	*	*	-	*	*	*	1%	*	-	2%	-
		100%	-	54%	46%	100%	24%	76%	-	24%	-
045	29	25	4	20	9	22	1	28	1	1	-
	2%	3%	1%	3%	2%	3%	1%	3%	4%	3%	-
		88%	12%	68%	32%	78%	4%	96%	4%	4%	-
046	5	5	-	3	2	5	3	2	-	2	1
	*	1%	-	*	*	1%	2%	*	-	4%	12%
		100%	-	52%	48%	100%	62%ah	38%	-	33%	29%
047	5	5	-	5	-	5	1	5	-	1	-
	*	1%	-	1%	-	1%	1%	*	-	2%	-
		100%	-	100%e	-	100%	14%	86%	-	14%	-
048	5	3	1	3	2	3	1	3	-	1	-
	*	*	*	*	*	*	1%	*	-	4%	-
		71%	29%	58%	42%	71%	29%	71%	-	29%	-
049	6	4	1	4	1	6	-	6	-	-	-
	*	*	*	*	*	1%	-	1%	-	-	-
		74%	26%	74%	26%	100%	-	100%	-	-	-
050	80	63	17	44	36	66	9	71	2	1	-
	7%	7%	6%	7%	6%	8%	6%	7%	9%	3%	-
		79%	21%	55%	45%	83%	11%	89%	3%	1%	-
051	5	2	2	3	2	5	-	5	-	-	-
	*	*	1%	*	*	1%	-	*	-	-	-
		49%	51%	58%	42%	100%	-	100%	-	-	-
052	6	5	1	3	3	6	-	6	-	-	-
	1%	1%	*	*	1%	1%	-	1%	-	-	-
		79%	21%	43%	57%	100%	-	100%	-	-	-
054	7	6	1	4	3	7	-	7	-	-	-
	1%	1%	*	1%	1%	1%	-	1%	-	-	-
		82%	18%	55%	45%	100%	-	100%	-	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
055	19	18	1	10	8	16	5	13	1	2	-
	2%	2%	*	2%	1%	2%	4%	1%	3%	6%	-
		94%	6%	56%	44%	84%	28%h	72%	3%	13%	-
056	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
057	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
058	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	1%	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
059	2	2	-	*	2	2	*	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	16%	84%	100%	16%	84%	-	-	-
060	47	37	10	37	11	47	4	44	-	-	-
	4%	4%	3%	6%	2%	6%	3%	4%	-	-	-
		e 78%	22%	77%e	23%	100%	7%	93%	-	-	-
062	2	1	*	2	-	2	-	2	-	-	-
	*	*	*	*	-	*	-	*	-	-	-
		76%	24%	100%	-	100%	-	100%	-	-	-
063	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
064	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
065	12	10	1	7	5	10	5	7	1	1	1
	1%	1%	*	1%	1%	1%	4%	1%	5%	3%	10%
		88%	12%	59%	41%	85%	41%ah	59%	10%	10%	10%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
066	1	1	-	-	1	1	-	1	-	-	-
*	*	100%	-	-	100%	100%	-	100%	-	-	-
067	3	2	1	2	*	2	*	2	-	-	-
*	*	58%	42%	86%	14%	70%	14%	86%	-	-	-
068	2	2	-	-	2	2	2	-	-	1	-
*	*	100%	-	-	100%	100%	100%ah	-	-	4%	-
069	1	1	-	-	1	1	-	1	-	67%	-
*	*	100%	-	-	100%	100%	-	100%	-	-	-
070	27	27	1	21	6	23	4	23	-	*	-
2%	3%	97% ^c	3%	4%	1%	3%	3%	2%	-	1%	-
072	2	2	-	2	-	2	16%	84%	-	2%	-
*	*	100%	-	100%	-	100%	-	100%	-	-	-
074	1	1	-	1	-	1	-	1	-	-	-
*	*	100%	-	100%	-	100%	-	100%	-	-	-
075	17	14	3	15	2	16	5	12	1	2	-
1%	2%	83%	17%	3%	*	2%	4%	1%	3%	4%	-
076	2	2	-	87% ^e	13%	96%	30% ^h	70%	4%	10%	-
*	*	100%	-	55%	45%	55%	1%	60%	-	-	-
078	2	2	-	2	-	2	-	2	-	-	-
*	*	100%	-	100%	-	100%	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
080	33	29	4	26	7	28	6	26	1	2	-
	3%	3%	1%	4%	1%	3%	5%	2%	3%	6%	-
		e 87%	13%	78%e	22%	85%	19%	77%	2%	7%	-
082	2	2	-	2	-	1	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	67%	-	100%	-	-	-
083	1	1	1	1	1	1	-	1	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		43%	57%	43%	57%	100%	-	100%	-	-	-
085	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	1%	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
086	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
087	1	-	1	1	-	1	-	1	-	-	-
	*	-	*	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
090	12	6	6	8	4	11	1	11	-	-	-
	1%	1%	2%	1%	1%	1%	1%	1%	-	-	-
		52%	48%	63%	37%	89%	6%	94%	-	-	-
094	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
095	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
096	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
098	1	-	1	1	-	1	1	-	1	-	-
*	-	-	*	-	-	*	-	-	5%	-	-
			100%	100%	-	100%	100%h	-	100%	-	-
100	16	12	5	12	5	15	1	15	*	-	-
7%	1%	1%	2%	2%	1%	2%	1%	1%	2%	-	-
		70%	30%	70%	30%	92%	8%	92%	3%	-	-
105	3	3	-	3	-	3	-	3	-	-	-
*	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
108	3	3	-	3	-	3	-	2	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	66%	-	-	-
110	4	4	-	4	-	4	-	4	-	-	-
*	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
112	1	1	-	1	-	1	-	1	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
115	1	1	-	1	-	1	-	1	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
120	6	3	3	3	3	5	1	5	-	-	-
*	-	-	1%	-	1%	1%	1%	-	-	-	-
		57%	43%	47%	53%	77%	23%	77%	-	-	-
122	1	1	-	1	-	1	-	1	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
125	2	2	-	2	-	2	-	2	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
128	1	1	-	-	1	1	-	1	-	-	-
*	*	100%	-	-	100%	100%	-	100%	-	-	-
130	1	-	1	1	-	1	-	1	-	-	-
*	*	-	100%	100%	-	100%	-	100%	-	-	-
140	1	-	1	-	1	1	-	1	-	-	-
*	*	-	100%	-	100%	100%	-	100%	-	-	-
141	*	-	*	-	*	*	-	*	-	-	-
*	*	-	100%	-	100%	100%	-	100%	-	-	-
200	2	2	-	-	2	2	-	2	-	-	-
*	*	100%	-	-	100%	100%	-	100%	-	-	-
SUMMARY CODES											
£0	50	36	14	22	28	23	1	47	-	-	-
	4%	4%	5%	4%	5%	3%	1%	4%	-	-	-
£1-£15	109	76	33	39	70	41	2%	93%	-	-	-
	9%	8%	11%	7%	11%	5%	6%	9%	13%	-	-
		f	70%	36%	64% ^d	38%	7%	92%	3%	-	-
£16-£20	138	84	53	39	98	63	15	123	1	4	3
	11%	9%	16%	7%	16%	8%	11%	12%	3%	10%	24%
		df	61%	28%	72% ^{ab}	46%	11%	89%	1%	3%	2%
£21-£25	121	87	34	47	74	67	16	104	4	7	1
	10%	10%	11%	8%	12%	8%	12%	10%	15%	18%	8%
			28%	39%	61% ^d	55%	13%	86%	3%	6%	1%
£26-£30	172	114	58	68	104	116	18	154	2	4	3
	14%	13%	19%	12%	17%	14%	14%	14%	8%	10%	22%
		66%	34% ^b	40%	60% ^d	67%	11%	89%	1%	2%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
£31-£35	86	68	18	36	50	69	9	77	4	2	2
	7%	8%	6%	6%	8%	8%	7%	7%	15%	5%	15%
		79%	21%	41%	59%	80%	10%	90%	4%	2%	2%
£36-£40	107	82	24	51	56	73	8	98	2	4	1
	9%	9%	8%	9%	9%	9%	6%	9%	10%	11%	10%
		77%	23%	48%	52%	68%	8%	92%	2%	4%	1%
£41-£45	46	42	4	28	18	37	5	40	1	4	-
	4%	5%	1%	5%	3%	4%	4%	4%	9%	9%	-
		91% ^c	9%	60%	40%	81%	12%	88%	2%	8%	-
£46-£50	101	81	20	59	42	86	14	87	2	5	1
	8%	9%	7%	10%	7%	10%	10%	8%	9%	13%	12%
		80%	20%	58%	42%	85%	14%	86%	2%	5%	1%
More than £50	272	226	45	197	74	251	38	232	5	9	1
	23%	25%	15%	34%	12%	30%	28%	22%	21%	25%	10%
		ce 83% ^c	17%	73% ^{ae}	27%	92% ^{aa}	14%	85%	2%	3%	-
Avg Score	38.745 ^{ce}	40.454 ^c	33.687	45.594 ^{ae}	32.238	44.528 ^a	41.928	38.368	40.159	41.809	33.522
Standard Deviation	25.319	25.601	23.798	26.766	21.988	26.138	23.258	25.426	24.042	18.793	14.069
Error Variance	0.564	0.773	1.966	1.329	0.810	0.875	4.362	0.643	23.120	11.393	16.494

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
000	50	1	3	-	-	2	2	48	-	4	2	21	29
	4%	2%	10%	-	-	2%	2%	4%	-	5%	3%	3%	7%
002	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
004	2	-	-	1	-	-	-	2	-	-	-	-	2
	*	-	-	2%	-	-	-	*	-	-	-	-	1%
005	7	-	1	-	-	-	-	7	-	-	-	1	7
	1%	-	2%	2%	-	-	-	1%	-	-	-	*	2%
007	7	-	-	1	-	1	1	6	-	1	1	2	5
	1%	-	-	3%	-	1%	1%	1%	-	2%	2%	*	1%
008	8	-	-	16%	-	16%	16%	84%	-	16%	16%	33%	67%
	1%	-	-	-	-	1	1	6	1	-	-	2	6
009	4	-	-	-	-	1%	1%	1%	2%	-	-	-	1%
	*	-	-	-	-	16%	16%	82%	10%	-	-	24%	76% ^l
010	19	-	1	-	2	2	2	2	-	1	-	2	2
	2%	-	-	-	-	2%	1%	*	-	2%	-	*	*
012	10	-	-	-	-	43% ^h	43%	57%	-	39% ^h	-	57%	43%
	1%	-	-	-	-	-	2	7	2	5	2	6	4
013	6	1	-	-	2	3%	2%	1%	5%	7%	4%	1%	1%
	1%	3%	-	-	7%	24%	24%	76%	24% ^{ah}	53% ^{ah}	24% ^{ah}	64%	36%
		16%	-	-	9%	-	9%	91%	16%	16%	-	25%	75%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
014	4	-	-	-	2	1	3	1	1	1	1	-	4
	*	-	-	-	10%	1%	3%	*	2%	1%	1%	-	1%
015		-	-	-	55%	18%	73%ah	27%	18%h	18%	18%h	-	100%l
	41	2	1	1	-	3	3	38	1	3	1	16	25
016	3%	9%	2%	3%	-	4%	3%	3%	3%	4%	2%	2%	6%
		6%	1%	3%	-	8%	8%	92%	4%	7%	3%	39%	61%al
017	9	-	-	-	-	1	1	8	-	-	-	4	5
	1%	-	-	-	-	1%	1%	1%	-	1%	-	1%	1%
018		-	-	-	-	10%	10%	90%	-	-	-	47%	53%
	28	2	1	3	-	5	5	23	2	3	*	11	17
019	2%	6%	3%	7%	-	5%	4%	2%	4%	4%	1%	1%	4%
		6%	3%	10%	-	17%	17%	83%	6%	11%	1%	40%	60%l
020	18	1	-	1	-	3	3	15	2	2	4	6	12
	1%	4%	-	3%	-	3%	3%	1%	5%	3%	8%	1%	3%
021		6%	-	7%	-	17%	17%	83%	12%	13%	25%ah	35%	65%l
	1	-	-	-	-	-	-	1	-	-	-	1	-
022	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
023	82	1	4	8	1	8	9	73	1	4	1	33	49
	7%	4%	14%	19%	5%	9%	8%	7%	2%	5%	1%	4%	12%
024		1%	5%	10%ahijk	1%	10%	11%	89%	1%	5%	1%	40%	60%al
	6	-	-	1	-	-	-	6	1	-	1	3	3
025	1%	-	-	2%	-	-	-	1%	2%	-	2%	*	1%
		-	-	16%	-	-	-	100%	16%	-	16%	54%	46%
026	25	-	1	-	-	3	3	22	1	-	3	8	16
	2%	-	5%	-	-	3%	2%	3%	3%	-	5%	1%	4%
027		-	6%	-	-	11%	11%	89%	6%	-	12%	34%	66%l
	13	-	-	1	-	2	2	11	-	-	*	7	6
028	1%	-	-	2%	-	2%	2%	1%	-	-	1%	1%	1%
		-	-	8%	-	17%	17%	83%	-	-	4%	57%	43%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
024	11	-	-	-	-	-	-	11	3	1	2	6	5
1%	-	-	-	-	-	-	-	1%	6%	2%	4%	1%	1%
	-	-	-	-	-	-	-	100%	24%algh	11%	22%a	55%	45%
025	66	-	4	3	2	4	6	60	5	5	5	36	30
5%	-	13%	7%	7%	10%	4%	5%	6%	12%	7%	8%	5%	7%
	-	6%	5%	5%	4%	5%	9%	91%	8%	8%	7%	55%	45%
026	19	-	-	1	-	3	3	16	1	1	-	11	9
2%	-	-	-	3%	-	4%	3%	1%	3%	1%	-	1%	2%
	-	-	-	8%	-	18%	18%	82%	6%	5%	-	55%	45%
027	12	-	-	1	-	5	5	8	1	-	2	9	3
1%	-	-	-	2%	-	5%	4%	1%	2%	-	3%	1%	1%
	-	-	-	6%	-	37%ah	37%ah	63%	9%	-	15%	75%	25%
028	11	1	-	2	-	-	-	11	1	4	1	5	6
1%	5%	-	-	5%	-	-	-	1%	3%	6%	1%	1%	1%
	12%	-	-	19%algh	-	-	-	100%	12%	38%algh	6%	49%	51%
029	6	-	2	-	-	3	3	3	-	-	-	3	3
*	-	-	8%	-	-	3%	2%	*	-	-	-	*	1%
	-	-	41%	-	-	48%ah	48%ah	52%	-	-	-	52%	48%
030	124	3	3	6	6	5	11	113	6	7	5	76	48
10%	10%	9%	15%	24%	5%	9%	9%	10%	13%	10%	9%	10%	11%
	2%	2%	5%	5%	4%	9%	9%	91%	4%	6%	4%	61%	39%
031	3	-	-	-	-	1	1	2	-	1	-	2	1
*	-	-	-	-	-	2%	1%	*	-	2%	-	*	*
	-	-	-	-	-	47%h	47%	53%	-	47%ah	-	80%	20%
032	11	-	-	-	-	1	1	10	-	-	-	10	1
1%	-	-	-	-	-	1%	1%	1%	-	-	-	1%	*
	-	-	-	-	-	6%	6%	94%	-	-	-	94%	6%
033	3	-	-	-	-	-	-	3	-	-	-	3	-
	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
034	4	1	-	1	-	-	-	4	-	-	-	4	-
	*	4%	-	2%	-	-	-	*	-	-	-	1%	-
		28%	-	17%	-	-	-	100%	-	-	-	100%	-
035	65	1	-	1	-	2	2	63	1	2	1	47	18
	5%	2%	-	1%	-	2%	2%	6%	2%	3%	2%	6%	4%
		1%	-	1%	-	4%	4%	96%	2%	4%	2%	73%	27%
036	7	1	1	-	-	1	1	6	-	1	2	3	4
	1%	3%	4%	-	-	1%	1%	1%	-	1%	3%	*	1%
		11%	19%	-	-	13%	13%	87%	-	11%	29%ah	38%	62%
037	13	-	-	-	1	-	1	12	-	-	-	9	5
	1%	-	-	-	5%	-	1%	1%	-	-	-	1%	1%
		-	-	-	9%	-	9%	91%	-	-	-	66%	34%
038	10	-	-	1	1	-	1	9	-	-	-	7	3
	1%	-	-	3%	3%	-	1%	1%	-	-	-	1%	1%
		-	-	14%	7%	-	7%	93%	-	-	-	73%	27%
039	3	-	-	-	-	-	-	3	-	-	-	1	2
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	20%	80%
040	74	1	-	-	3	4	7	68	-	3	7	50	24
	6%	4%	-	-	12%	4%	6%	6%	-	3%	13%	6%	6%
		1%	-	-	4%	5%	9%	91%	-	3%	10%di	67%	33%
041	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
042	6	-	-	-	-	-	-	6	-	-	1	5	1
	*	-	-	-	-	-	-	1%	-	-	2%	1%	*
		-	-	-	-	-	-	100%	-	-	18%	82%	18%
043	5	2	-	-	-	-	-	5	-	-	-	4	1
	*	6%	-	-	-	-	-	*	-	-	-	*	*
		34%	-	-	-	-	-	100%	-	-	-	73%	27%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
044	3	-	-	-	-	-	-	3	-	-	-	3	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
045	29	1	-	-	-	3	3	26	1	*	*	21	8
2%	4%	-	-	-	-	3%	2%	2%	2%	1%	1%	3%	2%
		4%	-	-	-	9%	9%	91%	3%	2%	2%	73%	27%
046	5	-	-	-	-	1	1	4	-	-	-	4	1
*	-	-	-	-	-	1%	1%	*	-	2%	-	*	*
		-	-	-	-	15%	15%	85%	-	29%	-	71%	29%
047	5	-	-	-	-	-	-	5	-	-	-	5	-
*	-	-	-	-	-	-	-	*	-	-	-	1%	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
048	5	-	-	-	-	-	-	5	-	-	-	3	1
*	-	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	71%	29%
049	6	-	-	1	-	1	1	5	-	-	-	6	-
*	-	-	-	3%	-	1%	1%	*	-	-	-	1%	-
		-	-	26%ah	-	13%	13%	87%	-	-	-	100%	-
050	80	6	1	2	-	5	5	75	3	1	2	62	18
7%	20%	4%	4%	-	-	5%	4%	7%	8%	2%	3%	8%	4%
	7%	2%	2%	-	-	6%	6%	94%	4%	2%	2%	78%cm	22%
051	5	-	1	-	-	-	-	5	-	-	-	4	1
*	-	-	2%	-	-	-	-	*	-	-	-	1%	*
		-	14%	-	-	-	-	100%	-	-	-	89%	11%
052	6	-	-	-	-	-	-	6	-	-	-	6	-
1%	-	-	-	-	-	-	-	1%	-	-	-	1%	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
054	7	-	1	-	-	2	2	6	-	-	-	7	-
1%	-	2%	-	-	-	2%	2%	1%	-	-	-	1%	-
		10%	-	-	-	24%	24%	76%	-	-	-	100%	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
055	19	-	-	-	-	2	2	16	-	2	-	15	4
	2%	-	-	-	-	3%	2%	2%	-	3%	-	2%	1%
		-	-	-	-	13%	13%	87%	-	13%	-	81%	19%
056	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
057	3	-	-	-	-	2	2	1	-	-	-	3	-
	*	-	-	-	-	2%	1%	*	-	-	-	*	-
		-	-	-	-	63% ^{lah}	63% ^{ah}	37%	-	-	-	100%	-
058	3	-	-	-	-	1	1	2	-	-	-	3	-
	*	-	-	-	-	1%	1%	*	-	-	-	*	-
		-	-	-	-	24%	24%	76%	-	-	-	100%	-
059	2	-	-	-	-	-	-	2	*	-	*	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	1%	-	16%	100%	-
060	47	*	-	-	-	5	5	43	2	4	2	45	2
	4%	1%	-	-	-	5%	4%	5%	5%	5%	4%	6%	1%
		m 1%	-	-	-	9%	9%	91%	5%	7%	4%	95% ^m	5%
062	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
063	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
064	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
065	12	-	-	-	-	1	1	10	1	5	1	10	2
	1%	-	-	-	-	1%	1%	1%	3%	7%	2%	1%	*
		-	-	-	-	10%	10%	90%	11%	41% ^{lah}	11%	85%	15%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
066	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
067	3	-	-	-	-	*	*	100%	-	-	-	100%	-
*	-	-	-	-	-	-	-	2	-	-	-	2	1
	-	-	-	-	-	14%	14%	*	-	-	-	*	-
068	2	-	-	-	-	-	-	86%	-	-	-	70%	30%
*	-	-	-	-	-	-	-	2	-	-	-	2	-
	-	-	-	-	-	-	-	*	-	-	-	*	-
069	1	-	-	-	-	-	-	100%	-	-	-	100%	-
*	-	-	-	-	-	-	-	1	-	-	-	1	-
	-	-	-	-	-	-	-	*	-	-	-	*	-
070	27	1	1	-	1	3	4	23	1	1	2	21	6
2%	4%	3%	-	6%	3%	4%	2%	2%	3%	1%	3%	3%	1%
	4%	4%	-	5%	10%	16%	84%	5%	4%	6%	6%	78%	22%
072	2	-	-	-	-	-	-	2	-	-	-	2	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
074	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
075	17	-	-	-	-	2	2	15	1	-	-	16	1
1%	-	-	-	-	-	2%	2%	1%	2%	-	-	2%	*
	m	-	-	-	-	11%	11%	89%	6%	-	-	96% ^m	4%
076	2	-	-	-	-	-	-	2	-	-	-	*	2
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	15%	85%
078	2	-	-	-	-	-	-	2	-	-	-	2	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
080	33	-	1	-	-	1	1	32	1	3	2	27	6
	3%	-	4%	-	-	1%	1%	3%	3%	4%	4%	3%	1%
		-	4%	-	-	4%	4%	96%	4%	9%	7%	81%	19%
082	2	-	-	-	-	-	-	2	-	-	-	1	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	67%	33%
083	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
085	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
086	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
087	1	-	-	-	-	-	-	1	-	1	-	1	-
	*	-	-	-	-	-	-	*	-	1%	-	*	-
		-	-	-	-	-	-	100%	-	100%ah	-	100%	-
090	12	-	2	-	2	-	2	10	-	-	1	11	1
	1%	-	5%	-	7%	-	1%	1%	-	-	2%	1%	*
		-	14%	-	14%	-	14%	86%	-	-	12%	89%	11%
094	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
095	1	-	1	-	1	-	1	-	-	-	-	1	-
	*	-	5%	-	6%	-	1%	-	-	-	-	*	-
		-	100%	-	100%	-	100%ah	-	-	-	-	100%	-
096	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
098	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
100	16	2	*	-	-	2	2	14	-	2	-	14	3
	1%	9%	1%	-	-	3%	2%	1%	-	2%	-	2%	1%
		15%	3%	-	-	14%	14%	86%	-	10%	-	84%	16%
105	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
108	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
110	4	-	-	-	-	-	-	4	-	-	-	4	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	1%	-
112	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
115	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
120	6	-	-	3	-	-	-	6	2	1	3	5	1
	*	-	-	6%	-	-	-	1%	4%	2%	5%	1%	*
		-	-	43%aafgh	-	-	-	100%	29%ah	24%	53%agh	77%	23%
122	1	-	-	-	1	-	1	-	-	-	-	1	-
	*	-	-	-	4%	-	1%	-	-	-	-	*	-
		-	-	-	100%	-	100%h	-	-	-	-	100%	-
125	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
128	1	-	-	-	-	1	1	-	-	-	-	1	-
	*	-	-	-	-	1%	1%	-	-	-	-	-	-
		-	-	-	-	100%ah	100%ah	-	-	-	-	100%	-
130	1	-	-	1	-	-	-	1	-	-	-	1	-
	*	-	-	2%	-	-	-	*	-	-	-	*	-
		-	-	100%ah	-	-	-	100%	-	-	-	100%	-
140	1	-	-	1	-	-	-	1	-	-	-	1	-
	*	-	-	2%	-	-	-	*	-	-	-	*	-
		-	-	100%ah	-	-	-	100%	-	-	-	100%	-
141	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
200	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
SUMMARY CODES													
£0	50	1	3	-	-	2	2	48	-	4	2	21	29
	4%	2%	10%	-	-	2%	2%	4%	-	5%	3%	3%	7%
		1%	6%	-	-	4%	4%	96%	-	8%	3%	42%	58%al
£1-£15	109	3	2	4	4	11	15	94	6	12	6	36	72
	9%	12%	8%	10%	17%	12%	13%	9%	14%	17%	10%	5%	17%
		3%	2%	4%	4%	10%	14%	86%	6%	11%	5%	34%	66%al
£16-£20	138	4	5	12	1	17	18	120	4	9	5	55	82
	11%	14%	17%	29%	5%	18%	15%	11%	10%	12%	9%	7%	19%
		3%	4%	9%ahik	1%	12%	13%	87%	3%	7%	4%	40%	60%al
£21-£25	121	-	6	5	2	8	11	110	10	7	11	61	60
	10%	-	18%	12%	10%	9%	9%	10%	23%	9%	19%	8%	14%
		-	5%	4%	2%	7%	9%	91%	8%algh	5%	9%	51%	49%al
£26-£30	172	4	5	11	6	16	21	151	9	12	8	104	68
	14%	15%	17%	25%	24%	17%	18%	14%	21%	17%	13%	13%	16%
		2%	3%	6%	3%	9%	12%	88%	5%	7%	4%	60%	40%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
£31-£35	86	2	-	1	-	4	4	82	1	4	1	67	19
	7%	7%	-	3%	-	5%	4%	8%	2%	5%	2%	9%	4%
		2%	-	1%	-	5%	5%	95%	1%	4%	1%	78% ^m	22%
£36-£40	107	2	1	1	5	5	9	97	-	3	9	69	38
	9%	6%	4%	3%	20%	5%	8%	9%	-	4%	16%	9%	9%
		2%	1%	1%	4%	4%	9%	91%	-	3%	9% ^l	65%	35%
£41-£45	46	3	-	-	-	3	3	43	1	*	2	35	10
	4%	10%	-	-	-	3%	2%	4%	2%	1%	3%	5%	2%
		6%	-	-	-	6%	6%	94%	2%	1%	3%	77%	23%
£46-£50	101	6	1	3	-	6	6	94	3	3	2	80	21
	8%	20%	4%	8%	-	7%	5%	9%	8%	4%	3%	10%	5%
		^m 6%	1%	3%	-	6%	6%	94%	3%	3%	2%	80% ^m	20%
More than £50	272	4	7	4	6	22	27	244	9	19	13	242	30
	23%	14%	23%	10%	24%	23%	23%	23%	20%	26%	22%	31%	7%
		^m 1%	3%	2%	2%	8%	10%	90%	3%	7%	5%	89% ^m	11%
Avg Score	38.745 ^m	40.106	35.087	35.117	42.484	35.874	37.214	38.911	36.313	35.998	40.265	45.208 ^m	27.126
Standard Deviation	25.319	24.311	28.167	32.001	30.793	23.125	24.863	25.374	25.171	26.374	30.700	26.321	18.408
Error Variance	0.564	19.065	29.385	24.383	47.410	6.443	6.002	0.623	14.735	11.593	17.783	0.949	0.835

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
000	50	14	5	7	15	5	3	1	-	-	-	-
	4%	7%	3%	4%	4%	4%	4%	4%	-	-	-	-
		27%	10%	14%	30%	11%	6%	3%	-	-	-	-
002	1	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
004	2	2	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
005	7	1	1	2	1	-	1	-	-	-	-	-
	1%	1%	1%	1%	-	-	2%	-	-	-	-	-
		19%	20%	26%	16%	-	19%	-	-	-	-	-
007	7	1	-	1	3	2	-	-	-	-	-	-
	1%	1%	-	1%	1%	2%	-	-	-	-	-	-
		16%	-	17%	34%	33%	-	-	-	-	-	-
008	8	2	-	2	1	-	1	-	-	-	-	1
	1%	1%	-	1%	*	-	2%	-	-	-	-	13%
		25%	-	22%	18%	-	18%	-	-	-	-	17%
009	4	-	2	-	2	-	-	-	-	-	-	-
	*	-	1%	-	1%	-	-	-	-	-	-	-
		-	43%	-	57%	-	-	-	-	-	-	-
010	19	3	1	2	5	5	1	2	-	-	-	-
	2%	1%	1%	1%	1%	3%	1%	8%	-	-	-	-
		14%	8%	11%	25%	26%	4%	13%	-	-	-	-
012	10	5	1	-	1	2	-	-	-	-	-	-
	1%	2%	1%	-	*	1%	-	-	-	-	-	-
		53% ^d	14%	-	14%	19%	-	-	-	-	-	-
013	6	-	-	2	2	-	-	3	-	-	-	-
	1%	-	-	1%	1%	-	-	8%	-	-	-	-
		-	-	25%	33%	-	-	42%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
014	4	2	1	-	1	-	-	-	-	-	-	-
	*	1%	1%	-	*	-	-	-	-	-	-	-
		55%	27%	-	18%	-	-	-	-	-	-	-
015	41	6	3	5	18	3	2	1	-	-	1	2
	3%	3%	2%	3%	5%	2%	3%	4%	-	-	18%	17%
		14%	8%	12%	43%	7%	6%	3%	-	-	3%	4%
016	9	2	1	-	3	2	-	-	-	-	-	-
	1%	1%	1%	-	1%	1%	-	-	-	-	-	-
		26%	15%	-	38%	22%	-	-	-	-	-	-
017	28	7	6	6	3	3	-	-	4	-	-	-
	2%	4%	3%	3%	1%	2%	-	-	29%	-	-	-
		26% ^d	21%	20% ^d	9%	9%	-	-	15%	-	-	-
018	18	2	-	6	6	1	1	-	-	-	1	-
	1%	1%	-	3%	2%	1%	2%	-	-	-	19%	-
		12%	-	32% ^b	35%	6%	7%	-	-	-	7%	-
019	1	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
020	82	12	10	15	23	11	8	3	-	2	-	-
	7%	6%	5%	9%	7%	7%	11%	8%	-	9%	-	-
		14%	12%	18%	28%	13%	9%	3%	-	2%	-	-
021	6	1	4	-	-	1	1	-	-	-	-	-
	1%	*	2%	-	*	*	2%	-	-	-	-	-
		12%	59% ^d	-	-	8%	21% ^d	-	-	-	-	-
022	25	4	4	7	4	5	1	-	-	-	-	-
	2%	2%	2%	4%	1%	3%	2%	-	-	-	-	-
		16%	17%	26%	17%	19%	6%	-	-	-	-	-
023	13	-	2	4	5	2	-	-	-	-	-	-
	1%	-	1%	3%	1%	1%	-	-	-	-	-	-
		-	14%	33% ^a	36%	17%	-	-	-	-	-	-
024	11	4	2	2	3	-	-	-	-	-	-	-
	1%	2%	1%	1%	1%	-	-	-	-	-	-	-
		36%	20%	21%	24%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
025	66	12	9	16	12	8	6	3	-	-	-	-
	5%	6%	5%	9%	4%	5%	8%	10%	-	-	-	-
		19%	13%	24% ^d	19%	12%	9%	5%	-	-	-	-
026	19	4	3	2	4	2	-	-	-	2	-	1
	2%	2%	1%	1%	1%	1%	-	-	-	11%	-	13%
		23%	14%	13%	23%	9%	-	-	-	12%	-	6%
027	12	1	3	1	6	-	-	-	-	1	-	-
	1%	1%	1%	1%	2%	-	-	-	-	5%	-	-
		9%	22%	10%	49%	-	-	-	-	10%	-	-
028	11	1	3	-	5	2	1	-	-	-	-	-
	1%	*	1%	-	1%	1%	2%	-	-	-	-	-
		7%	23%	-	45%	14%	12%	-	-	-	-	-
029	6	-	-	1	2	2	-	-	-	-	-	-
	*	-	-	1%	1%	2%	-	-	-	-	-	-
		-	-	24%	34%	41%	-	-	-	-	-	-
030	124	15	26	12	48	13	5	1	-	2	1	-
	10%	7%	14%	7%	14%	9%	7%	4%	-	10%	22%	-
		12%	21% ^{ac}	10%	39% ^{ac}	10%	4%	1%	-	2%	1%	-
031	3	-	*	-	1	-	-	-	-	-	-	1
	*	-	-	-	*	-	-	-	-	-	-	14%
		-	16%	-	36%	-	-	-	-	-	-	47%
032	11	3	-	2	4	-	-	2	-	-	-	-
	1%	1%	-	1%	1%	-	-	5%	-	-	-	-
		26%	-	23%	35%	-	-	16%	-	-	-	-
033	3	1	1	-	-	1	1	-	-	-	-	-
	*	*	1%	-	-	*	1%	-	-	-	-	-
		25%	34%	-	-	21%	20%	-	-	-	-	-
034	4	-	1	-	2	-	-	-	-	1	-	-
	*	-	*	-	1%	-	-	-	-	6%	-	-
		-	15%	-	57%	-	-	-	-	28%	-	-
035	65	11	7	6	23	9	4	1	1	2	1	-
	5%	5%	4%	4%	7%	6%	6%	4%	9%	9%	12%	-
		17%	11%	9%	35%	14%	6%	2%	2%	3%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
036	7	2	1	1	1	-	1	-	-	-	1	-
	1%	1%	1%	1%	*	-	2%	-	-	-	11%	-
		25%	14%	13%	18%	-	19%	-	-	-	11%	-
037	13	2	5	4	-	3	-	-	-	-	-	-
	1%	1%	3%	2%	-	2%	-	-	-	-	-	-
		12%	41% ^d	27% ^d	-	20% ^d	-	-	-	-	-	-
038	10	-	5	1	4	-	-	-	-	-	-	-
	1%	-	3%	1%	1%	-	-	-	-	-	-	-
		-	47% ^a	14%	39%	-	-	-	-	-	-	-
039	3	2	-	-	-	-	-	1	-	-	-	-
	*	1%	-	-	-	-	-	2%	-	-	-	-
		76%	-	-	-	-	-	24%	-	-	-	-
040	74	8	10	10	21	14	8	2	1	1	-	-
	6%	4%	6%	6%	6%	9%	11%	5%	10%	6%	-	-
		10%	14%	13%	28%	18%	11% ^a	2%	2%	2%	-	-
041	3	1	1	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		28%	25%	-	-	-	46% ^d	-	-	-	-	-
042	6	1	3	-	2	-	-	-	-	-	-	-
	*	*	2%	-	1%	-	-	-	-	-	-	-
		13%	57%	-	30%	-	-	-	-	-	-	-
043	5	1	1	1	3	-	-	-	-	-	-	-
	*	1%	*	*	1%	-	-	-	-	-	-	-
		29%	11%	11%	49%	-	-	-	-	-	-	-
044	3	1	-	1	1	-	-	-	-	-	-	-
	*	1%	-	*	*	-	-	-	-	-	-	-
		46%	-	17%	38%	-	-	-	-	-	-	-
045	29	4	4	3	12	4	-	-	1	-	-	-
	2%	2%	2%	2%	4%	2%	-	-	8%	-	-	-
		14%	15%	12%	43%	13%	-	-	4%	-	-	-
046	5	2	-	1	-	-	1	-	-	-	-	-
	*	1%	-	1%	*	-	1%	-	-	-	-	-
		33%	-	29%	23%	-	15%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
047	5	-	1	-	1	2	1	-	1	-	-	-
*	-	-	-	-	*	1%	2%	-	6%	-	-	-
	-	-	14%	-	15%	29%	26%	-	16%	-	-	-
048	5	1	3	-	1	-	-	-	-	-	-	-
*	-	-	2%	-	-	-	-	-	-	-	-	-
	-	14%	71%	-	15%	-	-	-	-	-	-	-
049	6	2	1	1	-	-	-	-	1	-	-	-
*	-	1%	-	1%	-	-	-	-	10%	-	-	-
	-	37%	12%	24%	-	-	-	-	26%	-	-	-
050	80	14	15	12	20	8	5	3	-	1	-	1
7%	-	7%	8%	7%	6%	6%	7%	9%	-	6%	-	14%
	-	18%	19%	15%	25%	11%	6%	4%	-	2%	-	2%
051	5	2	3	-	1	-	-	-	-	-	-	-
*	-	1%	1%	-	*	-	-	-	-	-	-	-
	-	36%	53%	-	11%	-	-	-	-	-	-	-
052	6	2	-	1	2	1	-	-	-	-	-	-
1%	-	1%	-	1%	-	1%	-	-	-	-	-	-
	-	36%	-	16%	28%	21%	-	-	-	-	-	-
054	7	2	1	2	1	1	-	-	-	1	-	-
1%	-	1%	-	1%	*	*	-	-	-	3%	-	-
	-	24%	9%	31%	19%	9%	-	-	-	8%	-	-
055	19	4	4	1	2	2	1	3	-	2	-	-
2%	-	2%	2%	*	*	2%	2%	8%	-	11%	-	-
	-	21%	20%	3%	9%	12%	8%	14%	-	13%	-	-
056	1	-	-	1	-	-	-	-	-	-	-	-
*	-	-	-	1%	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-
057	3	2	-	1	-	-	-	-	-	-	-	-
*	-	1%	-	1%	-	-	-	-	-	-	-	-
	-	63%	-	37%	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

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Base: All who have fixed broadband

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
058	3	1	-	2	-	-	-	-	-	-	-	-
*	*	24%	-	1%	-	-	-	-	-	-	-	-
059	2	2	-	-	-	-	-	-	-	-	-	-
*	*	100%	-	-	-	-	-	-	-	-	-	-
060	47	6	8	7	16	6	2	-	-	2	-	-
4%	3%	5%	4%	4%	5%	4%	3%	-	-	8%	-	-
062	2	12%	17%	14%	35%	13%	4%	-	-	4%	-	-
*	-	-	-	-	1	-	-	-	-	-	-	-
063	1	-	-	-	24%	76%	-	-	-	-	-	-
*	-	-	-	-	1	-	-	-	-	-	-	-
064	2	-	2	-	-	-	-	-	-	-	-	-
*	-	-	1%	-	-	-	-	-	-	-	-	-
065	12	2	-	1	6	-	1	-	-	-	-	1
1%	21%	-	5%	53%	2%	-	2%	-	-	-	-	12%
066	1	-	-	1	-	-	11%	-	-	-	-	10%
*	-	-	-	100%	-	-	-	-	-	-	-	-
067	3	*	1	2	-	-	-	-	-	-	-	-
*	*	14%	30%	56%	-	-	-	-	-	-	-	-
068	2	2	-	-	-	-	-	-	-	-	-	-
*	1%	-	-	-	-	-	-	-	-	-	-	-
069	1	100%	-	-	-	1	-	-	-	-	-	-
*	-	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	22%	78%	-	-	-	-	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
070	27	2	4	1	11	1	2	1	11	2	-	-
	2%	1%	2%	1%	3%	1%	4%	4%	10%	8%	-	-
		9%	15%	5%	41%	5%	9%	5%	5%	6%	-	-
072	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	*	*	-	-	-	-	-	-	-
		-	-	31%	69%	-	-	-	-	-	-	-
074	1	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
075	17	3	3	1	7	2	1	-	-	-	-	-
	1%	2%	2%	1%	2%	1%	1%	-	-	-	-	-
		20%	18%	7%	39%	12%	4%	-	-	-	-	-
076	2	2	-	-	*	-	-	-	-	-	-	-
	*	1%	-	-	*	-	-	-	-	-	-	-
		85%	-	-	15%	-	-	-	-	-	-	-
078	2	-	-	-	2	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
080	33	5	2	1	7	8	5	3	1	-	-	2
	3%	2%	1%	1%	2%	5%	7%	10%	10%	-	-	16%
		15%	6%	4%	20%	23%bc	14%bc	10%	4%	-	-	5%
082	2	-	-	1	-	-	-	1	-	-	-	-
	*	-	-	1%	-	-	-	2%	-	-	-	-
		-	-	67%	-	-	-	33%	-	-	-	-
083	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
085	3	1	-	-	1	-	1	-	-	-	-	-
	*	1%	-	-	*	-	2%	-	-	-	-	-
		39%	-	-	20%	-	41%	-	-	-	-	-
086	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

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087	1	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
090	12	2	1	2	5	2	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
		14%	11%	19%	38%	18%	-	-	-	-	-	-
094	3	1	-	-	-	-	1	-	-	-	-	-
	*	1%	-	-	-	-	2%	-	-	-	-	-
		47%	-	-	-	-	53% ^d	-	-	-	-	-
095	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
096	3	-	-	1	-	2	-	-	-	-	-	-
	*	-	-	1%	-	1%	-	-	-	-	-	-
		-	-	36%	-	64%	-	-	-	-	-	-
098	1	1	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
100	16	*	3	3	4	5	-	1	-	-	1	-
	1%	*	2%	2%	1%	3%	-	2%	-	-	19%	-
		3%	18%	16%	22%	30% ^a	-	4%	-	-	8%	-
105	3	-	1	-	-	1	-	-	1	-	-	-
	*	-	-	-	-	1%	-	-	9%	-	-	-
		-	22%	-	-	39%	-	-	39%	-	-	-
108	3	-	2	-	-	1	-	-	-	-	-	-
	*	-	1%	-	-	1%	-	-	-	-	-	-
		-	66%	-	-	34%	-	-	-	-	-	-
110	4	-	1	-	2	1	-	-	-	-	-	-
	*	-	1%	-	-	1%	-	-	-	-	-	-
		-	32%	-	41%	27%	-	-	-	-	-	-
112	1	-	-	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
115	1	-	-	-	-	-	-	1	-	-	-	-
*	-	-	-	-	-	-	-	4%	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-
120	6	-	1	2	2	1	-	-	-	-	-	-
*	-	-	-	1%	1%	1%	-	-	-	-	-	-
	-	-	10%	29%	37%	24%	-	-	-	-	-	-
122	1	1	-	-	-	-	-	-	-	-	-	-
*	-	1%	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
125	2	-	-	-	1	1	-	-	-	-	-	-
*	-	-	-	-	-	1%	-	-	-	-	-	-
	-	-	-	-	47%	53%	-	-	-	-	-	-
128	1	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-
130	1	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	1%	-	-	-	-	-
	-	-	-	-	-	-	100% ^d	-	-	-	-	-
140	1	1	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
141	*	-	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
200	2	-	-	-	-	-	-	-	-	2	-	-
*	-	-	-	-	-	-	-	-	-	8%	-	-
	-	-	-	-	-	-	-	-	-	100%	-	-
SUMMARY CODES												
£0	50	14	5	7	15	5	3	1	-	-	-	-
	4%	7%	3%	4%	4%	4%	4%	4%	-	-	-	-
		27%	10%	14%	30%	11%	6%	3%	-	-	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
£1-£15	109	23	10	13	34	12	6	6	-	-	1	3
	9%	11%	6%	8%	10%	8%	8%	19%	-	-	18%	30%
		21%	9%	12%	31%	11%	5%	6%	-	-	1%	3%
£16-£20	138	24	17	26	35	16	9	3	4	2	1	-
	11%	12%	9%	15%	10%	11%	12%	8%	29%	9%	19%	-
		18%	12%	19%	26%	12%	6%	2%	3%	1%	1%	-
£21-£25	121	21	20	29	24	15	8	3	-	-	-	-
	10%	10%	11%	17%	7%	10%	12%	10%	-	-	-	-
		17%	17%	24% ^d	20%	13%	7%	3%	-	-	-	-
£26-£30	172	21	34	17	65	19	6	1	-	6	1	1
	14%	10%	19%	10%	19%	13%	9%	4%	-	27%	22%	13%
		12%	20% ^{ac}	10%	38% ^{ac}	11%	4%	1%	-	3%	1%	1%
£31-£35	86	14	9	8	30	10	5	3	1	3	1	1
	7%	7%	5%	5%	9%	7%	6%	9%	9%	15%	12%	14%
		17%	11%	10%	35%	12%	5%	3%	1%	4%	1%	2%
£36-£40	107	13	21	16	26	16	9	2	1	1	1	-
	9%	6%	12%	9%	7%	11%	13%	7%	10%	6%	11%	-
		12%	20%	15%	24%	15%	9%	2%	1%	1%	1%	-
£41-£45	46	8	9	5	18	4	1	-	1	-	-	-
	4%	4%	5%	3%	5%	2%	2%	-	8%	-	-	-
		19%	19%	10%	39%	8%	3%	-	2%	-	-	-
£46-£50	101	19	20	15	23	10	7	3	2	1	-	1
	8%	9%	11%	9%	7%	7%	10%	9%	16%	6%	-	14%
		19%	19%	15%	23%	10%	7%	3%	2%	1%	-	1%
More than £50	272	47	37	33	72	40	17	9	4	8	1	3
	23%	23%	20%	19%	21%	27%	23%	29%	29%	38%	19%	28%
		17%	14%	12%	27%	15%	6%	3%	1%	3%	*	1%
Avg Score	38.745	36.426	39.601	35.802	37.771	42.537 ^c	39.616	40.625	47.301	53.453	39.358	39.372
Standard Deviation	25.319	24.503	23.917	22.997	23.414	28.438	25.351	28.653	28.207	46.621	32.605	26.365
Error Variance	0.564	2.943	3.126	3.111	1.746	5.946	10.711	31.576	66.303	120.754	177.185	99.303

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
000	50	9	4	7	4	8	10	-	8	1	-	-	17	28	2	3	-	-
	4%	5%	5%	3%	2%	4%	8%	-	9%	2%	-	-	5%	5%	3%	2%	-	-
		18%	8%	13%	9%	15%	19%cd	-	15%cdg	2%	-	-	34%	56%	4%	6%	-	-
002	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
004	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	3%	-
		35%	-	65%	-	-	-	-	-	-	-	-	-	-	-	35%	65%lm	-
005	7	1	1	1	1	1	1	-	1	-	-	-	2	3	-	2	-	-
	1%	*	1%	*	1%	1%	1%	-	2%	-	-	-	1%	1%	-	1%	-	-
		9%	17%	10%	16%	20%	9%	-	19%	-	-	-	26%	48%	-	26%	-	-
007	7	1	-	2	1	2	-	-	-	-	-	-	4	1	2	-	-	-
	1%	1%	-	1%	1%	1%	-	-	-	-	-	-	1%	-	4%	-	-	-
		16%	-	34%	17%	33%	-	-	-	-	-	-	50%	17%	33%mo	-	-	-
008	8	2	-	1	-	-	2	-	1	-	-	1	1	2	2	1	-	1
	1%	1%	-	-	-	-	2%	-	2%	-	-	13%	*	*	4%	1%	-	13%
		25%	-	8%	-	-	33%	-	18%	-	-	17%	18%	26%	30%lm	10%	-	17%
009	4	-	-	-	3	1	-	-	-	-	-	-	2	2	-	-	-	-
	*	-	-	-	2%	*	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	82%	18%	-	-	-	-	-	-	43%	57%	-	-	-	-
010	19	1	3	3	1	5	-	2	3	-	-	-	8	9	1	1	-	-
	2%	1%	4%	1%	1%	3%	-	4%	4%	-	-	-	2%	1%	1%	1%	-	-
		7%	17%l	16%	7%	26%	-	11%	16%	-	-	-	43%	46%	4%	7%	-	-
012	10	2	1	2	1	1	3	-	-	-	-	-	3	4	1	1	-	-
	1%	1%	1%	1%	1%	1%	2%	-	-	-	-	-	1%	1%	2%	1%	-	-
		16%	7%	24%	12%	14%	26%	-	-	-	-	-	31%	46%	12%	12%	-	-
013	6	-	1	2	1	-	-	-	1	-	1	-	1	5	-	-	-	-
	1%	-	1%	1%	*	-	-	-	1%	-	10%	-	*	1%	-	-	-	-
		-	10%	39%	10%	-	-	-	20%	-	22%	-	24%	76%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

		HOUSEHOLD INCOME											FINANCIAL STRESS					
	Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
014	4	-	-	1	2	1	-	-	-	-	-	-	-	2	-	-	2	-
	*	-	-	*	1%	1%	-	-	-	-	-	-	-	*	-	-	4%	-
	-	-	-	18%	55%	27%	-	-	-	-	-	-	-	45%	-	-	55%lmo	-
015	41	8	3	7	10	4	3	1	1	-	3	2	12	24	1	1	2	2
	3%	4%	3%	3%	5%	2%	2%	2%	1%	-	21%	17%	3%	4%	2%	*	3%	17%
		19%	7%	16%	24%	11%	6%	2%	3%	-	7%	4%	29%	58%	4%	1%	4%	4%
016	9	2	-	3	-	3	1	-	-	-	-	-	3	5	-	1	-	-
	1%	1%	-	1%	-	1%	1%	-	-	-	-	-	1%	1%	-	1%	-	-
		23%	-	31%	-	31%	15%	-	-	-	-	-	30%	60%	-	10%	-	-
017	28	9	1	5	4	1	2	-	2	2	1	-	12	8	1	5	1	-
	2%	5%	1%	2%	2%	1%	2%	-	3%	4%	8%	-	3%	1%	2%	4%	2%	-
		32%e	3%	18%	16%	5%	7%	-	8%	6%	4%	-	42%	30%	5%	18%	5%	-
018	18	1	1	6	4	3	-	-	2	-	1	-	6	9	2	-	1	-
	1%	*	2%	2%	2%	1%	-	-	2%	-	9%	-	2%	2%	3%	-	2%	-
		4%	7%	32%	23%	15%	-	-	12%	-	7%	-	32%	52%	9%	-	7%	-
019	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
020	82	13	6	16	14	10	7	5	7	3	-	-	28	33	10	9	2	-
	7%	7%	8%	7%	7%	5%	6%	9%	9%	8%	-	-	8%	6%	16%	7%	4%	-
		15%	8%	20%	17%	13%	9%	6%	9%	4%	-	-	34%	40%	12%km	11%	3%	-
021	6	1	1	1	-	1	1	1	-	-	-	-	-	3	-	3	-	-
	1%	*	1%	1%	-	1%	1%	1%	-	-	-	-	-	1%	-	2%	-	-
		12%	16%	22%	-	21%	21%	8%	-	-	-	-	-	50%	-	50%l	-	-
022	25	5	3	2	1	7	2	2	1	-	-	-	11	7	2	4	-	-
	2%	3%	4%	1%	1%	4%	2%	4%	2%	-	-	-	3%	1%	4%	3%	-	-
		21%	13%	8%	5%	28%	10%	9%	6%	-	-	-	46%km	27%	9%	18%	-	-
023	13	3	1	5	3	2	-	-	-	-	-	-	3	7	*	2	1	-
	1%	2%	1%	2%	1%	1%	-	-	-	-	-	-	1%	1%	1%	1%	2%	-
		23%	6%	35%	21%	15%	-	-	-	-	-	-	20%	56%	4%	13%	6%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
024	11	4	1	3	2	-	1	-	-	-	-	-	6	2	-	2	1	-
	1%	2%	1%	1%	1%	-	1%	-	-	-	-	-	2%	-	-	2%	1%	-
		39%	8%	26%	21%	-	5%	-	-	-	-	-	-	52%	22%	-	19%	7%
025	66	9	8	8	10	12	7	6	3	3	-	-	16	41	3	3	3	-
	5%	5%	10%	4%	5%	6%	6%	12%	3%	7%	-	-	4%	7%	5%	2%	5%	-
		14%	12%	13%	15%	19%	10%	10% ^c	4%	4%	-	-	-	24%	62%	5%	5%	4%
026	19	3	-	2	4	3	3	-	2	1	-	1	5	8	-	2	4	1
	2%	2%	-	1%	2%	1%	2%	-	3%	1%	-	13%	1%	1%	-	1%	6%	13%
		16%	-	11%	22%	14%	15%	-	12%	3%	-	6%	25%	40%	-	10%	18% ^{lm}	6%
027	12	1	2	4	1	2	-	1	1	-	-	-	2	5	2	2	1	-
	1%	1%	2%	2%	-	1%	-	3%	1%	-	-	-	1%	1%	3%	1%	2%	-
		8%	15%	34%	6%	17%	-	11%	10%	-	-	-	19%	41%	16%	15%	9%	-
028	11	3	-	3	2	2	1	-	-	-	-	-	5	6	-	-	-	-
	1%	2%	-	1%	1%	1%	1%	-	-	-	-	-	1%	1%	-	1%	-	-
		30%	-	29%	15%	14%	12%	-	-	-	-	-	-	46%	54%	-	-	-
029	6	1	-	2	-	-	2	-	-	-	-	-	-	6	-	-	-	-
	*	1%	-	1%	-	-	2%	-	-	-	-	-	-	1%	-	-	-	-
		23%	-	35%	-	-	41%	-	-	-	-	-	-	-	100%	-	-	-
030	124	16	3	29	24	18	13	5	11	5	-	-	35	64	5	16	4	-
	10%	9%	4%	13%	12%	10%	11%	9%	13%	13%	-	-	10%	11%	8%	12%	7%	-
		13%	2%	24% ^b	19% ^b	15%	10%	4%	9%	4%	-	-	-	28%	51%	4%	13%	3%
031	3	*	-	-	-	-	1	-	-	-	-	1	1	*	-	-	-	1
	*	-	-	-	-	-	1%	-	-	-	-	14%	-	-	-	-	-	14%
		16%	-	-	-	-	36%	-	-	-	-	-	47%	36%	16%	-	-	47%
032	11	-	1	3	4	1	-	-	-	2	-	-	7	4	-	-	-	-
	1%	-	1%	1%	2%	1%	-	-	-	4%	-	-	2%	1%	-	-	-	-
		-	6%	29%	35%	14%	-	-	-	-	16% ^a	-	-	62%	38%	-	-	-
033	3	-	-	1	1	-	-	-	-	1	-	-	2	1	-	-	-	-
	*	-	-	*	1%	-	-	-	-	1%	-	-	*	*	-	-	-	-
		-	-	-	34%	46%	-	-	-	-	20%	-	-	55%	45%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
034	4	1	-	1	1	1	-	-	-	1	-	-	1	2	-	-	1	-
	*	-	-	-	*	*	-	-	-	*	-	-	*	*	-	-	2%	-
		15%	-	24%	16%	17%	-	-	-	28%	-	-	24%	43%	-	-	33%	-
035	65	5	3	21	9	8	7	6	2	3	1	-	24	28	7	4	2	-
	5%	3%	4%	9%	5%	4%	6%	11%	3%	8%	6%	-	7%	5%	11%	3%	4%	-
		8%	5%	31%a	14%	12%	11%	9%a	3%	5%	1%	-	37%	43%	11%o	7%	3%	-
036	7	2	2	1	-	1	-	-	-	-	1	-	-	5	1	1	-	-
	1%	1%	3%	*	-	1%	-	-	-	-	5%	-	-	1%	1%	1%	-	-
		25%	31%d	14%	-	19%	-	-	-	-	11%	-	-	73%	13%l	14%	-	-
037	13	3	2	1	5	1	1	-	-	1	-	-	5	5	-	3	-	-
	1%	2%	2%	1%	2%	1%	*	-	-	3%	-	-	1%	1%	-	3%	-	-
		21%	13%	11%	35%	7%	4%	-	-	9%	-	-	39%	35%	-	26%	-	-
038	10	2	1	-	2	5	-	-	-	-	-	-	2	7	-	-	1	-
	1%	1%	2%	-	1%	2%	-	-	-	-	-	-	1%	1%	-	-	1%	-
		19%	14%	-	19%	48%c	-	-	-	-	-	-	19%	74%	-	-	8%	-
039	3	1	1	-	-	-	-	-	1	-	-	-	2	1	-	-	-	-
	*	1%	1%	-	-	-	-	-	1%	-	-	-	1%	*	-	-	-	-
		57%	20%	-	-	-	-	-	24%	-	-	-	76%	24%	-	-	-	-
040	74	8	1	13	17	14	7	7	1	5	1	-	28	33	7	7	-	-
	6%	4%	1%	6%	9%	7%	6%	13%	2%	12%	9%	-	8%	6%	11%	5%	-	-
		11%	1%	17%	23%b	19%	10%	9%abh	2%	7%bh	2%	-	38%p	44%	9%p	9%	-	-
041	3	1	-	1	-	1	-	-	-	-	-	-	-	1	1	1	-	-
	*	-	-	*	-	1%	-	-	-	-	-	-	-	*	2%	1%	-	-
		28%	-	25%	-	46%	-	-	-	-	-	-	-	25%	46%lm	28%	-	-
042	6	2	-	2	-	-	1	-	-	-	-	-	-	5	-	1	-	-
	*	1%	-	1%	-	-	1%	-	-	-	-	-	-	1%	-	1%	-	-
		40%	-	41%	-	-	18%	-	-	-	-	-	-	87%	-	13%	-	-
043	5	1	1	-	3	-	-	-	1	-	-	-	1	4	-	-	1	-
	*	1%	1%	-	1%	-	-	-	1%	-	-	-	*	1%	-	-	2%	-
		21%	11%	-	52%	-	-	-	16%	-	-	-	11%	71%	-	-	16%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
044	3	1	-	2	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	*	*	-	1%	-	-	-	-	-	-	-	-	*	*	-	-	-	-
045	29	3	1	6	5	6	3	-	2	2	-	-	5	18	*	5	-	-
	2%	2%	1%	3%	3%	3%	2%	-	2%	5%	-	-	1%	3%	*	4%	-	-
046	5	-	3	1	-	-	-	-	1	-	-	-	1	-	-	3	2	-
	*	-	4%	1%	-	-	-	-	1%	-	-	-	*	-	-	2%	3%	-
047	5	1	1	1	2	-	-	1	-	-	-	-	1	2	1	-	2	-
	*	*	1%	1%	1%	-	-	2%	-	-	-	-	*	*	1%	-	3%	-
048	5	1	-	2	-	-	1	-	-	-	-	-	3	1	-	-	1	-
	*	1%	-	1%	-	-	1%	-	-	-	-	-	1%	*	-	-	1%	-
049	6	1	-	2	1	-	-	-	1	-	-	-	1	3	-	1	1	-
	*	*	-	1%	1%	-	-	-	2%	-	-	-	*	*	-	1%	1%	-
050	80	7	5	17	12	21	8	3	3	2	1	1	18	41	3	11	6	1
	7%	4%	6%	7%	6%	11%	6%	5%	3%	6%	9%	14%	5%	7%	5%	9%	10%	14%
051	5	3	1	1	-	1	-	-	-	-	-	-	3	-	-	1	-	-
	*	1%	1%	*	-	*	-	-	-	-	-	-	1%	-	-	1%	-	-
052	6	2	-	-	1	3	-	-	-	-	-	-	72%um	-	-	28%um	-	-
	1%	1%	-	-	1%	2%	-	-	-	-	-	-	*	2	-	3	-	-
054	7	2	2	-	-	1	1	-	-	-	1	-	21%	28%	-	51%um	-	-
	1%	1%	3%	-	-	*	1%	-	-	-	4%	-	1%	*	-	1%	-	-
		33%	31%od	-	-	9%	19%	-	-	-	8%	-	59%	17%	-	24%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
055	19	7	1	2	1	-	4	2	-	4	-	-	3	9	-	5	2	-
	2%	4%	1%	1%	*	-	3%	3%	-	9%	-	-	1%	2%	-	4%	3%	-
		35%de	3%	9%	3%	-	21%e	9%e	-	20%abcdeh	-	-	15%	50%	-	27%l	8%	-
056	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
057	3	2	1	-	-	-	-	-	-	-	-	-	1	-	-	2	-	-
	*	1%	1%	-	-	-	-	-	-	-	-	-	*	-	-	1%	-	-
		63%	37%	-	-	-	-	-	-	-	-	-	37%	-	-	63%lm	-	-
058	3	1	-	2	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	*	1%	-	1%	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		33%	-	67%	-	-	-	-	-	-	-	-	42%	58%	-	-	-	-
059	2	*	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-
		16%	-	84%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
060	47	9	4	7	7	8	6	1	4	1	-	-	14	22	3	8	1	-
	4%	5%	5%	3%	4%	4%	5%	2%	5%	2%	-	-	4%	4%	5%	6%	1%	-
		16%	9%	16%	15%	16%	13%	3%	9%	2%	-	-	30%	47%	6%	16%	-	-
062	2	-	-	*	1	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	*	1%	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	24%	76%	-	-	-	-	-	-	-	100%	-	-	-	-	-
063	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
064	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
065	12	-	2	2	2	3	1	-	-	-	-	-	2	7	1	-	-	1
	1%	-	3%	1%	1%	2%	1%	-	-	-	-	-	1%	1%	2%	-	-	12%
		-	21%a	19%	15%	24%	11%	-	-	-	-	-	20%	61%	9%	-	-	10%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
066	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
067	3	*	1	2	-	-	-	-	-	-	-	-	2	-	-	1	*	-
	*	-	1%	1%	-	-	-	-	-	-	-	-	*	-	-	1%	1%	-
		14%	30%	56%	-	-	-	-	-	-	-	-	56%	-	-	30%	14%	-
068	2	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	1	-
	*	-	2%	-	-	*	-	-	-	-	-	-	-	*	-	-	2%	-
		-	67%	-	-	33%	-	-	-	-	-	-	-	33%	-	-	67%lm	-
069	1	-	-	*	1	-	-	-	-	-	-	-	*	1	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	-	22%	78%	-	-	-	-	-	-	-	22%	78%	-	-	-	-
070	27	5	1	5	3	1	5	-	2	4	1	-	4	19	-	3	1	-
	2%	3%	1%	2%	2%	1%	4%	-	3%	10%	10%	-	1%	3%	-	2%	2%	-
		17%	3%	17%	12%	5%	18%	-	8%	15%bodeg	5%	-	15%	71%	-	10%	4%	-
072	2	-	-	1	-	-	1	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	*	-	-	1%	-	-	-	-	-	-	*	-	-	-	-
		-	-	31%	-	-	69%	-	-	-	-	-	-	100%	-	-	-	-
074	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
075	17	5	-	2	4	4	1	-	-	-	-	-	9	4	-	1	3	-
	1%	3%	-	1%	2%	2%	1%	-	-	-	-	-	2%	1%	-	1%	5%	-
		32%	-	12%	23%	26%	6%	-	-	-	-	-	53%lm	25%	-	6%	17%lm	-
076	2	1	1	*	-	-	-	-	-	-	-	-	2	-	*	-	-	-
	*	1%	1%	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		40%	45%	15%	-	-	-	-	-	-	-	-	85%	-	15%	-	-	-
078	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%lm	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
080	33	3	1	1	7	7	3	3	7	-	-	2	8	16	1	4	3	2
	3%	2%	1%	1%	3%	3%	3%	5%	9%	-	-	16%	2%	3%	2%	3%	6%	16%
082	2	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	2	-
	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	3%	-
083	1	-	-	67%	-	-	-	-	-	33%	-	-	-	-	-	-	100%lm	-
	*	-	-	-	43%	-	-	-	-	-	-	-	1	-	-	-	-	-
085	3	-	1	1	-	-	-	-	1	-	-	-	1	2	-	-	-	-
	*	-	2%	-	-	-	-	-	2%	-	-	-	*	*	-	-	-	-
086	1	-	39%	20%	-	-	-	-	41%	-	-	-	39%	61%	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
087	1	-	-	-	-	-	-	2%	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	100% ^c	-	-	-	-	-	100%	-	-	-	-
090	12	-	1	-	2	4	4	1	-	-	-	-	5	4	-	2	2	-
	1%	-	1%	-	1%	2%	3%	3%	-	-	-	-	1%	1%	-	1%	3%	-
094	3	1	6%	-	20%	31%	32%	11% ^c	-	-	-	-	39%	32%	-	14%	16%	-
	*	1%	-	-	-	-	-	53% ^{cde}	-	-	-	-	-	-	-	-	3	-
095	1	-	-	-	-	-	-	3%	-	-	-	-	-	-	-	-	5%	-
	*	-	-	-	-	-	-	100% ^{cacde}	-	-	-	-	-	100%	-	-	100% ^{lmo}	-
096	3	-	-	1	-	-	-	-	2	-	-	-	-	2	-	1	-	-
	*	-	-	-	-	-	-	-	2%	-	-	-	-	4%	-	1%	-	-
		-	-	36%	-	-	-	-	64%	-	-	-	-	64%	-	36%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
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Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
098	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	2%	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	100%lm	-	-	-
100	16	1	-	2	2	3	1	3	1	1	1	-	3	13	-	*	-	-
	1%	1%	-	1%	1%	2%	1%	5%	2%	3%	9%	-	1%	2%	-	*	-	-
		8%	-	15%	10%	19%	8%	16%	8%	8%	-	-	19%	78%	-	3%	-	-
105	3	-	-	1	-	1	-	-	1	-	-	-	1	3	-	-	-	-
	*	-	-	*	-	1%	-	-	1%	-	-	-	*	*	-	-	-	-
		-	-	22%	-	39%	-	-	39%	-	-	-	22%	78%	-	-	-	-
108	3	-	-	-	-	2	1	-	-	-	-	-	-	3	-	-	-	-
	*	-	-	-	-	1%	1%	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	66%	34%	-	-	-	-	-	-	100%	-	-	-	-
110	4	-	-	-	-	1	-	-	3	-	-	-	1	3	-	-	-	-
	*	-	-	-	-	1%	-	-	3%	-	-	-	*	*	-	-	-	-
		-	-	-	-	32%	-	-	68%acd	-	-	-	32%	68%	-	-	-	-
112	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
115	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
120	6	-	2	-	2	-	-	-	1	-	-	-	1	4	-	-	1	-
	*	-	3%	-	1%	-	-	-	2%	-	-	-	*	1%	-	-	3%	-
		-	39%ace	-	37%	-	-	-	24%	-	-	-	14%	62%	-	-	24%ld	-
122	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	100%	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
125	2	-	-	1	-	1	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	*	-	*	-	-	-	-	-	-	*	*	-	-	-	-
		-	-	47%	-	53%	-	-	-	-	-	-	100%	-	-	-	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,00 0 - £149,99 9 (i)	£150,00 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
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Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
128	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-
*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	100%lm	-	-	-
130	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
140	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-
141	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
200	2	-	-	-	-	-	-	-	2	-	-	-	-	2	-	-	-	-
*	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
SUMMARY CODES																		
£0	50	9	4	7	4	8	10	-	8	1	-	-	17	28	2	3	-	-
4%	-	5%	5%	3%	2%	4%	8%	-	9%	2%	-	-	5%	5%	3%	2%	-	-
	-	18%	13%	9%	15%	19%	15%cd	-	15%cdg	2%	-	-	34%	56%	4%	6%	-	-
£1-£15	109	15	8	21	21	16	8	3	8	-	4	3	33	53	8	6	5	3
9%	-	8%	10%	9%	11%	9%	7%	5%	10%	-	31%	30%	9%	9%	13%	5%	9%	30%
	-	14%	8%	19%	19%cl	15%	8%	3%	8%	-	4%	3%	30%	49%	7%	6%	5%	3%
£16-£20	138	25	9	30	22	17	11	5	12	5	2	-	48	56	13	16	5	-
11%	-	14%	11%	13%	12%	9%	9%	9%	14%	12%	16%	-	13%	10%	20%	12%	9%	-
	-	18%	6%	22%	16%	12%	8%	4%	8%	4%	2%	-	35%	41%	9%lm	11%	4%	-
£21-£25	121	23	14	19	16	22	11	9	4	3	-	-	36	60	6	14	5	-
10%	-	12%	17%	8%	8%	12%	9%	17%	5%	7%	-	-	10%	10%	9%	11%	8%	-
	-	19%	11%ch	16%	13%	19%	9%	8%h	3%	2%	-	-	29%	50%	5%	12%	4%	-
£26-£30	172	25	5	41	30	24	19	6	14	6	-	1	47	88	7	20	9	1
14%	-	14%	6%	18%	16%	13%	16%	11%	17%	14%	-	13%	13%	15%	11%	15%	15%	13%
	-	14%	3%	24%b	18%b	14%	11%b	4%	8%b	3%	-	1%	28%	51%	4%	11%	5%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

		HOUSEHOLD INCOME											FINANCIAL STRESS						
	Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7	
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**	
£31-£35	86	6	4	26	15	10	8	6	2	7	1	1	34	36	7	4	3	1	
	7%	3%	5%	11%	8%	5%	7%	11%	3%	16%	6%	14%	10%	6%	11%	3%	6%	14%	
£36-£40	107	16	7	15	23	21	8	7	2	6	2	-	37	50	8	11	1	-	
	9%	9%	8%	7%	12%	11%	7%	13%	2%	14%	14%	-	10%	9%	12%	8%	1%	-	
£41-£45	46	8	2	12	8	8	4	-	3	2	-	-	7	30	1	6	1	-	
	4%	4%	2%	5%	4%	4%	3%	-	3%	5%	-	-	2%	5%	2%	2%	2%	-	
£46-£50	101	10	9	23	15	21	9	4	5	2	1	1	23	47	4	15	10	1	
	8%	5%	11%	10%	8%	11%	8%	7%	6%	6%	9%	14%	6%	8%	6%	11%	16%	14%	
More than £50	272	46	20	38	37	42	31	14	28	10	3	3	78	130	7	35	19	3	
	23%	25%	25%	17%	19%	22%	26%	26%	32%	25%	23%	28%	22%	22%	12%	27%	32%	28%	
		17% ^c	7%	14%	14%	15%	11%	5%	10% ^d	4%	1%	1%	29%	48%	3%	13% ⁿ	7% ⁿ	1%	
Avg Score	38.745	35.983	38.674	36.021	38.313	39.881	38.568	44.067 ^a	46.487 ^a	41.045	37.520	39.372	36.818	39.571	32.391	39.813 ⁿ	46.901 ⁱ	39.372	
Standard Deviation	25.319	21.507	27.317	20.691	24.028	25.434	25.328	26.402 ^c	40.729 ^c	19.695	27.812	26.365	23.777	26.820	21.935	21.959	27.672 ⁿ	26.365	
Error Variance	0.564	2.422	8.779	1.814	3.121	3.969	6.052	15.491	23.698	10.774	64.457	99.303	1.597	1.337	7.638	3.985	14.447	99.303	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
000	50	50	-	-
	4%	4%	-	-
		100%	-	-
002	1	1	-	-
	*	*	-	-
		100%	-	-
004	2	2	-	-
	*	*	-	-
		100%	-	-
005	7	7	-	-
	1%	1%	-	-
		100%	-	-
007	7	7	-	-
	1%	1%	-	-
		100%	-	-
008	8	8	-	-
	1%	1%	-	-
		100%	-	-
009	4	4	-	-
	*	*	-	-
		100%	-	-
010	19	19	-	-
	2%	2%	-	-
		100%	-	-
012	10	10	-	-
	1%	1%	-	-
		100%	-	-
013	6	6	-	-
	1%	1%	-	-
		100%	-	-
014	4	4	-	-
	*	*	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
015	41	41	-	-
	3%	3%	-	-
		100%	-	-
016	9	9	-	-
	1%	1%	-	-
		100%	-	-
017	28	28	*	-
	2%	2%	2%	-
		99%	1%	-
018	18	17	*	-
	1%	1%	1%	-
		99%	1%	-
019	1	1	-	-
	*	*	-	-
		100%	-	-
020	82	81	1	-
	7%	7%	9%	-
		98%	2%	-
021	6	6	-	-
	1%	1%	-	-
		100%	-	-
022	25	25	-	-
	2%	2%	-	-
		100%	-	-
023	13	13	-	-
	1%	1%	-	-
		100%	-	-
024	11	11	-	-
	1%	1%	-	-
		100%	-	-
025	66	65	1	-
	5%	5%	3%	-
		99%	1%	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
026	19	19	-	-
	2%	2%	-	-
		100%	-	-
027	12	12	-	-
	1%	1%	-	-
		100%	-	-
028	11	11	-	-
	1%	1%	-	-
		100%	-	-
029	6	6	-	-
	*	-	-	-
		100%	-	-
030	124	121	2	-
	10%	10%	15%	-
		98%	2%	-
031	3	2	*	-
	*	*	3%	-
		84%	16%a	-
032	11	11	-	-
	1%	1%	-	-
		100%	-	-
033	3	3	-	-
	*	*	-	-
		100%	-	-
034	4	4	-	-
	*	*	-	-
		100%	-	-
035	65	65	1	-
	5%	5%	3%	-
		99%	1%	-
036	7	7	-	-
	1%	1%	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
037	13	13	-	-
	1%	1%	-	-
		100%	-	-
038	10	10	-	-
	1%	1%	-	-
		100%	-	-
039	3	3	-	-
	*	*	-	-
		100%	-	-
040	74	73	1	-
	6%	6%	8%	-
		98%	2%	-
041	3	3	-	-
	*	*	-	-
		100%	-	-
042	6	5	1	-
	*	*	4%	-
		89%	11%a	-
043	5	5	-	-
	*	*	-	-
		100%	-	-
044	3	3	-	-
	*	*	-	-
		100%	-	-
045	29	28	1	-
	2%	2%	4%	-
		98%	2%	-
046	5	5	-	-
	*	*	-	-
		100%	-	-
047	5	5	-	-
	*	*	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
048	5	5	-	-
	*	-	-	-
		100%	-	-
049	6	6	-	-
	*	-	-	-
		100%	-	-
050	80	77	3	-
	7%	6%	20%	-
		96%	4%a	-
051	5	4	1	-
	*	-	3%	-
		89%	11%a	-
052	6	6	-	-
	1%	1%	-	-
		100%	-	-
054	7	7	-	-
	1%	1%	-	-
		100%	-	-
055	19	19	-	-
	2%	2%	-	-
		100%	-	-
056	1	1	-	-
	*	-	-	-
		100%	-	-
057	3	3	-	-
	*	-	-	-
		100%	-	-
058	3	3	-	-
	*	-	-	-
		100%	-	-
059	2	2	*	-
	*	-	2%	-
		84%	16%a	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
060	47	46	1	-
	4%	4%	7%	-
		98%	2%	-
062	2	2	-	-
	*	*	-	-
		100%	-	-
063	1	1	-	-
	*	*	-	-
		100%	-	-
064	2	2	-	-
	*	*	-	-
		100%	-	-
065	12	12	-	-
	1%	1%	-	-
		100%	-	-
066	1	1	-	-
	*	*	-	-
		100%	-	-
067	3	2	1	-
	*	*	5%	-
		72%	26%a	-
068	2	2	-	-
	*	*	-	-
		100%	-	-
069	1	1	*	-
	*	*	1%	-
		78%	22%a	-
070	27	27	*	-
	2%	2%	3%	-
		98%	2%	-
072	2	2	-	-
	*	*	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
074	1	1	-	-
	*	*	-	-
		100%	-	-
075	17	17	-	-
	1%	1%	-	-
		100%	-	-
076	2	2	*	-
	*	*	2%	-
		85%	15%a	-
078	2	2	-	-
	*	*	-	-
		100%	-	-
080	33	33	-	-
	3%	3%	-	-
		100%	-	-
082	2	2	-	-
	*	*	-	-
		100%	-	-
083	1	1	-	-
	*	*	-	-
		100%	-	-
085	3	3	-	-
	*	*	-	-
		100%	-	-
086	1	1	-	-
	*	*	-	-
		100%	-	-
087	1	1	-	-
	*	*	-	-
		100%	-	-
090	12	12	-	-
	1%	1%	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
094	3	3	-	-
	*	-	-	-
		100%	-	-
095	1	1	-	-
	*	-	-	-
		100%	-	-
096	3	3	-	-
	*	-	-	-
		100%	-	-
098	1	1	-	-
	*	-	-	-
		100%	-	-
100	16	16	-	-
	1%	1%	-	-
		100%	-	-
105	3	3	-	-
	*	-	-	-
		100%	-	-
108	3	3	-	-
	*	-	-	-
		100%	-	-
110	4	4	-	-
	*	-	-	-
		100%	-	-
112	1	1	-	-
	*	-	-	-
		100%	-	-
115	1	1	-	-
	*	-	-	-
		100%	-	-
120	6	6	-	-
	*	1%	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	..**
122	1	1	-	-
	*	*	-	-
	100%	-	-	-
125	2	2	-	-
	*	*	-	-
	100%	-	-	-
128	1	1	-	-
	*	*	-	-
	100%	-	-	-
130	1	1	-	-
	*	*	-	-
	100%	-	-	-
140	1	1	-	-
	*	*	-	-
	100%	-	-	-
141	*	*	-	-
	*	*	-	-
	100%	-	-	-
200	2	2	-	-
	*	*	-	-
	100%	-	-	-
SUMMARY CODES				
£0	50	50	-	-
	4%	4%	-	-
	100%	-	-	-
£1-£15	109	109	-	-
	9%	9%	-	-
	100%	-	-	-
£16-£20	138	136	2	-
	11%	11%	12%	-
	99%	1%	-	-
£21-£25	121	121	1	-
	10%	10%	3%	-
	100%	*	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
£26-£30	172	170	2	-
	14%	14%	15%	-
		99%	1%	-
£31-£35	86	85	1	-
	7%	7%	7%	-
		99%	1%	-
£36-£40	107	105	1	-
	9%	9%	8%	-
		99%	1%	-
£41-£45	46	45	1	-
	4%	4%	8%	-
		97%	3%	-
£46-£50	101	97	3	-
	8%	8%	20%	-
		97%	3%a	-
More than £50	272	267	4	-
	23%	23%	27%	-
		98%	2%	-
Avg Score	38.745	38.622	47.961a	-
Standard Deviation	25.319	25.259	28.886	-
Error Variance	0.564	0.581	21.958	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	730	362	368	37	136	123	125	123	127	59	173	371	186	393	337	166	373	191
Weighted Base	771	389	382	39*	167	148	148	146	84	39*	206	442	123	462	310	187	431	152
000	71	29	42	1	13	13	13	13	12	5	14	39	17	44	26	20	36	14
	9%	7%	11%	3%	8%	9%	9%	9%	14%	13%	7%	9%	14%	10%	9%	11%	8%	9%
		41%	59%	2%	19%	19%	18%	19%	17%	7%	20%	56%	24% ^k	63%	37%	28%	51%	20%
001	2	2	-	-	-	1	1	-	-	-	-	2	-	-	2	-	1	1
	*	1%	-	-	-	1%	*	-	-	-	-	*	-	-	1%	-	*	*
		100%	-	-	-	64%	36%	-	-	-	-	100%	-	-	100%	-	64%	36%
002	1	1	1	-	-	-	-	-	1	-	-	-	1	1	1	1	1	-
	*	*	*	-	-	-	-	-	1%	-	-	-	1%	*	*	*	*	-
		45%	55%	-	-	-	-	-	100% ^a	-	-	-	100% ^l	55%	45%	55%	45%	-
003	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	*	-	-	-	1%	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
004	2	2	-	-	-	1	-	-	2	-	-	1	2	-	2	-	1	1
	*	1%	-	-	-	-	-	-	2%	-	-	-	1%	-	1%	-	-	1%
		100%	-	-	-	32%	-	-	68% ^a	-	-	32%	68%	-	100%	-	42%	58%
005	23	12	11	2	2	2	6	6	4	1	4	14	5	11	12	6	12	5
	3%	3%	3%	5%	1%	1%	4%	4%	5%	3%	2%	3%	4%	2%	4%	3%	3%	3%
		52%	48%	8%	10%	8%	26%	25%	17%	6%	19%	59%	22%	47%	53%	25%	53%	22%
006	10	5	5	1	1	1	4	-	1	1	3	5	2	6	4	4	3	3
	1%	1%	1%	3%	1%	1%	3%	-	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%
		46%	54%	12%	14%	14%	39%	-	12%	9% ^h	26%	53%	21%	60%	40%	46%	27%	28%
007	13	6	7	1	5	*	2	2	1	1	6	4	2	7	6	3	6	4
	2%	2%	2%	3%	3%	*	1%	2%	1%	3%	3%	1%	2%	2%	2%	1%	1%	3%
		46%	54%	9%	42%	2%	13%	19%	5%	10% ^l	50%	35%	15%	56%	44%	20%	49%	31%
008	15	5	10	1	2	4	3	1	3	1	3	8	4	9	6	4	9	3
	2%	1%	3%	2%	1%	3%	2%	1%	3%	3%	1%	2%	3%	2%	2%	2%	2%	2%
		30%	70%	6%	14%	26%	16%	9%	19%	9%	20%	52%	28%	63%	37%	24%	59%	17%
009	6	6	-	-	2	-	1	2	-	-	2	4	-	3	2	3	2	-
	1%	1%	-	-	1%	-	1%	2%	-	-	1%	1%	-	1%	1%	2%	1%	-
		100% ^c	-	-	31%	-	26%	43%	-	-	31%	69%	-	57%	43%	57%	43%	-
010	79	38	40	6	10	19	17	11	8	8	17	46	16	53	26	19	48	11
	10%	10%	11%	16%	6%	13%	11%	7%	10%	20%	8%	10%	13%	12%	8%	10%	11%	7%
		49%	51%	8%	13%	24%	21%	14%	11%	10% ^{aeh}	21%	59%	20%	67%	33%	24%	62%	14%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	730	362	368	37	136	123	125	123	127	59	173	371	186	393	337	166	373	191
Weighted Base	771	389	382	39*	167	148	148	146	84	39*	206	442	123	462	310	187	431	152
011	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	*	-	1%	-	-
	-	-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
012	35	16	19	-	8	4	2	17	4	-	8	23	4	22	13	5	20	10
	5%	4%	5%	-	5%	3%	1%	12%	4%	-	4%	5%	3%	5%	4%	3%	5%	6%
		45%	55%	-	23%	11%	6%	49%adfgi	11%	-	23%	66%	11%	63%	37%	16%	57%	27%
013	7	2	4	-	1	-	3	1	1	1	1	4	2	2	4	1	4	2
	1%	1%	1%	-	2%	-	1%	2%	1%	3%	-	1%	2%	*	1%	*	1%	1%
		35%	65%	-	11%	-	18%	16%	10%	20%h	11%	59%	30%	35%	65%	8%	58%	34%
014	7	4	2	-	2	1	1	3	-	-	2	5	-	5	2	1	4	2
	1%	1%	1%	-	1%	1%	1%	2%	1%	-	1%	1%	-	1%	1%	1%	1%	1%
		63%	37%	-	24%	21%	16%	39%	-	-	24%	76%	-	76%	24%	18%	59%	24%
015	100	50	50	6	20	17	24	16	11	4	27	58	15	55	45	23	55	22
	13%	13%	13%	16%	12%	12%	16%	11%	14%	10%	13%	13%	12%	12%	14%	12%	13%	14%
		50%	50%	6%	20%	17%	24%	16%	11%	4%	27%	58%	15%	55%	45%	23%	55%	22%
016	8	5	3	-	3	2	1	-	2	-	3	3	2	3	4	2	4	2
	1%	1%	1%	-	2%	1%	1%	-	2%	-	1%	1%	1%	1%	1%	1%	1%	1%
		61%	39%	-	38%	20%	19%	-	24%	-	38%	38%	24%	44%	56%	28%	52%	20%
017	26	13	13	1	6	3	7	6	3	1	7	16	3	9	17	5	15	6
	3%	3%	3%	3%	3%	2%	5%	4%	3%	2%	3%	4%	3%	3%	6%	3%	4%	4%
		49%	51%	5%	22%	10%	27%	24%	10%	3%	27%	61%	12%	34%	66%kn	21%	58%	21%
018	30	16	14	2	7	4	7	5	2	3	9	16	5	16	13	6	18	5
	4%	4%	4%	4%	4%	3%	5%	3%	2%	7%	4%	4%	4%	4%	4%	3%	4%	3%
		53%	47%	5%	24%	14%	25%	17%	6%	10%	30%	55%	16%	55%	45%	20%	62%	17%
019	2	2	-	-	-	-	-	2	-	1	-	2	1	2	-	2	-	-
	*	1%	-	-	-	-	-	1%	-	2%	-	*	1%	*	-	1%	-	-
		100%	-	-	-	-	-	70%	-	30%	-	70%	30%	100%	-	100%q	-	-
020	131	70	61	4	29	38	24	22	9	5	33	84	14	85	46	27	77	27
	17%	18%	16%	9%	18%	26%	16%	15%	11%	12%	16%	19%	11%	18%	15%	14%	18%	18%
		54%	46%	3%	22%	29%ahij	19%	17%	7%	4%	25%	64%km	11%	65%	35%	20%	59%	21%
021	3	1	1	-	1	1	-	-	-	-	1	1	-	3	-	1	1	-
	*	*	*	-	1%	1%	-	-	-	-	1%	*	-	1%	-	1%	*	-
		48%	52%	-	52%	48%	-	-	-	-	52%	48%	-	100%	-	48%	52%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	730	362	368	37	136	123	125	123	127	59	173	371	186	393	337	166	373	191
Weighted Base	771	389	382	39*	167	148	148	146	84	39*	206	442	123	462	310	187	431	152
022	11	4	7	-	4	1	-	2	3	1	4	3	3	5	6	3	5	2
	1%	1%	2%	-	3%	1%	-	2%	3%	2%	2%	1%	3%	1%	2%	2%	1%	2%
		37%	63%	-	39%	9%	-	22%	24%q	6%	39%	31%	29%	43%	57%	30%	48%	22%
023	6	5	1	3	-	-	-	1	1	1	3	1	2	5	1	2	3	1
	1%	1%	*	7%	-	-	-	1%	1%	3%	1%	*	2%	1%	*	1%	1%	1%
		88%	12%	46%aefq h	-	-	-	20%	12%	21%efg	46%	20%	33%	81%	19%	33%	48%	19%
024	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	-	-	1%	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%	-
025	43	16	27	2	8	8	5	9	8	2	10	23	10	27	17	12	25	6
	6%	4%	7%	4%	5%	6%	4%	6%	10%	5%	5%	5%	8%	6%	5%	6%	6%	4%
		37%	63%	4%	19%	19%	12%	22%	19%q	5%	23%	53%	24%	61%	39%	27%	58%	15%
026	7	5	2	-	-	1	3	3	1	-	-	7	1	5	2	2	5	-
	1%	1%	1%	-	-	1%	2%	2%	1%	-	-	1%	*	1%	1%	1%	1%	-
		66%	34%	-	-	17%	37%	37%	8%	-	-	92%	8%	66%	34%	28%	72%	-
027	2	1	2	-	2	-	1	-	-	-	2	1	-	-	2	-	-	2
	*	*	*	-	1%	-	*	-	-	-	1%	*	-	-	1%	-	-	2%
		31%	69%	-	69%	-	31%	-	-	-	69%	31%	-	-	100%	-	-	100%aq
028	2	1	1	-	-	1	1	-	-	1	-	2	1	1	2	1	-	2
	*	*	*	-	-	1%	*	-	-	2%	-	*	*	*	1%	*	-	1%
		62%	38%	-	-	38%	34%	-	-	28%	-	72%	28%	28%	72%	28%	-	72%aq
029	4	2	2	-	1	2	-	-	-	1	1	2	1	3	1	2	1	1
	1%	*	1%	-	1%	1%	-	-	-	2%	1%	*	1%	1%	*	1%	*	*
		47%	53%	-	36%	47%	-	-	-	17%	36%	47%	17%	83%	17%	47%	36%	17%
030	59	35	24	6	13	12	14	11	3	1	19	37	4	43	16	13	39	7
	8%	9%	6%	15%	8%	8%	10%	7%	4%	2%	9%	8%	3%	9%	5%	7%	9%	4%
		m	59%	10%aj	22%	20%	24%	18%	5%	1%	32%am	62%am	6%	73%	27%	23%	67%	11%
032	2	2	-	-	-	-	-	1	1	-	-	1	1	-	2	-	2	-
	*	*	-	-	-	-	-	1%	1%	-	-	*	*	-	1%	-	-	-
		100%	-	-	-	-	-	73%	27%	-	-	73%	27%	-	100%	-	100%	-
035	15	9	6	1	9	3	1	-	1	*	10	4	1	10	6	3	9	3
	2%	2%	2%	1%	6%	2%	1%	-	1%	1%	5%	1%	1%	2%	2%	2%	2%	2%
		60%	40%	4%	61%agh	19%	9%	-	4%	3%	65%alm	28%	7%	62%	38%	22%	60%	19%

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	730	362	368	37	136	123	125	123	127	59	173	371	186	393	337	166	373	191
Weighted Base	771	389	382	39*	167	148	148	146	84	39*	206	442	123	462	310	187	431	152
036	2	2	-	-	1	1	-	-	-	-	1	1	-	1	1	1	-	1
	*	1%	-	-	1%	1%	-	-	-	-	*	*	-	*	*	1%	-	1%
		100%	-	-	-	43%	57%	-	-	-	43%	57%	-	57%	43%	57%	-	43%
037	4	-	4	2	-	-	-	2	-	-	2	2	-	2	2	2	*	2
	*	-	1%	4%	-	-	-	1%	-	-	-	1%	-	-	1%	-	1%	-
		-	100%	42%aeg	-	10%	-	48%	-	-	42%	58%	-	48%	52%	48%	10%	42%
038	2	2	-	1	-	-	1	-	-	-	1	1	-	-	2	-	1	1
	*	*	-	3%	-	-	-	-	-	-	1%	*	-	-	1%	-	*	*
		100%	-	60%a	-	-	-	40%	-	-	60%	40%	-	-	100%	-	60%	40%
039	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-
	*	*	-	-	1%	-	-	-	-	-	1%	-	-	-	*	-	-	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-
040	14	3	11	-	1	6	-	3	2	1	1	9	3	8	6	7	4	3
	2%	1%	3%	-	1%	4%	-	2%	2%	3%	1%	2%	2%	2%	2%	3%	1%	2%
		24%	76%	-	10%	46%q	-	22%	13%	9%q	10%	68%	22%	56%	44%	47%q	29%	24%
041	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
	*	*	-	-	-	-	-	-	1%	-	-	-	1%	*	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
042	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
	*	*	-	-	1%	-	-	-	-	-	*	-	-	-	*	-	-	1%
		100%	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
043	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
	*	-	*	-	-	-	-	-	1%	-	-	-	1%	-	*	-	-	*
		-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
045	3	1	1	-	1	-	1	-	-	-	1	1	-	1	1	-	1	1
	*	*	-	-	1%	-	1%	-	-	-	1%	*	-	*	*	-	*	1%
		57%	43%	-	43%	-	57%	-	-	-	43%	57%	-	57%	43%	-	57%	43%
050	7	5	2	*	5	1	-	-	1	3	5	1	1	4	3	3	2	2
	1%	1%	1%	1%	3%	1%	-	1%	1%	-	2%	*	1%	1%	1%	1%	1%	1%
		71%	29%	7%	67%	18%	-	-	9%	-	73%l	18%	9%	62%	38%	38%	33%	29%
054	2	2	-	-	2	-	-	-	-	-	2	-	-	2	-	-	2	-
	*	*	-	-	1%	-	-	-	-	-	1%	-	-	*	-	-	*	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-

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	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
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Unweighted Base	730	362	368	37	136	123	125	123	127	59	173	371	186	393	337	166	373	191
Weighted Base	771	389	382	39*	167	148	148	146	84	39*	206	442	123	462	310	187	431	152
055	2	1	1	-	-	-	1	1	-	-	-	2	-	1	1	-	2	-
	*	*	*	-	-	-	1%	1%	-	-	-	1%	-	*	*	-	1%	-
		56%	44%	-	-	-	56%	44%	-	-	-	100%	-	44%	56%	-	100%	-
060	2	1	1	-	1	-	-	1	1	-	1	1	1	1	2	-	2	1
	*	*	*	-	1%	-	-	1%	1%	-	*	*	*	*	1%	-	*	1%
		60%	40%	-	40%	-	-	34%	26%	-	40%	34%	26%	26%	74%	-	66%	34%
068	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-
	*	-	-	-	-	-	-	1%	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	100%	-
090	2	2	-	-	2	-	-	-	-	-	2	-	-	2	-	-	2	-
	*	*	-	-	1%	-	-	-	-	-	1%	-	-	*	-	-	*	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
100	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-
	*	-	*	-	-	-	1%	-	-	-	-	*	-	*	-	1%	-	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	100%	-	-
108	1	-	1	-	-	-	-	-	1	-	-	-	1	1	-	1	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	1%	*	-	*	-	-
		-	100%	-	-	-	-	-	100%	-	-	-	100%	100%	-	100%	-	-
SUMMARY CODES																		
£0	71	29	42	1	13	13	13	13	12	5	14	39	17	44	26	20	36	14
	9%	7%	11%	3%	8%	9%	9%	9%	14%	13%	7%	9%	14%	10%	9%	11%	8%	9%
		41%	59%	2%	19%	19%	18%	19%	17%	7%	20%	56%	24%	63%	37%	28%	51%	20%
£1-£10	152	77	75	12	23	27	35	23	20	12	35	85	32	90	62	39	85	28
	20%	20%	20%	30%	14%	19%	24%	16%	23%	32%	17%	19%	26%	20%	20%	21%	20%	16%
		51%	49%	8%	15%	18%	23%	15%	13%	8%	23%	56%	21%	59%	41%	26%	56%	18%
£11-£15	149	72	77	6	31	22	30	39	16	5	37	91	21	86	64	32	83	35
	19%	19%	20%	16%	18%	15%	20%	27%	19%	13%	18%	21%	17%	19%	21%	17%	19%	23%
		48%	52%	4%	21%	15%	20%	26%	11%	3%	25%	61%	14%	57%	43%	21%	55%	23%
£16-£20	197	105	91	7	45	46	40	34	15	9	52	120	24	116	81	42	114	40
	25%	27%	24%	17%	27%	31%	27%	24%	18%	23%	25%	27%	20%	25%	26%	23%	27%	26%
		54%	46%	3%	23%	23%	20%	17%	8%	4%	26%	61%	12%	59%	41%	22%	58%	20%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
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Unweighted Base	730	362	368	37	136	123	125	123	127	59	173	371	186	393	337	166	373	191
Weighted Base	771	389	382	39*	167	148	148	146	84	39*	206	442	123	462	310	187	431	152
£21-£25	64	28	36	4	14	11	5	14	12	4	18	30	15	40	24	18	36	10
	8%	7%	9%	11%	8%	7%	4%	10%	14%	10%	9%	7%	13%	9%	8%	10%	8%	7%
		44%	56%	7%	22%	16%	8%	23%	18%g	6%	29%	47%	24%l	62%	38%	29%	56%	16%
£26-£30	75	44	31	6	16	16	18	13	4	2	22	47	5	52	23	18	46	11
	10%	11%	8%	15%	10%	11%	12%	9%	4%	5%	11%	11%	4%	11%	7%	9%	11%	7%
		m	58%	8%	22%	21%	24%l	18%	5%	3%	29%lm	63%lm	7%	69%	31%	24%	61%	15%
£31-£40	41	20	21	3	13	11	2	6	3	2	17	19	5	20	20	13	18	9
	5%	5%	5%	8%	8%	7%	1%	4%	4%	4%	8%	4%	4%	4%	6%	7%	4%	6%
		48%	52%	8%g	33%g	27%g	5%	15%	7%	4%	41%	48%	12%	50%	50%	32%	45%	23%
More than £40	24	14	9	*	11	1	4	3	3	-	12	9	3	14	10	5	13	6
	3%	4%	2%	1%	7%	1%	3%	2%	4%	-	6%	2%	3%	3%	3%	3%	3%	4%
		61%	39%	2%	47%al	5%	17%	13%	15%	-	49%l	36%	15%	59%	41%	21%	56%	24%
Avg Score	17.829jm	18.275	17.376	18.533	20.415	18.012	16.808	17.309	16.285	14.511	20.056	17.376	15.724	18.082	17.452	18.122	17.881	17.322
Standard Deviation	12.324	11.895	12.745	10.441	13.917	10.304	12.656	11.233	14.617	9.571	alm	13.321	11.424	13.217	12.859	11.489	14.282	11.789
Error Variance	0.208	0.391	0.441	2.947	1.424	0.863	1.281	1.026	1.682	1.553	1.026	0.352	0.939	0.421	0.392	1.229	0.373	0.659

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
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Unweighted Base	730	614	38	38	40	29	82	58	52	67	80	42	128	76	38	38	40
Weighted Base	771	669	43*	42*	17*	27**	84*	63*	60*	67*	94*	44*	148	83*	42*	43*	17*
000	71	60	7	2	1	1	8	1	1	7	11	4	18	8	2	7	1
	9%	9%	17%	6%	4%	4%	9%	2%	2%	11%	12%	10%	12%	10%	6%	17%	4%
		85%	10%	3%	1%	2%	11%	2%	2%	11%	15%	6%	25%hi	12%	3%	10%hi	1%
001	2	1	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	*	-	3%	-	-	-	-	-	-	-	1%	-	-	-	-	3%	-
		36%	64%ab	-	-	-	-	-	-	-	36%	-	-	-	-	64%a	-
002	1	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-
	*	-	-	1%	-	-	1%	-	-	-	-	-	-	-	1%	-	-
		55%	-	45%	-	-	55%	-	-	-	-	-	-	-	45%	-	-
003	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-	-
004	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	2%	-	-	-
		100%	-	-	-	-	-	-	32%	-	-	-	-	68%	-	-	-
005	23	19	2	2	*	1	1	-	1	3	4	1	3	6	2	2	*
	3%	3%	4%	5%	2%	5%	1%	-	1%	5%	4%	1%	2%	7%	5%	4%	2%
		82%	8%	8%	2%	5%	2%	-	3%	15%	18%	2%	13%	24%	8%	8%	2%
006	10	10	-	-	-	-	2	2	-	1	-	-	3	3	-	-	-
	1%	1%	-	-	-	-	2%	3%	-	1%	-	-	2%	3%	-	-	-
		100%	-	-	-	-	18%	19%	-	9%	-	-	28%	26%	-	-	-
007	13	12	-	-	1	-	5	1	-	-	2	1	3	1	-	-	1
	2%	2%	-	-	3%	-	6%	2%	-	-	2%	3%	2%	1%	-	-	3%
		95%	-	-	5%	-	37%a	10%	-	-	15%	11%	21%	5%	-	-	5%
008	15	13	2	-	-	3	-	-	2	2	2	-	4	-	-	2	-
	2%	2%	4%	-	-	10%	-	-	4%	3%	3%	-	-	-	-	4%	-
		90%	10%	-	-	17%	-	-	15%	13%	16%	-	28%	-	-	10%	-
009	6	6	-	-	-	-	-	2	1	-	-	-	-	2	-	-	-
	1%	1%	-	-	-	-	-	3%	2%	-	-	-	-	3%	-	-	-
		100%	-	-	-	-	-	31%	26%	-	-	-	-	43%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	730	614	38	38	40	29	82	58	52	67	80	42	128	76	38	38	40
Weighted Base	771	669	43*	42*	17*	27**	84*	63*	60*	67*	94*	44*	148	83*	42*	43*	17*
010	79	73	1	3	2	1	12	3	10	7	4	-	25	10	3	1	2
	10%	11%	3%	8%	9%	3%	15%	5%	17%	11%	4%	-	17%	12%	8%	3%	9%
		1	92%	2%	4%	1%	16%kl	4%	13%kl	9%kl	5%	-	32%akhl lp	12%kl	4%	2%	2%kl
011	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
012	35	29	4	1	1	2	5	5	1	5	1	1	6	4	1	4	1
	5%	4%	10%	3%	3%	6%	5%	8%	1%	8%	1%	2%	4%	5%	3%	10%	3%
		83%	12%	3%	2%	5%	13%	15%	2%	15%	3%	2%	17%	12%	3%	12%k	2%
013	7	3	2	1	1	-	1	-	-	-	1	-	2	-	1	2	1
	1%	1%	4%	2%	3%	-	1%	-	-	-	1%	-	1%	-	2%	4%	3%
		52%	29%ab	11%	8%	-	11%	-	-	-	12%	-	29%	-	11%	29%a	8%ln
014	7	6	-	1	-	-	-	-	1	-	2	-	1	1	1	-	-
	1%	1%	-	3%	-	-	-	-	2%	-	2%	-	1%	1%	3%	-	-
		84%	-	16%	-	-	-	-	22%	-	24%	-	21%	18%	16%	-	-
015	100	86	4	6	4	3	13	4	6	8	13	7	25	7	6	4	4
	13%	13%	10%	15%	21%	10%	15%	6%	10%	13%	14%	16%	17%	9%	15%	10%	21%
		86%	4%	6%	4%	3%	13%	4%	6%	8%	13%	7%	25%	7%	6%	4%	4%h
016	8	7	1	-	*	-	-	1	1	*	1	1	2	-	-	1	*
	1%	1%	2%	-	2%	-	-	1%	2%	1%	1%	2%	2%	-	-	2%	2%
		86%	9%	-	5%	-	-	9%	19%	6%	8%	13%	31%	-	-	9%	5%
017	26	19	2	4	1	3	2	5	2	1	-	-	3	3	4	2	1
	3%	3%	5%	10%	8%	10%	3%	8%	3%	1%	-	-	2%	3%	10%	5%	8%
		71%	8%	16%ab	5%	11%	8%	20%k	6%	3%	-	-	12%	10%	16%akm	8%	5%klm
018	30	21	2	6	1	1	2	-	4	4	2	4	1	3	6	2	1
	4%	3%	5%	14%	4%	4%	3%	-	6%	6%	2%	8%	1%	4%	14%	5%	4%
		71%	7%	19%ab	3%	4%	7%	-	13%lm	13%lm	7%	12%lm	4%	11%	19%aghlkm	7%	3%h
019	2	1	-	2	-	-	-	-	-	1	-	-	-	-	2	-	-
	*	*	-	4%	-	-	-	-	-	1%	-	-	-	-	4%	-	-
		30%	-	70%ab	-	-	-	-	-	30%	-	-	-	-	70%am	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
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Unweighted Base	730	614	38	38	40	29	82	58	52	67	80	42	128	76	38	38	40
Weighted Base	771	669	43*	42*	17*	27**	84*	63*	60*	67*	94*	44*	148	83*	42*	43*	17*
020	131 17%	118 18% 91%	5 11% 4%	3 7% 2%	5 27% 4% ^d	7 26% 5%	13 16% 10%	12 18% 9%	9 15% 7%	14 21% 11%	14 15% 11%	8 17% 6%	24 16% 19%	17 21% 13%	3 7% 2%	5 11% 4%	5 27% 4% ^o
021	3 *	3 - 100%	- - -	- - -	- - -	1 5% 52%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 2% 48%	- - -	- - -	- - -
022	11 1%	10 2% 94%	- - -	1 2% 6%	- - -	1 3% 9%	- - -	1 2% 12%	1 1% 8%	2 3% 16%	- - -	- - -	5 3% 49%	- - -	1 2% 6%	- - -	- - -
023	6 1%	5 1% 88%	- - -	1 2% 12%	- - -	- - -	1 1% 9%	1 2% 19%	- - -	- - -	- - -	- - -	4 2% 60%	- - -	1 2% 12%	- - -	- - -
024	1 *	1 - 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 - 100% ^a	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
025	43 6%	37 6% 86%	3 7% 7%	3 7% 7%	- - -	1 3% 2%	3 4% 7%	4 6% 9%	4 7% 10%	1 2% 3%	10 11% 23% ^m	5 12% 12% ^m	5 3% 11%	4 5% 9%	3 7% 7%	3 7% 7%	- - -
026	7 1%	7 1% 100%	- - -	- - -	- - -	- - -	- - -	3 - 42% ^{am}	1 2% 20%	- - -	- 2% 20%	1 3% 17%	- - -	- - -	- - -	- - -	- - -
027	2 *	2 - 67%	1 - 33%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 31%	- - -	- - -	- - -	1 1% 35%	- - -	1 2% 33%	- - -
028	2 *	2 - 100%	- - -	- - -	- - -	- - -	1 1% 34%	- - -	- - -	- - -	- - -	1 2% 38%	- - -	- - -	- - -	- - -	- - -
029	4 1%	2 - 53%	2 4% 47% ^{ab}	- - -	- - -	- - -	- - -	- - -	1 1% 17%	1 2% 36%	- - -	- - -	- - -	- - -	- - -	2 4% 47% ^{am}	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

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Weighted Base	771	669	43*	42*	17*	27**	84*	63*	60*	67*	94*	44*	148	83*	42*	43*	17*
030	59 8%	57 96%	- 43*	1 6%	1 2%	3 10%	10 17%p	5 8%	7 12%	4 6%	11 11%	2 4%	8 14%	6 11%	1 2%	- 43*	1 6%
032	2 *	2 *	- 100%	- -	- -	- -	- -	1 2%	- 73%a	- -	1 27%	- -	- -	- -	- -	- -	2 2%
035	15 2%	14 88%	- -	2 4%	- 12%	- -	1 2%	5 33%am	2 3%	* 1%	3 3%	2 4%	- -	1 1%	2 4%	- -	- -
036	2 *	2 100%	- -	- -	- -	- -	- -	1 43%	- -	- -	- -	- -	1 57%	- -	- -	- -	- -
037	4 *	2 42%	2 48%ab	- -	* 10%b	- -	- -	- -	- -	- -	2 42%	- -	- -	- -	- -	2 48%am	* 2%
038	2 *	2 100%	- -	- -	- -	- -	2 100%a	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
039	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -
040	14 2%	13 94%	- -	1 2%	- 6%	- -	1 4%	2 3%	1 8%	- -	3 3%	4 8%	2 15%	1 7%	1 2%	- 6%	- -
041	1 *	1 100%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
042	1 *	1 *	- -	- -	- -	- -	- -	1 100%a	- -	- -	- -	- -	- -	- -	- -	- -	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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043	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
*	*	100%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
045	3	3	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-
*	*	100%	-	-	-	-	-	-	-	-	3%	-	-	-	-	-	-
050	7	7	-	-	-	-	-	2	-	-	2	1	-	1	-	-	*
1%	1%	93%	-	-	3%	-	-	3%	-	-	2%	3%	-	2%	-	-	3%
054	2	-	-	2	-	-	-	-	-	-	32%	16%	-	20%	-	2	-
*	*	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	-	-
055	2	2	-	100%ab	-	-	-	-	-	-	2	-	-	-	100%am	-	-
*	*	100%	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-
060	2	2	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-
*	*	66%	2%	-	-	-	-	1%	-	-	-	1%	-	-	-	2%	-
068	1	-	34%	-	-	-	-	40%	-	-	-	26%	-	-	-	34%	-
*	*	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
090	2	2	100%ab	-	-	-	-	-	-	-	-	-	-	-	-	3%	-
*	*	100%	-	-	-	-	-	-	-	2	-	-	-	-	-	100%a	-
100	1	1	-	-	-	-	-	-	-	3%	-	-	-	-	-	-	-
*	*	100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
108	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
*	*	100%	-	-	-	-	-	-	-	1	-	-	100%	-	-	-	-
										100%	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

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Unweighted Base	730	614	38	38	40	29	82	58	52	67	80	42	128	76	38	38	40
Weighted Base	771	669	43*	42*	17*	27**	84*	63*	60*	67*	94*	44*	148	83*	42*	43*	17*
SUMMARY CODES																	
£0	71	60	7	2	1	1	8	1	1	7	11	4	18	8	2	7	1
	9%	9%	17%	6%	4%	4%	9%	2%	2%	11%	12%	10%	12%	10%	6%	17%	4%
		85%	10%	3%	1%	2%	11%	2%	2%	11%	15%	6%	25%hi	12%	3%	10%hi	1%
£1-£10	152	138	6	6	3	5	21	8	15	14	13	2	38	22	6	6	3
	20%	21%	14%	14%	14%	17%	26%	13%	25%	20%	14%	4%	25%	27%	14%	14%	14%
		91%	4%	4%	2%	3%	14%l	5%	10%l	9%l	9%	1%	25%l	15%l	4%	4%	2%
£11-£15	149	125	10	9	5	4	18	9	8	14	16	8	36	12	9	10	5
	19%	19%	24%	22%	27%	16%	22%	14%	14%	20%	18%	17%	24%	15%	22%	24%	27%
		84%	7%	6%	3%	3%	12%	6%	5%	9%	11%	5%	24%	8%	6%	7%	3%
£16-£20	197	165	9	14	7	11	18	18	16	19	17	12	31	23	14	9	7
	25%	25%	22%	35%	42%	41%	21%	28%	27%	29%	18%	28%	21%	28%	35%	22%	42%
		84%	5%	7%	4%ab	6%	9%	9%	8%	10%	8%	6%	16%	12%	7%	5%	4%agkm
£21-£25	64	56	3	4	-	3	4	6	7	3	10	5	13	5	4	3	-
	8%	8%	7%	11%	-	11%	4%	10%	11%	5%	11%	12%	9%	6%	11%	7%	-
		88%	5%	7%	-	5%	6%	10%	10%	5%	16%	8%	21%	8%	7%	5%	-
£26-£30	75	70	3	1	1	3	11	8	9	6	12	5	8	8	1	3	1
	10%	10%	6%	3%	6%	10%	13%	13%	16%	10%	13%	10%	6%	9%	3%	6%	6%
		94%	3%	1%	1%	4%	15%	11%	13%lm	9%	16%	6%	11%	10%	1%	3%	1%
£31-£40	41	35	2	3	1	-	4	9	3	*	7	6	3	2	3	2	1
	5%	5%	4%	6%	4%	-	4%	15%	4%	1%	8%	15%	2%	2%	6%	4%	4%
		87%	4%	7%	2%	-	9%	23%agimn	7%	1%	18%	16%ajmn	8%	4%	7%	4%	2%
More than £40	24	19	2	2	*	-	1	4	1	3	7	2	1	1	2	2	*
	3%	3%	5%	4%	3%	-	1%	6%	1%	4%	8%	4%	1%	2%	4%	3%	3%
		81%	9%	8%	2%	-	3%	15%	3%	11%	30%agm	8%	6%	6%	8%	9%	2%
Avg Score	17.829m	17.869	16.574	18.538	17.683	16.820	16.168	22.411ag	18.724	18.049	20.276	21.750	15.263	15.573	18.538	16.574	17.683
Standard Deviation	12.324	12.295	14.868	11.351	9.127	7.440	9.990	11.606	8.807	17.858	13.599	12.725	11.821	10.159	11.351	14.868	9.127
Error Variance	0.208	0.246	5.818	3.391	2.083	1.909	1.217	2.322	1.492	4.760	2.312	3.855	1.092	1.358	3.391	5.818	2.083

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
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Weighted Base	771	711	59*	141	619	100*	418	137	381	553	106*	69*	74*	620	710
000	71	67	4	15	51	9	30	11	28	44	8	8	12	49	62
	9%	9%	7%	11%	8%	9%	7%	8%	7%	8%	8%	12%	16%	8%	9%
001	2	2	-	-	2	1	1	1	1	-	1	-	-	1	1
	*	*	-	-	*	*	*	*	*	-	*	-	-	*	*
	100%	100%	-	-	100%	36%	64%	36%	64%	-	64%	-	-	64%	64%
002	1	1	-	-	1	-	-	-	-	-	-	-	1	1	1
	*	*	-	-	*	-	-	-	-	-	1%	-	1%	*	*
	100%	100%	-	-	100%	-	-	-	-	-	55%	-	45%	55%	100%
003	1	1	-	-	1	-	1	-	1	-	-	1	-	-	1
	*	*	-	-	*	-	*	-	*	-	-	2%	-	-	*
	100%	100%	-	-	100%	-	100%	-	100%	-	-	100%	-	-	100%
004	2	2	-	1	1	1	-	1	-	1	1	-	2	1	2
	*	*	-	1%	*	1%	-	1%	-	*	1%	-	2%	*	*
	100%	100%	-	58%	42%	58%	-	58%	-	32%	32%	-	68%	32%	100%
005	23	21	2	9	14	3	14	3	14	19	2	4	1	20	22
	3%	3%	3%	7%	2%	3%	3%	2%	4%	3%	2%	5%	1%	3%	3%
	91%	91%	9%	40%	60%	14%	62%	14%	62%	80%	10%	16%	3%	87%	95%
006	10	10	-	1	9	2	3	2	3	7	1	1	-	9	9
	1%	1%	-	1%	1%	2%	1%	2%	1%	1%	1%	1%	-	1%	1%
	100%	100%	-	12%	88%	25%	33%	25%	33%	75%	13%	7%	-	88%	94%
007	13	11	2	6	7	5	4	6	3	9	2	1	*	11	12
	2%	2%	3%	4%	1%	5%	1%	4%	1%	2%	2%	1%	*	2%	2%
	85%	85%	15%	49%	51%	35%	30%	45%	21%	69%	19%	5%	2%	88%	95%
008	15	14	1	1	14	2	9	3	8	12	1	-	1	13	14
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	-	1%	2%	2%
	93%	93%	7%	9%	91%	14%	57%	17%	54%	83%	7%	-	4%	90%	94%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
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Weighted Base	771	711	59*	141	619	100*	418	137	381	553	106*	69*	74*	620	710
009	6	6	-	1	4	-	6	-	6	3	1	-	-	3	3
	1%	1%	-	1%	1%	-	1%	-	1%	1%	1%	-	-	1%	*
		100%	-	26%	74%	-	100%	-	100%	57%	26%	-	-	57%	57%
010	79	74	5	12	65	9	43	15	36	61	4	8	10	63	74
	10%	10%	8%	9%	11%	9%	10%	11%	10%	11%	4%	12%	14%	10%	10%
		94%	6%	15%	83%	11%	54%	19%	46%	77%k	5%	11%	13%k	80%	94%k
011	1	1	-	1	-	-	1	-	1	1	-	-	-	1	1
	*	*	-	1%	-	-	*	-	*	*	-	-	-	*	*
		100%	-	100%e	-	-	100%	-	100%	100%	-	-	-	100%	100%
012	35	35	-	5	30	4	23	9	18	24	5	3	4	28	35
	5%	5%	-	4%	5%	4%	5%	6%	5%	4%	5%	5%	5%	4%	5%
		100%	-	15%	85%	10%	65%	24%	51%	70%	15%	9%	11%	79%	89%
013	7	7	-	1	5	1	4	1	4	3	1	1	1	3	5
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		100%	-	20%	80%	11%	60%	11%	60%	50%	11%	10%	11%	50%	71%
014	7	7	-	1	6	3	3	3	3	5	2	-	-	7	7
	1%	1%	-	1%	1%	3%	1%	2%	1%	1%	1%	-	-	1%	1%
		100%	-	16%	84%	40%	42%	40%	42%	76%	24%	-	-	100%	100%
015	100	93	7	12	85	12	52	14	49	70	17	10	10	80	92
	13%	13%	12%	8%	14%	12%	12%	11%	13%	13%	16%	14%	14%	13%	13%
		93%	7%	12%	85%	12%	52%	15%	50%	70%	17%	10%	10%	80%	92%
016	8	8	-	2	5	1	4	2	3	6	2	1	2	7	7
	1%	1%	-	2%	1%	1%	1%	1%	1%	1%	2%	2%	3%	1%	1%
		100%	-	32%	68%	18%	50%	25%	44%	81%	29%	15%	24%	94%	94%
017	26	26	-	6	20	2	13	7	8	14	9	3	3	21	24
	3%	4%	-	4%	3%	2%	3%	5%	2%	3%	8%	5%	4%	3%	3%
		100%	-	23%	77%	9%	48%	27%	30%	54%	33%ajno	13%	11%	80%	93%
018	30	25	5	7	23	4	17	6	14	22	1	2	2	22	24
	4%	3%	8%	5%	4%	4%	4%	5%	4%	4%	1%	3%	2%	3%	3%
		84%	16%	22%	78%	12%	56%	22%	47%	73%	4%	7%	5%	73%	81%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o
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Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

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019	2	2	-	-	2	-	2	-	2	2	-	-	1	2	2
	*	*	-	-	*	-	1%	-	1%	*	-	-	1%	*	*
		100%	-	-	100%	-	100%	-	100%	70%	-	-	30%	70%	100%
020	131	116	14	23	107	21	64	24	61	98	14	7	12	104	120
	17%	16%	24%	16%	17%	21%	15%	18%	16%	18%	13%	10%	17%	17%	17%
		89%	11%	18%	82%	16%	49%	19%	47%	75%	11%	5%	9%	80%	92%
021	3	3	-	-	3	-	3	-	3	1	1	-	1	3	3
	*	*	-	-	*	-	1%	-	1%	*	1%	-	2%	*	*
		100%	-	-	100%	-	100%	-	100%	48%	52%	-	48%	100%	100%
022	11	11	-	4	6	1	8	3	6	5	2	3	2	7	10
	1%	2%	-	3%	1%	1%	2%	2%	2%	5%	2%	5%	3%	1%	1%
		100%	-	40%	60%	11%	70%	25%	56%	50%	15%	32%ajno	17%	65%	93%
023	6	6	-	1	5	3	1	3	1	4	1	-	1	4	6
	1%	1%	-	1%	1%	3%	*	2%	*	1%	1%	-	2%	1%	1%
		100%	-	22%	78%	49%g	12%	49%l	12%	67%	9%	-	24%	76%	100%
024	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
025	43	41	2	9	34	5	24	6	22	31	4	1	6	33	39
	6%	6%	4%	7%	5%	5%	6%	5%	6%	6%	4%	1%	8%	5%	6%
		94%	6%	21%	79%	11%	56%	15%	52%	73%	10%	1%	13%	76%	90%
026	7	6	1	-	7	-	6	-	6	6	1	1	-	7	7
	1%	1%	2%	-	1%	-	1%	-	2%	-	1%	1%	-	1%	1%
		83%	17%	-	100%	-	83%	-	83%	80%	20%	8%	-	100%	100%
027	2	2	-	-	2	-	1	1	-	2	1	-	-	2	2
	*	*	-	-	*	-	*	1%	-	*	1%	-	-	*	*
		100%	-	-	100%	-	65%	65%	-	67%	33%	-	-	100%	100%
028	2	2	-	1	1	-	1	1	1	2	-	-	-	2	2
	*	*	-	1%	*	-	*	1%	*	*	-	-	-	*	*
		100%	-	38%	62%	-	66%	38%	28%	100%	-	-	-	100%	100%

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029	4	2	1	1	3	-	2	-	2	2	2	1	-	2	4
	1%	*	2%	*	1%	-	*	-	*	*	2%	2%	-	*	1%
		64%	36%	17%	83%	-	47%	-	47%	64%	47%	36%	-	64%	100%
030	59	52	7	8	51	6	40	7	38	51	6	5	3	55	56
	8%	7%	12%	6%	8%	6%	9%	5%	10%	9%	6%	7%	4%	9%	8%
		88%	12%	14%	86%	10%	67%	12%	64%	86%	10%	8%	4%	92%	94%
032	2	1	1	-	2	-	-	-	-	1	1	-	-	2	2
	*	*	1%	-	*	-	-	-	-	*	1%	-	-	*	*
		73%	27%	-	100%	-	-	-	-	27%	73%	-	-	100%	100%
035	15	13	3	*	14	2	9	2	9	8	5	4	1	13	13
	2%	2%	5%	*	2%	2%	2%	2%	2%	5%	32%	25% ^{jo}	5%	2%	2%
		81%	19%	3%	88%	15%	59%	15%	59%	55%	32%	25% ^{jo}	5%	81%	81%
036	2	2	-	1	1	1	1	1	1	2	1	-	-	2	2
	*	*	-	1%	*	1%	*	1%	*	*	1%	-	-	*	*
		100%	-	43%	57%	43%	57%	43%	57%	100%	57%	-	-	100%	100%
037	4	2	2	-	4	2	2	2	2	4	-	-	-	4	4
	*	*	3%	-	1%	2%	*	1%	*	1%	-	-	-	1%	1%
		58%	42% ^{ab}	-	100%	42%	48%	42%	48%	100%	-	-	-	100%	100%
038	2	1	1	-	2	-	2	-	2	1	1	-	-	2	2
	*	*	2%	-	*	-	-	-	-	*	1%	-	-	*	*
		40%	60% ^{ab}	-	100%	-	100%	-	100%	60%	40%	-	-	100%	100%
039	1	-	1	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	2%	-	*	-	-	-	-	*	-	-	-	*	*
		-	100% ^{ab}	-	100%	-	-	-	-	100%	-	-	-	100%	100%
040	14	14	-	4	10	-	10	1	8	9	1	2	1	10	13
	2%	2%	-	3%	2%	-	2%	1%	2%	2%	1%	3%	1%	2%	2%
		100%	-	26%	74%	-	70%	10%	59%	62%	10%	14%	4%	72%	90%
041	1	1	-	1	-	-	1	-	1	1	-	-	-	1	1
	*	*	-	*	-	-	*	-	*	*	-	-	-	*	*
		100%	-	100%	-	-	100%	-	100%	100%	-	-	-	100%	100%

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042	1	1	-	1	-	-	1	-	1	-	1	-	-	1	1
	*	*	-	1%	-	-	*	-	*	-	1%	-	-	*	*
		100%	-	100%	-	-	100%	-	100%	-	100%	-	-	100%	100%
043	1	1	-	1	-	-	-	-	-	-	1	-	-	1	1
	*	*	-	*	-	-	-	-	-	-	1%	-	-	*	*
		100%	-	100%	-	-	-	-	-	-	100%	-	-	100%	100%
045	3	3	-	-	3	-	1	-	1	3	-	-	-	3	3
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	57%	-	57%	100%	-	-	-	100%	100%
050	7	7	-	1	6	1	6	1	6	7	*	-	-	7	7
	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	*	-	-	1%	1%
		100%	-	20%	80%	9%	84%	9%	84%	93%	7%	-	-	100%	100%
054	2	2	-	-	2	-	-	-	-	2	-	2	-	2	2
	*	*	-	-	*	-	-	-	-	*	-	3%	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	100%ajno	-	100%	100%
055	2	2	-	-	2	-	1	-	1	2	-	-	-	2	2
	*	*	-	-	*	-	*	-	*	-	-	-	-	*	*
		100%	-	-	100%	-	56%	-	56%	100%	-	-	-	100%	100%
060	2	2	-	-	2	-	1	-	1	1	1	-	-	2	2
	*	*	-	-	*	-	*	-	*	-	1%	-	-	*	*
		100%	-	-	74%	-	34%	-	34%	60%	40%	-	-	100%	100%
068	1	1	-	-	1	-	-	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	-	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
090	2	2	-	-	2	-	2	-	2	-	2	-	-	2	2
	*	*	-	-	*	-	*	-	*	-	2%	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	-	100%	-	-	100%	100%
100	1	-	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	-	-	*	-	-	-	-	*	-	-	-	*	*
		-	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	730	678	51	153	566	111	359	149	321	486	101	68	83	555	662
Weighted Base	771	711	59*	141	619	100*	418	137	381	553	106*	69*	74*	620	710
108	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
SUMMARY CODES															
£0	71	67	4	15	51	9	30	11	28	44	8	8	12	49	62
	9%	9%	7%	11%	8%	9%	7%	8%	7%	8%	8%	12%	16%	8%	9%
		94%	6%	21%	72%	12%	43%	15%	40%	62%	12%	12%	16%jn	69%	87%
£1-£10	152	142	10	33	118	23	81	31	73	112	15	15	14	122	141
	20%	20%	16%	24%	19%	23%	19%	23%	19%	20%	14%	21%	18%	20%	20%
		94%	6%	22%	77%	15%	53%	20%	48%	73%	10%	10%	9%	81%	93%
£11-£15	149	142	7	21	125	19	83	26	76	104	25	14	15	119	139
	19%	20%	12%	15%	20%	19%	20%	19%	20%	19%	23%	20%	20%	19%	20%
		95%	5%	14%	84%	13%	55%	18%	51%	70%	17%	9%	10%	80%	93%
£16-£20	197	178	19	38	158	29	99	40	89	142	26	14	19	156	177
	25%	25%	32%	27%	25%	23%	24%	23%	23%	26%	23%	20%	26%	25%	25%
		90%	10%	19%	80%	15%	51%	20%	45%	72%	13%	7%	10%	79%	90%
£21-£25	64	62	2	15	49	9	36	12	33	43	8	4	10	48	59
	8%	9%	4%	11%	8%	9%	9%	9%	9%	8%	7%	6%	14%	8%	8%
		96%	4%	23%	77%	14%	57%	18%	52%	68%	12%	6%	16%	76%	92%
£26-£30	75	65	10	10	65	6	50	10	46	63	10	7	3	69	72
	10%	9%	17%	7%	11%	6%	12%	7%	12%	11%	9%	10%	4%	11%	10%
		87%	13%	13%	87%	8%	67%	13%	62%	84%lm	13%	9%	3%	92%lm	96%
£31-£40	41	33	7	5	34	5	24	7	22	26	10	6	1	34	36
	5%	5%	12%	4%	5%	5%	6%	5%	6%	5%	9%	8%	3%	5%	5%
		82%	18%b	13%	84%	12%	60%	17%	55%	65%	24%	14%	3%	83%	89%
More than £40	24	22	-	4	19	1	14	1	14	19	5	2	-	24	24
	3%	3%	-	3%	3%	1%	3%	-	4%	3%	4%	3%	-	4%	3%
		94%	-	16%	82%	3%	60%	3%	60%	80%	20%	8%	-	100%	100%
Avg Score	17.829	17.519	19.677	16.110	18.301	15.957	18.578	16.180	18.754h	18.283m	19.391m	16.941	14.457	18.535m	17.999m

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Q.16 And approximately how much of that cost is for your broadband service?
Base: All who have fixed broadband as part of a package

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	730	678	51	153	566	111	359	149	321	486	101	68	83	555	662
Weighted Base	771	711	59*	141	619	100*	418	137	381	553	106*	69*	74*	620	710
Standard Deviation	12.324	11.961	10.217	10.572	12.583	9.464	11.991	9.235	12.261	12.296	14.264	12.090	8.814	12.815	12.493
Error Variance	0.208	0.211	2.047	0.731	0.280	0.807	0.401	0.572	0.468	0.311	2.014	2.150	0.936	0.296	0.236

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	730	283	283	488	475	271	730	-	42	730
Weighted Base	771	315	311	537	487	302	771	**	47*	771
000	71	24	21	38	50	22	71	-	4	71
	9%	8%	7%	7%	10%	7%	9%	-	8%	9%
		34%	29%	53%	71%	31%	100%	-	6%	100%
001	2	1	1	2	2	-	2	-	-	2
	*	*	*	*	*	-	*	-	-	*
		36%	64%	100%	100%	-	100%	-	-	100%
002	1	1	-	1	1	1	1	-	1	1
	*	*	-	*	*	*	*	-	1%	*
		55%	-	55%	45%	55%	100%	-	55%	100%
003	1	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%
004	2	1	1	1	2	-	2	-	-	2
	*	*	*	*	*	-	*	-	-	*
		32%	27%	58%	100%	-	100%	-	-	100%
005	23	10	7	13	19	4	23	-	1	23
	3%	3%	2%	2%	4%	1%	3%	-	3%	3%
		42%	29%	57%	82%	18%	100%	-	5%	100%
006	10	3	2	5	8	2	10	-	2	10
	1%	3%	1%	1%	2%	1%	1%	-	5%	1%
		34%	19%	54%	77%	23%	100%	-	22% ^f	100%
007	13	5	4	9	12	1	13	-	1	13
	2%	2%	1%	2%	2%	2%	2%	-	3%	2%
		42%	34%	68%	93% ^f	7%	100%	-	10%	100%
008	15	4	11	12	9	6	15	-	1	15
	2%	1%	3%	2%	2%	2%	2%	-	1%	2%
		29%	71%	82%	60%	40%	100%	-	4%	100%
009	6	2	3	6	4	1	6	-	1	6
	1%	1%	1%	1%	1%	*	1%	-	3%	1%
		43%	57%	100%	74%	26%	100%	-	26%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	730	283	283	488	475	271	730	-	42	730
Weighted Base	771	315	311	537	487	302	771	**	47*	771
010	79	35	33	63	59	21	79	-	5	79
	10%	11%	11%	12%	12%	7%	10%	-	11%	10%
		45%	42%	80%	74%	27%	100%	-	6%	100%
011	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	100%	-	-	100%
012	35	10	18	24	24	11	35	-	3	35
	5%	3%	6%	4%	5%	4%	5%	-	8%	5%
		29%	51%	67%	69%	31%	100%	-	8%	100%
013	7	4	5	5	4	3	7	-	-	7
	1%	1%	1%	1%	1%	1%	1%	-	-	1%
		68%	70%	80%	57%	43%	100%	-	-	100%
014	7	4	1	4	4	4	7	-	-	7
	1%	1%	*	1%	1%	1%	1%	-	-	1%
		59%	21%	59%	55%	63%	100%	-	-	100%
015	100	37	42	70	64	39	100	-	4	100
	13%	12%	14%	13%	13%	13%	13%	-	8%	13%
		37%	43%	70%	64%	39%	100%	-	4%	100%
016	8	4	5	5	5	3	8	-	1	8
	1%	1%	1%	1%	1%	1%	1%	-	2%	1%
		51%	59%	70%	66%	34%	100%	-	15%	100%
017	26	14	13	20	20	6	26	-	1	26
	3%	4%	4%	4%	4%	2%	3%	-	3%	3%
		53%	48%	77%	77%	23%	100%	-	5%	100%
018	30	10	10	17	20	9	30	-	-	30
	4%	3%	3%	3%	4%	3%	4%	-	-	4%
		33%	32%	59%	69%	31%	100%	-	-	100%
019	2	1	2	2	2	-	2	-	-	2
	*	-	*	*	*	-	*	-	-	*
		30%	70%	100%	100%	-	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	730	283	283	488	475	271	730	-	42	730
Weighted Base	771	315	311	537	487	302	771	**	47*	771
020	131	61	44	92	76	56	131	-	8	131
	17%	19%	14%	17%	16%	19%	17%	-	17%	17%
		46%	34%	70%	59%	43%	100%	-	6%	100%
021	3	-	3	3	1	1	3	-	-	3
	*	-	1%	-	-	-	-	-	-	*
		-	100%	100%	52%	48%	100%	-	-	100%
022	11	-	8	8	8	3	11	-	-	11
	1%	-	3%	1%	2%	1%	1%	-	-	1%
		-	73%b	73%	73%	27%	100%	-	-	100%
023	6	2	1	2	4	2	6	-	1	6
	1%	1%	*	*	1%	1%	1%	-	2%	1%
		40%	19%	40%	60%	40%	100%	-	19%	100%
024	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
025	43	20	17	33	22	21	43	-	1	43
	6%	6%	5%	6%	5%	7%	6%	-	2%	6%
		46%	40%	75%	51%	49%	100%	-	2%	100%
026	7	2	3	5	4	3	7	-	1	7
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		25%	48%	66%	59%	41%	100%	-	8%	100%
027	2	1	1	2	2	1	2	-	1	2
	*	*	*	*	*	*	*	-	2%	*
		65%	35%	100%	69%	31%	100%	-	31%	100%
028	2	1	1	1	2	1	2	-	-	2
	*	*	*	*	*	*	*	-	-	*
		38%	28%	66%	100%	34%	100%	-	-	100%
029	4	-	2	2	2	2	4	-	-	4
	1%	-	1%	*	*	1%	1%	-	-	1%
		-	64%	64%	53%	47%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	730	283	283	488	475	271	730	-	42	730
Weighted Base	771	315	311	537	487	302	771	**	47*	771
030	59	33	31	50	22	38	59	-	3	59
	8%	10%	10%	9%	5%	13%	8%	-	7%	8%
		e 55%	52%	84%	38%	65%aegj	100%e	-	5%	100%e
032	2	-	1	1	2	-	2	-	-	2
	*	-	*	*	*	-	*	-	-	*
		-	73%	73%	100%	-	100%	-	-	100%
035	15	3	7	10	7	9	15	-	1	15
	2%	1%	2%	2%	1%	3%	2%	-	3%	2%
		18%	48%	61%	42%	58%	100%	-	9%	100%
036	2	-	1	1	-	2	2	-	1	2
	*	-	*	*	-	1%	*	-	2%	*
		-	57%	57%	-	100%	100%	-	43%e	100%
037	4	2	2	4	3	2	4	-	-	4
	*	*	1%	1%	1%	1%	*	-	-	*
		42%	58%	100%	90%	52%	100%	-	-	100%
038	2	1	1	2	2	1	2	-	-	2
	*	*	*	*	*	*	*	-	-	*
		40%	60%	100%	100%	40%	100%	-	-	100%
039	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
040	14	5	1	6	7	8	14	-	1	14
	2%	1%	*	1%	1%	3%	2%	-	3%	2%
		32%	7%	40%	50%	60%	100%	-	10%	100%
041	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
042	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	730	283	283	488	475	271	730	-	42	730
Weighted Base	771	315	311	537	487	302	771	**	47*	771
043	1	-	-	-	1	-	1	-	-	1
*	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
045	3	1	1	1	-	3	3	-	-	3
*	*	57%	57%	57%	-	1%	100%	-	-	100%
		-	-	-	-	100%	100%	-	-	100%
050	7	4	1	5	5	3	7	-	-	7
1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%
		56%	18%	74%	76%	42%	100%	-	-	100%
054	2	2	2	2	2	-	2	-	2	2
*	*	1%	1%	*	*	-	*	-	4%	*
		100%	100%	100%	100%	-	100%	-	100%aefgj	100%
055	2	1	1	1	1	2	2	-	-	2
*	*	56%	56%	56%	56%	100%	100%	-	-	100%
060	2	-	-	-	2	1	2	-	1	2
*	*	-	-	-	*	*	*	-	2%	*
		-	-	-	100%	34%	100%	-	40%	100%
068	1	1	-	1	-	1	1	-	-	1
*	*	-	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
090	2	2	-	2	-	2	2	-	-	2
*	*	1%	-	*	-	1%	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
100	1	-	1	1	-	1	1	-	-	1
*	*	-	-	-	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%
108	1	1	-	1	-	1	1	-	-	1
*	*	-	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	730	283	283	488	475	271	730	-	42	730
Weighted Base	771	315	311	537	487	302	771	**	47*	771
SUMMARY CODES										
£0	71	24	21	38	50	22	71	-	4	71
	9%	8%	7%	7%	10%	7%	9%	-	8%	9%
		34%	29%	53%	71%	31%	100%	-	6%	100%
£1-£10	152	63	62	112	115	38	152	-	12	152
	20%	20%	20%	21%	24%	12%	20%	-	27%	20%
		f 41%	41%	73%	76% ^d	25%	100% ^d	-	8% ^d	100% ^d
£11-£15	149	55	66	102	97	57	149	-	7	149
	19%	18%	21%	19%	20%	19%	19%	-	14%	19%
		37%	44%	68%	65%	38%	100%	-	5%	100%
£16-£20	197	89	73	137	124	74	197	-	10	197
	25%	28%	23%	26%	26%	25%	25%	-	23%	25%
		45%	37%	70%	63%	38%	100%	-	5%	100%
£21-£25	64	24	29	47	36	28	64	-	2	64
	8%	8%	9%	9%	7%	9%	8%	-	5%	8%
		37%	45%	73%	57%	43%	100%	-	3%	100%
£26-£30	75	37	38	61	32	45	75	-	4	75
	10%	12%	12%	11%	7%	15%	10%	-	9%	10%
		49%	51%	81%	43%	60% ^{aegj}	100%	-	6%	100%
£31-£40	41	11	15	25	21	24	41	-	4	41
	5%	3%	5%	5%	4%	8%	5%	-	8%	5%
		27%	36%	61%	51%	58%	100%	-	9%	100%
More than £40	24	13	8	17	11	15	24	-	3	24
	3%	4%	3%	3%	2%	5%	3%	-	6%	3%
		55%	34%	70%	49%	66%	100%	-	12%	100%
Avg Score	17.829e	18.696	18.109	18.369	16.077	21.264 ^{aegj}	17.829e	-	18.470	17.829e
Standard Deviation	12.324	13.121	11.463	12.457	10.685	14.510	12.324	-	13.883	12.324
Error Variance	0.208	0.608	0.464	0.318	0.240	0.777	0.208	-	4.589	0.208

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	730	579	151	384	346	730	68	659	12	18	6
Weighted Base	771	611	160	412	359	771	71*	697	10**	22**	6**
000	71	53	17	36	34	71	7	62	3	1	-
	9%	9%	11%	9%	9%	9%	10%	9%	33%	5%	-
		76%	24%	52%	48%	100%	10%	88%	5%	1%	-
001	2	2	-	1	1	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	64%	36%	100%	-	100%	-	-	-
002	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
003	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
004	2	2	-	1	2	2	1	2	-	-	-
	*	*	-	*	*	*	1%	*	-	-	-
		100%	-	27%	73%	100%	32%	68%	-	-	-
005	23	20	3	12	11	23	1	22	-	-	-
	3%	3%	2%	3%	3%	3%	1%	3%	-	-	-
		86%	14%	53%	47%	100%	3%	94%	-	-	-
006	10	9	1	3	7	10	1	8	-	-	-
	1%	1%	1%	1%	2%	1%	2%	1%	-	-	-
		88%	12%	27%	73%	100%	14%	86%	-	-	-
007	13	11	2	3	10	13	2	11	-	-	-
	2%	2%	1%	1%	3%	2%	3%	2%	-	-	-
		85%	15%	23%	77% ^d	100%	18%	82%	-	-	-
008	15	15	-	8	7	15	2	13	-	1	-
	2%	2%	-	2%	2%	2%	3%	2%	-	5%	-
		100%	-	56%	44%	100%	16%	84%	-	7%	-
009	6	6	-	3	2	6	-	6	-	-	-
	1%	1%	-	1%	1%	1%	-	1%	-	-	-
		100%	-	57%	43%	100%	-	100%	-	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	730	579	151	384	346	730	68	659	12	18	6
Weighted Base	771	611	160	412	359	771	71*	697	10**	22**	6**
010	79	65	13	45	34	79	3	75	-	2	-
	10%	11%	8%	11%	9%	10%	5%	11%	-	7%	-
		83%	17%	57%	43%	100%	4%	96%	-	2%	-
011	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
012	35	31	4	21	14	35	2	33	1	-	-
	5%	5%	3%	5%	4%	5%	3%	5%	9%	-	-
		88%	12%	60%	40%	100%	6%	94%	3%	-	-
013	7	6	1	3	3	7	1	6	-	-	-
	1%	1%	*	1%	1%	1%	1%	1%	-	-	-
		91%	9%	52%	48%	100%	11%	89%	-	-	-
014	7	7	-	4	3	7	2	5	-	-	-
	1%	1%	-	1%	1%	1%	2%	1%	-	-	-
		100%	-	61%	39%	100%	24%	76%	-	-	-
015	100	77	23	50	50	100	8	92	1	3	-
	13%	13%	14%	12%	14%	13%	11%	13%	7%	14%	-
		77%	23%	50%	50%	100%	8%	92%	1%	3%	-
016	8	6	1	5	3	8	2	6	-	1	1
	1%	1%	1%	1%	1%	1%	3%	1%	-	6%	16%
		81%	19%	63%	37%	100%	29%	71%	-	16%	13%
017	26	21	5	14	12	26	1	26	-	-	-
	3%	3%	3%	3%	3%	3%	1%	4%	-	-	-
		81%	19%	55%	45%	100%	3%	97%	-	-	-
018	30	26	4	19	11	30	2	28	*	-	*
	4%	4%	2%	5%	3%	4%	3%	4%	4%	-	6%
		86%	14%	64%	36%	100%	7%	93%	1%	-	1%
019	2	2	-	1	2	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	30%	70%	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	730	579	151	384	346	730	68	659	12	18	6
Weighted Base	771	611	160	412	359	771	71*	697	10**	22**	6**
020	131	102	29	72	59	131	12	118	-	3	1
	17%	17%	18%	17%	16%	17%	18%	17%	-	15%	22%
		78%	22%	55%	45%	100%	10%	90%	-	3%	1%
021	3	3	-	3	-	3	1	1	-	-	-
	*	*	-	1%	-	*	2%	*	-	-	-
		100%	-	100%	-	100%	48%	52%	-	-	-
022	11	7	4	4	7	11	2	9	-	1	1
	1%	1%	2%	1%	2%	1%	3%	1%	-	4%	16%
		65%	35%	37%	63%	100%	20%	80%	-	9%	9%
023	6	5	1	4	2	6	-	6	-	-	-
	1%	1%	1%	1%	*	1%	-	1%	-	-	-
		81%	19%	73%	27%	100%	-	100%	-	-	-
024	1	-	1	1	-	1	-	1	-	-	-
	*	-	1%	*	-	*	-	*	-	-	-
		-	100%b	100%	-	100%	-	100%	-	-	-
025	43	30	13	20	23	43	5	38	1	2	-
	6%	5%	8%	5%	6%	6%	7%	5%	11%	10%	-
		70%	30%	46%	54%	100%	12%	88%	3%	5%	-
026	7	6	1	4	3	7	-	7	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		83%	17%	58%	42%	100%	-	100%	-	-	-
027	2	2	-	1	2	2	1	2	-	1	-
	*	*	-	*	*	*	1%	*	-	3%	-
		100%	-	31%	69%	100%	33%	67%	-	33%	-
028	2	1	2	1	1	2	1	1	-	1	1
	*	*	1%	*	*	*	1%	*	-	4%	13%
		28%	72%	66%	34%	100%	38%	62%	-	38%	38%
029	4	2	1	2	2	4	1	2	-	-	-
	1%	*	1%	*	1%	*	2%	*	-	-	-
		64%	36%	47%	53%	100%	36%	64%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	730	579	151	384	346	730	68	659	12	18	6
Weighted Base	771	611	160	412	359	771	71*	697	10**	22**	6**
030	59	45	15	35	24	59	5	54	1	2	2
	8%	7%	9%	9%	7%	8%	7%	8%	11%	10%	27%
		75%	25%	59%	41%	100%	8%	92%	2%	4%	3%
032	2	1	1	-	2	2	1	1	1	-	-
	*	*	*	-	1%	*	1%	*	5%	-	-
		73%	27%	-	100%	100%	27%	73%	27%	-	-
035	15	11	4	3	13	15	*	15	*	-	-
	2%	2%	3%	1%	4%	2%	1%	2%	5%	-	-
		73%	27%	17%	83% ^d	100%	3%	97%	3%	-	-
036	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	1%	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
037	4	4	-	4	-	4	3	*	2	2	-
	*	1%	-	1%	-	*	5%	-	15%	7%	-
		100%	-	100%	-	100%	90% ^{ah}	10%	42%	42%	-
038	2	-	2	1	1	2	-	2	-	-	-
	*	-	1%	*	*	*	-	*	-	-	-
		-	100% ^b	60%	40%	100%	-	100%	-	-	-
039	1	-	1	-	1	1	-	1	-	-	-
	*	-	1%	-	*	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
040	14	7	7	10	4	14	1	13	-	1	-
	2%	1%	4%	2%	1%	2%	2%	2%	-	5%	-
		50%	50% ^b	70%	30%	100%	8%	92%	-	8%	-
041	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
042	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	730	579	151	384	346	730	68	659	12	18	6
Weighted Base	771	611	160	412	359	771	71*	697	10**	22**	6**
043	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
045	3	3	-	1	1	3	-	3	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	57%	43%	100%	-	100%	-	-	-
050	7	6	1	6	1	7	-	7	-	-	-
	1%	1%	*	2%	*	1%	-	1%	-	-	-
		91%	9%	91%	9%	100%	-	100%	-	-	-
054	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
055	2	1	1	-	2	2	-	2	-	-	-
	*	*	1%	-	1%	*	-	*	-	-	-
		50%	44%	-	100%	100%	-	100%	-	-	-
060	2	1	2	-	2	2	-	2	-	-	-
	*	*	1%	-	1%	*	-	*	-	-	-
		26%	74%	-	100%	100%	-	100%	-	-	-
068	1	1	-	-	1	1	1	-	-	1	-
	*	*	-	-	*	*	2%	-	-	6%	-
		100%	-	-	100%	100%	100%ah	-	-	100%	-
090	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
100	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
108	1	1	-	1	-	1	-	-	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	730	579	151	384	346	730	68	659	12	18	6
Weighted Base	771	611	160	412	359	771	71*	697	10**	22**	6**
SUMMARY CODES											
£0	71	53	17	36	34	71	7	62	3	1	-
	9%	9%	11%	9%	9%	9%	10%	9%	33%	5%	-
		76%	24%	52%	48%	100%	10%	88%	5%	1%	-
£1-£10	152	132	20	78	74	152	11	141	-	3	-
	20%	22%	12%	19%	21%	20%	15%	20%	-	12%	-
		c 87% ^c	13%	51%	49%	100%	7%	93%	-	2%	-
£11-£15	149	122	28	79	71	149	12	137	2	3	-
	19%	20%	17%	19%	20%	19%	17%	20%	16%	14%	-
		82%	18%	53%	47%	100%	8%	92%	1%	2%	-
£16-£20	197	157	39	111	86	197	17	179	*	5	3
	25%	26%	25%	27%	24%	25%	25%	26%	4%	21%	44%
		80%	20%	56%	44%	100%	9%	91%	*	2%	1%
£21-£25	64	45	19	32	32	64	9	55	1	3	1
	8%	7%	12%	8%	9%	8%	12%	8%	11%	14%	16%
		70%	30%	50%	50%	100%	13%	87%	2%	5%	2%
£26-£30	75	56	19	43	32	75	8	67	1	4	3
	10%	9%	12%	10%	9%	10%	11%	10%	11%	17%	40%
		75%	25%	58%	42%	100%	11%	89%	2%	5%	3%
£31-£40	41	26	15	20	21	41	5	35	3	3	-
	5%	4%	9%	5%	6%	5%	8%	5%	25%	12%	-
		64%	36% ^b	46%	52%	100%	14%	86%	6%	7%	-
More than £40	24	20	3	14	10	24	1	21	-	1	-
	3%	3%	2%	3%	3%	3%	2%	3%	-	6%	-
		86%	14%	58%	42%	100%	6%	91%	-	6%	-
Avg Score	17.829	17.423	19.382	18.267	17.328	17.829	18.608	17.685	17.885	24.040	23.330
Standard Deviation	12.324	12.450	11.735	13.134	11.320	12.324	12.202	11.919	15.230	14.970	5.767
Error Variance	0.208	0.268	0.912	0.449	0.370	0.208	2.190	0.216	19.331	12.449	5.544

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	730	25	14	19	14	53	67	663	31	38	30	730	-
Weighted Base	771	22**	16**	20**	15**	61*	76*	696	31**	47*	33**	771	**
000	71	7	2	-	-	7	7	63	2	4	3	71	-
	9%	31%	10%	-	-	12%	9%	9%	5%	8%	9%	9%	-
		10%	2%	-	-	10%	10%	90%	2%	5%	4%	100%	-
001	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
002	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
003	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
004	2	1	-	-	-	-	-	2	1	1	-	2	-
	*	4%	-	-	-	-	-	*	3%	2%	-	*	-
		42%	-	-	-	-	-	100%	42%	42%	-	100%	-
005	23	1	2	1	-	3	3	21	3	1	1	23	-
	3%	2%	14%	3%	-	4%	3%	3%	9%	3%	2%	3%	-
		2%	9%	3%	-	11%	11%	89%	12%	6%	3%	100%	-
006	10	-	-	1	-	2	2	8	-	1	1	10	-
	1%	-	-	6%	-	3%	2%	1%	-	3%	4%	1%	-
		-	-	12%	-	19%	19%	81%	-	12%	12%	100%	-
007	13	-	-	-	-	-	-	13	2	-	3	13	-
	2%	-	-	-	-	-	-	2%	5%	-	10%	2%	-
		-	-	-	-	-	-	100%	12%	-	26%	100%	-
008	15	-	-	-	-	1	1	14	1	3	1	15	-
	2%	-	-	-	-	2%	2%	2%	4%	6%	4%	2%	-
		-	-	-	-	9%	9%	91%	8%	17%	8%	100%	-
009	6	-	2	-	-	-	-	6	-	-	-	6	-
	1%	-	15%	-	-	-	-	1%	-	-	-	1%	-
		-	43%	-	-	-	-	100%	-	-	-	100%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	730	25	14	19	14	53	67	663	31	38	30	730	-
Weighted Base	771	22**	16**	20**	15**	61*	76*	696	31**	47*	33**	771	**
010	79	2	-	1	1	6	7	72	3	2	2	79	-
	10%	8%	-	7%	7%	9%	9%	10%	11%	5%	6%	10%	-
011	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	*	-
012	35	1	-	-	1	5	6	30	1	4	1	35	-
	5%	5%	-	-	5%	8%	7%	4%	4%	8%	3%	5%	-
013	7	1	-	-	-	-	-	7	1	1	-	7	-
	1%	3%	-	-	-	-	-	1%	2%	1%	-	1%	-
014	7	-	-	-	-	-	-	7	1	3	2	7	-
	1%	-	-	-	-	-	-	1%	4%	6%ah	5%	1%	-
015	100	2	1	4	3	7	10	90	3	5	3	100	-
	13%	10%	8%	21%	20%	11%	13%	13%	9%	11%	8%	13%	-
016	8	-	1	-	-	1	1	6	1	1	1	8	-
	1%	-	8%	-	-	2%	2%	1%	4%	2%	2%	1%	-
017	26	1	-	-	-	2	2	24	-	1	3	26	-
	3%	5%	-	-	-	4%	3%	3%	-	2%	8%	3%	-
018	30	-	-	1	1	9	10	20	-	5	-	30	-
	4%	2%	-	3%	4%	15%	13%	3%	-	12%	-	4%	-
019	2	-	-	-	-	-	-	2	-	2	-	2	-
	*	-	-	-	-	-	-	*	-	3%	-	*	-
		-	-	-	-	-	-	100%	-	70%ah	-	100%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	730	25	14	19	14	53	67	663	31	38	30	730	-
Weighted Base	771	22**	16**	20**	15**	61*	76*	696	31**	47*	33**	771	**
020	131	3	-	2	4	4	8	123	5	4	5	131	-
	17%	15%	-	11%	25%	7%	11%	18%	17%	9%	14%	17%	-
021	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
022	11	-	-	1	-	-	-	11	1	1	-	11	-
	1%	-	-	7%	-	-	-	2%	4%	3%	-	1%	-
023	6	-	-	-	-	-	-	6	-	-	-	6	-
	1%	-	-	-	-	-	-	1%	-	-	-	1%	-
024	1	-	-	-	-	-	-	1	1	-	-	1	-
	*	-	-	-	-	-	-	*	5%	-	-	*	-
025	43	1	3	2	1	3	4	39	3	-	4	43	-
	6%	4%	17%	11%	4%	5%	5%	6%	9%	-	14%	6%	-
026	7	2%	6%	5%	1%	6%	9%	91%	6%	-	10%	100%	-
	1%	-	-	-	-	-	-	7	-	-	-	7	-
027	2	-	-	-	-	-	-	1%	-	-	-	1%	-
	*	-	-	-	-	-	-	100%	-	-	-	100%	-
028	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	4%	-	-	-	*	-	-	-	*	-
029	4	1	-	34%	-	-	-	100%	-	-	-	100%	-
	1%	6%	-	-	-	-	-	4	-	1	-	4	-
		36%	-	-	-	-	-	1%	-	3%	-	1%	-
			-	-	-	-	-	100%	-	36%	-	100%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	730	25	14	19	14	53	67	663	31	38	30	730	-
Weighted Base	771	22**	16**	20**	15**	61*	76*	696	31**	47*	33**	771	**
030	59	1	1	2	3	5	8	52	-	1	-	59	-
	8%	3%	9%	12%	20%	8%	10%	7%	-	3%	-	8%	-
		1%	2%	4%	5%	8%	13%	87%	-	2%	-	100%	-
032	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
035	15	-	-	-	1	2	2	13	-	1	1	15	-
	2%	-	-	-	4%	3%	3%	2%	-	2%	2%	2%	-
		-	-	-	4%	12%	16%	84%	-	7%	4%	100%	-
036	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
037	4	-	-	-	-	-	-	4	-	2	-	4	-
	*	-	-	-	-	-	-	1%	-	4%	-	*	-
		-	-	-	-	-	-	100%	-	48%ah	-	100%	-
038	2	-	-	1	-	-	-	2	-	-	-	2	-
	*	-	-	4%	-	-	-	*	-	-	-	*	-
		-	-	40%	-	-	-	100%	-	-	-	100%	-
039	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
040	14	-	-	2	-	1	1	13	2	2	2	14	-
	2%	-	-	8%	-	2%	2%	2%	5%	5%	5%	2%	-
		-	-	12%	-	8%	8%	92%	12%	17%	12%	100%	-
041	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
042	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	730	25	14	19	14	53	67	663	31	38	30	730	-
Weighted Base	771	22**	16**	20**	15**	61*	76*	696	31**	47*	33**	771	..**
043	1	-	1	-	-	-	-	1	-	-	-	1	-
*	*	-	4%	-	-	-	-	*	-	-	-	*	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-
045	3	-	-	-	-	-	-	3	-	-	1	3	-
*	*	-	-	-	-	-	-	100%	-	-	4%	100%	-
		-	-	-	-	-	-	100%	-	-	57%	100%	-
050	7	-	-	1	-	-	-	7	-	-	-	7	-
1%	1%	-	3%	3%	-	-	-	1%	-	-	-	1%	-
		-	7%	9%	-	-	-	100%	-	-	-	100%	-
054	2	-	-	-	-	2	2	-	-	-	-	2	-
*	*	-	-	-	-	3%	2%	-	-	-	-	*	-
		-	-	-	-	100%ah	100%ah	-	-	-	-	100%	-
055	2	-	-	-	-	-	-	2	-	-	-	2	-
*	*	-	-	-	-	-	-	100%	-	-	-	100%	-
		-	-	-	-	-	-	-	-	-	-	-	-
060	2	-	-	-	-	1	1	2	-	-	-	2	-
*	*	-	-	-	-	1%	1%	*	-	-	-	*	-
		-	-	-	-	26%	26%	74%	-	-	-	100%	-
068	1	-	-	-	-	-	-	1	-	-	-	1	-
*	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
090	2	-	2	-	2	-	2	-	-	-	-	2	-
*	*	-	11%	-	11%	-	2%	-	-	-	-	*	-
		-	100%	-	100%	-	100%ah	-	-	-	-	100%	-
100	1	-	-	-	-	-	-	1	-	-	-	1	-
*	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
108	1	-	-	-	-	-	-	1	-	-	-	1	-
*	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	730	25	14	19	14	53	67	663	31	38	30	730	-
Weighted Base	771	22**	16**	20**	15**	61*	76*	696	31**	47*	33**	771	**
SUMMARY CODES													
£0	71	7	2	-	-	7	7	63	2	4	3	71	-
	9%	31%	10%	-	-	12%	9%	9%	5%	6%	9%	9%	-
		10%	2%	-	-	10%	10%	90%	2%	5%	4%	100%	-
£1-£10	152	3	5	3	1	12	13	139	10	8	8	152	-
	20%	15%	29%	16%	7%	19%	17%	20%	32%	16%	26%	20%	-
		2%	3%	2%	1%	6%	8%	92%	7%	5%	6%	100%	-
£11-£15	149	4	1	4	4	12	15	134	6	12	5	149	-
	19%	19%	6%	21%	25%	19%	20%	19%	18%	28%	16%	19%	-
		3%	1%	3%	3%	8%	10%	90%	4%	6%	4%	100%	-
£16-£20	197	5	1	3	4	17	21	175	7	13	8	197	-
	25%	22%	6%	14%	29%	28%	28%	25%	21%	28%	24%	25%	-
		2%	1%	1%	2%	9%	11%	89%	3%	7%	4%	100%	-
£21-£25	64	1	3	4	1	3	4	60	5	1	4	64	-
	8%	4%	17%	18%	4%	5%	5%	9%	17%	3%	14%	8%	-
		1%	4%	6%	1%	5%	6%	94%	8%	2%	7%	100%	-
£26-£30	75	2	1	3	3	5	8	67	-	3	-	75	-
	10%	10%	9%	16%	20%	8%	10%	10%	-	6%	-	10%	-
		3%	2%	4%	4%	6%	10%	90%	-	4%	-	100%	-
£31-£40	41	-	-	2	1	3	4	37	2	5	2	41	-
	5%	-	-	-	12%	4%	5%	5%	7%	11%	7%	5%	-
		-	-	6%	2%	7%	9%	91%	5%	13%	6%	100%	-
More than £40	24	-	3	1	2	2	4	19	-	-	1	24	-
	3%	-	18%	3%	11%	4%	5%	3%	-	-	4%	3%	-
		-	12%	3%	7%	10%	17%	83%	-	-	6%	100%	-
Avg Score	17.829	11.647	24.844	22.389	28.538	16.942	19.271	17.672	15.603	16.670	16.901	17.829	-
Standard Deviation	12.324	10.037	26.762	11.114	23.630	12.322	15.779	11.891	9.577	10.277	11.556	12.324	-
Error Variance	0.208	4.030	51.159	6.501	39.882	2.865	3.716	0.213	2.959	2.779	4.451	0.208	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	730	133	124	105	198	89	37	13	10	14	3	4
Weighted Base	771	133	122	104*	216	99*	43*	18**	12**	17**	3**	5**
000	71	18	11	9	18	10	1	1	-	-	1	1
	9%	14%	9%	9%	8%	10%	3%	7%	-	-	22%	23%
		26%	15%	13%	25%	15%	2%	2%	-	-	1%	2%
001	2	2	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
002	1	1	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		45%	-	-	-	55%	-	-	-	-	-	-
003	1	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	3%	-	-	-	-	-
		-	-	-	-	-	100% ^d	-	-	-	-	-
004	2	-	1	2	-	-	-	-	-	-	-	-
	*	-	1%	2%	-	-	-	-	-	-	-	-
		-	32%	68%	-	-	-	-	-	-	-	-
005	23	3	3	6	4	7	-	-	-	-	-	-
	3%	3%	3%	5%	2%	7%	-	-	-	-	-	-
		15%	13%	24%	19%	29%	-	-	-	-	-	-
006	10	2	3	1	3	-	-	-	1	-	-	-
	1%	2%	2%	1%	1%	-	-	-	11%	-	-	-
		25%	29%	6%	28%	-	-	-	13%	-	-	-
007	13	4	2	1	4	-	1	-	-	1	-	-
	2%	3%	2%	1%	2%	-	3%	-	-	4%	-	-
		31%	15%	11%	29%	-	10%	-	-	5%	-	-
008	15	3	2	5	4	*	1	-	-	-	-	-
	2%	2%	1%	5%	2%	*	3%	-	-	-	-	-
		18%	11%	36%	24%	3%	8%	-	-	-	-	-
009	6	-	-	-	1	4	-	-	-	-	-	-
	1%	-	-	-	1%	4%	-	-	-	-	-	-
		-	-	-	26%	74% ^{ab}	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	730	133	124	105	198	89	37	13	10	14	3	4
Weighted Base	771	133	122	104*	216	99*	43*	18**	12**	17**	3**	5**
010	79	10	13	16	18	8	8	4	-	1	1	-
	10%	7%	11%	15%	8%	8%	20%	23%	-	4%	39%	-
		12%	17%	20%	23%	10%	11%ad	5%	-	1%	2%	-
011	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
012	35	4	12	5	7	4	4	-	-	-	-	-
	5%	3%	10%	4%	3%	4%	9%	-	-	-	-	-
		10%	35%ad	13%	19%	13%	10%	-	-	-	-	-
013	7	-	3	-	2	1	-	-	-	1	-	-
	1%	-	2%	-	1%	1%	-	-	-	7%	-	-
		-	42%	-	32%	8%	-	-	-	18%	-	-
014	7	1	-	3	1	-	-	-	-	-	-	2
	1%	1%	-	3%	1%	-	-	-	-	-	-	29%
		21%	-	39%	16%	-	-	-	-	-	-	24%
015	100	22	11	11	29	13	8	-	2	4	-	-
	13%	17%	9%	10%	14%	14%	18%	-	18%	22%	-	-
		22%	11%	11%	29%	14%	8%	-	2%	4%	-	-
016	8	3	-	-	2	-	-	-	1	-	-	-
	1%	3%	-	-	1%	-	-	-	-	7%	-	-
		43%	-	-	29%	13%	-	-	-	15%	-	-
017	26	4	7	1	10	2	-	-	1	1	-	-
	3%	3%	5%	1%	5%	2%	-	-	10%	7%	-	-
		15%	25%	4%	39%	8%	-	-	4%	5%	-	-
018	30	3	10	4	4	3	3	1	-	-	-	1
	4%	2%	8%	4%	2%	4%	7%	7%	-	-	-	26%
		9%	33%ad	12%	15%	12%	10%	4%	-	-	-	5%
019	2	-	-	-	-	2	-	-	-	-	-	-
	*	-	-	-	-	2%	-	-	-	-	-	-
		-	-	-	-	100%ad	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	730	133	124	105	198	89	37	13	10	14	3	4
Weighted Base	771	133	122	104*	216	99*	43*	18**	12**	17**	3**	5**
020	131	12	18	14	53	13	8	4	3	5	-	-
	17%	9%	15%	13%	24%	13%	19%	25%	23%	31%	-	-
		9%	14%	11%	40%ace	10%	6%	3%	2%	4%	-	-
021	3	-	1	1	-	-	-	-	-	-	-	-
	*	-	1%	1%	-	-	-	-	-	-	-	-
		-	52%	48%	-	-	-	-	-	-	-	-
022	11	3	1	2	3	1	1	-	-	-	-	-
	1%	2%	1%	2%	1%	1%	3%	-	-	-	-	-
		25%	14%	20%	24%	6%	11%	-	-	-	-	-
023	6	2	1	2	-	1	-	-	-	-	-	-
	1%	1%	1%	2%	-	1%	-	-	-	-	-	-
		27%	12%	41% ^d	-	20%	-	-	-	-	-	-
024	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
025	43	8	5	9	10	4	2	2	1	2	-	-
	6%	6%	4%	9%	5%	4%	5%	13%	4%	11%	-	-
		20%	11%	21%	23%	9%	5%	5%	1%	4%	-	-
026	7	-	2	-	1	2	-	-	-	-	-	1
	1%	-	2%	-	1%	2%	-	-	-	-	-	23%
		-	34%	-	20%	28%	-	-	-	-	-	17%
027	2	1	1	-	1	-	-	-	-	-	-	-
	*	1%	1%	-	*	-	-	-	-	-	-	-
		33%	31%	-	35%	-	-	-	-	-	-	-
028	2	1	1	-	1	-	-	-	-	-	-	-
	*	1%	*	-	*	-	-	-	-	-	-	-
		34%	28%	-	38%	-	-	-	-	-	-	-
029	4	-	1	-	1	-	-	2	-	-	-	-
	1%	-	1%	-	1%	-	-	10%	-	-	-	-
		-	-	-	36%	-	-	47%	-	-	-	-
030	59	14	5	5	16	11	4	2	1	1	-	-
	8%	10%	4%	5%	7%	11%	9%	14%	12%	7%	-	-
		24%	8%	8%	27%	18%	6%	4%	2%	2%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	730	133	124	105	198	89	37	13	10	14	3	4
Weighted Base	771	133	122	104*	216	99*	43*	18**	12**	17**	3**	5**
032	2	1	-	-	1	-	-	-	-	-	-	-
	*	27%	-	-	1%	-	-	-	-	-	-	-
035	15	3	5	2	5	-	-	-	-	-	-	-
	2%	2%	4%	2%	2%	-	-	-	-	-	-	-
036	2	21%	30%	16%	33%	-	-	-	-	-	-	-
	*	-	-	1%	1%	-	-	-	-	-	-	-
037	4	-	2	-	2	-	-	-	-	-	-	-
	*	-	1%	-	1%	-	-	-	-	-	-	-
038	2	60%	42%	-	58%	-	-	-	-	-	-	-
	*	1%	-	-	1%	-	-	-	-	-	-	-
039	1	-	-	-	40%	-	-	-	1	-	-	-
	*	-	-	-	-	-	-	-	10%	-	-	-
040	14	3	2	2	2	3	-	-	100%	-	-	-
	2%	3%	2%	2%	1%	3%	-	-	12%	-	-	-
041	1	25%	15%	12%	17%	21%	-	-	10%	-	-	-
	*	-	1	-	-	-	-	-	-	-	-	-
042	1	-	100%	-	-	-	-	-	-	-	-	-
	*	-	-	1	-	-	-	-	-	-	-	-
043	1	-	-	1%	-	-	-	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-
045	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-
	3	-	100%	-	-	-	-	-	-	-	-	-
	*	-	-	-	1	1	-	-	-	-	-	-
		-	-	-	1%	1%	-	-	-	-	-	-
		-	-	-	43%	57%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	730	133	124	105	198	89	37	13	10	14	3	4
Weighted Base	771	133	122	104*	216	99*	43*	18**	12**	17**	3**	5**
050	7	1	-	1	2	2	-	-	-	-	1	-
	1%	1%	-	1%	1%	2%	-	-	-	-	39%	-
		16%	-	20%	24%	23%	-	-	-	-	18%	-
054	2	2	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
055	2	-	-	-	-	2	-	-	-	-	-	-
	*	-	-	-	-	2%	-	-	-	-	-	-
		-	-	-	-	100% ^d	-	-	-	-	-	-
060	2	-	-	-	2	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
068	1	1	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
090	2	-	-	-	2	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
100	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
108	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
SUMMARY CODES												
£0	71	18	11	9	18	10	1	1	-	-	1	1
	9%	14%	9%	9%	8%	10%	3%	7%	-	-	22%	23%
		26%	15%	13%	25%	15%	2%	2%	-	-	1%	2%
£1-£10	152	25	23	30	34	20	12	4	1	1	1	-
	20%	19%	19%	29%	16%	20%	29%	23%	11%	7%	39%	-
		16%	15%	20% ^d	22%	13%	8%	3%	1%	1%	1%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classification (k)
Unweighted Base	730	133	124	105	198	89	37	13	10	14	3	4
Weighted Base	771	133	122	104*	216	99*	43*	18**	12**	17**	3**	5**
£11-£15	149	27	26	18	39	20	11	-	2	5	-	2
	19%	20%	21%	17%	18%	20%	26%	-	18%	29%	-	29%
		18%	17%	12%	26%	13%	8%	-	1%	3%	-	1%
£16-£20	197	22	35	19	70	22	11	6	4	8	-	1
	25%	17%	28%	18%	32%	22%	25%	32%	33%	46%	-	26%
		11%	18%a	9%	35%ac	11%	6%	3%	2%	4%	-	1%
£21-£25	64	13	8	15	14	5	3	-	2	2	-	-
	8%	10%	7%	14%	7%	6%	8%	13%	4%	11%	-	-
		20%	13%	23%cd	22%	9%	5%	4%	1%	3%	-	-
£26-£30	75	15	9	5	20	13	4	4	1	1	-	1
	10%	12%	8%	5%	9%	13%	9%	25%	12%	7%	-	23%
		21%	12%	7%	27%	17%	5%	6%	2%	2%	-	2%
£31-£40	41	8	9	5	13	3	-	-	3	-	-	-
	5%	6%	7%	5%	6%	3%	-	-	22%	-	-	-
		20%	21%	13%	32%	7%	-	-	6%	-	-	-
More than £40	24	4	1	2	8	6	-	-	-	-	1	-
	3%	3%	1%	2%	4%	6%	-	-	-	-	39%	-
		18%	6%	10%	35%	26%	-	-	-	-	5%	-
Avg Score	17.829	17.385	16.609	16.063	19.313	16.556	15.615	19.194	22.992	18.367	23.188	14.574
Standard Deviation	12.324	12.849	9.668	10.419	13.904	15.004	7.246	8.970	11.138	5.426	25.932	9.958
Error Variance	0.208	1.241	0.754	1.034	0.976	2.530	1.419	6.189	12.405	2.103	224.154	24.790

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

		Total	HOUSEHOLD INCOME										FINANCIAL STRESS					
			< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)
Unweighted Base	730	126	46	162	115	113	67	24	45	21	7	4	222	351	39	76	38	4
	771	119	44*	158	120	131	76*	30**	56*	25**	7**	5**	220	382	40*	83*	42*	5**
000	71	12	3	18	8	13	9	-	6	1	1	1	20	41	1	6	1	1
	9%	10%	6%	11%	7%	10%	12%	-	10%	2%	10%	23%	9%	11%	2%	7%	3%	23%
		17%	4%	26%	12%	18%	13%	-	8%	1%	1%	2%	29%	58%	1%	9%	2%	2%
001	2	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	2%	-	-	-	-	-	-	-	-	-	-	*	-	-	-	3%	-
		100%	-	-	-	-	-	-	-	-	-	-	36%	-	-	-	64% _m	-
002	1	-	-	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	*	-	1%	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	45%	-	55%	-	-	-	-	-	-	-	100%	-	-	-	-
003	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	2%	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
004	2	1	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	1%	-	1%	1%	-	-	-	-	-	-	-	58%	*	-	-	-	-
		32%	-	42%	27%	-	-	-	-	-	-	-	1%	42%	-	-	-	-
005	23	3	1	3	3	6	5	1	1	-	-	-	7	11	1	2	1	-
	3%	2%	1%	2%	3%	5%	7%	2%	2%	-	-	-	3%	3%	3%	3%	3%	-
		12%	2%	13%	14%	28%	23%	2%	5%	-	-	-	31%	49%	5%	9%	6%	-
006	10	2	1	2	2	-	1	-	1	-	-	-	2	7	1	-	-	-
	1%	2%	3%	1%	2%	-	2%	-	2%	-	-	-	1%	2%	3%	-	-	-
		21%	13%	19%	21%	-	14%	-	13%	-	-	-	21%	67%	13%	-	-	-
007	13	5	*	3	1	1	1	-	-	-	1	-	7	4	-	1	1	-
	2%	4%	1%	2%	1%	1%	2%	-	-	-	8%	-	3%	1%	-	1%	3%	-
		38%	2%	26%	10%	9%	10%	-	-	-	5%	-	51%	29%	-	9%	11%	-
008	15	-	3	6	1	3	3	-	-	-	-	-	2	7	-	4	3	-
	2%	-	6%	4%	1%	2%	4%	-	-	-	-	-	1%	2%	-	4%	6%	-
		-	19% _{ad}	38% _a	4%	19%	19%	-	-	-	-	-	13%	46%	-	24%	17% _d	-
009	6	-	-	-	-	1	2	-	2	-	-	-	-	6	-	-	-	-
	1%	-	-	-	-	1%	3%	-	3%	-	-	-	-	1%	-	-	-	-
		-	-	-	-	26%	43% _c	-	31%	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	730	126	46	162	115	113	67	24	45	21	7	4	222	351	39	76	38	4
Weighted Base	771	119	44*	158	120	131	76*	30**	56*	25**	7**	5**	220	382	40*	83*	42*	5**
010	79	10	1	19	17	12	6	1	4	5	3	-	16	45	7	7	4	-
	10%	8%	3%	12%	14%	9%	8%	5%	8%	22%	34%	-	7%	12%	17%	9%	9%	-
		12%	2%	24%	22%	15%	7%	2%	6%	7%	3%	-	20%	57%	9%	9%	5%	-
011	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	2%	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
012	35	7	3	9	3	9	1	-	2	-	-	-	8	15	3	5	4	-
	5%	6%	8%	6%	3%	7%	2%	-	3%	-	-	-	4%	4%	8%	6%	10%	-
		21%	10%	27%	10%	25%	3%	-	5%	-	-	-	23%	43%	9%	15%	11%	-
013	7	1	1	-	1	1	2	-	1	-	-	-	1	6	-	-	-	-
	1%	1%	2%	-	1%	1%	2%	-	2%	-	-	-	*	2%	-	-	-	-
		11%	12%	-	20%	10%	28%	-	18%	-	-	-	11%	89%	-	-	-	-
014	7	-	-	2	1	1	-	-	-	-	-	2	1	3	1	-	-	2
	1%	-	-	1%	1%	1%	-	-	-	-	-	29%	-	1%	3%	-	-	29%
		-	-	34%	22%	21%	-	-	-	-	-	24%	22%	39%	16%	-	-	24%
015	100	19	6	13	12	21	12	7	4	5	-	-	33	50	5	8	3	-
	13%	16%	14%	8%	10%	16%	16%	23%	7%	19%	-	-	15%	13%	12%	10%	8%	-
		19%	6%	13%	12%	21%	12%	7%	4%	5%	-	-	33%	50%	5%	8%	3%	-
016	8	2	1	1	*	2	-	-	1	-	-	-	1	3	1	1	1	-
	1%	2%	3%	*	*	2%	-	-	2%	-	-	-	1%	1%	3%	2%	2%	-
		28%	16%	8%	5%	29%	-	-	15%	-	-	-	19%	39%	14%	19%	9%	-
017	26	4	1	6	8	3	1	1	-	1	1	-	14	11	-	1	-	-
	3%	4%	1%	4%	7%	2%	2%	4%	-	5%	16%	-	6%	3%	-	2%	-	-
		16%	2%	22%	31%	11%	5%	5%	-	5%	4%	-	52%	42%	-	6%	-	-
018	30	7	4	3	2	6	3	2	1	-	-	1	13	8	3	4	1	1
	4%	6%	8%	2%	2%	4%	4%	8%	1%	-	-	26%	6%	2%	8%	4%	2%	26%
		25%	12%	11%	8%	20%	9%	8%	3%	-	-	5%	43% ^m	28%	10%	12%	2%	5%
019	2	-	-	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	730	126	46	162	115	113	67	24	45	21	7	4	222	351	39	76	38	4
Weighted Base	771	119	44*	158	120	131	76*	30**	56*	25**	7**	5**	220	382	40*	83*	42*	5**
020	131	12	7	32	23	24	7	4	14	8	-	-	33	57	10	17	13	-
	17%	10%	15%	20%	20%	18%	9%	14%	25%	33%	-	-	15%	15%	25%	21%	32%	-
		9%	5%	24%a	18%	18%	5%	3%	11%af	6%	-	-	26%	43%	8%	13%	10%lm	-
021	3	1	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-
	*	1%	3%	-	-	-	-	-	-	-	-	-	-	*	-	2%	-	-
		48%	52%g	-	-	-	-	-	-	-	-	-	-	48%	-	52%	-	-
022	11	2	1	3	2	-	-	1	1	-	-	-	2	5	1	2	-	-
	1%	2%	2%	2%	2%	-	-	4%	1%	-	-	-	1%	1%	3%	3%	-	-
		23%	7%	32%	22%	-	-	11%	6%	-	-	-	20%	49%	11%	19%	-	-
023	6	1	-	2	3	-	1	-	-	-	-	-	4	2	-	-	-	-
	1%	1%	-	1%	2%	-	1%	-	-	-	-	-	2%	*	-	-	-	-
		12%	-	29%	47%	-	12%	-	-	-	-	-	70%	30%	-	-	-	-
024	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	2%	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%lm	-	-
025	43	8	1	10	6	7	2	4	3	2	1	-	8	29	1	3	3	-
	6%	7%	2%	6%	5%	5%	2%	14%	6%	6%	16%	-	4%	8%	2%	3%	6%	-
		19%	2%	23%	13%	16%	4%	10%	7%	4%	3%	-	18%	67%	2%	6%	6%	-
026	7	-	-	-	1	1	1	1	-	1	-	1	1	4	-	-	-	1
	1%	-	-	-	1%	1%	2%	4%	-	2%	-	23%	1%	1%	-	-	-	23%
		-	-	-	17%	20%	20%	17%	-	8%	-	17%	20%	62%	-	-	-	17%
027	2	1	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-
	*	1%	-	*	-	1%	-	-	-	-	-	-	1%	-	2%	-	-	-
		33%	-	31%	-	35%	-	-	-	-	-	-	65%	-	35%lm	-	-	-
028	2	1	1	-	-	-	1	-	-	-	-	-	2	1	-	-	-	-
	*	1%	1%	-	-	-	1%	-	-	-	-	-	1%	*	-	-	-	-
		34%	28%	-	-	-	38%	-	-	-	-	-	72%	28%	-	-	-	-
029	4	1	-	-	-	1	-	-	2	-	-	-	1	2	-	-	-	-
	1%	1%	-	-	-	1%	-	-	3%	-	-	-	1%	1%	-	-	-	-
		17%	-	-	-	36%	-	-	47%g	-	-	-	36%	64%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0+ (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	730	126	46	162	115	113	67	24	45	21	7	4	222	351	39	76	38	4
Weighted Base	771	119	44*	158	120	131	76*	30**	56*	25**	7**	5**	220	382	40*	83*	42*	5**
030	59	8	2	13	9	6	6	4	10	1	-	-	19	28	3	8	2	-
	8%	7%	6%	8%	7%	4%	8%	14%	18%	5%	-	-	9%	7%	6%	9%	4%	-
		14%	4%	22%	15%	10%	10%	7%	17%ae	2%	-	-	32%	48%	4%	13%	3%	-
032	2	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	1%	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	27%	73%	-	-	-	-	-	-	-	-	27%	73%	-	-	-	-
035	15	2	2	5	*	3	2	1	-	-	-	-	7	5	-	2	2	-
	2%	1%	4%	3%	*	3%	3%	4%	-	-	-	-	3%	1%	-	2%	4%	-
		10%	12%	31%	3%	21%	14%	8%	-	-	-	-	48%	31%	-	11%	10%	-
036	2	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	1%	-	2%	-	-	-	-	-	*	*	-	-	-	-
		-	-	-	43%	-	57%	-	-	-	-	-	43%	57%	-	-	-	-
037	4	3	-	*	-	-	-	-	-	-	-	-	-	2	*	2	-	-
	*	3%	-	-	-	-	-	-	-	-	-	-	-	*	1%	2%	-	-
		90%	-	10%	-	-	-	-	-	-	-	-	-	48%	10%	42%	-	-
038	2	-	-	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	1%	-	1%	-	-	-	-	-	-	*	-	-	-	2%	-
		-	-	60%	-	40%	-	-	-	-	-	-	60%	-	-	-	40%am	-
039	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	2%	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
040	14	1	3	2	4	-	2	1	1	-	-	-	4	8	1	1	-	-
	2%	1%	6%	1%	3%	-	2%	5%	2%	-	-	-	2%	2%	3%	2%	-	-
		6%	20%ace	12%	29%	-	13%	10%	10%	-	-	-	26%	56%	8%	10%	-	-
041	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
042	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Unweighted Base	730	126	46	162	115	113	67	24	45	21	7	4	222	351	39	76	38	4
Weighted Base	771	119	44*	158	120	131	76*	30**	56*	25**	7**	5**	220	382	40*	83*	42*	5**
043	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
045	3	-	-	-	-	1	-	-	1	-	-	-	-	3	-	-	-	-
	*	-	-	-	-	1%	-	-	2%	-	-	-	-	1%	-	-	-	-
	-	-	-	-	-	57%	-	-	43%	-	-	-	-	100%	-	-	-	-
050	7	*	-	-	2	3	-	-	-	-	1	-	3	2	-	2	-	-
	1%	*	-	-	2%	2%	-	-	-	-	17%	-	1%	*	-	3%	-	-
		7%	-	-	32%	44%	-	-	-	-	18%	-	42%	27%	-	31%	-	-
054	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	*	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-	-
055	2	-	-	-	-	-	2	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	-	-	-	3%	-	-	-	-	-	-	1%	-	-	-	-
		-	-	-	-	-	100%lc	-	-	-	-	-	-	100%	-	-	-	-
060	2	1	-	-	1	-	-	-	-	-	-	-	1	1	-	1	-	-
	*	1%	-	-	1%	-	-	-	-	-	-	-	*	*	-	1%	-	-
		40%	-	-	60%	-	-	-	-	-	-	-	40%	26%	-	34%	-	-
068	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	3%	-
		-	100%lc	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-
090	2	-	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
100	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	5%	-	-	-	*	-	-	-	-
		-	-	-	-	-	-	-	-	100%	-	-	-	100%	-	-	-	-
108	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Base: All who have fixed broadband as part of a package

		HOUSEHOLD INCOME											FINANCIAL STRESS						
	Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 9 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)	
Unweighted Base	730	126	46	162	115	113	67	24	45	21	7	4	222	351	39	76	38	4	
Weighted Base	771	119	44*	158	120	131	76*	30**	56*	25**	7**	5**	220	382	40*	83*	42*	5**	
SUMMARY CODES																			
£0	71	12	3	18	8	13	9	-	6	1	1	1	20	41	1	6	1	1	
	9%	10%	6%	11%	7%	10%	12%	-	10%	2%	10%	23%	9%	11%	2%	7%	3%	23%	
		17%	4%	26%	12%	18%	13%	-	8%	1%	1%	2%	29%	58%	1%	9%	2%	2%	
£1-£10	152	22	6	35	25	25	20	2	9	5	3	-	36	83	9	14	10	-	
	20%	18%	14%	22%	21%	19%	27%	7%	15%	22%	42%	-	16%	22%	23%	17%	25%	-	
		14%	4%	23%	16%	16%	13%	1%	6%	4%	2%	-	23%	54%	6%	9%	7%	-	
£11-£15	149	27	10	25	18	32	17	7	6	5	-	2	43	75	9	13	7	2	
	19%	23%	24%	16%	15%	24%	22%	23%	12%	19%	-	29%	20%	20%	22%	16%	18%	29%	
		18%	7%	17%	12%	21%	11%	5%	4%	3%	-	1%	29%	50%	6%	9%	5%	1%	
£16-£20	197	26	12	41	34	37	11	8	16	10	1	1	61	81	14	24	15	1	
	25%	22%	28%	26%	28%	28%	14%	26%	28%	38%	16%	26%	28%	21%	35%	29%	35%	26%	
		13%	6%	21%	17% ^d	19% ^f	5%	4%	8%	5%	1%	1%	31%	41%	7%	12%	7%	1%	
£21-£25	64	13	3	15	12	7	2	5	4	2	1	-	14	37	2	8	3	-	
	8%	11%	6%	10%	10%	5%	3%	18%	7%	6%	16%	-	6%	10%	5%	9%	6%	-	
		20%	4%	24%	19%	11%	4%	8%	6%	3%	2%	-	22%	4%	3%	12%	4%	-	
£26-£30	75	10	3	14	10	10	8	5	12	2	-	1	25	36	3	8	2	1	
	10%	9%	7%	9%	8%	7%	11%	18%	21%	7%	-	23%	11%	9%	8%	9%	4%	23%	
		14%	4%	18%	14%	13%	11%	7%	16% ^{acde}	2%	-	2%	33%	48%	4%	10%	2%	2%	
£31-£40	41	6	5	10	5	4	5	3	3	-	-	-	14	18	1	5	2	-	
	5%	5%	12%	6%	5%	3%	7%	9%	5%	-	-	-	6%	5%	4%	6%	6%	-	
		14%	13% ^{ae}	24%	13%	10%	13%	7%	6%	-	-	-	34%	45%	4%	12%	6%	-	
More than £40	24	4	1	1	6	5	3	-	1	1	1	-	6	10	-	6	1	-	
	3%	3%	3%	-	5%	3%	4%	-	2%	5%	17%	-	3%	3%	-	7%	3%	-	
		16%	6%	3%	27% ^c	19%	14%	-	5%	6%	5%	-	27%	43%	-	24%	6%	-	
Avg Score	17.829	17.168	19.640	16.319	19.377 ^c	16.536	17.098	21.800	19.224	21.493	19.009	14.574	18.283	17.265	17.046	19.691	18.064	14.574	
Standard Deviation	12.324	11.557	13.160	9.872	14.025	10.366	15.875	7.813	10.915	20.029	16.699	9.958	12.427	12.596	7.855	12.597	12.558	9.958	
Error Variance	0.208	1.060	3.765	0.602	1.710	0.951	3.762	2.544	2.648	19.102	39.838	24.790	0.696	0.452	1.582	2.088	4.150	24.790	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	730	707	23	-
Weighted Base	771	761	10**	..**
000	71	70	*	-
	9%	9%	3%	-
		100%	*	-
001	2	2	-	-
	*	*	-	-
		100%	-	-
002	1	1	-	-
	*	*	-	-
		100%	-	-
003	1	1	-	-
	*	*	-	-
		100%	-	-
004	2	2	-	-
	*	*	-	-
		100%	-	-
005	23	23	-	-
	3%	3%	-	-
		100%	-	-
006	10	10	-	-
	1%	1%	-	-
		100%	-	-
007	13	13	*	-
	2%	2%	3%	-
		98%	2%	-
008	15	15	-	-
	2%	2%	-	-
		100%	-	-
009	6	6	-	-
	1%	1%	-	-
		100%	-	-
010	79	78	1	-
	10%	10%	9%	-
		99%	1%	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	730	707	23	-
Weighted Base	771	761	10**	..**
011	1	1	-	-
	*	*	-	-
	100%	-	-	-
012	35	35	*	-
	5%	5%	3%	-
		99%	1%	-
013	7	7	-	-
	1%	1%	-	-
		100%	-	-
014	7	7	-	-
	1%	1%	-	-
		100%	-	-
015	100	98	2	-
	13%	13%	22%	-
		98%	2%	-
016	8	8	-	-
	1%	1%	-	-
		100%	-	-
017	26	26	*	-
	3%	3%	5%	-
		98%	2%	-
018	30	30	-	-
	4%	4%	-	-
		100%	-	-
019	2	2	-	-
	*	*	-	-
		100%	-	-
020	131	127	4	-
	17%	17%	38%	-
		97%	3%	-
021	3	3	-	-
	*	*	-	-
		100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

** very small base (under 30) ineligible for sig testing

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	730	707	23	-
Weighted Base	771	761	10**	..**
022	11	11	-	-
	1%	1%	-	-
		100%	-	-
023	6	6	-	-
	1%	1%	-	-
		100%	-	-
024	1	1	-	-
	*	*	-	-
		100%	-	-
025	43	43	-	-
	6%	6%	-	-
		100%	-	-
026	7	7	-	-
	1%	1%	-	-
		100%	-	-
027	2	2	-	-
	*	*	-	-
		100%	-	-
028	2	2	-	-
	*	*	-	-
		100%	-	-
029	4	4	-	-
	1%	1%	-	-
		100%	-	-
030	59	58	1	-
	8%	8%	10%	-
		98%	2%	-
032	2	2	-	-
	*	*	-	-
		100%	-	-
035	15	15	-	-
	2%	2%	-	-
		100%	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	730	707	23	-
Weighted Base	771	761	10**	..**
036	2	2	-	-
	*	*	-	-
		100%	-	-
037	4	3	*	-
	*	*	4%	-
		90%	10%	-
038	2	2	-	-
	*	*	-	-
		100%	-	-
039	1	1	-	-
	*	*	-	-
		100%	-	-
040	14	14	-	-
	2%	2%	-	-
		100%	-	-
041	1	1	-	-
	*	*	-	-
		100%	-	-
042	1	1	-	-
	*	*	-	-
		100%	-	-
043	1	1	-	-
	*	*	-	-
		100%	-	-
045	3	3	-	-
	*	*	-	-
		100%	-	-
050	7	7	-	-
	1%	1%	-	-
		100%	-	-
054	2	2	-	-
	*	*	-	-
		100%	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	730	707	23	-
Weighted Base	771	761	10**	..**
055	2	2	-	-
	*	*	-	-
		100%	-	-
060	2	2	-	-
	*	*	-	-
		100%	-	-
068	1	1	-	-
	*	*	-	-
		100%	-	-
090	2	2	-	-
	*	*	-	-
		100%	-	-
100	1	1	-	-
	*	*	-	-
		100%	-	-
108	1	1	-	-
	*	*	-	-
		100%	-	-
SUMMARY CODES				
£0	71	70	*	-
	9%	9%	3%	-
		100%	*	-
£1-£10	152	151	1	-
	20%	20%	12%	-
		99%	1%	-
£11-£15	149	147	2	-
	19%	19%	25%	-
		98%	2%	-
£16-£20	197	192	4	-
	25%	25%	43%	-
		98%	2%	-
£21-£25	64	64	-	-
	8%	8%	-	-
		100%	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	730	707	23	-
Weighted Base	771	761	10**	-.**
£26-£30	75	74	1	-
	10%	10%	10%	-
		99%	1%	-
£31-£40	41	40	1	-
	5%	5%	8%	-
		98%	2%	-
More than £40	24	24	-	-
	3%	3%	-	-
		100%	-	-
Avg Score	17.829	17.816	18.866	-
Standard Deviation	12.324	12.372	8.133	-
Error Variance	0.208	0.216	2.876	-

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
AOL	6	4	1	-	3	1	1	-	1	-	3	3	1	4	2	2	4	-
	*	1%	*	-	1%	*	1%	-	1%	-	1%	*	*	1%	*	1%	1%	-
		76%	24%	-	44%	19%	25%	-	11%	-	44%	44%	11%	61%	39%	37%	63%	-
BT Total Broadband \ BT	84	44	39	3	14	16	21	17	8	4	17	54	12	57	26	26	46	12
Yahoo \ BT Openworld	7%	7%	7%	4%	5%	7%	9%	8%	6%	7%	5%	8%	7%	8%	5%	9%	7%	5%
		53%	47%	3%	17%	20%	25%	21%	10%	5%	21%	65%	15%	68%	32%	31%	55%	14%
BT Infinity	108	59	49	4	19	23	21	24	13	4	23	68	18	81	27	30	62	16
	9%	10%	8%	5%	7%	10%	9%	11%	11%	7%	6%	10%	10%	12%	5%	11%	9%	6%
		o 54%	46%	3%	17%	22%	19%	22%	12%	4%	21%	63%	16%	75%o	25%	28%	57%	15%
BT (other) unspecified)	90	40	50	4	14	8	14	20	18	11	19	42	29	53	37	21	49	20
	8%	7%	8%	6%	5%	3%	6%	9%	15%	19%	5%	6%	16%	8%	7%	7%	7%	8%
		f 44%	56%	5%	16%	9%	16%	22% ^f	20% ^{aef}	12% ^{ade}	21%	47%	33% ^{akl}	59%	41%	23%	54%	22%
								g		fgh								
EE) Everything	38	13	25	2	6	4	10	10	5	1	7	24	6	17	21	3	24	10
Everywhere	3%	2%	4%	2%	2%	2%	5%	4%	4%	2%	2%	4%	4%	2%	4%	1%	4%	4%
		33%	67% ^b	4%	15%	11%	27%	26%	14%	3%	19%	64%	17%	44%	56%	9%	63%	28% ^p
Orange	8	5	3	-	-	1	1	4	-	2	-	6	2	6	2	1	7	1
	1%	1%	*	-	-	1%	1%	2%	-	3%	-	1%	1%	1%	*	*	1%	*
		65%	35%	-	-	18%	17%	46%	-	19% ^{aef}	-	81%	19%	79%	21%	7%	84%	9%
Plusnet	39	16	23	4	9	6	5	6	5	3	13	18	8	23	16	7	26	6
	3%	3%	4%	5%	3%	3%	2%	3%	4%	6%	4%	3%	4%	3%	3%	2%	4%	3%
		40%	60%	9%	24%	16%	14%	16%	12%	8%	34%	46%	20%	60%	40%	17%	67%	16%
Sky	305	153	153	18	84	75	49	47	24	9	102	170	33	171	135	70	165	70
	26%	25%	26%	24%	31%	33%	22%	21%	19%	16%	29%	25%	18%	24%	27%	25%	25%	28%
		m 50%	50%	6%	27% ^{hij}	25% ^{agh}	16%	15%	8%	3%	33% ^m	56% ^m	11%	56%	44%	23%	54%	23%
TalkTalk	141	73	68	10	31	23	25	25	18	8	42	73	26	73	67	32	76	33
	12%	12%	11%	14%	12%	10%	11%	11%	14%	14%	12%	11%	14%	10%	13%	11%	11%	13%
		52%	48%	7%	22%	16%	18%	18%	13%	6%	30%	52%	18%	52%	48%	23%	54%	24%
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

* small base

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1136	577	559	68	225	192	182	187	194	88	293	561	282	593	543	243	582	311
Weighted Base	1200	606	594	76*	272	230	220	220	125	58*	348	670	182	700	501	283	670	247
Virgin Media (NTL \	281	145	135	24	74	53	54	48	22	6	98	155	28	159	122	66	154	61
Telewest \ Blueyonder)	23%	24%	23%	31%	27%	23%	25%	22%	18%	11%	28%	23%	16%	23%	24%	23%	23%	25%
		j/m	52%	9%ij	26%ij	19%j	19%j	17%j	8%	2%	35%k	55%k	10%	57%	43%	23%	55%	22%
O2	5	1	4	2	3	1	-	-	-	-	4	1	-	1	4	-	3	2
*	*	*	1%	2%	1%	*	-	-	-	-	1%	*	-	*	1%	-	*	1%
		23%	77%	33%	51%	16%	-	-	-	-	84%l	16%	-	28%	72%	-	51%	49%
3	6	3	3	-	2	2	2	-	-	-	2	4	-	2	4	-	5	1
1%	1%	*	1%	-	1%	1%	1%	-	-	-	1%	1%	-	*	1%	-	1%	*
		47%	53%	-	33%	28%	39%	-	-	-	33%	67%	-	28%	72%	-	86%	14%
T-Mobile	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
*	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
Post Office	9	7	2	3	*	3	-	1	2	1	3	4	2	4	5	3	2	4
1%	1%	1%	*	3%	*	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	2%
		76%	24%	28%aeg	4%	28%	-	13%	20%	7%	32%	41%	27%	43%	57%	37%	20%	43%q
Vodafone	9	4	5	1	4	-	3	1	-	-	5	4	-	7	2	-	9	-
1%	1%	1%	1%	1%	1%	-	1%	1%	-	-	1%	1%	-	1%	*	-	1%	-
		42%	58%	6%	46%	-	34%	14%	-	-	53%	47%	-	75%	25%	-	100%	-
Other	53	31	22	2	9	7	10	14	7	5	10	31	12	30	23	15	31	7
4%	5%	5%	4%	2%	3%	3%	4%	7%	5%	8%	3%	5%	6%	4%	5%	5%	5%	3%
		58%	42%	3%	16%	14%	18%	27%	13%	9%ef	19%	59%	22%k	57%	43%	29%	58%	13%
SUMMARY CODE																		
ANY BT	281	143	138	11	48	48	55	61	40	20	59	164	59	191	91	77	156	48
	23%	24%	23%	14%	18%	21%	25%	28%	32%	34%	17%	24%	33%	27%	18%	27%	23%	19%
		ko	51%	4%	17%	17%	20%	22%de	14%adef	7%ade	21%	58%k	21%akl	68%io	32%	28%r	55%	17%
Can't remember	18	8	10	1	-	5	3	4	2	3	1	12	5	11	7	6	7	4
2%	1%	1%	2%	1%	-	2%	1%	2%	2%	6%	*	2%	3%	2%	1%	2%	1%	2%
		44%	56%	3%	-	28%e	17%	23%e	11%e	19%aeg	3%	67%k	30%k	63%	37%	36%	41%	23%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	COUNTRY				GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Total (a)																	
1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62	
1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*	
6	6	-	-	-	-	-	1	-	1	2	1	-	-	-	-	-	
*	1%	-	-	-	-	-	1%	-	1%	1%	-	-	-	-	-	-	
	100%	-	-	-	-	-	20%	-	19%	37%	24%	-	-	-	-	-	
84	64	11	7	2	-	2	8	2	3	11	6	24	8	7	11	2	
7%	6%	14%	11%	8%	-	2%	8%	2%	3%	8%	5%	11%	7%	11%	14%	8%	
	g	77%	13%ab	8%	-	3%	9%	2%	4%	13%	7%	28%afgij	9%	8%fgij	13%afgij	2%fg	
108	90	10	5	3	6	13	6	6	6	13	16	20	4	5	10	3	
9%	9%	13%	9%	12%	16%	11%	6%	7%	5%	9%	13%	10%	4%	9%	13%	12%	
	83%	9%	5%	3%	6%ijn	12%	5%	6%	5%	12%	15%jn	19%	4%	5%	9%en	3%en	
90	68	8	12	2	2	4	6	5	8	15	9	16	5	12	8	2	
8%	7%	10%	21%	8%	5%	3%	6%	7%	10%	7%	8%	4%	21%	10%	8%	8%	
	76%	9%	13%ab	2%	2%	4%	6%	6%	8%	16%	10%	18%	6%	13%achij	9%	2%	
														mn			
38	32	4	2	*	1	4	4	4	3	5	1	6	4	2	4	*	
3%	3%	6%	3%	1%	2%	3%	4%	5%	2%	3%	1%	3%	4%	3%	6%	1%	
	83%	11%	4%	1%	2%	10%	11%	11%	7%	13%	3%	16%	11%	4%	11%	1%	
8	8	-	-	-	-	-	1	-	2	1	1	-	2	-	-	-	
1%	1%	-	-	-	-	-	1%	-	2%	1%	1%	-	2%	-	-	-	
	100%	-	-	-	-	-	7%	-	28%	18%	18%	-	29%	-	-	-	
39	31	4	4	-	-	2	7	2	4	8	-	5	3	4	4	-	
3%	3%	6%	7%	-	-	2%	7%	3%	3%	5%	-	2%	3%	7%	6%	-	
	80%	11%	10%	-	-	6%	17%kl	6%	10%	20%kl	-	13%	8%	10%kl	11%kl	-	
305	262	22	12	9	14	36	20	29	30	28	24	52	28	12	22	9	
25%	25%	30%	20%	35%	38%	30%	20%	33%	26%	20%	21%	25%	25%	20%	30%	35%	
	86%	7%	4%	3%	5%hkl	12%	6%	9%kl	10%	9%	8%	17%	9%	4%	7%	3%hkl	
141	119	7	10	3	5	14	10	11	11	16	17	20	16	10	7	3	
12%	11%	10%	18%	13%	13%	12%	10%	12%	9%	11%	14%	10%	14%	18%	10%	13%	
	85%	5%	7%	2%	4%	10%	7%	8%	8%	11%	12%	14%	11%	7%	5%	2%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1136	954	67	53	62	40	119	90	78	114	125	108	176	104	53	67	62
Weighted Base	1200	1042	74*	58*	27*	38*	121	97*	89*	116*	144	117*	207	115*	58*	74*	27*
Virgin Media (NTL \	281	270	4	1	5	9	36	15	26	38	39	24	50	34	1	4	5
Telewest \ Blueyonder)	23%	26%	5%	2%	21%	24%	30%	15%	29%	33%	27%	21%	24%	29%	2%	5%	21%
		cdop 96%cd	1%	*	2%cd	3%op	13%hop	5%o	9%hop	14%ahop	14%hop	9%op	18%op	12%hop	*	1%	2%op
O2	5	3	-	2	-	-	-	-	-	-	1	1	-	1	2	-	-
	*	-	-	3%	-	-	-	-	-	-	1%	1%	-	1%	3%	-	-
		67%	-	33%ab	-	-	-	-	-	-	28%	16%	-	23%	33%am	-	-
3	6	6	-	-	-	-	-	2	-	-	-	2	-	2	-	-	-
	1%	1%	-	-	-	-	-	2%	-	-	-	2%	-	2%	-	-	-
		100%	-	-	-	-	-	26%	-	-	-	33%	-	39%	-	-	-
T-Mobile	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
Post Office	9	6	1	1	1	1	1	-	-	1	1	-	1	1	1	1	1
	1%	1%	1%	2%	3%	1%	1%	-	-	1%	1%	-	*	1%	2%	1%	3%
		68%	11%	14%	7%	6%	16%	-	-	12%	14%	-	7%	13%	14%	11%	7%l
Vodafone	9	7	1	-	-	-	1	1	-	2	-	-	1	2	-	1	-
	1%	1%	2%	-	-	-	1%	1%	-	1%	-	-	1%	2%	-	2%	-
		83%	17%	-	-	-	15%	14%	-	19%	-	-	14%	20%	-	17%	-
Other	53	50	1	2	-	-	4	17	3	6	3	4	10	3	2	1	-
	4%	5%	1%	4%	-	-	4%	18%	3%	5%	2%	4%	5%	2%	4%	1%	-
		95%	1%	4%	-	-	8%	32%afgijk lmnopq	5%	11%	5%	8%	20%	5%	4%	1%	-
SUMMARY CODE																	
ANY BT	281	222	28	24	7	8	19	19	14	16	39	30	60	17	24	28	7
	23%	21%	38%	41%	28%	21%	16%	19%	15%	14%	27%	26%	29%	15%	41%	38%	28%
		j 79%	10%ab	8%ab	3%	3%	7%	7%	5%	6%	14%jn	11%	21%gijn	6%	8%aghi jn	10%aghi jn	3%j
Can't remember	18	17	2	-	-	-	1	1	-	2	-	9	2	1	-	2	-
	2%	2%	2%	-	-	-	1%	1%	-	2%	-	8%	1%	1%	-	2%	-
		92%	8%	-	-	-	8%	7%	-	11%	-	49%agi kmn	11%	5%	-	8%	-

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
AOL	6	4	1	1	5	3	3	3	3	5	-	-	1	5	6
	*	*	1%	1%	*	2%	*	1%	*	1%	-	-	1%	1%	1%
		76%	24%	19%	81%	44%	44%	44%	44%	89%	-	-	11%	89%	100%
BT Total Broadband \ BT	84	80	3	11	70	6	44	11	40	62	9	4	7	67	73
Yahoo \ BT Openworld	7%	7%	3%	6%	7%	4%	7%	5%	7%	7%	5%	4%	6%	7%	7%
		96%	4%	13%	84%	8%	53%	13%	48%	74%	11%	4%	8%	80%	87%
BT Infinity	108	98	10	16	89	10	56	13	54	79	11	10	10	84	96
	9%	9%	8%	8%	9%	6%	9%	6%	10%	9%	7%	10%	9%	9%	9%
		91%	9%	15%	83%	10%	52%	12%	50%	74%	10%	9%	9%	78%	89%
BT (other\ unspecified)	90	86	4	16	73	9	43	16	36	53	6	9	18	56	77
	8%	8%	3%	9%	7%	5%	7%	7%	7%	6%	4%	9%	16%	6%	7%
		96%	4%	18%	81%	10%	48%	18%	40%	59%	7%	10%	19%ajkno	63%	86%
EE\ Everything	38	37	1	7	31	5	22	9	18	25	7	5	6	29	35
Everywhere	3%	3%	1%	4%	3%	3%	4%	4%	3%	3%	4%	6%	5%	3%	3%
		97%	3%	18%	82%	13%	57%	23%	48%	66%	18%	14%	15%	76%	92%
Orange	8	7	1	1	6	-	3	-	3	3	1	-	3	4	8
	1%	1%	1%	1%	1%	-	1%	-	1%	*	1%	-	3%	*	1%
		88%	12%	18%	82%	-	42%	-	42%	44%	12%	-	44%ajno	56%	100%
Plusnet	39	39	-	9	30	9	20	12	17	25	7	2	3	31	35
	3%	4%	-	5%	3%	5%	3%	5%	3%	3%	4%	2%	2%	3%	3%
		100%	-	23%	77%	22%	52%	30%	45%	65%	18%	6%	7%	79%	89%
Sky	305	273	31	50	248	35	148	51	131	235	39	21	15	265	288
	25%	25%	25%	26%	25%	21%	24%	23%	24%	27%	23%	22%	14%	27%	26%
		m 90%	10%	16%	81%	11%	48%	17%	43%	77%am	13%	7%	5%	87%am	94%am
TalkTalk	141	120	19	24	112	19	69	21	66	92	29	19	24	110	131
	12%	11%	16%	13%	11%	11%	11%	10%	12%	11%	17%	20%	22%	11%	12%
		86%	14%	17%	80%	13%	49%	15%	47%	65%	20%aj	14%ajno	17%ajno	78%	93%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media (NTL \ Telewest \ Blueyonder)	281	244	36	35	241	55	157	67	145	216	40	20	11	239	259
	23%	23%	30%	19%	24%	34%	26%	31%	26%	25%	24%	21%	10%	25%	24%
		m	87%	13%	86%	20%a	56%	24%a	52%	77% ^m	14% ^m	7% ^m	4%	85% ^m	92% ^m
O2	5	5	-	-	4	1	1	1	1	3	2	-	-	5	5
	*	*	-	-	*	1%	*	1%	*	*	1%	-	-	1%	*
		100%	-	-	84%	23%	28%	23%	28%	67%	33%	-	-	100%	100%
3	6	3	3	-	6	1	3	1	3	6	2	-	2	6	6
	1%	*	3%	-	1%	1%	*	1%	*	1%	1%	-	2%	1%	1%
		47%	53% ^{ab}	-	100%	14%	47%	14%	47%	100%	28%	-	28%	100%	100%
T-Mobile	1	-	1	-	1	-	-	-	-	-	1	-	-	1	1
	*	-	1%	-	*	-	-	-	-	-	1%	-	-	*	*
		-	100% ^{ab}	-	100%	-	-	-	-	-	100% ^j	-	-	100%	100%
Post Office	9	9	-	3	6	2	3	2	3	6	*	1	1	6	8
	1%	1%	-	2%	1%	1%	*	1%	*	1%	*	1%	1%	1%	1%
		100%	-	31%	69%	27%	30%	27%	30%	66%	3%	14%	7%	69%	90%
Vodafone	9	8	1	3	6	2	6	2	6	5	3	-	1	8	9
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%
		86%	14%	35%	65%	22%	65%	22%	65%	55%	31%	-	14%	86%	100%
Other	53	50	3	9	43	6	29	9	25	39	8	4	10	45	51
	4%	5%	2%	5%	4%	4%	5%	4%	5%	4%	5%	4%	9%	5%	5%
		94%	6%	17%	81%	11%	54%	17%	48%	73%	16%	7%	18% ^a	85%	95%
SUMMARY CODE															
ANY BT	281	264	17	43	233	26	143	39	130	194	27	22	34	208	246
	23%	25%	14%	23%	24%	16%	24%	18%	23%	22%	16%	23%	31%	21%	22%
		cfk	94% ^c	15%	83%	9%	51% ^d	14%	46%	69%	9%	8%	12% ^{kno}	74%	87%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f/g - a/h/i - a/j/k/l/m/n/o

* small base

Q.17 What is the name of the company that supplies your broadband service?
Base: All who have fixed broadband

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP						
	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)	
Unweighted Base	1136	1029	105	209	902	178	523	234	467	758	160	94	127	868	1023
Weighted Base	1200	1077	120*	189	985	165	606	218	553	868	167	96*	110	975	1102
Can't remember	18	13	5	4	13	2	1	2	1	13	2	1	1	13	14
	2%	1%	4%	2%	1%	*	*	1%	*	1%	1%	1%	*	1%	1%
	gi 73%	27%b	21%	72%	12%g	3%	12%	3%	70%	11%	5%	3%	70%	78%	78%

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
AOL	6	3	1	4	6	1	6	-	-	6
	*	1%	*	*	1%	*	*	-	-	*
		43%	20%	63%	100%	19%	100%	-	-	100%
BT Total Broadband \ BT	84	34	38	57	58	26	84	-	4	84
Yahoo \ BT Openworld	7%	7%	8%	7%	7%	6%	7%	-	5%	7%
		41%	45%	68%	70%	32%	100%	-	5%	100%
BT Infinity	108	47	43	79	47	61	108	-	17	108
	9%	9%	9%	10%	6%	15%	9%	-	20%	9%
		e 43%	40%	73%	43%	57%aegj	100%e	-	15%aegj	100%e
BT (other) unspecified)	90	36	29	60	69	25	90	-	6	90
	8%	7%	6%	7%	9%	6%	8%	-	7%	8%
		39%	33%	66%	77%	28%	100%	-	7%	100%
EE Everything	38	17	10	25	27	11	38	-	2	38
Everywhere	3%	3%	2%	3%	3%	3%	3%	-	2%	3%
		44%	26%	65%	72%	28%	100%	-	4%	100%
Orange	8	3	1	5	6	1	8	-	-	8
	1%	1%	*	1%	1%	*	1%	-	-	1%
		39%	18%	58%	82%	18%	100%	-	-	100%
Plusnet	39	12	23	31	28	13	39	-	2	39
	3%	2%	5%	4%	3%	3%	3%	-	2%	3%
		30%	60%b	79%	72%	32%	100%	-	4%	100%
Sky	305	138	123	225	231	79	305	-	17	305
	25%	28%	27%	27%	29%	19%	25%	-	20%	25%
		f 45%	40%	74%	76%fd	26%	100%fd	-	6%	100%fd
TalkTalk	141	56	44	89	112	30	141	-	8	141
	12%	11%	10%	11%	14%	7%	12%	-	10%	12%
		f 40%	31%	63%	80%fd	21%	100%fd	-	6%	100%fd
Tesco.net	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1136	455	410	751	777	380	1136	-	75	1136
Weighted Base	1200	500	453	825	803	421	1200	**	84*	1200
Virgin Media (NTL \	281	119	110	195	128	160	281	-	18	281
Telewest \ Blueyonder)	23%	24%	24%	24%	16%	38%	23%	-	21%	23%
		e 43%	39%	69%	46%	57% ^{aegij}	100% ^e	-	6%	100% ^e
O2	5	-	1	1	5	-	5	-	-	5
	*	-	*	*	1%	-	-	-	-	*
		-	28%	28%	100%	-	100%	-	-	100%
3	6	2	2	2	6	-	6	-	2	6
	1%	*	*	*	1%	-	1%	-	2%	1%
		28%	28%	28%	100%	-	100%	-	28% ^f	100%
T-Mobile	1	-	1	1	1	-	1	-	-	1
	*	-	*	*	*	-	*	-	-	*
		-	100%	100%	100%	-	100%	-	-	100%
Post Office	9	3	2	4	9	2	9	-	1	9
	1%	1%	*	1%	1%	*	1%	-	1%	1%
		30%	19%	46%	96%	17%	100%	-	12%	100%
Vodafone	9	5	2	6	6	3	9	-	1	9
	1%	1%	*	1%	1%	1%	1%	-	1%	1%
		55%	21%	70%	67%	33%	100%	-	14%	100%
Other	53	20	20	34	49	5	53	-	7	53
	4%	4%	4%	4%	6%	1%	4%	-	8%	4%
		f 38%	38%	63%	91% ^f	9%	100% ^f	-	12% ^f	100% ^f
SUMMARY CODE										
ANY BT	281	116	110	195	174	113	281	-	27	281
	23%	23%	24%	24%	22%	27%	23%	-	32%	23%
		41%	39%	69%	62%	40%	100%	-	10%	100%
Can't remember	18	7	3	9	14	4	18	-	1	18
	2%	1%	1%	1%	2%	1%	2%	-	1%	2%
		39%	15%	50%	78%	22%	100%	-	4%	100%

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
AOL	6	4	1	4	2	2	-	6	-	-	-
	-	-	-	1%	-	-	-	1%	-	-	-
		76%	24%	65%	35%	39%	-	100%	-	-	-
BT Total Broadband \ BT	84	67	17	32	51	49	3	80	1	1	-
Yahoo \ BT Openworld	7%	7%	6%	5%	8%	6%	2%	7%	6%	2%	-
		80%	20%	39%	61%	58%	4%	95%	2%	1%	-
BT Infinity	108	86	22	54	53	70	12	96	-	2	-
	9%	10%	7%	9%	9%	8%	9%	9%	-	4%	-
		80%	20%	50%	50%	65%	11%	89%	-	2%	-
BT (other) unspecified)	90	74	16	41	49	51	4	85	3	2	1
	8%	8%	5%	7%	8%	6%	3%	8%	14%	5%	10%
		83%	17%	46%	54%	56%	4%	95%	4%	2%	1%
EE\ Everything	38	26	12	11	27	23	5	33	1	1	1
Everywhere	3%	3%	4%	2%	4%	3%	4%	3%	3%	4%	7%
		67%	33%	29%	71% ^d	61%	13%	87%	2%	4%	2%
Orange	8	8	-	1	7	5	-	8	-	-	-
	1%	1%	-	-	1%	1%	-	1%	-	-	-
		100%	-	12%	88%	62%	-	100%	-	-	-
Plusnet	39	32	7	11	28	15	2	37	-	-	-
	3%	4%	2%	2%	5%	2%	1%	4%	-	-	-
		83%	17%	27%	73% ^d	38%	4%	96%	-	-	-
Sky	305	233	72	199	107	249	41	264	5	12	4
	25%	26%	24%	34%	17%	30%	31%	25%	20%	32%	32%
		e 76%	24%	65% ^{ae}	35%	82% ^{ad}	13%	88%	2%	4%	1%
TalkTalk	141	110	31	40	101	89	11	129	2	4	1
	12%	12%	10%	7%	16%	11%	8%	12%	7%	10%	7%
		d 78%	22%	28%	72% ^{ad}	63%	8%	92%	1%	3%	1%
Tesco.net	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1136	848	288	539	597	781	124	1005	25	31	12
Weighted Base	1200	897	303	585	616	825	133	1061	23**	38**	12**
Virgin Media (NTL \	281	177	104	157	124	207	41	238	8	15	4
Telewest \ Blueyonder)	23%	20%	34%	27%	20%	25%	31%	22%	35%	39%	33%
		63%	37%ab	56%e	44%	74%	15%	85%	3%	5%	1%
O2	5	3	2	2	3	2	-	5	-	-	-
	*	*	1%	*	1%	*	-	100%	-	-	-
		61%	39%	33%	67%	39%	-	-	-	-	-
3	6	4	2	2	4	5	2	4	-	-	-
	1%	*	1%	*	1%	1%	2%	*	-	-	-
		67%	33%	39%	61%	81%	39%h	61%	-	-	-
T-Mobile	1	1	-	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-
Post Office	9	7	2	1	8	5	3	6	-	1	-
	1%	1%	1%	*	1%	1%	2%	1%	-	4%	-
		79%	21%	14%	86%	51%	30%	70%	-	16%	-
Vodafone	9	6	3	3	6	8	3	6	1	-	1
	1%	1%	1%	1%	1%	1%	2%	1%	5%	-	12%
		70%	30%	36%	64%	86%	31%	69%	14%	-	17%
Other	53	49	4	22	31	41	4	50	2	-	-
	4%	5%	1%	4%	5%	5%	4%	5%	10%	-	-
		c	92%c	42%	58%	77%	7%	93%	4%	-	-
SUMMARY CODE											
ANY BT	281	227	54	128	154	169	20	260	5	4	1
	23%	25%	18%	22%	25%	20%	15%	25%	20%	11%	10%
		g	81%c	19%	55%	60%	7%	93%g	2%	2%	*
Can't remember	18	10	8	5	13	7	2	14	-	-	-
	2%	1%	3%	1%	2%	1%	2%	1%	-	-	-
		53%	47%	27%	73%	36%	12%	80%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
1136	31	27	42	20	83	103	1033	43	60	53	730	406	
1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429	
6	-	-	-	-	-	-	6	-	-	-	1	5	
*	-	-	-	-	-	-	1%	-	-	-	*	1%	
	-	-	-	-	-	-	100%	-	-	-	19%	81% ^d	
84	-	3	2	2	6	9	75	4	4	3	47	36	
7%	-	8%	4%	10%	7%	7%	4%	9%	5%	6%	6%	9%	
	-	3%	2%	3%	7%	10%	90%	5%	4%	4%	56%	44%	
108	1	3	3	4	4	8	100	2	7	5	66	42	
9%	3%	9%	7%	16%	4%	6%	9%	5%	9%	9%	9%	10%	
	1%	3%	3%	3%	4%	7%	30%	2%	6%	5%	61%	39%	
90	3	2	1	-	5	5	85	1	4	2	49	41	
8%	11%	6%	3%	-	6%	4%	8%	3%	5%	3%	6%	9%	
	3%	2%	1%	-	6%	6%	94%	2%	4%	2%	55%	45%	
38	1	-	4	2	6	9	29	1	1	-	21	17	
3%	5%	-	-	10%	7%	8%	3%	2%	2%	-	3%	4%	
	4%	-	10% ^h k	6%	17% ^h	23% ^h	77%	2%	4%	-	55%	45%	
8	1	-	-	-	-	-	8	-	1	-	5	3	
1%	5%	-	-	-	-	-	1%	-	2%	-	1%	1%	
	18%	-	-	-	-	-	100%	-	17%	-	62%	38%	
39	1	-	-	1	3	4	35	1	3	1	15	24	
3%	3%	-	-	5%	3%	4%	3%	2%	4%	1%	2%	6%	
	2%	-	-	3%	8%	11%	89%	2%	8%	2%	38%	62% ^h al	
305	7	9	5	6	29	35	271	8	15	15	238	69	
25%	24%	27%	12%	25%	31%	30%	25%	19%	21%	26%	31%	16%	
m	2%	3%	2%	2%	9% ^d	11% ^d	89%	3%	5%	5%	77% ^{am}	23%	
141	5	4	5	1	21	22	119	6	15	8	82	59	
12%	18%	12%	11%	5%	22%	19%	11%	13%	20%	13%	11%	14%	
	4%	3%	3%	1%	15% ^h	16% ^h	84%	4%	10% ^h	5%	58%	42%	
-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1136	31	27	42	20	83	103	1033	43	60	53	730	406
Weighted Base	1200	28**	32**	42*	24**	93*	117*	1084	44*	73*	59*	771	429
Virgin Media (NTL \	281	7	7	18	7	11	17	263	15	12	21	194	86
Telewest \ Blueyonder)	23%	24%	23%	42%	29%	11%	15%	24%	33%	17%	36%	25%	20%
		f 2%	3%	6%afghj	2%	4%	6%	94%fg	5%fg	4%	8%afgj	69%	31%
O2	5	-	-	-	-	-	-	5	-	2	-	1	4
	*	-	-	-	-	-	-	*	-	2%	-	*	1%
		-	-	-	-	-	-	100%	-	33%	-	23%	77%
3	6	-	-	-	-	-	-	6	1	-	-	2	4
	1%	-	-	-	-	-	-	1%	2%	-	-	*	1%
		-	-	-	-	-	-	100%	14%	-	-	28%	72%
T-Mobile	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
Post Office	9	1	1	1	-	1	1	8	1	1	2	4	5
	1%	2%	5%	2%	-	1%	1%	1%	3%	2%	3%	*	1%
		6%	16%	11%	-	7%	7%	93%	13%	13%	20%	40%	60%
Vodafone	9	1	-	-	-	-	-	9	-	4	-	3	6
	1%	4%	-	-	-	-	-	1%	-	5%	-	*	1%
		14%	-	-	-	-	-	100%	-	45%agh	-	35%	65%
Other	53	1	-	-	-	7	7	46	4	5	2	40	14
	4%	2%	-	-	-	7%	6%	4%	9%	6%	4%	5%	3%
		1%	-	-	-	13%	13%	87%	7%	9%	4%	75%	25%
SUMMARY CODE													
ANY BT	281	4	7	6	6	15	21	260	8	14	10	162	119
	23%	13%	22%	14%	26%	16%	18%	24%	18%	19%	17%	21%	28%
		1%	3%	2%	2%	5%	8%	92%	3%	5%	4%	58%	42%j
Can't remember	18	-	3	4	-	1	1	18	-	-	-	5	13
	2%	-	10%	9%	-	1%	*	2%	-	-	-	1%	3%
		-	18%	20%afghjk	-	3%	3%	97%	-	-	-	29%	71%j

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

Total	PERSONAL INCOME											
	< £10,000	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 +	No classificat ion	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	
1136	204	183	170	314	136	60	26	12	18	6	7	
1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**	
6	-	1	-	2	-	-	-	-	1	1	-	
*	-	1%	-	1%	-	-	-	-	5%	22%	-	
	-	20%	-	35%	-	-	-	-	19%	25%	-	
84	13	8	6	23	13	12	3	3	2	1	-	
7%	6%	4%	4%	7%	9%	17%	8%	18%	9%	18%	-	
	16%	10%	7%	27%	16%	14%abcd	3%	3%	2%	1%	-	
108	16	8	15	42	13	7	5	-	1	1	-	
9%	8%	5%	9%	12%	9%	9%	14%	-	6%	19%	-	
	15%	8%	14%	39%b	12%	6%	4%	-	1%	1%	-	
90	8	19	13	16	15	10	6	1	-	-	1	
8%	4%	10%	8%	5%	10%	14%	18%	10%	-	-	12%	
	9%	21%ad	15%	18%	17%ad	11%ad	6%	2%	-	-	1%	
38	8	9	7	9	3	-	1	-	1	-	-	
3%	4%	5%	4%	3%	2%	-	4%	4%	7%	-	-	
	20%	24%	17%	22%	8%	-	3%	2%	4%	-	-	
8	-	1	1	4	-	-	-	1	1	-	-	
1%	-	*	1%	1%	-	-	-	10%	3%	-	-	
	-	7%	12%	54%	-	-	-	18%	9%	-	-	
39	8	7	7	6	5	1	-	2	-	-	3	
3%	4%	4%	4%	2%	4%	2%	-	13%	-	-	32%	
	20%	18%	17%	16%	14%	3%	-	5%	-	-	8%	
305	62	42	42	86	43	14	8	5	2	-	2	
25%	30%	23%	25%	25%	29%	20%	23%	34%	11%	-	16%	
	20%	14%	14%	28%	14%	5%	2%	2%	1%	-	1%	
141	21	16	28	43	13	7	5	2	2	1	3	
12%	10%	9%	17%	12%	9%	10%	15%	12%	11%	11%	27%	
	15%	12%	20%be	30%	9%	5%	4%	1%	2%	1%	2%	
-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1136	204	183	170	314	136	60	26	12	18	6	7
Weighted Base	1200	205	183	168	341	148	71*	33**	14**	21**	7**	10**
Virgin Media (NTL \	281	55	52	29	90	32	15	3	-	4	1	-
Telewest \ Blueyonder)	23%	27%	28%	17%	26%	22%	21%	10%	-	17%	19%	-
		20% ^c	19% ^c	10%	32% ^c	12%	5%	1%	-	1%	*	-
O2	5	-	2	2	1	-	-	-	-	-	-	-
	*	-	1%	1%	*	-	-	-	-	-	-	-
		-	33%	44%	23%	-	-	-	-	-	-	-
3	6	-	-	2	2	-	-	-	-	2	-	-
	1%	-	-	1%	1%	-	-	-	-	8%	-	-
		-	-	39%	33%	-	-	-	-	28%	-	-
T-Mobile	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
Post Office	9	2	2	3	1	1	-	-	-	-	-	-
	1%	1%	1%	2%	*	1%	-	-	-	-	-	-
		21%	23%	37% ^d	7%	11%	-	-	-	-	-	-
Vodafone	9	-	2	4	1	2	-	-	-	-	-	-
	1%	-	1%	2%	*	2%	-	-	-	-	-	-
		-	19%	47% ^{ad}	6%	28%	-	-	-	-	-	-
Other	53	10	14	5	13	2	1	3	-	5	1	-
	4%	5%	8%	3%	4%	2%	2%	8%	-	22%	12%	-
		16%	27% ^{ae}	9%	24%	4%	3%	5%	-	9%	1%	-
SUMMARY CODE												
ANY BT	281	38	36	34	81	41	28	13	4	3	2	1
	23%	18%	19%	21%	24%	28%	40%	40%	28%	15%	37%	12%
		13%	13%	12%	23%	15%	10% ^{abod}	5%	1%	1%	1%	*
Can't remember	18	2	-	3	4	4	3	-	-	-	-	1
	2%	1%	-	2%	1%	3%	5%	-	-	-	-	13%
		13%	-	16%	24%	22% ^b	18% ^b	-	-	-	-	7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
	1136 1200	191 182	85 81*	236 232	185 192	163 189	106 119*	45 54*	70 85*	36 42*	12 14**	7 10**	354 360	538 578	63 63*	121 131	53 58*	7 10**
6	-	1	-	1	1	-	-	-	-	3	-	-	1	1	1	1	1	-
*	-	1%	-	1%	*	-	-	-	-	6%	-	-	*	*	1%	1%	2%	-
-	-	20%	-	24%	11%	-	-	-	-	44%acdefh	-	-	20%	25%	11%	24%	19%	-
84	8	5	9	13	20	10	1	14	3	1	-	-	13	58	5	3	5	-
7%	5%	6%	4%	7%	10%	9%	2%	16%	6%	9%	-	-	4%	10%	7%	2%	9%	-
	10%	6%	10%	16%	23%ac	12%	2%	16%acdg	3%	1%	-	-	15%	69%io	6%	4%	6%	-
108	8	6	17	17	20	19	11	1	5	2	-	-	24	69	4	8	4	-
9%	5%	8%	7%	9%	10%	16%	20%	1%	12%	18%	-	-	7%	12%	6%	6%	6%	-
	8%	6%	16%	16%h	18%h	18%ach	10%acdh	1%	5%h	2%	-	-	22%	64%ij	3%	7%	3%	-
90	8	6	16	12	16	17	4	6	1	3	1	-	26	56	4	1	2	1
8%	4%	8%	7%	6%	8%	14%	7%	7%	3%	19%	12%	-	7%	10%	6%	1%	4%	12%
	9%	7%	16%	13%	16%	19%acd	4%	7%	2%	3%	1%	-	28%o	62%o	4%	2%	2%	1%
38	8	2	6	6	10	2	1	1	2	-	-	-	10	18	-	7	3	-
3%	4%	3%	2%	3%	5%	2%	2%	1%	5%	-	-	-	3%	3%	-	5%	6%	-
	20%	6%	15%	15%	27%	5%	3%	3%	5%	-	-	-	26%	48%	-	17%	9%	-
8	2	-	2	-	-	-	-	2	1	-	-	-	1	7	-	-	-	-
1%	1%	-	1%	-	-	-	-	2%	3%	-	-	-	*	1%	-	-	-	-
	25%	-	31%	-	-	-	-	26%	18%de	-	-	-	7%	93%	-	-	-	-
39	5	3	10	6	6	2	1	2	1	2	-	3	11	18	1	2	3	3
	3%	4%	4%	3%	3%	*	5%	1%	4%	-	-	32%	3%	3%	2%	2%	5%	32%
	14%	8%	24%	15%	15%	1%	6%	3%	5%	-	-	8%	29%	45%	4%	6%	8%	8%
305	57	20	64	46	39	28	12	30	7	1	2	-	93	135	16	39	20	2
25%	31%	24%	28%	24%	21%	24%	22%	35%	17%	9%	16%	-	26%	23%	25%	30%	34%	16%
	19%e	6%	21%	15%	13%	9%	4%	10%e	2%	*	1%	-	31%	44%	5%	13%	6%	1%
141	19	11	31	28	16	13	5	9	2	4	3	-	48	60	11	13	6	3
12%	11%	14%	13%	14%	9%	11%	9%	10%	6%	26%	27%	-	13%	10%	18%	10%	10%	27%
	14%	8%	22%	20%	12%	9%	4%	6%	2%	3%	2%	-	34%	43%	8%	9%	4%	2%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1136	191	85	236	185	163	106	45	70	36	12	7	354	538	63	121	53	7
Weighted Base	1200	182	81*	232	192	189	119*	54*	85*	42*	14**	10**	360	578	63*	131	58*	10**
Virgin Media (NTL \ Telewest \ Blueyonder)	281	48	18	58	50	44	22	14	13	12	2	-	101	109	17	43	11	-
	23%	26%	22%	25%	26%	23%	18%	26%	15%	29%	13%	-	28%	19%	26%	33%	20%	-
		17%	6%	20%	18%	16%	8%	5%	5%	4%	1%	-	36% _m	39%	6%	15% _m	4%	-
O2	5	-	-	1	2	2	-	-	-	-	-	-	2	1	1	1	-	-
	*	-	-	1%	1%	1%	-	-	-	-	-	-	*	-	2%	1%	-	-
		-	-	28%	39%	33%	-	-	-	-	-	-	33%	23%	28% _m	16%	-	-
3	6	-	-	-	-	2	-	1	3	-	-	-	2	2	-	2	-	-
	1%	-	-	-	-	1%	-	2%	3%	-	-	-	1%	*	-	2%	-	-
		-	-	-	-	39%	-	19% _c	42% _{aacd}	-	-	-	33%	28%	-	39%	-	-
T-Mobile	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-	-
Post Office	9	5	1	1	1	-	-	1	-	-	-	-	4	3	1	-	1	-
	1%	3%	2%	1%	1%	-	-	1%	-	-	-	-	1%	1%	2%	-	2%	-
		53% _e	15%	13%	11%	-	-	7%	-	-	-	-	41%	34%	14%	-	11%	-
Vodafone	9	-	1	3	2	1	1	-	-	-	-	-	3	5	-	1	-	-
	1%	-	2%	1%	1%	1%	1%	-	-	-	-	-	1%	1%	-	1%	-	-
		-	17%	30%	25%	14%	14%	-	-	-	-	-	30%	53%	-	17%	-	-
Other	53	11	3	14	5	9	3	1	4	4	1	-	15	29	2	6	1	-
	4%	6%	3%	6%	3%	5%	2%	3%	4%	9%	6%	-	4%	5%	3%	4%	3%	-
		20%	5%	26%	9%	16%	5%	3%	7%	7%	1%	-	29%	54%	4%	10%	3%	-
SUMMARY CODE																		
ANY BT	281	25	18	42	43	55	46	16	20	9	6	1	62	183	12	12	11	1
	23%	13%	22%	18%	22%	29%	39%	30%	24%	21%	46%	12%	17%	32%	19%	9%	19%	12%
		9%	6%	15%	15% _a	20% _{ac}	16% _{abcdh}	6% _a	7%	3%	2%	*	22%	65% _{lno}	4%	4%	4%	*
Can't remember	18	3	2	1	3	2	3	-	2	-	-	1	6	8	1	3	-	1
	2%	2%	3%	1%	1%	1%	3%	-	3%	-	-	13%	2%	1%	1%	2%	-	13%
		17%	13%	7%	15%	11%	18%	-	12%	-	-	7%	32%	42%	4%	15%	-	7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
AOL	6	6	-	-
	*	-	-	-
		100%	-	-
BT Total Broadband \ BT	84	83	-	-
Yahoo \ BT Openworld	7%	7%	2%	-
		100%	-	-
BT Infinity	108	105	3	-
	9%	9%	20%	-
		97%	3%a	-
BT (other\ unspecified)	90	88	2	-
	8%	7%	10%	-
		98%	2%	-
EE\ Everything Everywhere	38	38	*	-
	3%	3%	2%	-
		99%	1%	-
Orange	8	8	-	-
	1%	1%	-	-
		100%	-	-
Plusnet	39	39	-	-
	3%	3%	-	-
		100%	-	-
Sky	305	299	7	-
	25%	26%	43%	-
		98%	2%a	-
TalkTalk	141	139	1	-
	12%	12%	9%	-
		99%	1%	-
Tesco.net	-	-	-	-
	-	-	-	-
	-	-	-	-
Virgin Media (NTL \	281	279	2	-
Telewest \ Blueyonder)	23%	24%	12%	-
		99%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1136	1098	38	-
Weighted Base	1200	1185	16*	-.**
O2	5	5	-	-
	*	*	-	-
		100%	-	-
3	6	6	-	-
	1%	1%	-	-
		100%	-	-
T-Mobile	1	1	-	-
	*	*	-	-
		100%	-	-
Post Office	9	9	-	-
	1%	1%	2%	-
		97%	3%	-
Vodafone	9	9	-	-
	1%	1%	-	-
		100%	-	-
Other	53	53	-	-
	4%	4%	-	-
		100%	-	-
SUMMARY CODE				
ANY BT	281	276	5	-
	23%	23%	32%	-
		98%	2%	-
Can't remember	18	18	-	-
	2%	2%	-	-
		100%	-	-

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Payphone	60	36	25	9	13	13	9	9	3	4	23	31	7	21	39	6	27	27
	3%	3%	2%	3%	3%	4%	3%	3%	1%	2%	2%	3%	4%	2%	4%	1%	2%	4%
		59%	41%	15%	22%	21%	15%	15%	5%	7%	38%	51%	12%	35%	65%	10%	45%	45%
Directory enquiries via BT phonebook	37	13	25	-	4	5	7	8	4	9	4	20	13	20	18	8	19	11
	2%	1%	2%	-	1%	2%	2%	2%	2%	4%	1%	2%	3%	2%	2%	2%	2%	2%
		dk 34%	66%	-	11%	14%	18%	22%	12%	23%	11%	55%	35%	52%	48%	20%	51%	29%
Directory enquiries via phone	68	30	38	10	8	10	11	14	7	6	18	36	14	40	28	12	36	19
	3%	3%	3%	3%	2%	3%	3%	4%	3%	3%	3%	3%	3%	4%	3%	3%	3%	3%
		45%	55%	15%	12%	14%	17%	21%	11%	9%	27%	53%	20%	59%	41%	18%	54%	28%
Directory enquiries via internet	139	57	82	28	33	30	15	20	10	2	61	65	12	98	41	45	75	19
	6%	5%	7%	9%	8%	9%	4%	6%	4%	1%	9%	6%	3%	9%	4%	11%	7%	3%
		jmor 41%	59%	20%	24%	22%	11%	14%	7%	2%	44%	47%	9%	71%	29%	32%	54%	14%
Itemised billing - that you pay extra for	101	48	53	5	13	17	22	22	11	11	18	61	22	69	32	31	53	17
	5%	5%	5%	2%	3%	5%	6%	7%	5%	6%	3%	6%	5%	6%	3%	7%	5%	3%
		dkor 48%	52%	5%	13%	17%	22%	22%	11%	11%	18%	60%	22%	68%	32%	31%	53%	17%
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	202	87	115	29	41	40	26	32	19	15	70	98	34	131	71	57	104	41
	9%	8%	10%	10%	10%	11%	8%	9%	8%	7%	10%	10%	8%	12%	7%	13%	9%	7%
		or 43%	57%	14%	20%	20%	13%	16%	10%	7%	35%	49%	17%	65%	35%	28%	51%	20%
None of these	1794	872	922	257	339	282	281	280	192	162	597	843	354	865	929	335	922	537
	83%	83%	83%	85%	83%	81%	82%	82%	85%	82%	84%	82%	84%	80%	80%	79%	83%	85%
		49%	51%	14%	19%	16%	16%	16%	11%	9%	33%	47%	20%	48%	52%	19%	51%	30%
Don't know	37	16	21	4	7	3	9	2	4	8	11	14	12	14	23	4	18	15
	2%	2%	2%	1%	2%	1%	3%	1%	2%	4%	2%	1%	3%	1%	2%	1%	2%	2%
		44%	56%	10%	19%	9%	24%	5%	11%	22%	30%	37%	33%	38%	62%	11%	49%	40%
h																		

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Payphone	60 3%	48 3% 80%	6 3% 10%	3 3% 5%	3 6% 5%b	3 3% 5%	7 3% 12%	7 4% 11%	6 4% 10%	1 1% 2%	5 2% 8%	10 4% 16%	5 2% 9%	5 2% 7%	3 3% 5%	6 3% 10%	3 6% 5%jm
Directory enquiries via BT phonebook	37 2%	29 2% 78%	4 2% 11%	3 3% 9%	1 2% 2%	1 1% 2%	4 2% 10%	3 2% 9%	3 2% 7%	1 * 1%	2 1% 6%	2 1% 5%	8 3% 22%	6 3% 16%	3 3% 9%	4 2% 11%	1 2% 2%
Directory enquiries via phone	68 3%	61 3% 90%	3 1% 4%	3 3% 4%	1 3% 2%	1 2% 2%	2 1% 4%	5 3% 8%	3 2% 5%	7 4% 10%	14 6% 21%agp	7 3% 11%	12 4% 18%	7 4% 11%	3 3% 4%	3 1% 4%	1 3% 2%
Directory enquiries via internet	139 6%	116 6% 83%	11 6% 8%	8 7% 5%	5 10% 3%	3 4% 2%	13 6% 10%	7 4% 5%	6 4% 4%	17 10% 12%hln	19 8% 14%	10 4% 7%	33 10% 24%ahil n	7 4% 5%	8 7% 5%	11 6% 8%	5 10% 3%hln
Itemised billing - that you pay extra for	101 5%	86 5% 85%	9 5% 9%	5 5% 5%	1 2% 1%	1 1% 1%	18 8% 18%athkq	4 2% 4%	9 5% 8%	14 8% 14%lthk	4 2% 4%	11 4% 11%	15 5% 15%	10 5% 10%	5 5% 5%	9 5% 9%	1 2% 1%
SUMMARY CODE																	
ANY DIRECTORY ENQUIRIES	202 9%	171 9% 85%	14 8% 7%	9 9% 5%	7 14% 3%	3 4% 2%	17 7% 8%	12 7% 6%	10 6% 5%	23 13% 12%ll	27 12% 13%ld	18 7% 9%	46 14% 23%algh lp	16 9% 8%	9 9% 5%	14 8% 7%	7 14% 3%ghil
None of these	1794 83%	1512 83% 84%	150 81% 8%	92 86% 5%	40 80% 2%	83 92% 5%agi jmpq	185 82% 10%	152 87% 8%	127 82% 7%	138 78% 8%	198 85% 11%	219 84% 12%	256 80% 14%	153 83% 9%	92 86% 5%	150 81% 8%	40 80% 2%
Don't know	37 2%	27 2% 74%	9 5% 23%abe	1 1% 2%	- - -	- - -	1 * 2%	1 * 1%	5 3% 14%gh	3 1% 7%	3 1% 8%	7 3% 19%	4 1% 10%	4 2% 12%	1 1% 2%	9 5% 23%alghmq	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Payphone	60	52	8	17	41	13	23	19	17	19	13	1	9	26	33
	3%	3%	3%	4%	2%	4%	3%	5%	2%	2%	6%	1%	5%	2%	2%
		86%	14%	27%	69%	27%	38%	31%	28%	32%	21%	2%	16%	42%	54%
Directory enquiries via BT phonebook	37	35	2	16	21	8	16	9	14	19	4	-	5	19	25
	2%	2%	1%	4%	1%	2%	2%	2%	2%	2%	-	-	3%	2%	2%
		94%	6%	44%	56%	20%	42%	24%	38%	50%	10%	-	14%	52%	66%
Directory enquiries via phone	68	59	9	16	51	11	39	16	35	30	7	6	6	33	42
	3%	3%	3%	4%	3%	3%	5%	4%	5%	3%	3%	4%	3%	3%	3%
		87%	13%	24%	76%	17%	58%	24%	51%	45%	10%	8%	9%	49%	63%
Directory enquiries via internet	139	116	23	19	118	18	81	18	80	78	15	6	11	85	94
	6%	6%	9%	5%	7%	5%	10%	4%	11%	8%	7%	5%	6%	7%	7%
		83%	17%	13%	85%	13%	58%	13%	58%	56%	11%	4%	8%	61%	68%
Itemised billing - that you pay extra for	101	91	10	27	70	13	59	21	51	66	11	7	12	71	81
	5%	5%	4%	7%	4%	4%	7%	5%	7%	7%	5%	5%	6%	6%	6%
		90%	10%	27%	70%	13%	59%	21%	51%	65%	11%	7%	12%	70%	80%
SUMMARY CODE															
ANY DIRECTORY ENQUIRIES	202	172	30	41	158	32	108	38	102	104	19	12	18	114	134
	9%	9%	11%	10%	9%	10%	13%	9%	14%	11%	9%	9%	9%	10%	10%
		85%	15%	20%	78%	16%	54%	19%	51%	51%	9%	6%	9%	57%	66%
None of these	1794	1563	219	309	1418	271	657	333	594	802	175	109	157	928	1123
	83%	83%	81%	78%	84%	82%	79%	81%	79%	82%	82%	85%	80%	82%	82%
		dg 87%	12%	17%	79%	15%	37%	19%	33%	45%	10%	6%	9%	52%	63%
Don't know	37	32	5	7	18	2	4	2	4	11	3	1	3	13	15
	2%	2%	2%	2%	1%	1%	*	1%	1%	1%	1%	1%	2%	1%	1%
		gl 87%	13%	20%	50%	6%	11%	6%	11%	31%	7%	2%	6%	36%	41%

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Payphone	60	8	12	18	15	7	21	39	-	21
	3%	1%	3%	2%	2%	2%	2%	4%	-	2%
		14%	21%	29%	24%	11%	35%	65%efg	-	35%
Directory enquiries via BT phonebook	37	7	14	16	14	3	18	20	1	19
	2%	1%	3%	2%	2%	1%	1%	2%	1%	2%
		18%	38%	43%	39%	8%	47%	53%	3%	50%
Directory enquiries via phone	68	17	12	24	18	14	32	36	2	32
	3%	3%	2%	3%	2%	3%	3%	4%	2%	3%
		24%	17%	36%	27%	20%	47%	53%	3%	47%
Directory enquiries via internet	139	41	39	64	54	32	85	54	5	85
	6%	7%	8%	7%	7%	8%	7%	6%	6%	7%
		30%	28%	46%	39%	23%	61%	39%	4%	61%
Itemised billing - that you pay extra for	101	43	32	59	49	27	75	26	9	75
	5%	8%	7%	6%	6%	6%	6%	3%	10%	6%
		h 43%a	32%	59%	48%h	26%h	75%h	25%	9%ah	75%h
SUMMARY CODE										
ANY DIRECTORY ENQUIRIES	202	55	49	86	69	42	109	93	7	110
	9%	10%	10%	9%	9%	10%	9%	10%	7%	9%
		27%	24%	42%	34%	21%	54%	46%	4%	55%
None of these	1794	463	401	759	673	354	1005	789	79	1016
	83%	82%	82%	83%	84%	84%	84%	82%	82%	84%
		26%	22%	42%	38%	20%	56%	44%	4%	57%
Don't know	37	7	6	12	8	2	10	27	1	10
	2%	1%	1%	1%	1%	*	1%	3%	1%	1%
		18%	17%	33%	21%	5%	27%	73%efg	3%	27%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Payphone	60	21	39	12	49	19	11	37	2	4	2
	3%	2%	4%	2%	3%	2%	5%	3%	6%	9%	8%
		35%	65% ^b	19%	81%	32%	17% ^h	62%	4%	7% ^a	3%
Directory enquiries via BT phonebook	37	24	13	13	25	16	6	28	2	-	-
	2%	2%	1%	2%	2%	2%	3%	2%	5%	-	-
		65%	35%	34%	66%	42%	15%	75%	5%	-	-
Directory enquiries via phone	68	34	34	19	48	27	4	47	1	-	1
	3%	3%	3%	3%	3%	3%	2%	3%	4%	-	3%
		50%	50%	29%	71%	40%	6%	69%	2%	-	1%
Directory enquiries via internet	139	77	62	53	86	66	14	85	3	3	5
	6%	7%	6%	8%	6%	7%	7%	6%	7%	6%	21%
		55%	45%	38% ^e	62%	48%	10%	61%	2%	2%	3%
Itemised billing - that you pay extra for	101	71	30	53	48	62	13	76	4	3	1
	5%	7%	3%	8%	3%	7%	7%	5%	9%	6%	4%
		ce 70% ^{ac}	30%	52% ^{ae}	48%	62% ^{aa}	13%	75%	4%	3%	1%
SUMMARY CODE											
ANY DIRECTORY ENQUIRIES	202	110	92	69	133	88	21	132	4	3	5
	9%	10%	8%	11%	9%	10%	11%	9%	12%	6%	21%
		55%	45%	34%	66%	43%	10%	65%	2%	1%	2%
None of these	1794	890	903	515	1278	757	150	1179	28	37	17
	83%	82%	84%	81%	84%	83%	78%	83%	73%	78%	76%
		50%	50%	29%	71%	42%	6%	66%	2%	2%	1%
Don't know	37	12	25	10	27	7	2	23	1	-	-
	2%	1%	2%	1%	2%	1%	1%	2%	2%	-	-
		33%	67%	26%	74%	19%	5%	61%	2%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Payphone	60	5	5	8	7	9	13	47	2	5	6	16	5
	3%	10%	10%	10%	9%	7%	7%	2%	3%	5%	7%	2%	1%
		8%ah	8%ah	13%ah	11%ah	16%ah	21%ah	79%	3%	9%	9%h	27%	8%
Directory enquiries via BT phonebook	37	2	1	3	3	3	6	32	-	2	-	12	5
	2%	4%	2%	1%	4%	2%	3%	2%	-	2%	-	2%	1%
		5%	3%	2%	7%	8%	15%	85%	-	7%	-	33%	14%
Directory enquiries via phone	68	-	-	3	1	3	5	63	2	5	2	21	11
	3%	-	-	4%	2%	2%	3%	3%	2%	5%	2%	3%	3%
		-	-	4%	2%	5%	7%	93%	2%	7%	2%	31%	16%
Directory enquiries via internet	139	3	3	7	8	15	21	118	4	15	5	61	24
	6%	6%	7%	9%	11%	11%	12%	6%	6%	15%	7%	8%	6%
		2%	2%	5%	6%	11%h	15%ah	85%	3%	11%ah	4%	44%	18%
Itemised billing - that you pay extra for	101	1	3	2	2	13	16	85	6	8	4	53	22
	5%	2%	6%	3%	3%	10%	9%	4%	8%	7%	5%	7%	5%
		1%	3%	2%	2%	13%ah	16%ah	84%	6%	8%	4%	52%a	22%
SUMMARY CODE													
ANY DIRECTORY ENQUIRIES	202	4	5	9	11	18	27	175	6	18	7	73	36
	9%	8%	9%	12%	15%	13%	15%	9%	9%	17%	9%	10%	8%
		2%	2%	5%	5%	9%	13%ah	87%	3%	9%ah	3%	36%	16%
None of these	1794	38	38	58	52	99	133	1660	49	77	64	644	361
	83%	80%	75%	74%	71%	74%	72%	84%	74%	75%	80%	84%	84%
		efg	2%	2%	3%	6%	7%	93%defgij	3%	4%	4%	36%	20%
Don't know	37	-	-	1	2	-	2	35	4	-	-	3	7
	2%	-	-	2%	2%	-	1%	2%	6%	-	-	*	2%
		l	-	4%	5%	-	5%	95%	10%afghj	-	-	9%	18%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Payphone	60	7	16	7	21	6	-	2	1	-	-	1
	3%	2%	4%	2%	3%	2%	-	4%	3%	-	-	13%
		11%	26%a	12%	34%	10%	-	3%	1%	-	-	2%
Directory enquiries via BT phonebook	37	3	9	7	13	5	-	1	-	-	-	-
	2%	1%	2%	2%	2%	2%	-	2%	-	-	-	-
		9%	23%	18%	35%	12%	-	3%	-	-	-	-
Directory enquiries via phone	68	6	11	11	15	9	2	8	2	2	-	1
	3%	2%	3%	3%	3%	4%	2%	16%	10%	7%	-	13%
		9%	17%	16%	22%	13%	2%	12%abode	3%	3%	-	2%
Directory enquiries via internet	139	25	16	18	44	13	9	9	3	1	-	3
	6%	6%	4%	5%	8%	5%	8%	18%	12%	4%	-	26%
		18%	11%	13%	32%	9%	6%	6%abode	2%	1%	-	2%
Itemised billing - that you pay extra for	101	13	21	14	22	16	4	3	1	6	-	-
	5%	3%	6%	4%	4%	7%	4%	7%	6%	22%	-	-
		12%	21%	14%	22%	16%	4%	3%	1%	6%	-	-
SUMMARY CODE												
ANY DIRECTORY ENQUIRIES	202	30	26	30	60	24	9	16	4	2	-	3
	9%	8%	7%	8%	10%	10%	8%	34%	19%	7%	-	26%
		15%	13%	15%	30%	12%	4%	6%abode	2%	1%	-	1%
None of these	1794	342	294	310	489	191	89	28	16	21	7	8
	83%	86%	83%	84%	83%	81%	88%	58%	75%	75%	100%	74%
		19%g	16%g	17%g	27%g	11%g	5%g	2%	1%	1%	-	4%
Don't know	37	5	5	11	10	4	1	1	-	-	-	-
	2%	1%	1%	3%	2%	2%	1%	2%	-	-	-	-
		13%	14%	30%	28%	10%	3%	3%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Payphone	60	7	6	10	14	10	4	3	4	2	-	1	28	18	3	5	5	1
	3%	2%	3%	2%	4%	3%	2%	3%	3%	3%	-	13%	4%	2%	3%	2%	5%	13%
		12%	9%	16%	23%	16%	7%	6%	6%	3%	-	2%	46% ^m	31%	5%	9%	8%	2%
Directory enquiries via BT phonebook	37	7	6	6	7	1	6	2	-	3	-	-	14	18	1	1	4	-
	2%	2%	4%	1%	2%	*	3%	2%	-	4%	-	-	2%	2%	1%	*	4%	-
		19%	16% ^{eh}	16%	18%	4%	15% ^{ee}	4%	-	7% ^{eh}	-	-	37%	48%	2%	3%	10% ^o	-
Directory enquiries via phone	68	7	5	11	10	4	7	9	6	7	-	1	18	37	3	4	4	1
	3%	2%	3%	3%	3%	1%	4%	9%	4%	11%	-	13%	2%	4%	3%	2%	4%	13%
		11%	8%	17%	15%	5%	10%	13% ^{acde}	9%	10% ^{abode}	-	2%	27%	55%	5%	6%	6%	2%
Directory enquiries via internet	139	22	7	19	20	10	20	5	25	8	1	3	45	75	3	6	7	3
	6%	6%	4%	4%	6%	3%	11%	5%	17%	12%	6%	26%	6%	8%	3%	2%	7%	26%
		16%	5%	14%	14%	7%	15% ^{bce}	4%	18% ^{abode}	6% ^{bce}	1%	2%	33% ^o	54% ^o	2%	4%	5% ^o	2%
Itemised billing - that you pay extra for	101	21	4	18	12	12	14	5	6	7	3	-	28	60	2	7	4	-
	5%	6%	3%	4%	3%	4%	7%	5%	4%	11%	12%	-	4%	6%	2%	3%	4%	-
		21%	4%	18%	12%	12%	14%	5%	6%	7% ^{bcd}	2%	-	27%	59% ^l	2%	7%	4%	-
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	202	31	15	29	26	13	29	14	31	11	1	3	63	109	7	10	11	3
	9%	8%	9%	6%	7%	4%	15%	14%	21%	18%	6%	26%	8%	11%	7%	4%	12%	26%
		15%	7% ^{ee}	14%	13%	6%	14% ^{acde}	7% ^{ce}	15% ^{abode}	6% ^{acde}	1%	1%	31% ^o	54% ^o	3%	5%	6% ^o	1%
None of these	1794	310	138	374	298	264	151	79	108	48	17	8	625	769	84	227	80	8
	83%	84%	84%	84%	84%	88%	78%	78%	75%	76%	82%	74%	83%	80%	86%	91%	82%	74%
		17% ^h	8%	21% ^h	17% ^h	15% ^{lghi}	8%	4%	6%	3%	1%	*	35%	43%	5%	13% ^{lmp}	4%	*
Don't know	37	6	3	14	8	3	2	1	-	-	-	-	17	17	3	1	-	-
	2%	2%	2%	3%	2%	1%	1%	1%	-	-	-	-	2%	2%	3%	*	-	-
		16%	8%	38%	23%	9%	5%	2%	-	-	-	-	45%	45%	7%	3%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Payphone	60	59	1	-
	3%	3%	5%	-
		98%	2%	-
Directory enquiries via BT phonebook	37	37	-	-
	2%	2%	1%	-
		99%	1%	-
Directory enquiries via phone	68	66	1	-
	3%	3%	5%	-
		98%	2%	-
Directory enquiries via internet	139	137	2	-
	6%	6%	7%	-
		99%	1%	-
Itemised billing - that you pay extra for	101	101	-	-
	5%	5%	-	-
		100%	-	-
SUMMARY CODE				
ANY DIRECTORY ENQUIRIES	202	198	4	-
	9%	9%	13%	-
		98%	2%	-
None of these	1794	1771	23	-
	83%	83%	85%	-
		99%	1%	-
Don't know	37	37	-	-
	2%	2%	-	-
		100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Comfortable on present income	894	471	424	121	168	126	129	152	107	92	289	407	199	549	345	229	490	175
	41%	45%	38%	40%	41%	36%	38%	45%	47%	47%	41%	40%	47%	51%	32%	54%	44%	28%
		or 53% ^c	47%	14%	19%	14%	14%	17% ^f	12% ^d ^g	10% ^d ^g	32%	45%	22% ^a ^k	61% ^a ^o	39%	26% ^a ^q ^r	55% ^r	20%
Coping on present income	898	408	490	119	170	152	142	134	99	82	289	428	180	397	500	150	454	293
	41%	39%	44%	39%	42%	43%	42%	40%	43%	42%	41%	42%	43%	37%	46%	35%	41%	46%
		np 45%	55% ^b	13%	19%	17%	16%	15%	11%	9%	32%	48%	20%	44%	56% ^a ⁿ	17%	51%	33% ^a ^p ^q
Finding it difficult on present income	206	91	116	17	47	46	42	35	13	7	64	123	20	79	127	23	92	92
	10%	9%	10%	6%	12%	13%	12%	10%	6%	4%	9%	12%	5%	7%	12%	6%	8%	14%
		djmp 44%	56%	8%	23% ^d ^j	22% ^d ^j	20% ^d ^j	17% ^d ^j	6%	3%	31% ^m	59% ^m	10%	38%	62% ⁿ	11%	44%	44% ^a ^p ^q
Finding it very difficult on present income	72	31	40	7	12	17	18	11	5	2	18	46	7	17	54	6	27	39
	3%	3%	4%	2%	3%	5%	5%	3%	2%	1%	3%	4%	2%	2%	5%	1%	2%	6%
		mn 44%	56%	10%	16%	23% ^j	26% ^j	15%	6%	3%	26%	65% ^m	10%	24%	76% ^a ⁿ	9%	37%	54% ^a ^p ^q
Rather not say	93	48	45	39	10	9	10	7	4	13	49	26	18	35	58	15	44	33
	4%	5%	4%	13%	2%	3%	3%	2%	2%	7%	7%	3%	4%	3%	5%	4%	4%	5%
		il 51%	49%	42% ^a ^e ^f	10%	10%	11%	7%	5%	14% ^e ^f ^q	53% ^a ^l	28%	19%	37%	63% ⁿ	16%	48%	36%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Comfortable on present income	894 41%	770 42% eilq 86%e	71 39% 8%	38 35% 4%	15 31% 2%	44 49% 5%llq	109 48% 12%hkkloq	66 38% 7%	50 33% 6%	98 55% 11%ahik lnopq	89 38% 10%	89 34% 10%	153 40% 17%hikl oq	72 39% 8%	38 35% 4%	71 39% 8%	15 31% 2%
Coping on present income	898 41%	744 41% j 83%	71 38% 6%	55 51% 6%	28 57% 3%abc	35 39% 4%	91 40% 10%j	82 47% 9%j	71 46% 8%j	52 29% 6%	110 47% 12%jlm	98 37% 11%	119 37% 13%	87 47% 10%jln	55 51% 6%jlm	71 38% 8%	28 57% 3%afgilm
Finding it difficult on present income	206 10%	180 10% 87%	14 6% 7%	7 7% 4%	5 9% 2%	5 5% 2%	22 10% 11%	10 6% 5%	23 15% 11%afh	14 8% 7%	23 10% 11%	35 13% 17%lh	30 10% 15%	16 9% 8%	7 7% 4%	14 8% 7%	5 9% 2%
Finding it very difficult on present income	72 3%	56 3% 77%	11 6% 15%	5 4% 7%	1 2% 1%	6 7% 9%gkjm	2 1% 3%	4 2% 5%	4 3% 5%	8 4% 11%	3 1% 5%	17 7% 24%aghk m	6 2% 8%	5 3% 7%	5 4% 7%	11 6% 15%gkjm	1 2% 1%
Rather not say	93 4%	72 4% g 77%	17 9% 19%abe	3 3% 3%	* 1% 1%	- - -	2 1% 2%	13 8% 14%fgknq	6 4% 7%	7 4% 7%	7 3% 7%	23 9% 24%afg kmnq	12 4% 13%g	3 1% 3%	3 3% 3%	17 9% 19%afgkjm nq	* 1% 1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Comfortable on present income	894	787	103	113	747	68	397	97	368	424	78	53	85	475	569
	41%	42%	38%	29%	44%	21%	48%	24%	49%	43%	36%	41%	43%	42%	42%
		dfh 88%	12%	13%	84%df	8%	44%af	11%	41%ah	47%	9%	6%	9%	53%	64%
Coping on present income	898	802	90	182	691	176	339	213	302	419	91	63	83	486	591
	41%	43%	33%	46%	41%	53%	41%	52%	40%	43%	42%	49%	42%	43%	43%
		c 89%cf	10%	20%	77%	20%ag	36%	24%ai	34%	47%	10%	7%	9%	54%	66%
Finding it difficult on present income	206	164	43	63	139	54	78	67	65	102	30	7	15	120	138
	10%	9%	16%	16%	8%	16%	9%	16%	9%	10%	14%	5%	8%	11%	10%
		79%	21%ab	30%ae	67%	26%ag	38%	32%ai	31%	49%	15%aj	3%	8%	58%	67%
Finding it very difficult on present income	72	59	11	30	37	28	14	30	12	22	11	4	9	32	41
	3%	3%	4%	8%	2%	9%	2%	7%	2%	2%	5%	3%	5%	3%	3%
		gi 82%	16%	41%ae	51%	39%ag	19%	42%ai	17%	30%	16%aj	6%	13%aj	44%	57%
Rather not say	93	70	23	8	68	3	2	3	2	16	4	2	4	19	24
	4%	4%	8%	2%	4%	1%	*	1%	*	2%	2%	2%	2%	2%	2%
		dfg 75%	25%ab	9%	74%	3%	2%	3%	2%	17%	5%	2%	4%	21%	25%
	hijn o														

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Comfortable on present income	894 41%	247 44% 28%	221 45% 25%	399 44% 45%	334 42% 37%	207 49% 23%aeh	528 44% 59%h	366 38% 41%	56 58% 6%aeghj	533 44% 60%h
Coping on present income	898 41%	248 44% 28%	205 42% 23%	403 44% 45%	366 46% 41%hi	167 40% 19%	523 44% 58%h	374 39% 42%	32 33% 4%	526 43% 59%h
Finding it difficult on present income	206 10%	47 8% 23%	52 11% 25%	85 9% 41%	74 9% 36%	36 8% 17%	109 9% 53%	97 10% 47%	6 6% 3%	112 9% 54%
Finding it very difficult on present income	72 3%	9 2% cdgj 13%	4 1% 6%	12 1% 17%	17 2% 24%	6 1% 9%	23 2% 32%	49 5% 68%aefgj	1 1% 2%	25 2% 34%
Rather not say	93 4%	13 2% cdefgj 14%	6 1% 7%	17 2% 18%	12 1% 12%	5 1% 5%	17 1% 18%	76 8% 82%aefgji	2 2% 2%	17 1% 18%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Comfortable on present income	894 41%	487 45%	407 38%	288 45%	606 40%	407 45%	18 9%	656 46%	4 9%	2 5%	-
Coping on present income	898 41%	gij 54% ^c 466 43%	431 40%	257 40%	640 42%	392 43%	2% 41%	73% ^{agij} 619 43%	10 26%	27 58%	6 25%
Finding it difficult on present income	206 10%	90 8%	117 11%	66 10%	141 9%	84 9%	66 34%	97 7%	17 44%	14 30%	11 47%
Finding it very difficult on present income	72 3%	h 44% 22 2%	50 5%	17 3%	55 4%	21 2%	22 12%	25 2%	6 16%	4 8%	5 24%
Rather not say	93 4%	bdfh 18% 16 2%	77 7%	11 2%	82 5%	9 1%	7 3%	27 2%	2 5%	-	1 4%
			82% ^{ab}	12%	88% ^d	10%	7%	29%	2%	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Comfortable on present income	894	16	17	25	21	29	46	849	22	24	21	347	181
	41%	32%	34%	32%	28%	22%	25%	43%	33%	24%	26%	45%	42%
Coping on present income	efgjk 2%	2%	3%	2%	3%	5%	95%efgjk	2%	2%	3%	2%	39%	20%
	898	22	18	28	34	65	90	807	25	50	37	340	183
41%	46%	35%	46%	35%	41%	48%	49%	37%	49%	45%	44%	43%	43%
Finding it difficult on present income	206	4	8	15	11	26	32	174	10	19	15	67	42
	10%	8%	16%	19%	16%	19%	18%	9%	15%	18%	19%	9%	10%
Finding it very difficult on present income	72	2%	4%	7%ah	6%	12%ah	16%ah	84%	5%	9%ah	7%ah	33%	20%
	3%	7	4	7	7	15	16	56	8	10	6	9	14
Rather not say	93	14%	8%	10%	10%	9%	12%	9%	3%	12%	7%	1%	3%
	4%	l 9%ah	5%	10%ah	10%ah	5%	21%ah	22%ah	9%	11%ah	13%ah	8%	20%ah
		-	4	-	-	-	-	93	2	-	8	9	-
		-	7%	5%	-	-	-	5%	4%	-	3%	1%	2%
		fgl -	4%efgj	5%fgj	-	-	-	100%fgj	3%fg	-	2%g	8%	10%

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classification (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Comfortable on present income	894	143	133	140	241	119	53	34	11	7	-	2
	41%	36%	38%	38%	41%	51%	53%	69%	55%	38%	100%	22%
Coping on present income		16%	15%	16%	27%	13%abcd	6%abcd	4%abode	1%	1%	1%	*
	898	182	157	159	251	77	34	12	7	14	-	4
Finding it difficult on present income	41%	46%	44%	43%	43%	33%	34%	25%	34%	50%	-	40%
		20%efg	17%eg	18%eg	28%eg	9%	4%	1%	1%	2%	-	*
Finding it difficult on present income	206	38	36	41	58	17	10	2	1	-	-	4
	10%	10%	10%	11%	10%	7%	10%	4%	3%	-	-	38%
Finding it very difficult on present income		18%	17%	20%	28%	8%	5%	1%	*	-	-	2%
	72	16	18	13	10	9	4	-	-	3	-	-
Rather not say	3%	4%	5%	4%	2%	4%	4%	-	-	9%	-	-
		22%d	24%d	19%	14%	12%	6%	-	-	4%	-	-
	93	18	11	17	30	15	-	1	2	1	-	-
	4%	4%	3%	5%	5%	6%	-	2%	8%	3%	-	-
		19%	12%	18%l	32%l	16%l	-	1%	2%	1%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
	894	120	60	174	146	127	89	57	80	27	14	2	271	481	37	75	28	2	
41%		33%	37%	39%	41%	43%	46%	56%	56%	42%	65%	22%	36%	50%	37%	30%	28%	22%	
		13%	7%	19%	16%a	14%a	10%a	6%abcde	9%abcde	3%	2%	*	30%	54%lnop	4%	8%	3%	*	
	898	183	61	187	148	128	77	32	45	26	7	4	335	357	49	103	50	4	
41%		50%	37%	42%	42%	43%	40%	31%	31%	41%	35%	40%	45%	37%	50%	41%	51%	40%	
		20%bcdlgh	7%	21%h	16%	14%h	9%	4%	5%	3%	1%	*	37%lm	40%	5%lm	11%	6%lm	*	
	206	37	29	44	33	22	17	5	10	6	-	4	78	57	10	39	19	4	
10%		10%	18%	10%	9%	7%	9%	5%	7%	9%	-	38%	10%	6%	10%	15%	19%	38%	
		18%	14%acde	21%	16%	10%	8%	2%	5%	3%	-	2%	38%lm	28%	5%	19%lm	9%lm	2%	
	72	17	8	18	8	8	1	6	4	3	-	-	35	16	*	20	1	-	
3%		5%	5%	4%	2%	3%	1%	6%	3%	4%	-	-	5%	2%	*	8%	1%	-	
		23%l	11%l	25%l	10%	11%	2%	9%df	5%	4%	-	-	48%lm	22%	1%	28%lmnp	1%	-	
	93	12	6	20	22	15	9	2	5	2	-	-	31	45	2	14	1	-	
4%		3%	4%	4%	6%	5%	4%	2%	4%	4%	-	-	4%	5%	2%	6%	1%	-	
		13%	7%	21%	23%	16%	9%	2%	5%	3%	-	-	33%	48%	2%	15%	1%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Comfortable on present income	894 41%	887 42% 99% ^b	7 27% 1%	- - -
Coping on present income	898 41%	880 41% 98%	18 66% 2% ^a	- - -
Finding it difficult on present income	206 10%	205 10% 99%	1 5% 1%	- - -
Finding it very difficult on present income	72 3%	71 3% 99%	* 1% 1%	- - -
Rather not say	93 4%	93 4% 100%	- - -	- - -

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Up to £2,999	56 3%	27 3% jlm 47%	29 3% 53%	18 6% 33% agh ij	12 3% 22% ij	9 3% 16% ij	8 2% 14% ij	8 2% 14% ij	1 * 1%	- - -	31 4% 55% alm	25 2% 44% m	1 * 1%	20 2% 35%	36 3% 65% un	7 2% 13%	26 2% 46%	23 4% 42%
£3,000 - £6,999	57 3%	22 2% npq 39%	35 3% 61%	6 2% 11%	12 3% 21%	8 2% 15%	10 3% 18%	12 4% 21%	5 2% 9%	3 1% 5%	18 3% 32%	31 3% 54%	8 2% 14%	5 * 8%	52 5% 92% an	- - -	12 1% 20%	45 7% 80% apq
£7,000 - £9,999	87 4%	32 3% np 37%	55 5% 63% b	7 2% 8%	15 4% 17%	10 3% 12%	16 5% 18%	14 4% 16%	13 6% 15% d	13 6% 14% d	21 3% 24%	41 4% 47%	25 6% 29% ak	19 2% 22%	68 6% 78% an	3 1% 4%	30 3% 34% p	54 9% 62% apq
£10,000 - £12,999	75 3%	32 3% np 43%	43 4% 57%	7 2% 10%	11 3% 15%	9 3% 12%	9 2% 11%	17 5% 23%	10 5% 14%	11 6% 15% ad f 9	19 3% 25%	35 3% 46%	22 5% 29% k	18 2% 24%	57 5% 76% an	1 * 2%	36 3% 48% p	38 6% 50% apq
£13,000 - £15,499	53 2%	25 2% p 48%	27 2% 52%	11 4% 21%	11 3% 20%	5 1% 9%	8 2% 15%	5 2% 10%	7 3% 13%	6 3% 12%	22 3% 41%	18 2% 34%	13 3% 25%	17 2% 32%	36 3% 68% n	2 * 4%	22 2% 41%	29 5% 5% apq
£15,500 - £16,999	50 2%	29 3% p 58%	21 2% 42%	3 1% 7%	11 3% 21%	2 1% 5%	10 3% 19%	11 3% 21% f	7 3% 14% f	6 3% 12% f	14 2% 28%	23 2% 45%	13 3% 26%	15 1% 29%	35 3% 71% n	2 1% 4%	26 2% 52% p	22 3% 44% p
£17,000 - £17,999	31 1%	12 1% 38%	19 2% 62%	2 1% 8%	7 2% 24%	8 2% 21%	7 2% 15%	5 1% 4%	2 1% 6%	9 1% 30%	19 2% 30%	3 1% 60%	2 1% 10%	9 1% 30%	22 2% 70% n	2 * 5%	21 2% 66%	9 1% 28%
£18,000 - £19,999	51 2%	18 2% 36%	33 3% 64%	4 1% 8%	8 2% 16%	10 3% 20%	6 2% 13%	12 3% 23%	6 3% 12%	4 2% 7%	12 2% 24%	29 3% 56%	10 2% 20%	33 3% 65% o	18 2% 35%	9 2% 18%	32 3% 62%	10 2% 19%
£20,000 - £22,999	70 3%	35 3% p 50%	35 3% 50%	3 1% 5%	19 5% 27% d	15 4% 22% d	9 3% 13%	11 3% 16%	6 3% 9%	5 3% 7%	22 3% 32%	36 3% 52%	11 3% 16%	28 3% 40%	42 4% 60%	4 1% 5%	48 4% 69% p	18 3% 25% p
£23,000 - £26,999	86 4%	44 4% g 51%	42 4% 49%	16 5% 18% g	23 6% 27% gij	18 5% 21% g	5 1% 6%	12 4% 14%	8 3% 9%	4 2% 4%	39 5% 45% m	35 3% 41%	12 3% 14%	47 4% 45%	47 4% 55%	11 3% 13%	55 5% 64%	19 3% 23%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
£27,000 - £29,999	77	42	35	6	22	17	15	9	5	3	28	41	8	42	35	14	51	12
4%		4%	3%	2%	5%	5%	4%	3%	2%	2%	4%	4%	2%	4%	3%	3%	5%	2%
		r	55%	8%	28% <i>dj</i>	22%	19%	12%	7%	4%	36%	53% <i>lm</i>	11%	54%	46%	18%	66% <i>lr</i>	15%
£30,000 - £33,999	63	36	26	6	18	11	13	10	4	1	24	34	5	41	22	18	37	7
3%		3%	2%	2%	4%	3%	4%	3%	2%	1%	3%	3%	1%	4%	2%	4%	3%	1%
		jmr	58%	9%	28% <i>j</i>	18% <i>j</i>	20% <i>j</i>	16%	6%	2%	38% <i>m</i>	54% <i>lm</i>	8%	65% <i>lo</i>	35%	30% <i>lr</i>	59% <i>lr</i>	12%
£34,000 - £36,999	45	26	20	2	16	4	11	4	4	4	18	19	8	27	18	11	29	5
2%		2%	2%	1%	4%	1%	3%	1%	2%	2%	3%	2%	2%	3%	2%	3%	3%	1%
		r	57%	5%	35% <i>adh</i>	9%	25%	9%	9%	8%	40%	42%	17%	60%	40%	25% <i>lr</i>	64% <i>lr</i>	11%
£37,000 - £39,999	35	21	14	2	8	13	7	2	3	1	9	22	4	30	6	10	24	2
2%		2%	1%	1%	2%	4%	2%	1%	1%	1%	1%	2%	1%	3%	1%	2%	2%	-
		or	59%	4%	22%	38% <i>adh</i>	20%	6%	8%	4%	26%	62%	11%	84% <i>lo</i>	16%	27% <i>lr</i>	67% <i>lr</i>	6%
£40,000 - £42,999	47	26	21	6	13	6	7	11	1	2	19	25	3	31	16	13	31	2
2%		2%	2%	2%	3%	2%	2%	3%	1%	1%	3%	2%	1%	3%	1%	3%	3%	-
		imr	55%	14%	27% <i>ai</i>	14%	16%	23% <i>ai</i>	3%	4%	41% <i>m</i>	53% <i>lm</i>	7%	65% <i>lo</i>	35%	29% <i>lr</i>	66% <i>lr</i>	5%
£43,000 - £46,999	29	12	8	3	12	3	4	5	1	1	15	12	2	22	8	10	19	-
1%		2%	1%	1%	3%	1%	1%	2%	-	1%	2%	1%	1%	2%	1%	2%	2%	-
		r	73% <i>c</i>	9%	41% <i>ai</i>	10%	15%	17%	4%	4%	50% <i>m</i>	42%	8%	74% <i>lo</i>	26%	35% <i>lr</i>	65% <i>lr</i>	-
£47,000 - £49,999	44	23	22	2	10	13	16	4	-	-	12	32	-	33	11	9	32	4
2%		2%	2%	1%	2%	4%	5%	1%	-	-	2%	3%	-	3%	1%	2%	3%	1%
		ijmor	51%	4%	23% <i>j</i>	28% <i>dj</i>	35% <i>adh</i>	10%	-	-	27% <i>m</i>	73% <i>m</i>	-	75% <i>lo</i>	25%	20% <i>lr</i>	72% <i>lr</i>	8%
£50,000 - £74,999	119	62	57	10	33	23	28	20	4	1	43	71	5	104	15	51	62	5
6%		6%	5%	3%	8%	7%	8%	6%	2%	-	6%	7%	1%	10%	1%	12%	6%	1%
		ijmor	52%	9% <i>j</i>	28% <i>dj</i>	19% <i>j</i>	23% <i>dj</i>	17% <i>j</i>	4%	-	36% <i>m</i>	60% <i>lm</i>	4%	87% <i>ao</i>	13%	43% <i>aqr</i>	52% <i>lr</i>	5%
£75,000 or over	84	48	36	4	11	25	28	15	1	-	14	68	1	73	10	50	34	-
4%		5%	3%	1%	3%	7%	8%	4%	-	-	2%	7%	-	7%	1%	12%	3%	-
		dijkmor	57%	5%	13% <i>j</i>	30% <i>ade</i>	34% <i>ade</i>	18% <i>dj</i>	1%	-	17% <i>m</i>	82% <i>akm</i>	1%	88% <i>ao</i>	12%	59% <i>aqr</i>	41% <i>lr</i>	-
SUMMARY CODES																		
UP TO £15,499	328	139	190	50	61	41	50	57	36	33	111	149	69	79	250	14	125	190
15%		13%	17%	16%	15%	12%	15%	17%	16%	17%	16%	14%	16%	7%	23%	3%	11%	30%
		npg	42%	15%	19%	13%	15%	17%	11%	10%	34%	45%	21%	24%	76% <i>an</i>	4%	38% <i>p</i>	58% <i>apq</i>

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
£15,500 - £29,999	364	180	184	35	90	71	52	60	34	24	125	182	58	165	199	42	233	89
	17%	17%	17%	11%	22%	20%	15%	18%	15%	12%	18%	18%	14%	15%	18%	10%	21%	14%
		djp 49%	51%	10%	25%adg	19%dj	14%	16%	9%	6%	34%	50%um	16%	45%	55%	12%	64%aprr	25%
UP TO £17,999	410	180	230	56	79	51	66	72	44	41	135	190	85	103	307	18	172	220
	19%	17%	21%	18%	19%	15%	20%	21%	19%	21%	19%	18%	20%	10%	28%	4%	16%	35%
		npq 44%	56%	14%	19%	13%	16%	18%af	11%	10%af	33%	46%	21%	25%	75%an	4%	42%ap	54%apq
£18,000 - £29,999	283	139	144	29	72	61	35	44	26	16	101	140	41	141	142	38	186	59
	13%	13%	13%	10%	18%	17%	10%	13%	11%	8%	14%	14%	10%	13%	13%	9%	17%	9%
		jmpr 49%	51%	10%	26%ada	21%daq	13%	16%	9%	6%	38%am	50%am	15%	50%	50%	14%	66%aprr	21%
£30,000 OR MORE	466	262	204	34	120	98	114	72	18	10	154	284	28	361	105	173	267	26
	22%	25%	18%	11%	29%	28%	34%	21%	8%	5%	22%	28%	7%	33%	10%	41%	24%	4%
		cdijmor 56%ac	44%	7%aj	26%adh	21%adi	25%adh	15%dj	4%	2%	33%am	61%akm	6%	77%ao	23%	37%aqr	57%r	6%
Rather not say	1004	468	537	184	136	139	125	152	140	129	320	415	269	473	532	196	482	327
	46%	45%	48%	61%	33%	40%	37%	45%	61%	66%	46%	40%	63%	44%	49%	46%	44%	52%
		efgl 47%	53%	18%aef	14%	14%	12%	15%e	14%aef	13%aef	32%	41%	27%akl	47%	53%un	19%	48%	33%aq

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Up to £2,999	56 3%	46 3% 82%	8 4% 14%	1 1% 2%	1 2% 2%	3 4% 6%	7 3% 13%	2 1% 4%	4 3% 8%	2 1% 4%	3 1% 5%	8 3% 15%	6 2% 11%	10 5% 17% ^{hijk}	1 1% 2%	8 4% 14%	1 2% 2%
£3,000 - £6,999	57 3%	47 3% 82%	3 2% 6%	5 4% 8%	2 4% 4%	4 4% 6%	4 2% 7%	4 2% 8%	9 6% 16% ^{agim}	2 1% 4%	5 2% 8%	9 3% 15%	5 2% 9%	5 3% 9%	5 4% 8%	3 2% 6%	2 4% 4%
£7,000 - £9,999	87 4%	75 4% 86%	7 4% 8%	3 2% 3%	3 6% 3%	4 5% 5%	7 3% 8%	6 4% 7%	11 7% 12%	5 3% 6%	6 3% 7%	14 6% 17%	12 4% 14%	9 5% 10%	3 2% 3%	7 4% 8%	3 6% 3%
£10,000 - £12,999	75 3%	61 3% 81%	3 2% 4%	9 8% 12% ^{abc}	2 5% 3%	2 3% 3%	11 5% 14%	7 4% 9%	5 4% 7%	9 5% 12%	10 4% 13%	5 2% 6%	8 2% 10%	5 3% 6%	9 8% 12% ^{almp}	3 2% 4%	2 5% 3%
£13,000 - £15,499	53 2%	44 2% 83%	3 2% 7%	3 3% 6%	2 4% 4%	2 2% 3%	9 4% 17% ^d	5 3% 10%	6 4% 12% ^d	11 6% 20% ^{aklmn}	4 2% 7%	2 1% 4%	4 1% 8%	2 1% 3%	3 3% 6%	3 2% 7%	2 4% 4% ^{lmn}
£15,500 - £16,999	50 2%	45 2% 90%	2 1% 4%	2 2% 4%	1 2% 2%	- - -	9 4% 18% ^m	6 3% 12%	6 4% 11%	5 3% 9%	6 3% 12%	7 3% 14%	4 1% 7%	4 2% 6%	3 2% 4%	2 1% 4%	1 2% 2%
£17,000 - £17,999	31 1%	24 1% 78%	4 2% 12%	2 2% 8%	1 2% 2%	2 2% 6% ^g	- - -	3 1% 8%	3 2% 10% ^g	7 4% 21% ^{agkm}	1 * 3%	3 1% 10%	2 1% 8%	3 2% 11%	2 8% ^g	4 12% ^g	1 2% 2% ^g
£18,000 - £19,999	51 2%	42 2% 83%	4 2% 8%	1 1% 2%	3 7% 7% ^{abod}	2 2% 4%	5 2% 9%	3 2% 7%	5 3% 9%	7 4% 13%	7 3% 14%	3 1% 5%	10 3% 20%	1 1% 2%	1 1% 2%	4 8%	3 7% 7% ^{aghiop}
£20,000 - £22,999	70 3%	56 3% 81%	5 3% 7%	4 4% 6%	4 9% 6% ^{abc}	- - -	8 4% 12%	6 3% 9%	7 4% 9%	5 3% 8%	12 5% 17% ^d	6 2% 9%	9 3% 12%	3 2% 5%	4 4% 6%	5 3% 7%	4 6% ^{afghilmnp}
£23,000 - £26,999	86 4%	76 4% 89% ⁱ	5 2% 5%	3 3% 4%	2 4% 2%	- - -	6 3% 8% ^d	7 4% 8% ^d	10 6% 11% ^{fl}	7 4% 8% ^d	20 9% 23% ^{afgl}	1 * 1%	16 5% 19% ^{fl}	8 5% 10% ^d	3 3% 4%	5 2% 5%	2 4% 2% ^{fl}

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
£27,000 - £29,999	77 4%	71 4% / 92%	2 1% 3%	2 2% 3%	1 3% 2%	6 7% 8%lp	6 3% 8%	6 3% 8%	6 4% 9%	7 4% 13%lp	15 6% 19%lp	2 1% 3%	12 4% 15%lp	10 6% 13%lp	2 2% 3%	2 1% 3%	1 3% 2%
£30,000 - £33,999	63 3%	54 3% 87%	1 1% 2%	6 5% 9%c	1 2% 2%	2 3% 4%	11 5% 17%lp	4 3% 7%	6 4% 9%	8 4% 13%lp	5 2% 9%	3 1% 5%	10 3% 16%	5 2% 7%	6 5% 9%lp	1 1% 2%	1 2% 2%
£34,000 - £36,999	45 2%	37 2% 81%	5 3% 11%	3 3% 7%	- - -	2 2% 4%	5 2% 11%	4 2% 9%	2 1% 4%	2 1% 4%	2 2% 11%	5 3% 19%	9 3% 15%	7 4% 15%	3 3% 7%	5 3% 11%	- - -
£37,000 - £39,999	35 2%	30 2% 86%	3 2% 9%	1 1% 3%	1 1% 1%	- - -	2 1% 5%	4 2% 12%lp	2 1% 6%	2 1% 6%	9 4% 25%agf	- - -	8 2% 21%lp	4 2% 11%lp	1 1% 3%	3 2% 9%lp	1 1% 1%lp
£40,000 - £42,999	47 2%	43 2% 91%	3 1% 5%	2 1% 3%	- - -	- - -	6 3% 12%	5 3% 12%	4 3% 9%	3 2% 6%	5 2% 11%	6 2% 13%	8 3% 17%	5 3% 10%	2 1% 3%	3 1% 5%	- - -
£43,000 - £46,999	29 1%	24 1% 82%	- - -	5 4% 16%abc	1 1% 2%c	- - -	4 2% 13%	1 - 2%	- - -	3 2% 10%	7 3% 25%lp	3 1% 11%	5 2% 17%	1 1% 4%	5 4% 16%ahnp	- - -	1 1% 2%lp
£47,000 - £49,999	44 2%	42 2% 96%	1 1% 3%	- - -	1 1% 1%	1 1% 3%	4 2% 10%	1 1% 3%	8 5% 19%ahnp	3 2% 7%	5 2% 11%	5 2% 11%	12 4% 27%	2 1% 5%	- - -	1 1% 3%	1 1% 1%
£50,000 - £74,999	119 6%	112 6% 94%cd	5 2% 4%	1 1% 1%	1 2% 1%	3 4% 3%	7 3% 6%	13 8% 11%gop	6 4% 5%	12 7% 10%o	13 6% 11%	10 4% 8%	34 11% 29%alfq llopq	14 8% 12%op	1 1% 1%	5 2% 4%	1 2% 1%
£75,000 or over	84 4%	73 4% eq 87%e	9 5% 11%e	2 1% 2%	- - -	- - -	8 4% 10%	7 4% 8%	5 3% 5%	8 5% 10%fq	8 4% 10%	14 5% 17%fq	17 5% 21%fq	5 3% 6%	2 1% 2%	9 5% 11%fq	- - -
SUMMARY CODES																	
UP TO £15,499	328 15%	273 15% 83%	24 13% 7%	21 19% 6%	10 21% 3%	15 17% 5%	38 17% 11%	25 15% 8%	35 23% 11%akimp	29 16% 9%	27 12% 8%	38 14% 12%	35 11% 11%	30 16% 9%	21 19% 6%km	24 13% 7%	10 21% 3%km

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
£15,500 - £29,999	364	315	21	15	13	10	35	31	36	37	61	23	53	29	15	21	13
	17%	17% I 86%	12% 6%	14% 4%	26% 3%abcd	11% 3%	16% 10%j	18% 9%j	23% 10%lp	21% 10%lp	26% 17%afgl mnop	9% 6%	17% 15%j	16% 8%j	14% 4%	12% 6%	26% 3%afghmnop
UP TO £17,999	410	342	30	25	12	17	47	34	44	40	34	48	41	37	25	30	12
	19%	19% m 84%	17% 6%	23% 3%	25% 3%	19% 4%	21% 11%km	19% 8%	23% 11%aklmp	20% 10%km	15% 8%	18% 12%	13% 10%	20% 9%	23% 6%km	17% 7%	25% 3%km
£18,000 - £29,999	283	245	15	11	11	8	26	22	27	26	54	12	47	23	11	15	11
	13%	13% I 87%	8% 5%	10% 4%	22% 4%abcd	9% 3%	11% 9%j	13% 8%j	17% 10%lp	15% 9%j	23% 19%afgh lmnop	5% 4%	15% 17%j	13% 8%j	10% 4%	8% 5%	22% 4%afghmnop
£30,000 OR MORE	466	415	27	19	4	9	46	40	33	41	55	46	103	42	19	27	4
	22%	23% celtp 89%ce	15% 6%	18% 4%	8% 1%	10% 2%	20% 10%jq	23% 9%jq	21% 7%jq	23% 9%jq	23% 12%lpq	18% 10%q	32% 22%afgl klmnopq	23% 9%jq	18% 4%	15% 6%	8% 1%
Rather not say	1004	819	111	52	22	56	107	78	51	71	90	155	130	82	52	111	22
	46%	45% jk 82%	60% 11%abe	49% 5%	45% 2%	62% 6%acqh ijkmn q	47% 11%j	45% 8%j	33% 5%	40% 7%	39% 9%	59% 15%acqh ijkmnq	44% 13%	40% 8%j	49% 5%j	60% 11%acqhik mnq	45% 2%j

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Up to £2,999	56	46	11	16	40	56	-	56	-	30	10	1	2	38	41
	3%	2%	4%	4%	2%	17%	-	14%	-	3%	5%	1%	1%	3%	3%
		gi 81%	19%	29%	71%	100%ag	-	100%ai	-	54%	18%am	1%	3%	68%	72%
£3,000 - £6,999	57	51	6	30	26	57	-	57	-	18	7	3	5	25	34
	3%	3%	2%	7%	2%	17%	-	14%	-	2%	3%	3%	3%	2%	2%
		agi 90%	10%	52%ae	46%	100%ag	-	100%ai	-	32%	12%	6%	10%	44%	60%
£7,000 - £9,999	87	72	15	32	53	87	-	87	-	38	10	8	12	45	61
	4%	4%	6%	8%	3%	27%	-	21%	-	4%	5%	6%	6%	4%	4%
		gi 83%	17%	36%ae	61%	100%ag	-	100%ai	-	44%	11%	9%	14%	52%	70%
£10,000 - £12,999	75	64	9	20	54	75	-	75	-	32	13	1	14	42	57
	3%	3%	3%	5%	3%	23%	-	18%	-	3%	6%	1%	7%	4%	4%
		gi 85%	12%	26%	72%	100%ag	-	100%ai	-	42%	17%ai	1%	19%ajln	56%	76%
£13,000 - £15,499	53	47	5	17	36	53	-	53	-	20	3	4	7	23	32
	2%	2%	2%	4%	2%	16%	-	13%	-	2%	2%	3%	3%	2%	2%
		gi 89%	10%	33%ae	67%	100%ag	-	100%ai	-	38%	6%	7%	13%	44%	60%
£15,500 - £16,999	50	45	6	16	34	-	50	50	-	24	6	3	6	29	35
	2%	2%	2%	4%	2%	-	6%	12%	-	2%	3%	2%	3%	3%	3%
		fi 89%	11%	33%ae	67%	-	100%af	100%ai	-	48%	12%	6%	13%	58%	70%
£17,000 - £17,999	31	27	4	10	22	-	31	31	-	17	3	4	1	19	22
	1%	1%	2%	2%	1%	-	4%	8%	-	2%	1%	3%	*	2%	2%
		fi 86%	14%	31%	69%	-	100%af	100%ai	-	55%	8%	12%	3%	61%	71%
£18,000 - £19,999	51	45	6	6	45	-	51	-	51	25	7	4	12	28	39
	2%	2%	2%	1%	3%	-	6%	-	7%	3%	3%	3%	6%	2%	3%
		fh 89%	11%	12%	88%	-	100%af	-	100%ah	49%	14%	8%	24%ajno	55%	77%
£20,000 - £22,999	70	59	11	10	60	-	70	-	70	35	6	6	7	38	46
	3%	3%	4%	2%	4%	-	8%	-	9%	4%	3%	5%	3%	3%	3%
		fh 84%	16%	14%	86%	-	100%af	-	100%ah	50%	8%	9%	10%	55%	66%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
£23,000 - £26,999	86	79	7	17	66	-	86	-	86	55	14	6	8	61	68
	4%	4%	3%	4%	4%	-	10%	-	11%	6%	6%	5%	4%	5%	5%
		th	92%	8%	20%	-	100%af	-	100%ah	64%	16%	7%	9%	71%	80%
£27,000 - £29,999	77	69	8	7	70	-	77	-	77	43	9	3	9	48	56
	4%	4%	3%	2%	4%	-	9%	-	10%	4%	4%	2%	5%	4%	4%
		th	89%	11%	9%	-	100%af	-	100%ah	56%	12%	4%	12%	63%	73%
£30,000 - £33,999	63	59	3	3	59	-	63	-	63	34	14	5	3	44	49
	3%	3%	1%	1%	4%	-	8%	-	8%	3%	6%	4%	1%	4%	4%
		dth	95%	5%	94%df	-	100%af	-	100%ah	55%	22%am	8%	5%	70%	77%
£34,000 - £36,999	45	41	4	3	43	-	45	-	45	28	4	9	3	31	38
	2%	2%	1%	1%	3%	-	5%	-	6%	3%	2%	7%	2%	3%	3%
		th	90%	8%	94%df	-	100%af	-	100%ah	62%	9%	19%ajkmno	7%	69%	85%
£37,000 - £39,999	35	34	2	6	29	-	35	-	35	24	4	3	1	27	29
	2%	2%	1%	2%	2%	-	4%	-	5%	2%	2%	3%	1%	2%	2%
		th	96%	4%	18%	-	100%af	-	100%ah	68%	12%	10%	4%	77%	82%
£40,000 - £42,999	47	41	6	6	40	-	47	-	47	30	4	1	2	33	35
	2%	2%	2%	2%	2%	-	6%	-	6%	3%	2%	1%	1%	3%	3%
		th	88%	12%	87%	-	100%af	-	100%ah	63%	8%	3%	4%	71%	74%
£43,000 - £46,999	29	23	6	1	29	-	29	-	29	20	1	3	1	20	24
	1%	1%	2%	*	2%	-	4%	-	4%	2%	*	2%	*	2%	2%
		dth	79%	21%	98%df	-	100%af	-	100%ah	67%	2%	10%	2%	69%	80%
£47,000 - £49,999	44	40	4	1	42	-	44	-	44	35	4	1	1	35	37
	2%	2%	2%	*	2%	-	5%	-	6%	4%	2%	1%	*	3%	3%
		dth	91%	9%	94%df	-	100%af	-	100%ah	79%am	9%	3%	2%	79%km	84%km
£50,000 - £74,999	119	105	14	13	106	-	119	-	119	81	5	6	1	84	84
	6%	6%	5%	3%	6%	-	14%	-	16%	8%	2%	4%	1%	7%	6%
		thm	88%	11%	89%df	-	100%af	-	100%ah	68%akm	4%	5%km	1%	71%akm	71%km

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minori ly Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
£75,000 or over	84	81	3	6	76	-	84	-	84	64	6	3	4	64	67
	4%	4%	1%	2%	5%	-	10%	-	11%	7%	3%	2%	2%	6%	5%
	h	cdf 97%	c	8%	91%	-	100%	-	100%	77%	akm	4%	5%	77%	am
SUMMARY CODES															
UP TO £15,499	328	280	45	115	209	328	-	328	-	139	43	17	40	174	225
	15%	15%	17%	29%	12%	100%	-	80%	-	14%	20%	13%	20%	15%	16%
		egi 85%	14%	35%	ae	100%	ag	100%	ai	42%	13%	5%	12%	53%	68%
£15,500 - £29,999	364	323	41	65	296	-	364	81	283	198	44	26	43	224	266
	17%	17%	15%	17%	18%	-	44%	20%	38%	20%	21%	21%	22%	20%	20%
		f 89%	11%	18%	81%	-	100%	22%	78%	54%	12%	7%	12%	61%	73%
UP TO £17,999	410	352	55	141	264	328	81	410	-	180	51	24	47	222	282
	19%	19%	20%	19%	16%	100%	10%	100%	-	18%	24%	18%	24%	20%	21%
		egi 86%	13%	34%	ae	80%	ag	100%	ai	44%	12%	6%	11%	54%	69%
£18,000 - £29,999	283	251	32	39	241	-	283	-	283	157	36	20	36	176	209
	13%	13%	12%	10%	14%	-	34%	-	38%	16%	17%	15%	18%	16%	15%
		fh 89%	11%	14%	85%	-	100%	-	100%	56%	13%	7%	13%	62%	74%
£30,000 OR MORE	466	423	41	39	424	-	466	-	466	316	41	32	16	339	362
	22%	22%	15%	10%	25%	-	56%	-	62%	32%	19%	25%	8%	30%	27%
		cdf 91%	c	8%	91%	-	100%	-	100%	68%	akmo	9%	3%	73%	akm
	hm	hm													
Rather not say	1004	856	141	176	753	-	-	-	-	329	86	53	97	395	510
	46%	45%	52%	45%	45%	-	-	-	-	33%	40%	41%	49%	35%	37%
		fah 85%	14%	18%	75%	-	-	-	-	33%	9%	5%	10%	39%	51%
	lno	lno													

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Up to £2,999	56 3%	12 2%	8 2%	18 2%	17 2%	10 2%	27 2%	29 3%	2 2%	27 2%
£3,000 - £6,999	57 3%	10 2%	6 1%	16 2%	15 2%	8 2%	23 2%	34 4%	2 2%	25 2%
£7,000 - £9,999	87 4%	21 4%	17 3%	33 4%	37 5%	8 2%	44 4%	43 5%	2 2%	45 4%
£10,000 - £12,999	75 3%	18 3%	20 4%	35 4%	27 3%	15 4%	42 3%	34 3%	2 2%	43 4%
£13,000 - £15,499	53 2%	19 3%	6 1%	21 2%	24 3%	5 1%	29 2%	24 3%	4 4%	30 2%
£15,500 - £16,999	50 2%	11 2%	11 2%	22 2%	24 3%	8 2%	32 3%	19 2%	4 4%	33 3%
£17,000 - £17,999	31 1%	10 2%	13 3%	19 2%	15 2%	7 2%	22 2%	10 1%	4 4%	22 2%
£18,000 - £19,999	51 2%	11 2%	13 3%	22 2%	25 3%	6 2%	32 3%	19 2%	2 2%	32 3%
£20,000 - £22,999	70 3%	22 4%	15 3%	35 4%	28 3%	15 4%	43 4%	27 3%	4 4%	43 4%
£23,000 - £26,999	86 4%	30 5%	31 6%	55 6%	45 6%	24 6%	66 6%	19 2%	4 4%	66 5%
		h 35%	a 36%	a 64%	h 53%	h 28%	h 77%	h 23%	h 5%	h 77%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
£27,000 - £29,999	77	19	28	42	34	17	51	26	3	52
	4%	3%	6%	5%	4%	4%	4%	3%	3%	4%
		25%	37%a	54%	45%	22%	66%	34%	3%	68%
£30,000 - £33,999	63	26	22	40	29	20	49	14	5	49
	3%	5%	4%	4%	4%	5%	78%h	1%	6%	4%
		h 42%	35%	64%	46%h	33%h	78%h	22%	9%h	79%h
£34,000 - £36,999	45	14	11	21	27	11	38	8	4	38
	2%	3%	2%	2%	3%	3%	3%	1%	4%	3%
		h 31%	24%	46%	59%h	24%h	83%h	17%	8%h	83%h
£37,000 - £39,999	35	14	15	25	21	9	30	5	1	30
	2%	2%	3%	3%	3%	2%	3%	1%	1%	2%
		h 40%	44%a	71%	59%h	26%h	86%h	14%	4%	86%h
£40,000 - £42,999	47	15	13	23	19	12	31	15	2	31
	2%	3%	3%	3%	2%	3%	3%	2%	2%	3%
		32%	28%	50%	41%	26%	67%	33%	4%	67%
£43,000 - £46,999	29	13	14	21	15	9	24	6	2	24
	1%	2%	3%	2%	2%	2%	2%	1%	2%	2%
		46%	48%a	70%	50%h	30%h	80%h	20%	6%	80%h
£47,000 - £49,999	44	23	18	33	22	18	39	6	3	39
	2%	4%	4%	4%	3%	4%	3%	1%	3%	3%
		h 52%a	41%a	75%a	49%h	41%ah	88%h	12%	6%h	88%h
£50,000 - £74,999	119	47	38	70	45	46	88	31	6	88
	6%	8%	8%	8%	6%	11%	7%	6%	6%	7%
		h 40%a	32%	58%a	38%h	38%aeghj	74%h	26%	5%	74%h
£75,000 or over	84	40	35	62	36	33	63	20	4	63
	4%	7%	7%	7%	4%	8%	5%	2%	4%	5%
		h 48%a	41%a	74%a	43%h	39%aah	76%h	24%	5%	76%h
SUMMARY CODES										
UP TO £15,499	328	80	57	124	121	46	165	164	12	170
	15%	14%	12%	13%	15%	11%	14%	17%	13%	14%
		f 24%	17%	38%	37%	14%	50%	50%dg	4%	52%

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
£15,500 - £29,999	364	103	111	194	170	77	244	120	21	247
	17%	18%	23%	21%	21%	18%	20%	12%	21%	20%
		<i>h</i> 28%	31% <i>a</i>	53% <i>a</i>	47% <i>a</i> <i>h</i>	21% <i>h</i>	67% <i>a</i> <i>h</i>	33%	6% <i>h</i>	68% <i>a</i> <i>h</i>
UP TO £17,999	410	101	81	165	159	61	218	192	20	224
	19%	18%	17%	18%	20%	14%	18%	20%	21%	18%
		<i>f</i> 25%	20%	40%	39% <i>f</i>	15%	53%	47% <i>f</i>	5%	55%
£18,000 - £29,999	283	82	87	153	132	62	191	92	13	193
	13%	15%	18%	17%	16%	15%	16%	10%	13%	16%
		<i>h</i> 29%	31% <i>a</i>	54% <i>a</i>	47% <i>a</i> <i>h</i>	22% <i>h</i>	68% <i>a</i> <i>h</i>	32%	4%	68% <i>a</i> <i>h</i>
£30,000 OR MORE	466	193	166	295	213	158	361	105	27	362
	22%	34%	34%	32%	26%	38%	30%	11%	28%	30%
		<i>h</i> 41% <i>a</i>	36% <i>a</i>	63% <i>a</i>	46% <i>a</i> <i>h</i>	34% <i>a</i> <i>e</i> <i>g</i> <i>h</i> <i>j</i>	78% <i>a</i> <i>h</i>	22%	6% <i>h</i>	78% <i>a</i> <i>h</i>
Rather not say	1004	189	154	303	299	140	430	575	36	433
	46%	33%	32%	33%	37%	33%	36%	60%	38%	36%
		<i>b</i> <i>c</i> <i>d</i> <i>f</i> <i>g</i> 19%	15%	30%	30%	14%	43%	57% <i>a</i> <i>e</i> <i>f</i> <i>g</i> <i>j</i>	4%	43%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Up to £2,999	56	16	40	11	45	18	18	28	3	2	5
	3%	2%	4%	2%	3%	2%	9%	2%	7%	4%	23%
		29%	71% ^b	20%	80%	32%	32% ^{ah}	50%	5%	3%	9%
£3,000 - £6,999	57	20	37	13	44	16	18	29	3	4	4
	3%	2%	3%	2%	3%	2%	10%	2%	9%	8%	18%
		36%	64% ^b	22%	78%	27%	32% ^{ah}	52%	6% ^{ah}	6%	7%
£7,000 - £9,999	87	44	43	27	61	36	18	59	9	2	1
	4%	4%	4%	4%	4%	4%	9%	4%	23%	3%	6%
		51%	49%	30%	70%	41%	21% ^{ah}	67%	10% ^{agh}	2%	2%
£10,000 - £12,999	75	40	35	20	56	38	10	60	1	3	1
	3%	4%	3%	3%	4%	4%	5%	4%	2%	6%	4%
		53%	47%	26%	74%	51%	13%	80%	1%	4%	1%
£13,000 - £15,499	53	23	30	10	43	21	9	34	1	3	1
	2%	2%	3%	2%	3%	2%	4%	2%	3%	7%	4%
		44%	56%	19%	81%	40%	16%	65%	2%	6%	2%
£15,500 - £16,999	50	31	19	18	32	29	8	37	1	1	-
	2%	3%	2%	3%	2%	3%	4%	3%	4%	3%	-
		62%	38%	36%	64%	58%	17%	74%	3%	3%	-
£17,000 - £17,999	31	21	10	14	17	17	5	19	2	2	1
	1%	2%	1%	2%	1%	2%	3%	1%	5%	4%	4%
		68%	32%	46%	54%	54%	17%	60%	6%	6%	3%
£18,000 - £19,999	51	30	21	17	34	25	6	41	-	1	1
	2%	3%	2%	3%	2%	3%	6%	3%	-	2%	6%
		59%	41%	34%	66%	49%	11%	80%	-	2%	3%
£20,000 - £22,999	70	37	33	25	44	39	10	47	-	4	2
	3%	3%	3%	4%	3%	4%	5%	3%	-	8%	9%
		53%	47%	37%	63%	56%	15%	68%	-	5%	3%
£23,000 - £26,999	86	55	31	31	54	49	8	67	-	7	-
	4%	5%	3%	5%	4%	5%	4%	5%	-	14%	-
		64% ^c	36%	37%	63%	57%	9%	78%	-	8% ^a	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
£27,000 - £29,999	77	46	31	33	44	45	7	54	-	4	-
4%		4%	3%	5%	3%	5%	4%	4%	-	8%	-
		60%	40%	43% ^{ae}	57%	59%	9%	70%	-	5%	-
£30,000 - £33,999	63	40	23	17	45	35	3	49	-	2	-
3%		4%	2%	3%	3%	4%	2%	3%	-	4%	-
		63% ^c	37%	27%	73%	56%	5%	78%	-	3%	-
£34,000 - £36,999	45	21	25	16	30	26	7	32	2	3	1
2%		2%	2%	2%	2%	3%	4%	2%	6%	6%	7%
		45%	55%	34%	66%	57%	15%	71%	5%	6%	3%
£37,000 - £39,999	35	27	9	12	23	23	-	32	-	-	-
2%		2%	1%	2%	2%	2%	-	2%	-	-	-
		76% ^c	24%	35%	65%	64%	-	90%	-	-	-
£40,000 - £42,999	47	23	24	13	33	23	-	36	-	-	-
2%		2%	2%	2%	2%	3%	-	3%	-	-	-
		50%	50%	28%	72%	49%	-	77% ^g	-	-	-
£43,000 - £46,999	29	16	14	15	14	16	1	22	-	-	-
1%		1%	1%	2%	1%	2%	1%	2%	-	-	-
		53%	47%	51% ^e	49%	53%	5%	78%	-	-	-
£47,000 - £49,999	44	31	14	30	14	34	2	36	1	1	-
2%		3%	1%	5%	1%	4%	1%	3%	3%	2%	-
		e 69% ^c	31%	68% ^{ae}	32%	76% ^a	5%	82%	3%	3%	-
£50,000 - £74,999	119	69	50	47	72	64	1	90	-	-	-
6%		6%	5%	7%	5%	7%	1%	6%	-	-	-
		g 58%	42%	40% ^e	60%	53%	1%	76% ^g	-	-	-
£75,000 or over	84	59	24	48	36	48	2	67	-	-	-
4%		5%	2%	7%	2%	5%	1%	5%	-	-	-
		oe 71% ^{ac}	29%	57% ^{ae}	43%	57%	2%	80% ^g	-	-	-
SUMMARY CODES											
UP TO £15,499	328	145	184	80	248	129	73	211	17	13	13
	15%	13%	17%	13%	16%	14%	38%	15%	43%	27%	56%
		44%	56% ^b	24%	76% ^d	39%	22% ^{ah}	64%	5% ^{ah}	4%	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
£15,500 - £29,999	364	220	144	140	224	204	44	265	3	18	4
	17%	20%	13%	22%	15%	22%	23%	19%	9%	39%	19%
		c 60%ac	40%	38%ae	62%	56%a	12%	73%	1%	5%a	1%
UP TO £17,999	410	197	213	113	297	175	87	267	20	16	13
	19%	18%	20%	18%	20%	19%	45%	19%	52%	34%	60%
		48%	52%	28%	72%	43%	21%ah	65%	5%ah	4%a	3%
£18,000 - £29,999	283	168	115	107	175	158	30	209	-	15	3
	13%	16%	11%	17%	12%	17%	16%	15%	-	32%	15%
		i 59%c	41%	38%ae	62%	56%a	11%j	74%j	-	5%a	1%
£30,000 OR MORE	466	284	182	198	268	267	17	364	4	6	1
	22%	26%	17%	31%	18%	29%	9%	26%	9%	12%	7%
		cag 61%ac	39%	43%ae	57%	57%a	4%	78%agi	1%	1%	*
Rather not say	1004	433	572	221	783	312	60	585	15	10	4
	46%	40%	53%	35%	51%	34%	31%	41%	39%	22%	19%
		bdighj 43%	57%ab	22%	78%ad	31%	6%	58%g	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
56	2	4	3	4	9	9	47	2	5	4	16	11	
3%	3%	7%	3%	6%	7%	5%	2%	3%	5%	5%	2%	3%	
	3%	6%	5%	7%	17%ah	17%h	83%	3%	9%	7%	29%	20%	
57	6	1	6	5	10	11	46	6	7	9	12	11	
3%	12%	2%	8%	7%	8%	6%	2%	9%	7%	11%	2%	3%	
	10%ah	2%	11%ah	9%ah	18%ah	19%ah	81%	11%ah	12%ah	16%ah	21%	19%	
87	4	3	5	5	11	15	72	4	6	5	29	15	
4%	8%	6%	6%	7%	9%	8%	4%	6%	6%	6%	4%	3%	
	4%	5%	4%	6%	13%ah	18%ah	82%	5%	7%	6%	33%	17%	
75	5	3	7	4	5	9	67	5	4	4	25	17	
3%	10%	6%	9%	6%	4%	5%	3%	8%	4%	5%	3%	4%	
	6%ah	4%	10%ah	6%	7%	11%	89%	7%	6%	5%	33%	22%	
53	2	-	2	3	2	5	48	2	1	3	18	11	
2%	3%	-	2%	4%	2%	3%	2%	3%	1%	4%	2%	3%	
	3%	-	3%	5%	4%	10%	90%	3%	2%	6%	34%	21%	
50	1	3	4	3	3	4	46	1	2	4	21	11	
2%	3%	7%	6%	4%	2%	2%	2%	1%	2%	5%	3%	3%	
	3%	7%	9%	6%	6%	8%	92%	2%	3%	8%	41%	22%	
31	-	-	-	-	5	5	26	-	1	-	17	5	
1%	-	-	-	-	4%	3%	1%	1%	1%	-	2%	1%	
	-	-	-	-	16%ah	16%	84%	1%	4%	-	53%	16%	
51	1	-	4	4	6	9	42	-	5	1	21	11	
2%	3%	-	6%	6%	5%	5%	2%	-	5%	1%	3%	3%	
	3%	-	9%	9%h	13%	18%ah	82%	-	10%	1%	40%	22%	
70	2	1	1	-	7	7	62	-	2	2	33	10	
3%	5%	2%	2%	-	5%	4%	3%	-	2%	3%	4%	2%	
	3%	2%	2%	-	10%	10%	90%	-	3%	3%	47%	14%	
86	2	5	3	3	6	8	77	2	7	2	42	24	
4%	5%	10%	4%	4%	4%	4%	4%	3%	7%	3%	5%	6%	
	3%	6%	4%	3%	7%	10%	90%	2%	9%	3%	49%	28%	

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
£27,000 - £29,999	77	1	2	1	3	5	8	69	4	5	3	37	13
	4%	2%	5%	1%	5%	3%	4%	3%	6%	5%	4%	5%	3%
£30,000 - £33,999	63	-	6	2	3	1	4	59	2	4	3	35	14
	3%	-	13%	3%	4%	1%	2%	3%	3%	4%	3%	5%	3%
£34,000 - £36,999	45	-	10%abd1gh	3%	5%	1%	6%	94%	3%	6%	4%	56%a	22%
	4%	-	-	-	1%	-	1	45	1	4	2	20	18
£37,000 - £39,999	35	1	-	1	-	2	2	34	-	3	2	21	9
	2%	2%	-	2%	-	1%	2%	2%	3%	3%	2%	3%	2%
£40,000 - £42,999	47	1	-	1	-	1	1	45	1	3	6	21	11
	2%	2%	-	2%	-	1%	1%	2%	2%	3%	7%	3%	2%
£43,000 - £46,999	29	1	1	5	5	4	8	21	2	-	2	16	8
	1%	2%	3%	7%	3%	3%	5%	1%	3%	-	2%	2%	2%
£47,000 - £49,999	44	-	5%	16%ahj	16%ahj	12%	28%ah	72%	6%	-	6%	53%	27%
	2%	-	-	1	1	4	5	39	4	3	3	32	6
£50,000 - £74,999	119	-	-	2%	3%	2%	3%	2%	6%	3%	3%	4%	1%
	6%	-	-	3%	3%	8%	11%	89%	9%ah	6%	6%	73%am	14%
£75,000 or over	84	-	2	4	3	7	10	109	4	4	4	58	31
	4%	-	4%	5%	4%	5%	6%	6%	5%	4%	5%	7%	7%
		-	3%	3%	3%	6%	9%	91%	3%	3%	4%	48%	26%
		-	1	4	1	4	5	78	-	3	3	46	17
		-	2%	5%	2%	3%	3%	4%	-	3%	3%	6%	4%
		-	1%	5%	1%	5%	6%	94%	-	4%	3%	56%a	20%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
SUMMARY CODES													
UP TO £15,499	328	17	11	22	22	39	49	279	19	23	25	100	65
	15%	36% 5%ah	22% 3%	28% 7%ah	30% 7%ah	29% 12%ah	27% 15%ah	14% 85%	29% 6%ah	23% 7%ah	31% 8%ah	13% 30%	15% 20%
£15,500 - £29,999	364	8	12	14	13	33	42	322	7	22	13	170	74
	17%	17% 2%	24% 3%	18% 4%	18% 4%	24% 9%ah	23% 12%ah	16% 88%	10% 2%	22% 6%	16% 3%	22% 47%a	17% 20%
UP TO £17,999	410	19	14	27	25	47	59	351	20	26	29	137	81
	19%	39% 5%ah	29% 4%	34% 7%ah	33% 6%ah	35% 12%ah	32% 14%ah	18% 86%	31% 5%ah	28% 6%	37% 7%ah	18% 33%	19% 20%
£18,000 - £29,999	283	7	9	10	11	24	33	250	5	20	8	133	58
	13%	14% 2%	17% 3%	12% 3%	15% 4%	18% 9%	18% 12%	13% 88%	8% 2%	19% 7%	10% 3%	17% 47%a	14% 21%
£30,000 OR MORE	466	3	11	19	14	22	36	430	14	23	24	248	113
	22%	b 6% 1%	22% 2%b	24% 4%b	19% 3%b	17% 5%	19% 8%b	22% 92%b	21% 3%b	23% 5%b	30% 5%b	32% 53%a	26% 24%a
Rather not say	1004	20	16	24	24	40	57	947	27	34	19	253	177
	46%	41% defgijk	32% 2%	30% 2%	33% 2%	30% 4%	31% 6%	48% 94%cdelfgijk	41% 3%k	33% 3%	23% 2%	33% 25%	41% 18%j

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Up to £2,999	56	18	11	8	10	6	1	1	-	1	-	-
	3%	5%	3%	2%	2%	2%	1%	3%	-	5%	-	-
		32% ^d	19%	14%	17%	10%	2%	2%	-	2%	-	-
£3,000 - £6,999	57	19	8	15	8	4	1	-	-	-	-	2
	3%	5%	2%	4%	1%	2%	1%	-	-	-	-	14%
		33% ^d	14%	26% ^d	14%	8%	2%	-	-	-	-	3%
£7,000 - £9,999	87	18	26	13	17	10	2	-	2	-	-	-
	4%	5%	7%	3%	3%	4%	2%	-	7%	-	-	-
		21%	30% ^{cd}	15%	20%	11%	2%	-	2%	-	-	-
£10,000 - £12,999	75	15	19	15	21	1	2	-	1	-	-	1
	3%	4%	5%	4%	4%	1%	2%	-	6%	-	-	11%
		20% ^e	25% ^e	20% ^e	28% ^e	2%	3%	-	2%	-	-	2%
£13,000 - £15,499	53	12	7	19	9	3	3	-	-	-	-	-
	2%	3%	2%	5%	2%	1%	3%	-	-	-	-	-
		23%	14%	36% ^{bde}	17%	6%	5%	-	-	-	-	-
£15,500 - £16,999	50	10	13	9	9	6	1	1	-	1	-	-
	2%	3%	4%	2%	1%	2%	1%	2%	-	2%	-	-
		21%	26% ^d	18%	18%	11%	3%	2%	-	1%	-	-
£17,000 - £17,999	31	7	8	5	6	3	1	1	-	1	-	-
	1%	2%	2%	1%	1%	1%	1%	2%	-	2%	-	-
		23%	25%	17%	20%	9%	3%	3%	-	2%	-	-
£18,000 - £19,999	51	10	10	19	12	-	-	-	-	-	-	-
	2%	2%	3%	5%	2%	-	-	-	-	-	-	-
		19% ^e	19% ^e	37% ^{def}	24%	1%	-	-	-	-	-	-
£20,000 - £22,999	70	14	15	11	17	8	2	1	-	1	-	1
	3%	4%	4%	3%	3%	4%	2%	1%	-	3%	-	11%
		21%	21%	15%	24%	12%	3%	1%	-	1%	-	2%
£23,000 - £26,999	86	18	11	17	33	3	2	-	-	-	-	2
	4%	5%	3%	4%	6%	1%	2%	-	-	-	-	16%
		21% ^e	13%	19% ^e	39% ^e	3%	2%	-	-	-	-	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME											No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8	
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
£27,000 - £29,999	77 4%	13 3% 17%	17 5% 23%	14 4% 18%	15 3% 20%	10 4% 13%	3 3% 4%	2 4% 3%	1 3% 1%	- - -	1 19% 2%	- - -	
£30,000 - £33,999	63 3%	7 2% 11%	8 2% 13%	9 2% 14%	23 4% 36%	11 5% 18%a	1 1% 2%	1 3% 2%	- - -	2 6% 3%	- - -	- - -	
£34,000 - £36,999	45 2%	5 1% 12%	3 1% 6%	10 3% 22%	18 4% 40%b	9 1% 19%b	1 1% 1%	- - -	- - -	- - -	- - -	- - -	
£37,000 - £39,999	35 2%	1 * 4%	3 1% 9%	6 2% 18%	14 2% 39%a	3 1% 7%	6 4% 17%abce	2 - 5%a	- - -	- - -	- - -	- - -	
£40,000 - £42,999	47 2%	8 2% 16%	2 1% 5%	5 1% 10%	22 4% 47%bc	9 4% 18%b	- - -	1 3% 1%	- - -	- - -	2 23% 3%	- - -	
£43,000 - £46,999	29 1%	7 2% 24%	8 2% 26%	5 1% 16%	7 1% 25%	3 1% 9%	- - -	- - -	- - -	- - -	- - -	- - -	
£47,000 - £49,999	44 2%	2 1% 6%	3 1% 7%	7 2% 16%	9 1% 20%	9 4% 21%abd	7 7% 16%abcd	3 6% 6%ab	1 7% 3%	2 9% 5%	- - -	- - -	
£50,000 - £74,999	119 6%	16 4% 14%	19 5% 16%	10 3% 9%	28 5% 23%	20 9% 17%ac	10 10% 8%ac	3 15% 6%abcd	3 13% 2%	3 10% 2%	- - -	3 26% 2%	
£75,000 or over	84 4%	4 1% 4%	4 1% 5%	4 1% 5%	23 4% 28%abc	13 6% 16%abc	7 13% 15%abcde	3 13% 8%abcd	3 13% 3%	10 35% 12%	3 40% 3%	- - -	
SUMMARY CODES													
UP TO £15,499	328 15%	82 21% 25%defg	71 20% 22%defg	70 19% 21%defg	65 11% 20%	24 10% 7%	8 8% 3%	1 3% *	3 13% 1%	1 5% *	- - -	3 26% 1%	

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
£15,500 - £29,999	364	73	74	74	93	30	9	5	1	2	1	3
	17%	18%	21%	20%	16%	13%	9%	9%	3%	7%	19%	26%
UP TO £17,999	410	99	92	84	80	33	10	3	3	3	-	3
	19%	25%	23%	23%	14%	14%	10%	7%	13%	9%	-	26%
£18,000 - £29,999	283	55	53	60	78	21	7	3	1	1	1	3
	13%	14%	15%	16%	13%	9%	7%	5%	3%	3%	19%	26%
£30,000 OR MORE	466	51	50	56	144	76	38	19	7	17	4	3
	22%	13%	14%	15%	24%	32%	38%	40%	35%	60%	63%	26%
Rather not say	1004	190	160	171	288	105	45	23	10	8	1	2
	46%	48%	45%	46%	49%	45%	45%	48%	49%	28%	18%	22%
		19%	16%	17%	29%	10%	5%	2%	1%	1%	-	+

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	HOUSEHOLD INCOME											FINANCIAL STRESS					
Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
56	19	3	10	9	6	3	4	-	3	-	-	31	10	1	10	4	-
3%	5%	2%	2%	3%	2%	1%	4%	-	4%	-	-	4%	1%	1%	4%	4%	-
	33%ch	6%	17%	16%	11%	5%	7%h	-	5%h	-	-	56%lm	17%	2%	18%lm	7%lm	-
57	21	11	12	2	2	2	1	2	1	-	2	29	8	4	9	5	2
3%	6%	7%	3%	1%	1%	1%	1%	1%	2%	-	14%	4%	1%	5%	4%	6%	14%
	37%cdelf	20%cdelf	21%cd	4%	4%	3%	2%	4%	2%	-	3%	50%lm	13%	8%lm	16%lm	10%lm	3%
87	34	7	17	14	4	7	2	1	1	-	-	40	20	3	21	3	-
4%	9%	4%	4%	4%	1%	4%	2%	1%	1%	-	-	5%	2%	3%	8%	3%	-
	39%cdelfg	8%	20%	15%	5%	8%	3%	2%	1%	-	-	45%lm	23%	4%	24%lm	4%	-
75	24	9	22	7	4	4	2	-	-	1	1	38	22	3	8	3	1
3%	7%	6%	5%	2%	1%	2%	2%	-	-	6%	11%	5%	2%	3%	3%	3%	11%
	33%cdelfh	13%cdelfh	30%cdelfh	9%	5%	5%	3%	-	-	2%	2%	51%lm	29%	4%	10%	5%	2%
53	16	3	10	13	6	1	2	1	-	-	-	25	13	3	5	7	-
2%	4%	2%	2%	4%	2%	*	2%	1%	-	-	-	3%	1%	3%	2%	7%	-
	30%ld	6%	20%	24%ld	12%	1%	4%	2%	-	-	-	47%lm	25%	6%	9%	13%lmo	-
50	13	5	8	7	7	6	1	2	1	-	-	14	17	8	10	1	-
2%	3%	3%	2%	2%	2%	3%	1%	2%	1%	-	-	2%	2%	8%	4%	1%	-
	25%	10%	17%	14%	14%	12%	2%	4%	1%	-	-	28%	34%	15%lm	20%lm	3%	-
31	6	5	8	4	2	3	2	1	-	1	-	10	10	-	8	3	-
1%	2%	3%	2%	1%	1%	2%	2%	*	-	3%	-	1%	1%	-	3%	3%	-
	20%	14%	27%	12%	6%	11%	5%	2%	-	2%	-	31%	33%	-	27%lm	9%	-
51	6	8	17	12	6	*	1	-	-	-	-	19	14	6	3	9	-
2%	2%	5%	4%	3%	2%	*	1%	-	-	-	-	3%	1%	6%	1%	9%	-
	12%	16%alfh	33%lfh	23%lfh	13%	1%	2%	-	-	-	-	37%	28%	12%lmo	6%	17%lmo	-
70	12	5	19	8	9	7	4	3	1	-	1	30	25	3	6	5	1
3%	3%	3%	4%	2%	3%	4%	4%	2%	1%	-	11%	4%	3%	3%	2%	5%	11%
	17%	8%	28%	11%	14%	10%	5%	4%	1%	-	2%	49%	36%	4%	9%	7%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
	86	16	8	19	22	11	3	-	2	4	-	2	34	24	7	16	3	2	
	4%	4%	5%	4%	6%	4%	2%	-	2%	6%	-	16%	5%	3%	7%	6%	3%	16%	
		18%	9%g	22%	26%fg	12%	3%	-	3%	5%g	-	2%	40%lm	28%	8%lm	18%lm	3%	2%	
	77	8	4	18	17	8	11	6	3	1	1	-	25	32	3	11	5	-	
	4%	2%	3%	3%	4%	3%	6%	5%	2%	1%	6%	-	3%	3%	3%	5%	5%	-	
	10%	6%	9%	24%	22%	10%	14%	7%	3%	1%	2%	-	33%	42%	4%	15%	6%	-	
	4	4	3	11	17	14	6	2	3	-	-	-	24	33	-	3	2	-	
	63%	1%	3%	3%	5%	5%	3%	2%	2%	-	-	-	3%	3%	-	1%	2%	-	
		7%	7%	18%	27%a	23%a	10%	4%	4%	-	-	-	39%	52%	-	5%	4%	-	
	45	3	3	11	11	4	10	2	1	-	-	-	16	19	5	6	-	-	
	2%	1%	2%	2%	3%	1%	5%	2%	1%	-	-	-	2%	2%	5%	2%	-	-	
		7%	7%	24%	23%a	8%	23%ae	5%	3%	-	-	-	35%	42%	11%p	12%	-	-	
	35	4	1	5	5	9	7	2	2	-	1	-	9	24	2	-	-	-	
	2%	1%	*	1%	1%	3%	4%	2%	1%	-	6%	-	1%	2%	3%	-	-	-	
		11%	2%	13%	14%	26%	20%bc	7%	4%	-	4%	-	26%	67%o	7%o	-	-	-	
	47	3	4	7	17	7	-	1	3	2	2	-	16	24	3	1	4	-	
	2%	1%	2%	2%	5%	2%	-	1%	2%	4%	7%	-	2%	2%	1%	1%	5%	-	
		6%	9%df	15%	37%acdf	16%	-	3%	6%	5%df	3%	-	35%	50%	2%	3%	10%o	-	
	29	7	2	3	6	3	3	4	1	-	-	-	7	18	-	4	1	-	
	1%	2%	1%	1%	2%	1%	2%	4%	1%	-	-	-	1%	2%	-	1%	1%	-	
		24%	6%	10%	21%	12%	10%	13%e	5%	-	-	-	23%	63%	-	12%	2%	-	
	44	-	2	6	7	8	7	1	6	7	-	-	11	25	5	7	1	-	
	2%	-	1%	1%	2%	3%	3%	1%	4%	11%	-	-	1%	3%	5%	1%	1%	-	
		-	4%	13%a	16%a	18%a	15%a	3%a	14%ac	16%abode	-	-	25%	57%	12%do	3%	3%	-	
	119	7	7	10	13	21	19	14	19	7	-	3	24	80	5	6	1	3	
	6%	2%	4%	2%	4%	7%	10%	13%	13%	11%	-	26%	3%	8%	5%	2%	1%	26%	
		6%	6%	8%	11%	18%ac	16%acd	11%abcd	16%abcd	6%acd	-	2%	20%	67%lop	4%	5%	1%	2%	
	84	4	-	4	4	13	11	7	27	8	5	-	7	73	1	-	3	-	
	4%	1%	-	1%	1%	4%	6%	7%	19%	12%	25%	-	1%	7%	1%	-	8%	-	
		5%	-	5%	4%	15%abcd	14%abcd	8%abcd	33%abcde	9%abode	6%	-	8%	87%lno	2%	-	3%o	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
SUMMARY CODES																			
UP TO £15,499	328	114	34	72	45	23	16	11	5	5	1	3	163	73	14	53	23	3	
	15%	31% 35%bcode fghi	21% 10%defh i	16% 22%efh	13% 14%h	8% 7%	8% 5%	11% 3%h	3% 1%	8% 1%	6% *	26% 1%	22% 49%lm	8% 22%	15% 4%lm	21% 16%lm	23% 7%lm	26% 1%	
£15,500 - £29,999	364	61	35	90	70	44	31	13	11	6	2	3	132	124	27	54	25	3	
	17%	16% 17%h	22% 10%hi	20% 25%h	20% 19%h	15% 12%	16% 8%h	13% 4%	7% 3%	9% 2%	9% 1%	26% 1%	18% 36%lm	13% 34%	27% 7%lm	22% 15%lm	25% 7%lm	26% 1%	
UP TO £17,999	410	133	43	89	56	32	25	14	7	5	2	3	186	101	22	71	27	3	
	19%	36% 32%bcode fghi	27% 11%defa hi	20% 22%ah	16% 14%h	11% 8%	13% 6%h	14% 3%h	5% 2%	9% 1%	8% *	26% 1%	25% 45%lm	11% 25%	22% 5%lm	28% 17%lm	27% 7%lm	26% 1%	
£18,000 - £29,999	283	42	26	73	59	35	21	11	8	5	1	3	108	96	19	36	21	3	
	13%	11% 15%	16% 9%h	17% 26%ah	17% 21%h	12% 12%	11% 7%	10% 4%	5% 3%	8% 2%	6% *	26% 1%	14% 38%lm	10% 34%	19% 7%lm	14% 13%	21% 7%lm	26% 1%	
£30,000 OR MORE	466	32	23	57	80	79	63	34	62	24	8	3	114	295	20	21	13	3	
	22%	9% 7%	14% 5%	13% 12%	23% 17%abc	27% 17%abc	33% 14%abcd	34% 7%abcd	43% 13%abcde	39% 5%abcd	36% 2%	26% 1%	15% 25%lo	31% 63%lmnop	20% 4%o	8% 4%	13% 3%	26% 1%	
Rather not say	1004	162	71	224	161	153	83	43	66	28	10	2	341	463	37	123	38	2	
	46%	44% 16%	44% 7%	51% 22%	45% 16%	51% 15%	43% 8%	42% 4%	46% 7%	45% 3%	47% 1%	22% *	45% 34%	48% 46%	38% 4%	49% 12%	39% 4%	22% *	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	..**
Up to £2,999	56 3%	56 3%	1 2%	-
		99%	1%	-
£3,000 - £6,999	57 3%	56 3%	1 3%	-
		99%	1%	-
£7,000 - £9,999	87 4%	86 4%	2 7%	-
		98%	2%	-
£10,000 - £12,999	75 3%	73 3%	2 9%	-
		97%	3%a	-
£13,000 - £15,499	53 2%	52 2%	1 5%	-
		97%	3%	-
£15,500 - £16,999	50 2%	49 2%	1 3%	-
		98%	2%	-
£17,000 - £17,999	31 1%	31 1%	* 1%	-
		99%	1%	-
£18,000 - £19,999	51 2%	48 2%	3 10%	-
		95%	5%a	-
£20,000 - £22,999	70 3%	67 3%	3 10%	-
		98%	4%a	-
£23,000 - £26,999	86 4%	85 4%	1 3%	-
		99%	1%	-
£27,000 - £29,999	77 4%	77 4%	- -	-
		100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
£30,000 - £33,999	63	62	1	-
	3%	3%	2%	-
		99%	1%	-
£34,000 - £36,999	45	45	-	-
	2%	2%	-	-
		100%	-	-
£37,000 - £39,999	35	35	-	-
	2%	2%	-	-
		100%	-	-
£40,000 - £42,999	47	47	-	-
	2%	2%	-	-
		100%	-	-
£43,000 - £46,999	29	29	-	-
	1%	1%	-	-
		100%	-	-
£47,000 - £49,999	44	44	1	-
	2%	2%	2%	-
		99%	1%	-
£50,000 - £74,999	119	119	-	-
	6%	6%	-	-
		100%	-	-
£75,000 or over	84	84	-	-
	4%	4%	-	-
		100%	-	-
SUMMARY CODES				
UP TO £15,499	328	322	7	-
	15%	15%	26%	-
		98%	2%a	-
£15,500 - £29,999	364	357	8	-
	17%	17%	28%	-
		98%	2%a	-

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
UP TO £17,999	410	402	8	-
	19%	19%	30%	-
		98%	2%a	-
£18,000 - £29,999	283	277	6	-
	13%	13%	24%	-
		98%	2%a	-
£30,000 OR MORE	466	465	1	-
	22%	22%	4%	-
		100%b	-	-
Rather not say	1004	993	11	-
	46%	46%	42%	-
		99%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Up to £2,999	88	39	49	40	17	14	10	7	1	-	57	30	1	43	45	14	47	27
	4%	4%	4%	13%	4%	4%	3%	2%	1%	-	8%	3%	-	4%	4%	3%	4%	4%
		jm		46%aef	19%j	16%j	11%j	7%	2%	-	64%alm	34%um	2%	48%	52%	16%	53%	31%
£3,000 - £6,999	107	44	63	21	22	15	17	15	9	7	42	48	16	27	80	7	35	65
	5%	4%	6%	7%	5%	4%	5%	5%	4%	4%	6%	5%	4%	3%	7%	2%	3%	10%
		npq		19%	20%	14%	16%	14%	9%	6%	40%	45%	15%	25%	75%an	7%	33%	60%apq
£7,000 - £9,999	131	45	86	17	21	14	18	33	15	13	38	65	28	41	90	12	56	63
	6%	4%	8%	5%	5%	4%	5%	10%	6%	7%	5%	6%	7%	4%	8%	3%	5%	10%
		np		13%	16%	10%	14%	25%aef	11%	10%	29%	50%	21%	32%	68%an	9%	43%	48%apq
£10,000 - £12,999	136	54	83	22	21	17	17	28	19	13	43	62	32	48	88	17	68	51
	6%	5%	7%	7%	5%	5%	5%	8%	8%	6%	6%	6%	7%	4%	8%	4%	6%	8%
		39%	61%b	16%	15%	12%	12%	21%	14%	9%	31%	45%	23%	35%	65%an	12%	50%	37%p
£13,000 - £15,499	64	28	36	8	14	7	14	6	8	7	22	27	15	24	39	7	40	17
	3%	3%	3%	3%	3%	2%	4%	2%	3%	3%	3%	3%	3%	2%	4%	2%	4%	3%
		44%	56%	13%	22%	10%	23%	9%	12%	11%	35%	42%	23%	38%	62%	11%	63%	26%
£15,500 - £16,999	59	33	27	11	11	4	11	12	8	3	22	27	11	25	35	9	27	23
	3%	3%	2%	4%	3%	1%	3%	4%	3%	2%	3%	3%	3%	2%	3%	2%	2%	4%
		55%	45%	18%	19%	6%	18%	21%l	13%l	5%	37%	45%	18%	41%	59%	16%	46%	38%
£17,000 - £17,999	36	12	25	1	12	9	5	4	3	2	14	19	4	24	12	3	31	3
	2%	1%	2%	-	3%	3%	2%	1%	1%	1%	2%	2%	1%	2%	1%	1%	3%	-
		r	32%	4%	33%cd	24%	15%	12%	7%	5%	37%	51%	12%	66%	34%	9%	84%pr	8%
£18,000 - £19,999	54	29	25	4	10	14	10	7	5	4	13	31	9	29	24	7	34	13
	2%	3%	2%	1%	2%	4%	3%	2%	2%	2%	2%	3%	2%	3%	2%	2%	3%	2%
		54%	46%	7%	16%	26%	19%	14%	9%	8%	25%	59%	16%	55%	45%	13%	64%	23%
£20,000 - £22,999	80	47	33	7	25	9	16	12	5	5	32	37	10	51	29	14	57	9
	4%	5%	3%	2%	6%	3%	6%	4%	2%	2%	5%	4%	2%	5%	3%	3%	5%	1%
		r	59%	9%	31%adf	11%	20%	15%	7%	6%	40%	47%	13%	63%o	37%	17%	71%r	12%
£23,000 - £26,999	94	62	32	10	26	18	10	21	6	4	35	49	10	57	38	21	56	18
	4%	6%	3%	3%	6%	5%	3%	6%	3%	2%	5%	5%	2%	5%	3%	5%	5%	3%
		m	66%cd	10%	27%ij	19%	11%	22%	7%	4%	37%um	52%um	11%	60%	40%	22%	59%r	19%

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
£27,000 - £29,999	63	35	28	7	15	16	12	7	4	2	21	36	6	48	15	19	40	4
	3%	3%	3%	2%	4%	5%	4%	2%	2%	1%	3%	4%	1%	4%	1%	4%	4%	1%
		mor	56%	11%	23%	26%ij	19%	12%	6%	4%	34%	57%um	9%	76%ao	24%	30%ur	64%ur	6%
£30,000 - £33,999	50	34	16	3	6	11	16	9	2	2	9	36	5	33	17	18	29	2
	2%	3%	1%	1%	2%	3%	5%	3%	1%	1%	1%	3%	1%	3%	2%	4%	3%	*
		r	68%c	6%	12%	23%	32%ade ij	17%	5%	5%	18%	72%km	10%	67%io	33%	37%ar	59%ur	4%
£34,000 - £36,999	40	27	12	1	18	4	12	2	1	2	19	18	3	31	9	14	24	2
	2%	3%	1%	*	4%	1%	3%	1%	*	1%	3%	2%	1%	3%	1%	3%	2%	*
		imor	69%c	3%	45%adf hij	10%	30%dhi	6%	2%	5%	48%am	45%	7%	78%io	22%	36%ur	59%ur	4%
£37,000 - £39,999	26	19	7	-	8	10	1	7	1	-	8	18	1	22	4	11	15	-
	1%	2%	1%	-	2%	3%	*	2%	*	-	1%	2%	*	2%	*	3%	1%	-
		mor	73%c	-	30%dj	38%adgi j	5%	25%dj	3%	-	30%	68%um	3%	83%io	17%	42%ur	58%ur	-
£40,000 - £42,999	28	19	9	-	7	6	10	3	1	-	7	19	1	23	4	7	19	1
	1%	2%	1%	-	2%	2%	3%	1%	1%	-	1%	2%	*	2%	*	2%	2%	*
		mor	68%	-	27%dj	23%dj	35%adi j	10%	5%	-	27%	68%um	5%	84%io	16%	27%ur	71%ur	3%
£43,000 - £46,999	13	9	4	-	6	3	4	-	1	-	6	6	1	12	1	8	6	-
	1%	1%	*	-	2%	1%	1%	-	*	-	1%	1%	*	1%	*	2%	1%	-
		or	68%	-	48%h	20%	27%	-	4%	-	48%	47%	4%	91%io	9%	57%aqr	43%	-
£47,000 - £49,999	22	17	5	1	4	4	7	6	1	-	5	17	1	17	6	7	15	1
	1%	2%	*	*	1%	1%	2%	2%	*	-	1%	2%	*	2%	1%	2%	1%	*
		mr	78%c	5%	16%	16%	33%ij	26%	3%	-	21%	76%um	3%	76%io	24%	31%ur	66%ur	3%
£50,000 - £74,999	47	31	16	1	8	14	14	7	1	-	10	36	1	40	7	26	21	-
	2%	3%	1%	*	2%	4%	4%	2%	*	-	1%	4%	*	4%	1%	6%	2%	-
		ijmor	65%c	3%	18%ij	31%adi j	30%dj	16%ij	2%	-	21%um	77%akm	2%	84%ao	16%	55%aqr	45%ur	-
£75,000 or over	26	18	8	-	4	11	5	5	-	-	4	22	-	24	2	17	9	-
	1%	2%	1%	-	1%	3%	2%	2%	-	-	1%	2%	-	2%	*	4%	1%	-
		imor	69%	-	17%	43%adi	20%	21%di	-	-	17%	83%um	-	91%io	9%	65%aqr	35%ur	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
No personal income	70	20	50	25	17	11	6	9	1	-	42	27	1	34	37	12	40	19
	3%	2%	4%	8%	4%	3%	2%	3%	1%	-	6%	3%	*	3%	3%	3%	4%	3%
		ijm	29%	36%aef	24%ij	15%ij	9%ij	13%ij	2%	-	60%alm	38%lm	2%	48%	52%	17%	56%	27%
SUMMARY CODES																		
UP TO £15,499	526	210	316	108	94	67	77	89	52	39	202	232	92	184	343	57	247	223
	24%	20%	28%	36%	23%	19%	23%	26%	23%	20%	28%	23%	22%	17%	32%	13%	22%	35%
		bnp	40%	20%aef	18%	13%	15%	17%fi	10%	7%	38%alm	44%	17%	35%	65%an	11%	47%p	42%apq
				ghij														
£15,500 - £29,999	387	218	169	40	98	70	65	65	30	20	138	199	50	233	154	72	245	69
	18%	21%	15%	13%	24%	20%	19%	19%	13%	10%	19%	19%	12%	22%	14%	17%	22%	11%
		ijmor	56%ac	10%	25%adi	18%dij	17%ij	17%ij	8%	5%	38%lm	51%lm	13%	60%ao	40%	19%ur	63%ar	18%
					j													
UP TO £17,999	622	254	368	120	117	79	93	106	63	44	237	278	107	232	390	70	304	248
	29%	24%	33%	40%	29%	23%	27%	31%	27%	23%	33%	27%	25%	22%	36%	16%	28%	39%
		bfjnp	41%	19%aef	19%	13%	15%	17%ij	10%	7%	38%alm	45%	17%	37%	63%an	11%	49%p	40%apq
				ghij														
£18,000 - £29,999	291	174	118	28	75	57	49	48	20	15	103	154	35	185	107	60	188	44
	13%	17%	11%	9%	18%	16%	14%	14%	9%	8%	14%	15%	8%	17%	10%	14%	17%	7%
		cljmor	60%ac	10%	26%adi	20%dij	17%ij	16%ij	7%	5%	35%lm	53%lm	12%	63%ao	37%	21%ur	64%ar	15%
					j													
£30,000 OR MORE	252	174	78	7	62	64	69	39	7	5	69	172	12	202	51	109	138	5
	12%	17%	7%	2%	15%	18%	20%	12%	3%	2%	10%	17%	3%	19%	5%	26%	12%	1%
		cdijmor	69%ac	3%	25%dij	25%adh	27%adh	16%dij	3%	2%	27%lm	68%akm	5%	80%ao	20%	43%aq	55%ur	2%
					ij													
Rather not say	927	426	501	124	135	138	124	137	136	132	259	400	268	425	501	174	437	315
	43%	41%	45%	41%	33%	40%	36%	40%	60%	67%	36%	39%	63%	39%	46%	41%	39%	50%
		egk	48%	13%	15%	15%	13%	15%	15%	14%ade	28%	43%	29%akl	46%	54%un	19%	47%	34%apq
									lgh	lgh								

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m - a/n/o - a/p/q/r

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Total (a)	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124	
2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49	
88 4%	72 4% i 82%	12 6%	2 2%	1 3%	2 3%	10 5%	11 6%	- -	7 4%	4 2%	9 3%	14 4%	15 8%	2 2%	12 6%	1 3%	
107 5%	92 5% 86%	5 3%	7 6%	3 6%	6 7%	13 6%	8 5%	11 7%	10 6%	9 4%	11 5%	14 6%	9 5%	7 6%	5 3%	3 6%	
131 6%	108 6% 83%	12 6%	7 7%	4 7%	5 6%	10 4%	6 5%	22 14% 17%aghijkl mp	12 7%	8 4%	10 4%	21 7%	14 8%	7 7%	12 6%	4 7%	
136 6%	112 6% i 82%	8 4%	13 12%	3 7%	5 4%	15 7%	13 8%	12 6%	19 11%	12 5%	7 3%	14 4%	14 8%	13 12%	8 4%	3 7%	
64 3%	56 3% 88%	1 1%	4 4%	2 4%	1 1%	10 4%	6 3%	8 5%	6 3%	7 3%	2 1%	10 3%	7 4%	4 4%	1 1%	2 4%	
59 3%	51 3% m 87%	5 3%	1 1%	1 3%	3 3%	11 5%	6 3%	6 4%	8 4%	8 3%	8 3%	2 1%	1 1%	1 1%	5 3%	1 3%	
36 2%	28 2% 77%	4 11%	4 10%	1 3%	1 3%	- -	4 12%g	- -	3 8%	5 14%g	3 8%	8 22%g	4 11%g	4 11%gi	4 11%gi	1 3%gi	
54 2%	48 3% 89%	1 3%	2 2%	3 5%	3 5%	5 9%	3 6%	7 13%lp	6 12%	7 12%	3 5%	10 19%	3 6%	2 3%	1 3%	3 5%lp	
80 4%	64 4% 80%	8 4%	3 3%	4 8%	- -	11 5%	8 4%	5 3%	4 2%	12 5%	5 2%	14 4%	5 3%	3 3%	8 4%	4 8%	
94 4%	83 5% 88%	3 2%	7 7%	1 1%	1 1%	11 5%	8 5%	8 5%	15 16%afin p	13 6%	4 5%	17 18%l	6 6%	7 7%l	3 4%	1 1%	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
£27,000 - £29,999	63 3%	51 3% 81%	5 3% 7%	7 6% 10%	1 2% 1%	1 1% 1%	4 2% 7%	2 1% 3%	8 5% 13% ^d	4 2% 7%	15 7% 24% ^a ^{afgh} ^{lm}	2 1% 4%	8 2% 13%	6 3% 9%	7 6% 10% ^{hi}	5 3% 7%	1 2% 1%
£30,000 - £33,999	50 2%	45 2% 91% ^c	- - -	4 4% 8% ^c	1 1% -	1 2% 3%	3 2% 7%	4 2% 8%	5 3% 11% ^p	4 2% 7%	7 3% 14% ^p	2 1% 4%	12 4% 24% ^{lp}	6 4% 13% ^{lp}	4 4% 8% ^{lp}	- - -	1 1% 1%
£34,000 - £36,999	40 2%	33 2% 83%	3 1% 7%	4 3% 9%	1 1% 1%	- - -	3 1% 7%	1 1% 3%	4 3% 11%	1 1% 3%	2 1% 4%	8 3% 21%	6 2% 14%	8 4% 20% ^{ahjk}	4 3% 9%	3 1% 7%	1 1% 1%
£37,000 - £39,999	26 1%	22 1% 82%	4 2% 16%	- - -	1 1% 2%	1 1% 5%	3 1% 13%	2 1% 6%	1 1% 6%	3 2% 11%	5 2% 18%	1 1% 5%	4 1% 14%	1 1% 5%	- - -	4 2% 16%	1 1% 2%
£40,000 - £42,999	28 1%	28 2% 100%	- - -	- - -	- - -	1 1% 2%	2 1% 6%	3 2% 10%	- - -	1 1% 5%	5 2% 17%	5 2% 18%	9 3% 33% ^p	3 1% 10%	- - -	- - -	- - -
£43,000 - £46,999	13 1%	13 1% 95%	- - -	- - -	1 1% 5% ^c	- - -	1 1% 9%	- - -	1 1% 11%	- - -	3 1% 24%	- - -	3 1% 23%	4 2% 29% ^{al}	- - -	- - -	1 1% 5% ^{hjp}
£47,000 - £49,999	22 1%	21 1% 93%	1 1% 7%	- - -	- - -	- - -	1 1% 6%	- - -	2 1% 8%	- - -	3 1% 12%	8 3% 35% ^{ahj} ⁿ	7 2% 32%	- - -	- - -	1 1% 7%	- - -
£50,000 - £74,999	47 2%	46 3% 97%	1 1% 3%	- - -	- - -	- - -	3 1% 7%	5 3% 10%	1 1% 2%	8 4% 17% ^{lop}	7 3% 15%	5 2% 10%	13 4% 27%	4 2% 8%	- - -	1 1% 3%	- - -
£75,000 or over	26 1%	23 1% 87%	2 1% 7%	2 1% 6%	- - -	- - -	3 1% 10%	2 1% 6%	- - -	3 2% 11%	3 1% 30% ^{ain}	8 3% 19%	5 2% 19%	- 1% -	2 1% 6%	2 1% 7%	- - -
No personal income	70 3%	67 4% cp 95% ^{ce}	1 * 1%	3 2% 4%	- - -	3 3% 4%	11 5% 15% ^{pq}	3 1% 4%	4 3% 6%	5 3% 7%	10 4% 14% ^p	6 2% 9%	15 5% 21% ^{pq}	10 5% 14% ^{pq}	3 2% 4%	1 1% 1%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
SUMMARY CODES																	
UP TO £15,499	526	441	38	34	14	19	58	44	53	54	41	38	73	60	34	38	14
	24%	24% kl 84%	20% 7%	32% 6%	28% 3%	21% 4%	26% 11%dl	25% 8%dl	34% 10%afklm p	30% 10%klp	18% 8%	15% 7%	23% 14%dl	33% 11%aklm p	32% 6%kl	20% 7%	28% 3%kl
£15,500 - £29,999	387	326	27	23	11	8	42	31	34	41	61	25	59	25	23	27	11
	18%	18% fl 84%	15% 7%	21% 6%	23% 3%	9% 2%	19% 11%dl	18% 8%dl	22% 9%dl	10% 11%fln	14% 16%aflln p	10% 6%	19% 15%dl	14% 6%	21% 6%dl	15% 7%	23% 3%fln
UP TO £17,999	622	520	47	39	16	23	68	55	59	65	54	49	83	65	39	47	16
	29%	29% l 84%	26% 8%	36% 6%	32% 3%	25% 4%	30% 11%dl	31% 9%dl	38% 10%aklmp	36% 10%aklmp	23% 9%	19% 8%	26% 13%	35% 10%klm	36% 6%kl	26% 8%	32% 3%dl
£18,000 - £29,999	291	247	18	18	9	4	31	21	28	30	47	15	50	20	18	18	9
	13%	14% fl 85%	10% 6%	17% 6%	18% 3%cl	5% 1%	14% 11%dl	12% 7%dl	18% 10%lfp	17% 10%dl	20% 16%afhl np	6% 5%	16% 17%dl	11% 7%	17% 6%dl	10% 6%	18% 3%lfp
£30,000 OR MORE	252	229	12	9	2	3	20	16	15	20	34	37	59	26	9	12	2
	12%	13% celp 91%ce q	6% 5%	9% 4%	5% 1%	4% 1%	9% 8%	9% 6%	10% 6%	11% 8%	15% 13%lfpq	14% 15%lfpq	18% 23%afg hljopq	14% 10%lfpq	9% 4%	6% 5%	5% 1%
Rather not say	927	758	107	39	22	57	96	80	48	58	87	155	114	63	39	107	22
	43%	42% ijmn 82%	58% 12%cabde	36% 4%	45% 2%	63% 6%aghi ijkmn qq	42% 10%dl	46% 9%ijmn	31% 5%	33% 6%	37% 17%aghi ijkmn q	59% 12% 12%	36% 7%	34% 4%	36% 4%	58% 12%aghi mnq	45% 2%ij

Q.21 What was your total personal income last year from all sources before tax?
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Up to £2,999	88	68	20	27	61	35	27	38	23	32	8	2	5	37	43
	4%	4%	7%	7%	4%	11%	3%	9%	3%	3%	4%	1%	2%	3%	3%
£3,000 - £6,999	107	92	15	36	71	68	24	71	21	37	14	7	14	49	65
	5%	5%	5%	9%	7%	21%	3%	17%	3%	4%	7%	6%	7%	4%	5%
£7,000 - £9,999	131	122	9	36	92	78	38	92	24	58	10	12	16	65	85
	6%	7%	3%	9%	5%	24%	5%	22%	3%	6%	4%	9%	8%	6%	6%
£10,000 - £12,999	136	116	19	27	108	68	55	74	48	58	11	5	16	68	88
	6%	6%	7%	6%	7%	21%	7%	18%	6%	6%	5%	8%	6%	6%	6%
£13,000 - £15,499	64	60	3	19	45	29	34	31	32	32	6	5	5	35	43
	3%	3%	1%	5%	3%	9%	4%	8%	4%	3%	3%	4%	3%	3%	3%
£15,500 - £16,999	59	53	6	10	49	4	52	34	22	32	8	2	7	37	43
	3%	3%	2%	3%	3%	1%	6%	8%	3%	3%	4%	2%	4%	3%	3%
£17,000 - £17,999	36	36	1	8	25	-	35	14	21	22	8	8	5	24	30
	2%	2%	*	2%	2%	-	4%	3%	3%	2%	4%	3%	2%	2%	2%
£18,000 - £19,999	54	50	2	11	43	-	52	2	50	35	9	1	8	42	48
	2%	3%	1%	6%	3%	1%	6%	4%	7%	6%	4%	*	4%	4%	4%
£20,000 - £22,999	80	70	10	10	69	-	75	*	74	44	6	5	5	49	57
	4%	4%	4%	2%	4%	-	9%	*	10%	4%	3%	4%	3%	4%	4%
		1%	12%	12%	87%	-	94%	*	93%	55%	7%	6%	6%	62%	72%

Q.21 What was your total personal income last year from all sources before tax?
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
£23,000 - £26,999	94 4%	87 5% th 92%	8 3% 8%	10 2% 10%	83 5% 88% <i>d</i>	1 * 1%	88 11% 93% <i>af</i>	1 * 1%	88 12% 93% <i>ah</i>	63 6% 67% <i>am</i>	14 7% 15%	9 7% 10% <i>m</i>	5 2% 5%	72 6% 77% <i>am</i>	80 6% 85% <i>m</i>
£27,000 - £29,999	63 3%	59 3% th 93%	4 2% 7%	8 2% 12%	56 3% 68%	1 * 2%	58 7% 91% <i>af</i>	1 * 2%	58 8% 91% <i>ah</i>	35 4% 55%	8 4% 13%	2 2% 4%	3 2% 5%	42 4% 67%	44 3% 69%
£30,000 - £33,999	50 2%	46 2% dh 93%	4 1% 7%	2 * 3%	46 3% 93% <i>d</i>	- 2% -	49 6% 98% <i>af</i>	- 3% -	49 6% 98% <i>ah</i>	29 3% 59%	7 3% 14%	2 2% 5%	4 2% 8%	33 3% 66%	35 3% 71%
£34,000 - £36,999	40 2%	36 2% th 90%	4 1% 10%	2 1% 6%	38 2% 94% <i>d</i>	- 5% -	40 5% 100% <i>af</i>	- 5% -	40 5% 100% <i>ah</i>	27 3% 68%	4 2% 10%	4 3% 10%	1 * 2%	30 3% 75%	32 2% 81%
£37,000 - £39,999	26 1%	26 1% h 98%	1 * 2%	2 1% 8%	24 1% 92%	- 3% -	26 3% 100% <i>af</i>	- 4% -	26 4% 100% <i>ah</i>	17 2% 64%	- 1% -	1 1% 3%	- - -	17 1% 64%	17 1% 66%
£40,000 - £42,999	28 1%	28 1% th 100%	- - -	3 1% 12%	24 1% 88%	- 3% -	28 3% 100% <i>af</i>	- 4% -	28 4% 100% <i>ah</i>	23 2% 83% <i>am</i>	1 1% 5%	- - -	- - -	23 2% 83% <i>m</i>	23 2% 83%
£43,000 - £46,999	13 1%	10 1% 76%	3 1% 24%	1 * 9%	12 1% 91%	- 1% -	13 2% 100% <i>af</i>	- 2% -	13 2% 100% <i>ah</i>	11 1% 86%	1 * 4%	2 2% 16%	- 1% -	12 1% 91%	13 1% 100%
£47,000 - £49,999	22 1%	18 1% h 79%	5 2% 21%	1 * 5%	21 1% 95%	- 3% -	22 3% 100% <i>af</i>	- 3% -	22 3% 100% <i>ah</i>	16 2% 69%	- 1% -	1 1% 5%	- - -	16 1% 69%	17 1% 74%
£50,000 - £74,999	47 2%	42 2% th 89%	5 2% 11%	3 1% 7%	44 3% 93% <i>d</i>	- 6% -	47 6% 100% <i>af</i>	- 6% -	47 6% 100% <i>ah</i>	41 4% 87% <i>a</i>	3 1% 6%	4 3% 9%	4 2% 8%	41 4% 87% <i>a</i>	44 3% 92%

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ly Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
£75,000 or over	26	25	1	2	24	-	25	-	25	24	3	2	1	24	25
	1%	1%	*	1%	1%	-	3%	-	3%	2%	1%	1%	1%	2%	2%
		fh 95%	5%	9%	91%	-	95%af	-	95%ah	89%a	12%	6%	5%	89%	95%
No personal income	70	55	14	11	58	30	23	32	21	24	9	3	2	30	33
	3%	3%	5%	3%	3%	9%	3%	8%	3%	2%	4%	3%	1%	3%	2%
		78%	20%	15%	83%	42%ag	33%	46%ai	29%	34%	13%am	5%	3%	43%	47%
SUMMARY CODES															
UP TO £15,499	526	459	66	144	378	278	178	307	148	218	49	31	55	254	323
	24%	24%	24%	36%	22%	85%	21%	75%	20%	22%	23%	24%	28%	22%	24%
		i 87%	12%	27%ae	72%	53%ag	34%	58%ai	28%	41%	9%	6%	10%	48%	61%
£15,500 - £29,999	387	355	31	56	326	6	360	53	313	232	53	28	33	267	301
	18%	19%	12%	14%	19%	2%	43%	13%	42%	24%	25%	22%	17%	24%	22%
		cm 92%ac	8%	14%	84%ad	2%	93%af	14%	81%ah	60%am	14%a	7%	9%	69%am	78%a
UP TO £17,999	622	547	73	163	453	282	265	355	191	273	65	42	68	315	396
	29%	29%	27%	41%	27%	86%	32%	87%	26%	28%	30%	32%	34%	28%	29%
		88%	12%	26%ae	73%	45%ag	43%	57%ai	31%	44%	10%	7%	11%	51%	64%
£18,000 - £29,999	291	266	24	38	251	2	273	4	270	177	37	17	21	206	229
	13%	14%	9%	9%	15%	1%	33%	1%	36%	18%	17%	13%	11%	16%	17%
		dth 91%ac	8%	13%	86%ad	1%	94%af	1%	93%ah	61%am	13%	6%	7%	71%am	78%am
£30,000 OR MORE	252	230	22	18	233	-	250	-	250	188	19	16	10	194	206
	12%	12%	8%	4%	14%	-	30%	-	33%	19%	9%	13%	5%	17%	15%
		dth 91%	9%	7%	92%ad	-	99%af	-	99%ah	74%akmo	7%	6%am	4%	77%akm	82%akm
Rather not say	m	m													
	927	784	136	167	686	15	20	18	17	321	85	50	96	387	499
	43%	42%	50%	42%	41%	5%	2%	4%	2%	33%	40%	39%	49%	34%	37%
		lgh 85%	15%ab	18%	74%	2%	2%	2%	2%	35%	9%	5%	10%jno	42%	54%
	jno	jno													

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Up to £2,999	88 4%	10 2% bdegj	13 3% 11%	21 2% 23%	14 2% 16%	14 3% 16%	28 2% 32%	60 6% 68%aefgj	2 2% 2%	28 2% 32%
£3,000 - £6,999	107 5%	19 3% 17%	18 4% 17%	33 4% 31%	38 5% 36%	13 3% 12%	51 4% 48%	56 6% 52%	5 5% 4%	53 4% 50%
£7,000 - £9,999	131 6%	25 4% 19%	33 7% 25%	49 5% 38%	50 6% 38% ^{kl}	13 3% 10%	62 5% 47%	69 7% 53% ^{kl}	4 5% 3%	64 5% 49%
£10,000 - £12,999	136 6%	36 6% 27%	36 7% 27%	63 7% 46%	50 6% 37%	31 7% 23%	79 7% 58%	57 6% 42%	5 5% 4%	79 7% 56%
£13,000 - £15,499	64 3%	23 4% 37%	16 3% 25%	33 4% 52%	31 4% 48%	12 3% 19%	43 4% 67%	21 2% 33%	3 3% 5%	44 4% 68%
£15,500 - £16,999	59 3%	16 3% 26%	15 3% 26%	28 3% 48%	28 3% 47%	9 2% 15%	37 3% 62%	22 2% 38%	6 6% 10% ^h	38 3% 65%
£17,000 - £17,999	36 2%	10 2% 27%	18 4% 50% ^a	23 2% 62%	19 2% 53% ^h	8 2% 22%	28 2% 76% ^h	9 1% 24%	3 3% 7%	28 2% 76% ^h
£18,000 - £19,999	54 2%	13 2% 24%	24 5% 45% ^{ab}	34 4% 64%	33 4% 62% ^{afh}	6 1% 11%	39 3% 73% ^h	15 2% 27%	3 3% 5%	39 3% 73% ^h
£20,000 - £22,999	80 4%	28 5% 35%	19 4% 24%	45 5% 57%	42 5% 52% ^h	15 4% 19%	57 5% 71% ^h	23 2% 29%	2 2% 2%	57 5% 71% ^h
£23,000 - £26,999	94 4%	39 7% h	30 6% 41% ^a	60 7% 64% ^a	39 5% 42% ^h	38 9% 40% ^{aeh}	74 6% 78% ^{aeh}	20 2% 22%	6 6% 6% ^h	74 6% 78% ^{aeh}

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
£27,000 - £29,999	63	23	17	34	24	18	41	22	3	42
	3%	4%	4%	4%	3%	4%	3%	2%	3%	4%
		36%	27%	54%	38%	29%	65%	35%	4%	67%
£30,000 - £33,999	50	19	15	27	23	12	35	15	2	36
	2%	3%	3%	3%	3%	3%	2%	2%	2%	3%
		38%	29%	54%	45%	25%	71%h	29%	5%	72%h
£34,000 - £36,999	40	16	14	26	22	14	36	4	4	36
	2%	3%	3%	3%	3%	3%	3%	*	4%	3%
		h	41%	34%	56%h	34%h	90%ah	10%	10%h	90%h
£37,000 - £39,999	26	16	8	19	13	10	22	5	-	22
	1%	3%	2%	2%	2%	2%	2%	*	-	2%
		62%a	29%	73%	50%h	37%h	82%h	18%	-	82%h
£40,000 - £42,999	28	16	11	17	14	9	21	6	1	21
	1%	3%	2%	2%	2%	2%	2%	1%	1%	2%
		57%a	39%	62%	49%	33%h	77%h	23%	3%	77%h
£43,000 - £46,999	13	9	5	11	10	3	13	-	1	13
	1%	2%	1%	1%	1%	1%	1%	-	1%	1%
		h	66%a	36%	77%h	23%h	100%h	-	11%h	100%h
£47,000 - £49,999	22	9	8	10	9	9	17	5	-	17
	1%	2%	2%	1%	1%	2%	1%	1%	-	1%
		39%	34%	44%	41%	42%h	77%	23%	-	77%
£50,000 - £74,999	47	23	17	34	15	27	41	6	5	41
	2%	4%	4%	4%	2%	6%	3%	1%	5%	3%
		h	50%a	36%	31%h	57%aeghj	88%aah	12%	10%h	88%ah
£75,000 or over	26	11	13	21	12	13	23	3	1	23
	1%	2%	3%	2%	2%	3%	2%	*	1%	2%
		h	40%	49%a	46%h	51%ah	88%h	12%	5%	88%h
No personal income	70	12	10	19	18	14	31	39	1	31
	3%	2%	2%	2%	2%	3%	3%	4%	1%	3%
		17%	15%	27%	26%	20%	44%	56%e	2%	44%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
SUMMARY CODES										
UP TO £15,499										
	526	113	116	199	183	83	264	262	19	269
	24%	20%	24%	22%	23%	20%	22%	27%	20%	22%
		21%	22%	38%	35%	16%	50%	50%efgj	4%	51%
£15,500 - £29,999										
	387	128	125	225	186	94	275	112	22	278
	18%	23%	25%	25%	23%	22%	23%	12%	23%	23%
		h 33%a	32%a	58%a	48%ah	24%h	71%ah	29%	6%h	72%ah
UP TO £17,999										
	622	139	150	250	230	101	329	293	28	335
	29%	25%	31%	27%	29%	24%	27%	30%	29%	28%
		22%	24%b	40%	37%	16%	53%	47%j	4%	54%
£18,000 - £29,999										
	291	103	91	174	138	77	211	81	13	212
	13%	18%	19%	19%	17%	18%	18%	8%	14%	18%
		h 35%a	31%a	60%a	47%ah	26%ah	72%ah	28%	5%	73%ah
£30,000 OR MORE										
	252	118	89	166	118	98	209	43	15	210
	12%	21%	18%	18%	15%	23%	17%	5%	15%	17%
		h 47%a	35%a	66%a	47%ah	39%aeghj	83%ah	17%	6%h	83%ah
Rather not say										
	927	193	148	307	298	132	421	506	40	425
	43%	bcdelfj 21%	30%	33%	37%	31%	35%	53%	41%	35%
			16%	33%	32%	14%	45%	55%aefgj	4%	46%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Up to £2,999	88 4%	25 2% bdfh	63 6% 72%ab	13 2% 15%	75 5% 85%cd	20 2% 22%	20 10% 23%ah	28 2% 32%ah	3 8% 4%h	4 8% 5%	3 14% 3%
£3,000 - £6,999	107 5%	42 4% 39%	65 6% 61%b	26 4% 25%	81 5% 75%	43 5% 40%	23 12% 22%ah	58 4% 54%	3 8% 3%	5 10% 4%	4 19% 4%
£7,000 - £9,999	131 6%	65 6% 49%	67 6% 51%	38 6% 29%	93 6% 71%	52 6% 40%	20 11% 16%ah	83 6% 63%	7 19% 6%ah	1 2% 1%	3 14% 2%
£10,000 - £12,999	136 6%	68 6% 50%	69 6% 50%	36 6% 27%	100 7% 73%	64 7% 47%	16 8% 12%	91 6% 67%	1 2% -	5 11% 4%	- - -
£13,000 - £15,499	64 3%	38 4% 59%	26 2% 41%	21 3% 33%	43 3% 67%	35 4% 55%	8 4% 12%	46 3% 72%	- - -	4 8% 6%	2 8% 3%
£15,500 - £16,999	59 3%	38 4% 64%cd	21 2% 36%	22 4% 38%	37 2% 56%	34 4% 57%	12 6% 20%ah	38 3% 63%	2 6% 4%	5 11% 9%a	1 6% 2%
£17,000 - £17,999	36 2%	26 72%cd	10 1% 28%	15 2% 41%	21 1% 59%	21 2% 59%	3 1% 6%	28 2% 78%	1 3% 3%	2 4% 5%	1 4% 2%
£18,000 - £19,999	54 2%	33 3% 62%	20 2% 38%	19 3% 35%	35 2% 65%	26 3% 52%	5 3% 9%	47 2% 88%	- - -	1 2% 1%	- - -
£20,000 - £22,999	80 4%	43 4% 53%	37 3% 47%	25 4% 32%	55 4% 68%	43 5% 54%	5 3% 7%	59 4% 74%	1 3% 2%	1 3% 2%	- - -
£23,000 - £26,999	94 4%	61 6% 64%cd	34 3% 36%	42 7% 45%ae	52 3% 55%	62 7% 66%a	8 4% 8%	76 5% 81%	- - -	3 5% 3%	1 4% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
£27,000 - £29,999	63	34	30	26	37	34	5	44	-	2	-
	3%	3%	3%	4%	2%	4%	2%	3%	-	5%	-
		53%	47%	41%	59%	54%	7%	69%	-	4%	-
£30,000 - £33,999	50	32	17	17	33	32	2	38	-	2	-
	2%	3%	2%	3%	2%	3%	1%	3%	-	4%	-
		65% ^c	35%	34%	66%	64%	3%	77%	-	3%	-
£34,000 - £36,999	40	19	21	14	26	19	6	30	1	3	1
	2%	2%	2%	2%	2%	2%	3%	2%	3%	6%	7%
		48%	52%	35%	65%	49%	14%	76%	3%	7%	4%
£37,000 - £39,999	26	16	10	12	14	14	-	22	-	-	-
	1%	2%	1%	2%	1%	2%	-	2%	-	-	-
		63%	37%	47%	53%	55%	-	82%	-	-	-
£40,000 - £42,999	28	19	9	14	13	16	-	24	-	-	-
	1%	2%	1%	2%	1%	2%	-	2%	-	-	-
		69%	31%	51% ^e	49%	59%	-	85%	-	-	-
£43,000 - £46,999	13	9	5	10	3	13	-	13	-	-	-
	1%	1%	*	2%	*	1%	-	1%	-	-	-
		65%	35%	74% ^{ae}	26%	100% ^a	-	100%	-	-	-
£47,000 - £49,999	22	12	10	12	10	11	1	16	1	1	-
	1%	1%	1%	2%	1%	1%	1%	1%	3%	2%	-
		55%	45%	55% ^e	45%	51%	5%	72%	5%	5%	-
£50,000 - £74,999	47	36	11	28	20	31	-	44	-	-	-
	2%	3%	1%	4%	1%	3%	-	3%	-	-	-
		c 76% ^c	24%	59% ^{ae}	41%	66%	-	92% ^g	-	-	-
£75,000 or over	26	21	5	19	8	19	-	25	-	-	-
	1%	2%	*	3%	1%	2%	-	2%	-	-	-
		e 80% ^c	20%	71% ^{ae}	29%	74%	-	95%	-	-	-
No personal income	70	24	46	15	55	20	7	30	4	3	1
	3%	2%	4%	2%	4%	2%	4%	2%	9%	6%	6%
		35%	65% ^b	22%	78%	29%	10%	42%	5% ^h	4%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
SUMMARY CODES											
UP TO £15,499	526	237	290	136	391	214	87	306	14	18	12
	24%	22%	27%	21%	26%	23%	45%	21%	37%	38%	55%
		45%	55% ^b	26%	74% ^d	41%	17% ^{ah}	58%	3% ^h	3% ^a	2%
£15,500 - £29,999	387	235	152	150	237	222	37	292	4	14	3
	18%	22%	14%	23%	16%	24%	19%	20%	12%	30%	14%
		c	61% ^{ac}	39%	61%	57% ^{ae}	10%	75%	1%	4%	1%
UP TO £17,999	622	301	321	173	449	269	102	372	18	25	14
	29%	28%	30%	27%	29%	29%	53%	26%	46%	53%	64%
		48%	52%	28%	72%	43%	16% ^{ah}	60%	3% ^{ah}	4% ^a	2%
£18,000 - £29,999	291	171	121	113	179	167	23	226	1	7	1
	13%	16%	11%	18%	12%	18%	12%	16%	3%	15%	4%
		59% ^c	41%	39% ^{ae}	61%	57% ^{ae}	8%	78% ^d	*	2%	*
£30,000 OR MORE	252	165	88	126	127	157	8	212	2	6	1
	12%	15%	8%	20%	8%	17%	4%	15%	6%	12%	7%
		c ^{eg}	65% ^{ac}	50% ^{ae}	50%	62% ^{ae}	3%	84% ^{ag}	1%	2%	1%
Rather not say	927	421	506	213	714	299	53	586	14	7	4
	43%	39%	47%	33%	47%	33%	27%	41%	36%	14%	19%
		bdf ^g	55% ^{ab}	23%	77% ^{ad}	32%	6%	63% ^{ag}	2%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Up to £2,999	88	3	1	2	7	8	10	78	3	6	3	16	12
	4%	5%	2%	3%	10%	6%	6%	4%	4%	5%	4%	2%	3%
		3%	1%	3%	8%ah	9%	12%	88%	3%	6%	4%	18%	14%
£3,000 - £6,999	107	8	2	13	7	16	19	88	7	11	11	37	15
	5%	17%	4%	16%	10%	12%	10%	4%	11%	11%	14%	5%	3%
		8%ah	2%	12%ah	7%h	15%ah	18%ah	82%	7%ah	10%ah	10%ah	34%	14%
£7,000 - £9,999	131	5	2	2	7	14	19	112	4	7	6	43	19
	6%	10%	5%	2%	10%	10%	10%	6%	6%	7%	8%	6%	5%
		4%h	2%	1%	5%	10%h	15%adh	85%	3%	5%	5%	33%	15%
£10,000 - £12,999	136	7	1	8	5	8	12	124	5	9	4	54	26
	6%	15%	1%	10%	7%	6%	7%	6%	8%	9%	5%	7%	6%
		5%ach	*	6%	4%	6%	9%	91%	4%	7%	3%	39%	19%
£13,000 - £15,499	64	1	-	1	-	1	1	62	*	3	2	30	13
	3%	2%	-	1%	-	1%	1%	3%	1%	2%	2%	4%	3%
		1%	-	2%	-	2%	2%	98%	1%	4%	3%	47%	20%
£15,500 - £16,999	59	-	5	6	2	8	8	51	2	4	5	24	13
	3%	-	10%	8%	2%	6%	4%	3%	2%	3%	6%	3%	3%
		-	8%abh	10%ah	3%	13%	14%	86%	3%	6%	8%	41%	21%
£17,000 - £17,999	36	1	-	-	-	4	4	33	1	1	-	20	8
	2%	1%	-	-	-	3%	2%	1%	1%	3%	-	3%	2%
		2%	-	-	-	10%	10%	90%	2%	3%	-	55%	21%
£18,000 - £19,999	54	-	2	5	4	7	10	44	-	6	4	23	16
	2%	-	5%	6%	6%	5%	5%	2%	-	6%	5%	3%	4%
		-	4%	9%h	8%	13%	18%ah	82%	-	11%h	7%	42%	31%
£20,000 - £22,999	80	2	4	1	2	6	7	73	2	3	6	37	20
	4%	4%	8%	1%	2%	4%	4%	4%	3%	3%	7%	5%	5%
		2%	5%	1%	2%	7%	9%	91%	3%	4%	7%	46%	25%
£23,000 - £26,999	94	-	3	5	3	5	9	86	6	4	4	53	21
	4%	-	7%	6%	5%	4%	5%	4%	9%	6%	5%	7%	5%
		-	4%	5%	4%	6%	9%	91%	6%h	7%	5%	56%a	22%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
63	-	2	3	5	6	12	52	5	5	2	31	10	
3%	-	5%	4%	7%	5%	6%	3%	7%	5%	2%	4%	2%	
	-	4%	5%	9%ah	10%	19%ah	81%	7%	7%	3%	48%	16%	
50	2	2	2	-	-	-	50	2	1	2	28	7	
2%	4%	5%	2%	-	-	-	3%	3%	2%	2%	4%	2%	
	3%fg	5%fg	3%	-	-	-	100%g	3%g	3%	3%	57%	14%	
40	-	1	3	-	-	-	40	-	4	1	16	20	
2%	-	2%	3%	-	-	-	2%	-	4%	2%	2%	5%	
	-	3%	7%fg	-	-	-	100%	-	10%fg	3%	41%	49%al	
26	-	-	1	-	2	2	25	1	-	3	13	9	
1%	-	-	1%	-	1%	1%	1%	2%	-	4%	2%	2%	
	-	-	4%	-	7%	7%	93%	6%	-	12%	50%	33%	
28	-	-	2	-	2	2	25	-	-	1	16	5	
1%	-	-	2%	-	2%	1%	1%	-	-	2%	2%	1%	
	-	-	6%	-	9%	9%	91%	-	-	5%	59%	18%	
13	1	-	-	1	2	2	11	-	-	-	13	-	
1%	2%	-	-	1%	1%	1%	1%	-	-	1%	2%	-	
	9%	-	-	5%	13%	18%	82%	-	-	-	100%am	-	
22	-	2	1	2	1	3	19	1	-	3	11	6	
1%	-	4%	1%	3%	1%	2%	1%	1%	-	4%	1%	1%	
	-	9%	3%	9%	6%	15%	85%	3%	-	13%h	51%	26%	
47	-	-	1	1	3	4	43	1	-	1	30	11	
2%	-	-	2%	1%	2%	2%	2%	2%	-	1%	4%	3%	
	-	-	3%	2%	6%	8%	92%	2%	-	2%	64%a	24%	
26	-	-	-	1	1	3	24	-	1	1	19	4	
1%	-	-	-	2%	1%	1%	1%	-	1%	2%	3%	1%	
	-	-	-	5%	5%	10%	90%	-	6%	74%a	74%a	15%	
70	-	4	2	2	3	3	67	2	2	1	17	14	
3%	-	8%	3%	3%	2%	2%	3%	2%	2%	1%	2%	3%	
	-	6%g	3%	3%	5%	5%	95%	2%	3%	2%	25%	20%	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

		Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
	Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
SUMMARY CODES													
UP TO £15,499													
	526	24	6	26	27	47	62	464	19	35	27	180	85
	24%	50%	12%	33%	36%	36%	34%	23%	29%	34%	33%	23%	20%
		5%acghi	1%	5%c	5%ach	9%ach	12%ach	88%	4%c	7%ach	5%c	34%	16%
£15,500 - £29,999													
	387	3	17	19	17	35	49	338	15	25	20	188	88
	18%	b 5%	34%	26%	23%	26%	27%	17%	23%	24%	26%	24%	20%
		1%	4%abh	5%b	4%b	9%abh	13%abh	87%b	4%b	6%b	5%b	48%a	23%
UP TO £17,999													
	622	25	11	32	28	59	74	548	22	40	31	224	105
	29%	51%	22%	41%	39%	44%	40%	28%	33%	39%	39%	29%	24%
		4%ach	2%	5%ah	5%	9%ach	12%ach	88%	3%	6%h	5%	36%	17%
£18,000 - £29,999													
	291	2	12	13	15	24	37	254	13	20	16	143	68
	13%	4%	24%	17%	20%	18%	20%	13%	19%	20%	19%	19%	16%
		1%	4%bh	5%b	5%b	8%b	13%abh	87%	4%b	7%b	5%b	49%a	23%
£30,000 OR MORE													
	252	3	6	9	5	11	16	236	5	7	13	148	61
	12%	6%	11%	12%	7%	8%	9%	12%	7%	7%	16%	19%	14%
		1%	2%	4%	2%	4%	6%	94%	2%	3%	5%	59%a	24%
Rather not say													
	927	19	17	22	23	37	54	873	26	34	19	239	182
	43%	39%	34%	28%	31%	28%	29%	44%	39%	33%	24%	31%	42%
		difgkl 2%	2%	2%	2%	4%	6%	94%defgkl	3%	4%	2%	26%	20%l

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Up to £2,999	88	22	12	22	19	7	5	1	-	-	-	-
4%		6%	3%	6%	3%	3%	5%	2%	-	-	-	-
		25%	14%	25%	22%	8%	5%	1%	-	-	-	-
£3,000 - £6,999	107	29	14	25	27	6	1	2	-	1	-	3
5%		7%	4%	7%	4%	3%	1%	4%	-	2%	-	26%
		27%ef	13%	24%ef	25%	6%	1%	2%	-	1%	-	3%
£7,000 - £9,999	131	32	33	19	29	12	3	1	2	-	-	-
6%		8%	9%	5%	5%	5%	3%	2%	10%	-	-	-
		25%	25%cd	15%	22%	9%	2%	1%	2%	-	-	-
£10,000 - £12,999	136	28	30	31	31	8	4	3	1	-	-	-
6%		7%	8%	8%	5%	3%	4%	7%	6%	-	-	-
		21%	22%e	22%e	23%	6%	3%	2%	1%	-	-	-
£13,000 - £15,499	64	13	15	16	13	3	3	-	-	-	-	1
3%		3%	4%	4%	2%	1%	3%	-	-	-	-	13%
		20%	23%e	26%e	21%	4%	4%	-	-	-	-	2%
£15,500 - £16,999	59	14	14	12	11	6	1	1	-	1	-	-
3%		4%	4%	3%	2%	2%	1%	2%	-	2%	-	-
		24%	23%	20%	18%	9%	2%	2%	-	1%	-	-
£17,000 - £17,999	36	4	10	9	10	2	1	-	-	-	-	-
2%		1%	3%	2%	2%	1%	1%	-	-	-	-	-
		11%	26%	25%	26%	6%	2%	-	-	-	-	-
£18,000 - £19,999	54	8	9	17	17	2	-	-	-	-	-	-
2%		2%	3%	5%	3%	1%	-	-	-	-	-	-
		15%	17%	32%ef	32%	4%	-	-	-	-	-	-
£20,000 - £22,999	80	15	13	13	21	11	5	-	1	-	1	-
4%		4%	4%	3%	3%	5%	5%	-	7%	-	11%	-
		19%	16%	16%	26%	14%	6%	-	2%	-	1%	-
£23,000 - £26,999	94	19	7	14	30	12	5	2	2	1	1	1
4%		5%	2%	4%	5%	5%	5%	4%	9%	3%	19%	11%
		21%b	8%	15%	32%b	12%	5%	2%	2%	1%	1%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
£27,000 - £29,999	63	7	11	5	18	12	6	4	-	-	-	1
	3%	2%	3%	1%	3%	5%	6%	7%	-	-	-	13%
		11%	17%	7%	28%	20%ac	9%ac	6%ac	-	-	-	2%
£30,000 - £33,999	50	-	7	6	21	7	5	1	1	2	-	-
	2%	-	2%	2%	4%	3%	5%	3%	3%	6%	-	-
		-	14%a	13%a	43%a	13%a	11%a	3%a	1%	3%	-	-
£34,000 - £36,999	40	3	3	6	18	8	2	-	-	-	-	-
	2%	1%	1%	2%	3%	3%	2%	-	-	-	-	-
		8%	7%	15%	46%ab	19%ab	5%	-	-	-	-	-
£37,000 - £39,999	26	2	3	5	6	1	3	2	1	2	-	-
	1%	1%	1%	1%	1%	1%	3%	5%	6%	6%	-	-
		8%	12%	18%	25%	5%	12%a	9%abde	5%	7%	-	-
£40,000 - £42,999	28	-	1	-	9	9	3	-	-	5	1	-
	1%	-	*	-	2%	4%	3%	-	-	18%	12%	-
		-	5%	-	34%ac	31%abc	9%ac	-	-	18%	3%	-
£43,000 - £46,999	13	1	1	3	6	2	-	-	-	-	-	-
	1%	*	*	1%	1%	1%	-	-	-	-	-	-
		11%	4%	21%	45%	19%	-	-	-	-	-	-
£47,000 - £49,999	22	1	1	3	7	6	-	2	-	3	-	-
	1%	*	*	1%	1%	3%	-	4%	-	9%	-	-
		5%	3%	12%	32%	28%ab	-	8%ab	-	11%	-	-
£50,000 - £74,999	47	4	5	-	11	12	7	4	1	1	1	-
	2%	1%	2%	-	2%	5%	7%	9%	7%	4%	22%	-
		8%	11%c	-	24%c	25%abcd	15%abcd	9%abcd	3%	2%	3%	-
£75,000 or over	26	-	-	2	4	4	5	5	-	5	1	-
	1%	-	-	*	1%	2%	5%	10%	-	17%	19%	-
		-	-	6%	16%	17%ab	20%abcd	19%abode	-	18%	5%	-
No personal income	70	17	12	10	15	8	4	-	1	1	-	2
	3%	4%	4%	3%	3%	3%	4%	-	4%	5%	-	16%
		24%	18%	14%	21%	11%	6%	-	1%	2%	-	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
SUMMARY CODES												
UP TO £15,499	526	124	104	113	119	36	15	7	3	1	-	4
	24%	31%	29%	31%	20%	15%	15%	14%	15%	2%	-	39%
		24%defg	20%def	22%defg	23%	7%	3%	1%	1%	-	-	1%
£15,500 - £29,999	387	68	64	70	107	45	18	6	3	1	2	3
	18%	17%	18%	19%	18%	19%	18%	13%	16%	5%	30%	24%
		18%	16%	18%	26%	12%	5%	2%	1%	-	1%	1%
UP TO £17,999	622	142	128	135	140	44	17	8	3	1	-	4
	29%	36%	36%	36%	24%	19%	17%	17%	15%	4%	-	39%
		23%defg	21%defg	22%defg	23%	7%	3%	1%	1%	-	-	1%
£18,000 - £29,999	291	50	40	49	86	37	16	5	3	1	2	3
	13%	13%	11%	13%	15%	16%	16%	11%	16%	3%	30%	24%
		17%	14%	17%	29%	13%	5%	2%	1%	-	1%	1%
£30,000 OR MORE	252	12	21	24	84	49	25	15	3	17	3	-
	12%	3%	6%	6%	14%	21%	25%	30%	16%	60%	52%	-
		5%	8%	9%a	33%abc	19%abcd	10%abcd	6%abcd	1%	7%	1%	-
Rather not say	927	176	154	153	265	97	39	20	10	8	1	2
	43%	44%	43%	41%	45%	41%	38%	42%	49%	28%	18%	22%
		19%	17%	17%	29%	10%	4%	2%	1%	1%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.21 What was your total personal income last year from all sources before tax?
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
Up to £2,999	88	21	4	18	14	11	8	6	4	3	-	-	42	25	5	11	6	-	
	4%	6%	2%	4%	4%	4%	4%	6%	3%	4%	-	-	6%	3%	5%	4%	6%	-	
		24%	4%	21%	12%	9%	7%	5%	2%	3%	-	-	47% _m	29%	5%	12%	6%	-	
£3,000 - £6,999	107	30	12	28	11	11	1	5	2	4	1	3	49	24	5	17	9	3	
	5%	8%	7%	6%	3%	4%	*	5%	1%	6%	3%	26%	7%	3%	5%	7%	9%	26%	
		28% _{deth}	11% _{dth}	26% _{fh}	10%	11% _f	1%	5% _f	2%	4% _f	1%	3%	46% _m	22%	5%	16% _m	8% _m	3%	
£7,000 - £9,999	131	35	7	31	15	20	15	4	2	1	1	-	47	45	5	22	12	-	
	6%	10%	5%	7%	4%	7%	8%	4%	1%	1%	6%	-	6%	5%	5%	9%	12%	-	
		27% _{dhi}	6%	23% _h	11%	15% _h	11% _h	3%	1%	1%	1%	-	36%	34%	4%	17% _m	9% _m	-	
£10,000 - £12,999	136	37	15	36	19	8	6	7	7	1	2	-	54	52	6	16	9	-	
	6%	10%	9%	8%	5%	3%	3%	6%	5%	1%	11%	-	7%	5%	6%	7%	9%	-	
		27% _{delf}	11% _{elf}	26% _{ef}	14%	6%	4%	5%	5%	*	2%	-	40%	38%	4%	12%	6%	-	
£13,000 - £15,499	64	16	5	9	10	12	6	2	1	-	-	1	27	22	-	4	10	1	
	3%	4%	3%	2%	3%	4%	3%	2%	1%	-	-	13%	4%	2%	-	2%	10%	13%	
		26%	8%	14%	16%	19%	10%	3%	2%	-	-	2%	42%	34%	-	7%	15% _{lmno}	2%	
£15,500 - £16,999	59	13	5	9	15	8	5	1	3	1	-	-	21	19	8	9	2	-	
	3%	4%	3%	2%	4%	3%	2%	1%	2%	1%	-	-	3%	2%	8%	4%	2%	-	
		22%	8%	15%	26%	13%	8%	2%	5%	1%	-	-	35%	33%	13% _{lm}	16%	4%	-	
£17,000 - £17,999	36	5	10	9	2	4	5	1	2	-	-	-	12	16	-	5	3	-	
	2%	1%	6%	2%	1%	1%	2%	1%	1%	-	-	-	2%	2%	-	2%	4%	-	
		13%	26% _{acdeh}	26%	5%	10%	13%	2%	4%	-	-	-	32%	44%	-	15%	9%	-	
£18,000 - £19,999	54	7	10	15	8	9	2	1	1	-	-	-	27	18	3	3	2	-	
	2%	2%	6%	3%	2%	3%	1%	1%	1%	-	-	-	4%	2%	3%	1%	2%	-	
		14%	19% _{adh}	29%	14%	17%	4%	2%	2%	-	-	-	50% _m	33%	6%	6%	4%	-	
£20,000 - £22,999	80	11	8	17	7	12	12	5	5	1	1	-	31	38	3	4	3	-	
	4%	3%	5%	4%	2%	4%	6%	5%	4%	2%	3%	-	4%	4%	3%	2%	3%	-	
		14%	10%	21%	9%	15%	16% _d	6%	7%	2%	1%	-	39%	48%	4%	5%	4%	-	
£23,000 - £26,999	94	7	5	18	25	16	6	7	4	5	1	1	26	40	11	15	1	1	
	4%	2%	3%	4%	7%	5%	3%	7%	3%	8%	6%	11%	3%	4%	11%	6%	1%	11%	
		7%	5%	19%	26% _a	17% _a	6%	7% _a	4%	6% _a	1%	1%	27%	42%	12% _{lmo}	16%	2%	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £79,999 (h)	£100,000 - £149,999 9 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
63	4	4	9	18	8	10	3	3	1	-	1		19	31	3	6	3	1	
3%	1%	3%	2%	5%	3%	5%	2%	2%	2%	-	13%	-	2%	3%	3%	2%	4%	13%	
	7%	7%	14%	29%ac	13%	16%ac	5%	4%	2%	-	2%		29%	48%	5%	10%	5%	2%	
50	2	2	6	13	8	8	1	6	2	1	-	-	15	33	1	-	-	-	
2%	*	1%	4%	3%	4%	2%	3%	4%	3%	6%	-	-	2%	3%	1%	-	3%	-	
	3%	6%	13%	26%a	17%a	17%ac	1%	11%a	4%	3%	-	-	31%o	66%o	3%	-	-	-	
40	3	6	5	7	7	9	1	1	-	-	-	-	10	18	5	5	2	-	
2%	1%	3%	1%	2%	2%	5%	1%	1%	-	-	-	-	1%	2%	5%	2%	2%	-	
	8%	14%a	13%	17%	19%	23%ac	3%	3%	-	-	-	-	25%	46%	12%l	13%	4%	-	
26	2	1	3	5	3	2	3	4	3	-	-	-	6	18	-	3	-	-	
1%	*	1%	1%	1%	1%	1%	3%	3%	4%	1%	-	-	1%	2%	-	1%	-	-	
	7%	5%	11%	17%	13%	9%	12%ac	15%a	10%ac	-	-	-	22%	68%	-	10%	-	-	
28	3	-	-	6	6	-	4	4	3	2	-	-	5	20	1	1	-	-	
1%	1%	-	-	2%	2%	-	4%	3%	5%	10%	-	-	1%	2%	1%	-	2%	-	
	11%	-	-	21%c	21%c	-	15%abcf	15%bdf	11%abcf	7%	-	-	18%	73%l	4%	5%	-	-	
13	1	-	2	4	4	1	-	1	-	-	-	-	2	11	-	-	1	-	
1%	*	-	*	1%	1%	1%	-	1%	-	-	-	-	*	1%	-	-	1%	-	
	4%	-	16%	31%	29%	9%	-	11%	-	-	-	-	15%	80%	-	-	5%	-	
22	2	-	-	7	1	5	3	3	1	-	-	-	6	16	-	-	1	-	
1%	1%	-	-	2%	*	3%	3%	2%	2%	-	-	-	1%	2%	-	-	1%	-	
	11%	-	-	32%ac	5%	22%ac	12%ac	12%ac	6%ac	-	-	-	25%	70%	-	-	5%	-	
47	1	-	2	6	6	8	7	11	6	-	-	-	5	40	1	1	-	-	
2%	*	-	1%	2%	2%	4%	7%	9%	9%	4%	-	-	1%	4%	1%	*	-	-	
	2%	-	5%	13%	13%a	17%abc	15%abcd	22%abcd	13%abode	-	-	-	10%	85%lo	3%	2%	-	-	
26	1	-	3	-	2	1	-	14	2	3	-	-	2	22	-	-	3	-	
1%	*	-	1%	-	1%	1%	-	10%	4%	12%	-	-	*	2%	-	-	3%	-	
	5%	-	11%	-	6%	5%	-	53%abcde	9%abd	10%	-	-	6%	84%lo	-	-	10%lo	-	
70	11	3	12	14	7	7	5	5	3	1	2		32	23	3	10	1	2	
3%	3%	2%	3%	4%	2%	4%	5%	3%	4%	6%	16%		4%	2%	3%	4%	1%	16%	
	16%	4%	17%	20%	11%	10%	8%	7%	4%	2%	2%		46%lm	33%	4%	14%	1%	2%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classifi- cation (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classifi- cation (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
SUMMARY CODES																		
UP TO £15,499	526	140	43	122	69	62	36	24	16	8	4	4	219	168	21	70	44	4
	24%	38% 27%bdef ghi	26% 8%hi	27% 23%cdhi	19% 13%h	21% 12%h	18% 7%	23% 5%h	11% 3%	12% 1%	21% 1%	39% 1%	29% 42%lm	18% 32%	21% 4%	28% 13%lm	45% 8%lmno	39% 1%
£15,500 - £29,999	387	47	42	78	75	56	39	18	18	9	2	3	135	162	28	44	16	3
	18%	13% 12%	26% 11%ach	18% 20%	21% 19%ah	19% 15%a	20% 10%a	18% 5%	12% 5%	13% 2%	10% 1%	24% 1%	18% 35%	17% 42%	29% 7%lmo	17% 11%	17% 4%	24% 1%
UP TO £17,999	622	159	57	140	86	73	45	26	20	8	4	4	251	203	28	85	50	4
	29%	43% 25%cdelf hi	35% 9%defh i	32% 23%cdhi	24% 14%h	25% 12%h	23% 7%	25% 4%h	14% 3%	13% 1%	21% 1%	39% 1%	34% 40%lm	21% 33%	29% 5%	34% 14%lm	51% 8%lmno	39% 1%
£18,000 - £29,999	291	29	28	60	58	45	30	16	13	8	2	3	102	126	21	29	10	3
	13%	8% 10%	17% 10%a	13% 20%a	16% 20%a	15% 16%a	16% 10%a	16% 6%a	9% 5%	13% 3%	10% 1%	24% 1%	14% 35%	13% 43%	21% 7%o	12% 10%	11% 4%	24% 1%
£30,000 OR MORE	252	15	9	22	47	38	35	19	43	17	6	-	50	178	9	10	6	-
	12%	4% 6%	6% 4%	5% 9%	13% 19%abc	13% 15%abc	18% 14%abc	19% 8%abc	30% 17%abcde f	27% 7%abode	28% 2%	- -	7% 20%	19% 70%lnop	9% 3%	4% 4%	6% 2%	- -
Rather not say	927	156	67	209	150	135	76	35	62	27	7	2	314	425	38	117	31	2
	43%	42% 17%	41% 7%	47% 23%g	42% 16%	45% 15%	39% 8%	34% 4%	43% 7%	43% 3%	36% 1%	22% *	42% 34%	44% 46%p	38% 4%	47% 13%p	32% 3%	22% *

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Up to £2,999	88 4%	87 4%	1 4%	- -
£3,000 - £6,999	107 5%	106 5%	1 5%	- -
£7,000 - £9,999	131 6%	129 6%	2 8%	- -
£10,000 - £12,999	136 6%	134 6%	2 8%	- -
£13,000 - £15,499	64 3%	62 3%	2 7%	- -
£15,500 - £16,999	59 3%	59 3%	1 2%	- -
£17,000 - £17,999	36 2%	36 2%	- -	- -
£18,000 - £19,999	54 2%	52 2%	2 8%	- -
£20,000 - £22,999	80 4%	77 4%	2 8%	- -
£23,000 - £26,999	94 4%	93 4%	1 5%	- -
£27,000 - £29,999	63 3%	63 3%	- -	- -
		100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
£30,000 - £33,999	50	49	1	-
	2%	2%	2%	-
		99%	1%	-
£34,000 - £36,999	40	40	-	-
	2%	2%	-	-
		100%	-	-
£37,000 - £39,999	26	26	-	-
	1%	1%	-	-
		100%	-	-
£40,000 - £42,999	28	28	-	-
	1%	1%	-	-
		100%	-	-
£43,000 - £46,999	13	13	-	-
	1%	1%	-	-
		100%	-	-
£47,000 - £49,999	22	22	-	-
	1%	1%	-	-
		100%	-	-
£50,000 - £74,999	47	47	-	-
	2%	2%	-	-
		100%	-	-
£75,000 or over	26	26	-	-
	1%	1%	-	-
		100%	-	-
No personal income	70	70	-	-
	3%	3%	-	-
		100%	-	-
SUMMARY CODES				
UP TO £15,499	526	518	9	-
	24%	24%	32%	-
		98%	2%	-
£15,500 - £29,999	387	381	6	-
	18%	18%	24%	-
		98%	2%	-

Q.21 What was your total personal income last year from all sources before tax?
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
UP TO £17,999	622	613	9	-
	29%	29%	34%	-
		99%	1%	-
£18,000 - £29,999	291	286	6	-
	13%	13%	21%	-
		98%	2%	-
£30,000 OR MORE	252	252	1	-
	12%	12%	2%	-
		100% ^b	*	-
Rather not say	927	915	11	-
	43%	43%	42%	-
		99%	1%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Yes	396	176	219	20	27	50	66	85	72	75	47	201	147	134	262	52	147	197
	18%	17%	20%	7%	7%	14%	19%	25%	32%	38%	7%	20%	35%	12%	24%	12%	13%	31%
		deknpq 45%	55%	5%	7%	13%de	17%de	22%ade	18%ade	19%ade	12%	51%k	37%akl	34%	66%an	13%	37%	50%apq
No	1681	846	836	272	369	285	260	242	145	107	641	787	253	901	780	356	921	404
	78%	81%	75%	90%	91%	82%	76%	71%	64%	55%	90%	76%	60%	84%	72%	84%	83%	64%
		hijmor 50%c	50%	16%aafg	22%aafg	17%hij	15%ij	14%j	9%j	6%	38%alm	47%lm	15%	54%ao	46%	21%ar	55%ar	24%
Prefer not to say	66	22	44	10	9	9	13	10	7	8	18	32	15	37	29	14	31	21
	3%	2%	4%	3%	2%	3%	4%	3%	3%	4%	3%	3%	4%	3%	3%	3%	3%	3%
		33%	67%ab	15%	13%	14%	20%	16%	11%	12%	28%	49%	23%	56%	44%	22%	47%	31%
Don't know	21	5	16	1	2	5	1	3	3	6	3	9	9	6	15	2	8	10
	1%	*	1%	*	*	1%	*	1%	1%	3%	*	1%	2%	1%	1%	*	1%	2%
		23%	77%b	6%	8%	24%	6%	12%	16%	29%ade	13%	42%	45%akl	29%	71%	10%	40%	50%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Yes	396	320	37	28	11	13	43	32	41	35	30	23	57	47	28	37	11
	18%	18%	20%	26%	23%	15%	19%	18%	26%	20%	13%	9%	18%	25%	26%	20%	23%
		1	81%	9%	7%b	3%	11%l	8%l	10%akim	9%l	7%	6%	14%l	12%akl	7%kl	9%l	3%kl
No	1681	1448	118	79	37	73	178	141	112	139	200	214	254	135	79	118	37
	78%	79%	64%	73%	76%	82%	79%	81%	72%	78%	86%	82%	79%	73%	73%	64%	76%
		cp	86%c	7%	5%	2%	4%p	11%p	8%p	7%	8%p	12%ain	13%lp	15%p	8%	5%	7%
Prefer not to say	66	38	26	1	1	3	3	2	2	4	3	12	9	1	1	26	1
	3%	2%	14%	1%	1%	3%	1%	1%	1%	2%	1%	4%	3%	1%	1%	14%	1%
		58%	40%abde	1%	1%	4%	5%	3%	3%	5%	4%	18%kn	14%	2%	1%	40%afghij kimnoq	1%
Don't know	21	16	3	1	*	1	2	-	1	-	-	13	-	1	1	3	*
	1%	1%	2%	1%	1%	1%	1%	-	*	-	-	5%	-	*	1%	2%	1%
		79%	16%	3%	1%	3%	9%	-	3%	-	-	61%aghi jknn	-	3%	3%	16%im	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Yes	396	375	19	396	-	115	105	141	79	126	43	29	68	159	243
	18%	20%	7%	100%	-	35%	13%	34%	10%	13%	20%	22%	35%	14%	18%
No	ijn	cag 95%	5%	100%	-	29%	ag	36%	ai	32%	11%	jn	7%	ajkn o	61%
	1681	1435	236	-	1681	209	720	264	664	833	165	96	119	946	1086
Prefer not to say	78%	76%	88%	-	100%	64%	87%	64%	89%	85%	77%	75%	61%	84%	80%
	m	dth 85%	14%	-	100%	12%	af	16%	ah	50%	akmo	10%	6%	56%	65%
Don't know	66	54	10	-	-	4	6	4	6	20	3	4	6	20	26
	3%	3%	4%	-	-	1%	1%	1%	1%	2%	1%	3%	3%	2%	2%
	hi	deg 82%	16%	-	-	6%	9%	6%	9%	31%	4%	5%	9%	31%	39%
	21	17	4	-	-	1	-	1	-	3	4	1	3	7	9
	1%	1%	1%	-	-	*	-	*	-	*	2%	*	1%	1%	1%
		egi 82%	18%	-	-	5%	-	5%	-	16%	18%	3%	12%	34%	43%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Yes	396	75	77	136	128	63	189	207	13	191
	18%	13%	16%	15%	16%	15%	16%	21%	14%	16%
		bd	19%	34%	32%	16%	48%	52%aefgj	3%	48%
No	1681	473	397	756	660	346	985	696	83	994
	78%	84%	81%	82%	82%	82%	82%	72%	86%	82%
		h	28%a	24%	39%ah	21%h	59%ah	41%	5%h	59%ah
Prefer not to say	66	12	14	20	11	12	23	42	1	24
	3%	2%	3%	2%	1%	3%	2%	4%	1%	2%
		e	18%	31%	17%	19%	35%	65%efgj	1%	36%
Don't know	21	4	1	4	4	-	4	17	-	4
	1%	1%	*	*	*	-	*	2%	-	*
		gj	19%	19%	17%	-	17%	83%efgj	-	17%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Yes	396	215	181	114	281	170	57	253	16	8	8
	18%	20%	17%	18%	18%	19%	29%	18%	42%	18%	36%
		54%	46%	29%	71%	43%	14%ah	64%	4%ah	2%	2%
No	1681	842	839	511	1170	724	129	1127	21	39	14
	78%	78%	78%	80%	77%	79%	67%	79%	54%	82%	64%
		gi 50%	50%	30%	70%	43%	8%	67%gi	1%	2%	1%
Prefer not to say	66	21	45	12	54	17	8	32	2	-	-
	3%	2%	4%	2%	4%	2%	4%	2%	5%	-	-
		31%	69%b	18%	82%	26%	12%	46%	3%	-	-
Don't know	21	4	17	2	19	1	-	13	-	-	-
	1%	*	2%	*	1%	*	-	1%	-	-	-
		f 19%	81%b	10%	90%	5%	-	64%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Yes	396	17	12	18	20	40	49	346	21	20	20	141	48
	18%	36%	24%	23%	28%	30%	27%	17%	32%	20%	25%	18%	11%
		m 4%ahj	3%	5%	5%h	10%ah	13%ah	87%	5%ah	5%	5%	36%km	12%
No	1681	27	37	58	49	92	130	1551	39	79	58	619	366
	78%	56%	75%	74%	67%	69%	71%	78%	58%	77%	72%	80%	85%
		belgi 2%	2%	3%b	3%	5%	8%	92%belgi	2%	5%bi	3%	37%	22%al
Prefer not to say	66	3	-	1	3	1	4	62	4	3	3	12	11
	3%	7%	-	1%	4%	-	2%	3%	5%	3%	4%	2%	3%
		l 5%df	-	1%	5%	1%	6%	94%	5%df	4%	4%	19%	17%
Don't know	21	1	1	2	1	1	1	20	3	1	-	-	4
	1%	1%	1%	2%	1%	1%	1%	1%	5%	1%	-	-	1%
		l 3%	3%	9%	5%	3%	5%	95%	15%agh	3%	-	-	17%l

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Yes	396	98	91	89	85	26	11	3	3	6	1	3
	18%	25%	26%	19%	14%	11%	10%	6%	16%	20%	12%	26%
		25%defg	23%cdelfg	18%ag	22%	7%	3%	1%	1%	1%	*	1%
No	1681	282	250	280	478	204	89	44	18	22	6	8
	78%	71%	71%	76%	81%	87%	88%	91%	84%	80%	88%	74%
		17%	15%	17%	28%ab	12%abc	5%abc	3%abc	1%	1%	*	*
Prefer not to say	66	13	11	15	20	3	2	1	-	-	-	-
	3%	3%	3%	4%	3%	1%	2%	2%	-	-	-	-
		19%	17%	23%	31%	5%	3%	1%	-	-	-	-
Don't know	21	3	2	6	6	2	-	1	-	-	-	-
	1%	1%	1%	2%	1%	1%	-	2%	-	-	-	-
		15%	12%	29%	30%	9%	-	5%	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
Yes	396	107	48	87	48	45	20	14	16	5	3	3	138	154	22	57	22	3	
	18%	29%	30%	22%	13%	15%	10%	14%	11%	8%	13%	26%	18%	16%	22%	23%	22%	26%	
		27%cdelfghi	12%cdelfghi	22%cdthi	12%	11%	5%	3%	4%	1%	1%	1%	35%	39%	6%	14%lm	6%	1%	
No	1681	249	107	331	292	242	169	84	122	58	18	8	575	772	70	181	75	8	
	78%	67%	66%	75%	82%	81%	88%	83%	85%	92%	87%	74%	77%	81%	71%	72%	76%	74%	
		15%	6%	20%ab	17%abc	14%ab	10%abc	5%ab	7%abc	3%abc	1%	*	34%	46%lno	4%	11%	4%	*	
Prefer not to say	66	10	7	17	12	11	3	3	3	-	-	-	28	21	6	9	1	-	
	3%	3%	5%	4%	3%	4%	1%	3%	2%	-	-	-	4%	2%	6%	4%	1%	-	
		15%	11%	26%	18%	17%	4%	5%	5%	-	-	-	43%	33%	10%lm	13%	1%	-	
Don't know	21	3	-	8	4	2	1	1	2	-	-	-	9	8	-	4	1	-	
	1%	1%	-	2%	1%	1%	1%	1%	1%	-	-	-	1%	1%	-	2%	1%	-	
		16%	-	38%	19%	7%	6%	3%	10%	-	-	-	41%	37%	-	18%	3%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Yes	396	391	5	-
	18%	18%	18%	-
		99%	1%	-
No	1681	1660	21	-
	78%	78%	79%	-
		99%	1%	-
Prefer not to say	66	65	1	-
	3%	3%	2%	-
		99%	1%	-
Don't know	21	20	*	-
	1%	1%	1%	-
		99%	1%	-

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
GENDER																		
Male	1049	1049	-	152	201	172	170	167	105	82	353	509	187	523	525	214	552	283
	48%	100%	-	50%	49%	49%	50%	49%	46%	42%	50%	49%	44%	49%	48%	50%	50%	45%
		cj	100%ac	-	14%	19%	16%	16%	10%	8%	34%	49%am	18%	50%	50%	20%	53%r	27%
Female	1115	-	1115	151	206	177	171	172	123	114	357	521	237	554	560	210	555	349
	52%	-	100%	50%	51%	51%	50%	51%	54%	58%	50%	51%	56%	51%	52%	50%	50%	55%
		b	-	14%	18%	16%	15%	15%	11%	10%a	32%	47%	21%l	50%	50%	19%	50%	31%q
AGE																		
16-24	303	152	151	303	-	-	-	-	-	-	303	-	-	151	152	35	182	86
	14%	14%	14%	100%	-	-	-	-	-	-	43%	-	-	14%	14%	8%	16%	14%
		efghij	50%	100%aefq	-	-	-	-	-	-	100%alm	-	-	50%	50%	12%	60%p	28%p
		mp		hij														
25-34	407	201	206	-	407	-	-	-	-	-	407	-	-	212	195	76	226	105
	19%	19%	18%	-	100%	-	-	-	-	-	57%	-	-	20%	18%	18%	20%	17%
		dfghij	49%	51%	-	100%adfg	-	-	-	-	100%alm	-	-	52%	48%	19%	56%	26%
		m			hij													
35-44	349	172	177	-	-	349	-	-	-	-	-	349	-	196	153	78	191	81
	16%	16%	16%	-	-	100%	-	-	-	-	-	34%	-	18%	14%	18%	17%	13%
		degghjk	49%	51%	-	100%adeg	-	-	-	-	-	100%akm	-	56%io	44%	22%r	55%r	23%
		mr				hij												
45-54	341	170	171	-	-	-	341	-	-	-	-	341	-	163	178	67	189	85
	16%	16%	15%	-	-	-	100%	-	-	-	-	33%	-	15%	16%	16%	17%	13%
		defghjk	50%	50%	-	-	100%adef	-	-	-	-	100%akm	-	48%	52%	20%	55%r	25%
		m					hij											
55-64	340	167	172	-	-	-	-	340	-	-	-	340	-	187	153	95	151	94
	16%	16%	15%	-	-	-	-	100%	-	-	-	33%	-	17%	14%	22%	14%	15%
		defghjk	49%	51%	-	-	-	100%adef	-	-	-	100%akm	-	55%io	45%	28%aqr	44%	28%
		m						ghj										
65-74	227	105	123	-	-	-	-	-	227	-	-	-	227	86	141	43	90	94
	11%	10%	11%	-	-	-	-	-	100%	-	-	-	54%	8%	13%	10%	8%	15%
		defghjk	46%	54%	-	-	-	-	100%adef	-	-	-	100%akl	38%	62%an	19%	40%	41%apq
		lnq							ghj									
75+	196	82	114	-	-	-	-	-	-	196	-	-	196	83	114	30	79	87
		8%	10%	-	-	-	-	-	-	100%	-	-	46%	8%	10%	7%	7%	14%
		defghik	42%	58%	-	-	-	-	-	100%adef	-	-	100%akl	42%	58%on	15%	40%	45%apq
		l								ghj								

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
AGE																		
16-34	710	353	357	303	407	-	-	-	-	-	710	-	-	363	347	111	408	191
33%		34%	32%	100%	100%	-	-	-	-	-	100%	-	-	34%	32%	26%	37%	30%
		fghilm 50%	50%	43%aifg	57%afgh	-	-	-	-	-	100%alm	-	-	51%	49%	16%	57%apqr	27%
p	p			hij	ij													
35-64	1030	509	521	-	-	349	341	340	-	-	-	1030	-	546	484	240	530	260
48%		49%	47%	-	-	100%	100%	100%	-	-	-	100%	-	51%	45%	57%	48%	41%
		deijkmr 49%	51%	-	-	34%ade	33%ade	33%ade	-	-	-	100%akm	-	53%ao	47%	23%aqr	52%r	25%
						ij	ij	j										
65+	423	187	237	-	-	-	-	-	227	196	-	-	423	169	255	73	169	181
20%		18%	21%	-	-	-	-	-	100%	100%	-	-	100%	16%	23%	17%	15%	29%
		delghkl 44%	56%	-	-	-	-	-	54%ade	46%ade	-	-	100%aki	40%	60%an	17%	40%	43%apq
	nq	nq						fgh	gh									
SOCIAL GRADE																		
ABC1	1078	523	554	151	212	196	163	187	86	83	363	546	169	1078	-	424	653	-
50%		50%	50%	50%	52%	56%	48%	55%	38%	42%	51%	53%	40%	100%	-	100%	58%	-
		ijmor 49%	51%	14%l	20%ij	18%aci	15%l	17%ij	8%	8%	34%lm	51%lm	16%	100%ao	-	39%aqr	61%ar	-
C2DE	1085	525	560	152	195	153	178	153	141	114	347	484	255	-	1085	-	454	632
50%		50%	50%	50%	48%	44%	52%	45%	62%	58%	49%	47%	60%	-	100%	-	41%	100%
		fnpq 48%	52%	14%	18%	14%	16%l	14%	13%ade	10%ae	32%	45%	23%aki	-	100%an	-	42%p	58%apq
								fgh	h									
SOCIAL GRADE																		
AB	424	214	210	35	76	78	67	95	43	30	111	240	73	424	-	424	-	-
20%		20%	19%	12%	19%	22%	20%	28%	19%	15%	16%	23%	17%	39%	-	100%	-	-
		dkoqr 50%	50%	8%	18%l	18%dj	16%l	22%ade	10%l	7%	26%	57%akm	17%	100%ao	-	100%aqr	-	-
								9ij										
C1C2	1107	552	555	182	226	191	189	151	90	79	408	530	169	653	454	-	1107	-
51%		53%	50%	60%	56%	55%	55%	44%	40%	40%	57%	52%	40%	61%	42%	-	100%	-
		hjmopr 50%	50%	16%ahi	20%hij	17%hij	17%hij	14%	8%	7%	37%alm	48%lm	15%	59%ao	41%	-	100%apqr	-
				j														
DE	632	283	349	86	105	81	85	94	34	87	181	260	181	-	632	-	-	632
29%		27%	31%	28%	26%	23%	25%	28%	41%	45%	27%	25%	43%	-	58%	-	-	100%
		fnpq 45%	55%b	14%	17%	13%	13%	15%	15%ade	14%ade	30%	41%	29%aki	-	100%an	-	-	100%apq
								fgh	fgh									

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
COUNTRY																		
England	1822	888	934	257	355	298	290	277	188	158	611	864	346	937	884	365	934	523
	84%	85%	84%	85%	87%	85%	85%	81%	83%	81%	86%	84%	82%	87%	81%	86%	84%	83%
		49%	51%	14%	19% _d	16%	16%	15%	10%	9%	34% _m	47%	19%	51% _o	49%	20%	51%	29%
Scotland	184	80	104	21	27	30	25	36	23	21	48	92	44	84	100	42	89	53
	9%	8%	9%	7%	7%	9%	7%	11%	10%	11%	7%	9%	10%	8%	9%	10%	8%	8%
		43%	57%	11%	15%	16%	14%	20%	13%	11%	26%	50%	24% _k	46%	54%	23%	48%	29%
Wales	108	57	51	17	15	12	18	19	11	15	32	50	26	37	71	13	61	34
	5%	5%	5%	6%	4%	3%	5%	6%	5%	8%	5%	5%	6%	3%	7%	3%	5%	5%
		53%	47%	16%	14%	11%	17%	18%	11%	14% _{el}	30%	46%	24%	34%	66% _n	12%	56%	31%
Northern Ireland	49	24	25	8	10	9	7	8	5	2	18	24	7	20	29	4	24	22
	2%	2%	2%	3%	2%	3%	2%	2%	2%	1%	3%	2%	2%	2%	3%	1%	2%	3%
		50%	50%	16%	20%	19%	15%	15%	10%	5%	36%	49%	15%	40%	60%	8%	48%	44% _p
GOVERNMENT REGIONS																		
North East	90	44	45	12	15	15	14	15	14	6	27	43	20	36	54	14	43	32
	4%	4%	4%	4%	4%	4%	4%	4%	6%	3%	4%	4%	5%	3%	5%	3%	4%	5%
		49%	51%	13%	16%	16%	16%	16%	16% _d	6%	30%	48%	22%	40%	60%	16%	48%	36%
North West	226	113	113	36	47	29	36	35	19	24	83	100	43	106	120	39	102	85
	10%	11%	10%	12%	12%	8%	11%	10%	8%	12%	12%	10%	10%	10%	11%	9%	9%	13%
		50%	50%	16%	21%	13%	16%	15%	8%	11%	37%	44%	19%	47%	53%	17%	45%	37% _{aq}
Yorkshire and The Humber	175	85	89	29	35	24	27	29	18	12	64	80	30	77	98	27	100	48
	8%	8%	8%	10%	9%	7%	8%	9%	8%	6%	9%	8%	7%	7%	9%	8%	9%	8%
		49%	51%	17%	20%	14%	16%	17%	10%	7%	37%	46%	17%	44%	56%	15%	57%	27%
East Midlands	155	75	80	10	29	21	32	32	19	12	39	84	31	61	94	20	69	65
	7%	7%	7%	3%	7%	6%	9%	8%	6%	6%	6%	8%	7%	6%	9%	5%	6%	10%
		48%	52%	7%	19%	13%	21% _d	20% _d	12% _d	8%	25%	54%	20%	40%	60% _n	13%	45%	42% _{apq}
West Midlands	178	86	92	22	37	24	22	37	22	14	59	82	37	95	83	45	77	56
	8%	8%	8%	7%	9%	7%	6%	11%	10%	7%	8%	8%	9%	9%	8%	11%	7%	9%
		49%	51%	13%	21%	13%	12%	21%	13%	8%	33%	46%	21%	53%	47%	25% _q	43%	31%
East of England	233	110	123	43	54	36	35	23	25	18	96	93	43	129	104	39	147	47
	11%	10%	11%	14%	13%	10%	10%	7%	11%	9%	14%	9%	10%	12%	10%	9%	13%	7%
		47%	53%	18% _h	23% _h	15%	15%	10%	11%	8%	41% _d	40%	18%	55%	45%	17%	63% _{pr}	20%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
London	262	132	130	37	63	68	33	25	18	18	100	125	36	120	142	43	131	88
	12%	13%	12%	12%	15%	19%	10%	7%	8%	9%	14%	12%	9%	11%	13%	10%	12%	14%
		him	50%	14%	24%ghi	26%adg	13%	9%	7%	7%	38%lm	48%lm	14%	46%	54%	16%	50%	33%
South East	320	158	163	40	48	57	60	55	28	31	88	172	60	227	94	92	183	45
	15%	15%	15%	13%	12%	16%	18%	16%	13%	16%	12%	17%	14%	21%	9%	22%	17%	7%
		or	49%	12%	15%	18%	19%	17%	9%	10%	28%	54%kl	19%	71%ao	29%	29%aqr	57%r	14%
South West	184	84	99	27	27	25	30	28	24	22	55	83	46	87	96	45	80	58
	8%	8%	9%	9%	7%	7%	9%	8%	10%	11%	8%	8%	11%	8%	9%	11%	7%	9%
		46%	54%	15%	15%	14%	16%	15%	13%	12%e	30%	45%	25%	48%	52%	25%	44%	32%
Wales	108	57	51	17	15	12	18	19	11	15	32	50	26	37	71	13	61	34
	5%	5%	5%	6%	4%	3%	5%	6%	5%	8%	5%	5%	6%	3%	7%	3%	5%	5%
		53%	47%	16%	14%	11%	17%	16%	11%	14%ef	30%	46%	24%	34%	66%n	12%	56%	31%
Scotland	184	80	104	21	27	30	25	36	23	21	48	92	44	84	100	42	89	53
	9%	8%	9%	7%	7%	9%	7%	11%	10%	11%	7%	9%	10%	8%	9%	10%	8%	8%
		43%	57%	11%	15%	16%	14%	20%	13%	11%	26%	50%	24%k	46%	54%	23%	48%	29%
Northern Ireland	49	24	25	8	10	9	7	8	5	2	18	24	7	20	29	4	24	22
	2%	2%	2%	3%	2%	3%	2%	2%	2%	1%	3%	2%	2%	2%	3%	1%	2%	3%
		50%	50%	16%	20%	19%	15%	15%	10%	5%	36%	49%	15%	40%	60%	8%	48%	44%p
ETHNIC ORIGIN																		
White	1882	906	976	242	324	287	308	317	217	187	566	912	404	935	947	380	947	554
	87%	86%	88%	80%	80%	82%	90%	93%	96%	95%	80%	89%	95%	87%	87%	90%	86%	88%
		defk	48%	13%	17%	15%	16%def	17%ade	12%ade	10%ade	30%	48%kl	21%akl	50%	50%	20%	50%	29%
Minority Ethnic	269	135	135	58	80	61	30	21	9	9	139	112	19	139	131	43	152	74
	12%	13%	12%	19%	20%	16%	9%	6%	4%	5%	20%	11%	4%	13%	12%	10%	14%	12%
		hijm	50%	22%agh	30%agh	23%agh	11%l	8%	3%	3%	51%alm	42%lm	7%	52%	48%	16%	56%	28%
Q.22 LONG TERM DISABILITY ILLNESS																		
Yes	396	176	219	20	27	50	66	85	72	75	47	201	147	134	262	52	147	197
	18%	17%	20%	7%	7%	14%	19%	25%	32%	38%	7%	20%	35%	12%	24%	12%	13%	31%
		deknpq	45%	5%	7%	13%de	17%de	22%ade	18%ade	19%ade	12%	51%kl	37%akl	34%	66%an	13%	37%	50%apq

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
No	1681	846	836	272	369	285	260	242	145	107	641	787	253	901	780	356	921	404
	78%	81%	75%	90%	91%	82%	70%	71%	64%	55%	90%	76%	60%	84%	72%	84%	83%	64%
		hijmor	50% c	16% hij	22% hij	17% hij	15% ij	14% ij	9% ij	6%	38% alm	47% um	15%	54% ao	46%	21% ar	55% ar	24%
Q.20 HOUSEHOLD INCOME, 60% LEVEL Up to £15,499	328	139	190	50	61	41	50	57	36	33	111	149	69	79	250	14	125	190
	15%	13%	17%	16%	15%	12%	15%	17%	16%	17%	16%	14%	16%	7%	23%	3%	11%	30%
		npq	42% ab	15%	19%	13%	15%	17%	11%	10%	34%	45%	21%	24%	76% an	4%	38% ap	58% apq
£15,500+	830	442	388	69	210	169	166	131	52	34	279	466	86	526	304	215	500	116
	38%	42%	35%	23%	52%	48%	49%	39%	23%	17%	39%	49%	20%	49%	28%	51%	45%	16%
		dijmor	53% c	8%	25% adh ij	20% adh ij	20% adh ij	16% dij ij	6%	4%	34% um	56% akm	10%	63% ao	37%	26% ar	60% ar	14%
Q.20 HOUSEHOLD INCOME, 70% LEVEL Up to £17,999	410	180	230	56	79	51	66	72	44	41	135	190	85	103	307	18	172	220
	19%	17%	21%	18%	19%	15%	20%	21%	19%	21%	19%	18%	20%	10%	28%	4%	16%	35%
		npq	44%	14%	19%	13%	16%	18% f	11%	10% f	33%	46%	21%	25%	75% an	4%	42% ap	54% apq
£18,000+	749	401	348	63	192	159	150	116	44	26	255	424	69	502	247	211	453	85
	35%	38%	31%	21%	47%	45%	44%	34%	19%	13%	36%	41%	16%	47%	23%	50%	41%	13%
		dijmor	54% c	8% ij	26% adh ij	21% adh ij	20% adh ij	15% dij ij	6%	3%	34% um	57% am	9%	67% ao	33%	28% aqr	61% ar	11%
Q.2 PHONE OWNERSHIP																		
Smart phone on contract	982	496	486	86	241	215	193	172	60	15	327	580	76	597	386	241	559	182
	45%	47%	44%	29%	59%	62%	57%	51%	27%	8%	46%	56%	18%	55%	36%	57%	51%	29%
		dijmor	51%	9% ij	25% adh ij	22% adh ij	20% adi j	17% dij ij	6% ij	2%	33% um	59% akm	8%	61% ao	39%	25% ar	57% ar	19%
Smart phone pay as you go	215	123	91	14	63	47	35	32	16	8	76	114	24	103	111	31	120	63
	10%	12%	8%	4%	15% ij	13% ij	10% ij	10% ij	7% ij	4%	11% um	11% um	6%	10% um	10% um	7% um	11% um	10% um
		djm	58% c	6%	29% adh ij	22% dij ij	16% dj ij	15% dj ij	8% ij	4%	36% um	53% um	11%	48% um	52%	14% um	56% um	30% um
Standard mobile on contract	128	59	69	2	17	17	21	28	27	16	19	66	43	61	67	17	73	39
	6%	6%	6%	1%	4%	5%	6%	8%	12%	8%	3%	6%	10%	6%	6%	4%	7%	6%
		dk	46%	2%	13% d	13% d	17% d	21% de	21% ade	12% de	15%	52% uk	33% akl	48%	52%	13% um	57% um	30% um
Standard mobile on pay as you go	197	94	102	3	14	18	21	42	43	56	17	81	98	84	113	31	86	80
	9%	9%	9%	1%	4%	5%	6%	12%	19%	28%	2%	8%	23%	8%	10%	7%	8%	13%
		defk	48%	1%	7%	9% d	11% d	21% def g	22% ade gh	28% ade ghi	9%	41% uk	50% akl	43%	57%	16% um	44% um	41% apq

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
ANY SMART PHONE	1132	583	548	98	285	242	215	195	75	22	383	652	97	656	476	258	635	239
	52%	56%	49%	32%	70%	69%	63%	57%	33%	11%	54%	63%	23%	61%	44%	61%	57%	38%
		djmor 52% ^c	48%	9% ^j	25% ^{adh}	21% ^{adh}	19% ^{adi}	17% ^{dij}	7% ^j	2%	34% ^m	58% ^{akm}	9%	58% ^{ao}	42%	23% ^{ar}	56% ^{ar}	21%
ANY SMART PHONE/ STANDARD MOBILE	1363	690	673	99	299	252	241	247	137	88	398	740	225	740	623	292	724	347
	63%	66%	60%	33%	74%	72%	71%	73%	60%	45%	56%	72%	53%	69%	57%	69%	65%	55%
		djkmor 51% ^c	49%	7%	22% ^{adi}	19% ^{adi}	18% ^{adi}	18% ^{adi}	10% ^{dj}	6% ^d	29%	54% ^{akm}	17%	54% ^{ao}	46%	21% ^{ar}	53% ^{ar}	25%
Q.2 TABLET Tablet with internet access (e.g. 3G or 4G)	565	265	299	40	125	120	122	92	46	20	165	334	66	340	224	128	326	110
	26%	25%	27%	13%	31%	34%	36%	27%	20%	10%	23%	32%	16%	32%	21%	30%	29%	17%
		djlmor 47% ^c	53%	7%	22% ^{dij}	21% ^{adi}	22% ^{adh}	16% ^{dj}	8% ^{dj}	3%	29% ^m	59% ^{akm}	12%	60% ^{ao}	40%	23% ^{ur}	58% ^{ur}	20%
Tablet that connects to WIFI	488	254	235	31	117	115	86	93	32	13	149	294	46	310	179	124	281	83
	23%	24%	21%	10%	29%	33%	25%	27%	14%	7%	21%	29%	11%	29%	16%	29%	25%	13%
		djlmor 52% ^c	48%	6%	24% ^{adi}	24% ^{adg}	18% ^{dj}	19% ^{dij}	7% ^j	3%	30% ^m	60% ^{akm}	9%	63% ^{ao}	37%	25% ^{ar}	57% ^{ar}	17%
Any Tablet	916	452	464	64	209	200	175	164	71	32	273	540	103	561	355	227	514	175
	42%	43%	42%	21%	51%	57%	51%	48%	31%	17%	38%	52%	24%	52%	33%	54%	46%	28%
		djlmor 49% ^c	51%	7%	23% ^{adi}	22% ^{adh}	19% ^{adi}	18% ^{dij}	8% ^{dj}	4%	30% ^m	59% ^{akm}	11%	61% ^{ao}	39%	25% ^{aqr}	56% ^{ar}	19%
Q.2 INTERNET Standard fixed broadband	803	383	420	51	188	140	133	149	93	49	239	422	142	437	366	170	444	189
	37%	36%	38%	17%	46%	40%	39%	44%	41%	25%	34%	41%	34%	41%	34%	40%	40%	30%
		djr 48% ^c	52%	6%	23% ^{adj}	17% ^{dj}	17% ^{dj}	19% ^{adj}	12% ^{dj}	6% ^d	30%	53% ^{akm}	18%	54% ^{ao}	46%	21% ^{ur}	55% ^{ur}	23%
Superfast fixed broadband	421	235	186	27	89	95	90	77	32	10	116	263	42	275	146	119	237	65
	19%	22%	17%	9%	22%	27%	26%	23%	14%	5%	16%	26%	10%	26%	13%	28%	21%	10%
		djlmor 56% ^c	44%	6%	21% ^{dij}	23% ^{adi}	21% ^{adi}	18% ^{dij}	8% ^{dj}	2%	28% ^m	62% ^{akm}	10%	65% ^{ao}	35%	28% ^{aqr}	56% ^{ur}	15%
Any fixed broadband	1200	606	594	76	272	230	220	220	125	58	348	670	182	700	501	283	670	247
	55%	58%	53%	25%	67%	66%	65%	65%	55%	29%	49%	67%	43%	65%	46%	67%	60%	39%
		djkmor 50% ^c	50%	6%	23% ^{adi}	19% ^{adi}	18% ^{adi}	18% ^{adi}	10% ^{dj}	5%	29% ^m	56% ^{akm}	15%	58% ^{ao}	42%	24% ^{aqr}	56% ^{ar}	21%
No fixed broadband	963	443	520	227	135	119	121	120	103	138	362	359	241	378	585	141	437	384
	45%	42%	47%	75%	33%	34%	35%	35%	45%	71%	51%	35%	57%	35%	54%	33%	40%	61%
		efghnp 46% ^c	54%	24% ^{aef}	14%	12%	13%	12%	11% ^{efg}	14% ^{aef}	38% ^{al}	37%	25% ^{aki}	39%	61% ^{an}	15%	45% ^{ap}	40% ^{apq}
	q	q		ghi					h	ghi								

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Mobile broadband	96	50	46	7	24	13	19	21	9	2	31	54	11	51	45	14	62	20
	4%	5%	4%	2%	6%	4%	6%	6%	4%	1%	4%	5%	3%	5%	4%	3%	6%	3%
		j	52%	7%	25%dj	14%	20%j	22%dj	10%j	2%	33%	56%um	12%	53%	47%	15%	65%r	21%
Any internet	1212	612	600	76	274	230	224	224	126	58	350	679	183	703	509	283	677	252
	56%	58%	54%	25%	67%	66%	66%	66%	55%	29%	49%	67%	43%	65%	47%	67%	61%	40%
		djkmor	50%c	6%	23%adi	19%adi	19%adi	19%adi	10%dj	5%	29%um	56%akm	15%	58%ao	42%	23%ar	56%ar	21%
					j	j	j	j										
Q.2 LANDLINE																		
Yes	1082	530	552	42	177	186	195	217	140	125	219	599	265	610	472	251	586	245
	50%	51%	50%	14%	43%	53%	57%	64%	62%	64%	31%	58%	62%	57%	43%	59%	53%	39%
		dekor	49%	4%	16%cd	17%de	18%ade	20%ade	13%ade	6%	20%	55%ak	24%ak	56%ao	44%	23%ar	54%r	23%
No	1081	519	562	261	230	163	145	123	87	71	491	431	159	468	613	173	521	387
	50%	49%	50%	86%	57%	47%	43%	36%	38%	36%	69%	42%	38%	43%	57%	41%	47%	61%
		p	ghjlmn	48%	24%aef	21%afg	15%hij	11%	8%	7%	45%alm	40%	15%	43%	57%an	16%	48%	36%apq
Q.2 PAY TV SERVICE																		
Yes	639	309	330	30	125	140	130	118	59	38	155	387	97	368	271	161	344	135
	30%	30%	30%	10%	31%	40%	38%	35%	26%	20%	22%	38%	23%	34%	25%	38%	31%	21%
		djkmor	48%	5%	19%dj	22%ade	20%adi	18%dj	9%id	6%id	24%	61%akm	15%	58%ao	42%	25%aqr	54%r	21%
No	1524	739	785	273	282	210	211	222	168	158	555	643	326	709	815	263	763	497
	70%	70%	70%	90%	69%	60%	62%	65%	74%	80%	78%	62%	77%	66%	75%	62%	69%	79%
		fglmp	49%	18%aef	19%af	14%	14%	15%	11%dgh	10%aef	36%al	42%	21%al	47%	53%an	17%	50%ap	33%apq
				ghj						gh								
Q.13 BUNDLERS																		
Yes	913	458	454	49	197	176	172	170	97	52	246	518	149	530	383	211	505	197
	42%	44%	41%	16%	48%	50%	50%	50%	43%	26%	35%	50%	35%	49%	35%	50%	46%	31%
		djkmor	50%	5%	22%adj	19%adj	19%adj	19%adj	11%dj	6%id	27%	57%akm	16%	58%ao	42%	23%ar	55%r	22%
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS																		
Any Difficulties	193	82	111	23	48	38	41	22	13	8	71	102	21	63	130	14	93	87
	9%	8%	10%	7%	12%	11%	12%	7%	6%	4%	10%	10%	5%	6%	12%	3%	8%	14%
		jmnpr	43%	12%	25%hij	20%ij	21%hij	12%	7%	4%	37%um	53%um	11%	33%	67%an	7%	48%p	45%apq
No Difficulties	1425	727	698	83	271	240	237	266	174	153	355	743	327	757	667	306	741	378
	66%	69%	63%	28%	67%	69%	70%	78%	77%	78%	50%	72%	77%	70%	61%	72%	67%	60%
		dkor	51%c	6%	19%id	17%id	17%id	18%ade	12%ade	11%ade	25%	52%ak	23%akl	53%ao	47%	21%ar	52%r	27%
								lg	f	lg								

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
Frequent Difficulties	39	14	25	4	9	3	8	6	5	3	13	17	8	7	31	-	18	21
	2%	1%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	-	2%	3%
		np	35%	10%	24%	8%	20%	16%	13%	8%	34%	45%	21%	19%	81%an	-	47%p	53%apq
Q.7 HAVE BEEN DEBT IN LAST YEAR																		
Any COMMUNICATIONS service	47	20	28	10	12	11	10	3	-	1	22	24	1	18	29	3	26	18
	2%	2%	2%	3%	3%	3%	3%	1%	-	*	3%	2%	*	2%	3%	1%	2%	3%
		jm	42%	22%aj	26%aj	23%aj	22%aj	7%	-	1%	47%lm	51%lm	1%	39%	61%	6%	55%	39%p
Gas/Elec or Water	22	10	11	1	11	2	4	3	1	1	11	10	1	7	16	-	10	13
	1%	1%	1%	*	3%	1%	1%	1%	*	*	2%	1%	*	1%	1%	-	1%	2%
		43%	57%	4%	47%adi	10%	19%	15%	3%	3%	51%lm	43%	6%	29%	71%	-	44%	56%apq
Q.10 DON'T HAVE SERVICE BECAUSE OF COST																		
Smartphone	48	24	24	2	6	4	7	10	10	8	8	21	18	17	31	2	23	23
	2%	2%	2%	1%	2%	1%	2%	3%	5%	4%	1%	2%	4%	2%	3%	1%	2%	4%
		p	50%	5%	13%	8%	15%	21%	22%ade	17%def	18%	44%	38%aki	35%	65%	5%	47%	48%apq
Standard mobile	50	28	22	4	10	4	9	11	8	3	14	25	12	24	26	7	27	16
	2%	3%	2%	1%	2%	1%	3%	3%	4%	2%	2%	2%	3%	2%	3%	2%	2%	3%
		57%	43%	8%	19%	9%	18%	23%	17%af	7%	27%	50%	23%	47%	53%	14%	54%	32%
Fixed landline	79	39	40	12	17	10	18	11	4	7	29	38	12	31	48	13	34	32
	4%	4%	4%	4%	4%	3%	5%	3%	2%	4%	4%	4%	3%	3%	4%	3%	3%	5%
		50%	50%	15%	21%	12%	22%ai	14%	6%	9%	37%	48%	15%	39%	61%	17%	43%	41%iq
Standard fixed BB	73	37	36	12	13	13	12	12	9	3	25	37	12	33	40	6	37	31
	3%	4%	3%	4%	3%	4%	4%	3%	4%	1%	4%	4%	3%	3%	4%	1%	3%	5%
		p	51%	16%	18%	17%	16%	16%	12%aj	4%	34%	50%	16%	45%	55%	8%	50%	42%p
Superfast fixed BB	134	64	69	19	39	22	22	18	8	5	58	62	14	58	75	19	63	52
	6%	6%	6%	6%	10%	6%	6%	5%	4%	3%	8%	6%	3%	5%	7%	4%	6%	8%
		jm	48%	14%	30%ahi	16%	17%	13%	6%	4%	43%lm	46%lm	10%	44%	56%	14%	47%	39%pq
Any fixed broadband	184	90	94	24	51	33	31	25	15	6	75	89	21	88	97	24	92	68
	9%	9%	8%	8%	12%	9%	9%	7%	6%	3%	11%	9%	5%	8%	9%	6%	8%	11%
		jm	49%	13%aj	28%ahi	18%aj	17%aj	13%aj	8%	3%	41%lm	48%lm	11%	48%	52%	13%	50%	37%q

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
No fixed broadband	1979	958	1021	279	356	317	310	315	213	190	635	941	403	990	989	400	1015	563
	91%	91% e 48%	92% 52%	92% 14%	88% 18%	91% 16%	93% 16%	94% 16%	97% 11%	99% 10%	89% 32%	91% 48%	95% 20%	92% 50%	91% 50%	94% 20%	92% 51%	89% 28%
Mobile BB	66	37	30	4	12	12	12	15	6	5	16	40	11	27	39	14	27	26
	3%	4% 56%	3% 44%	1% 5%	3% 18%	4% 19%	4% 18%	4% 23%	3% 10%	2% 7%	4% 24%	3% 59%	4% 17%	3% 41%	4% 59%	2% 20%	4% 40%	4% 40%
Tablet with internet access	103	41	61	9	26	18	19	21	5	5	34	58	10	46	57	24	49	30
	5%	4% im 40%	6% 60%	3% 8%	6% 25%	5% 18%	6% 18%	5% 20%	2% 5%	3% 5%	5% 33%	6% 57%	2% 10%	4% 44%	5% 56%	6% 23%	4% 48%	5% 29%
Calls via public payphones	80	38	43	9	18	15	15	13	7	4	26	43	11	33	47	13	39	29
	4%	4% 47%	4% 53%	3% 11%	4% 22%	4% 18%	4% 19%	4% 16%	3% 9%	2% 4%	4% 33%	4% 54%	3% 14%	3% 41%	4% 59%	3% 16%	4% 49%	5% 36%
Q.14 FIXED BROADBAND IN BUNDLE																		
In bundle	771	389	382	39	167	148	148	146	84	39	206	442	123	462	310	187	431	152
	36%	37% djkmo 50%	34% 50%	13% 5%	41% 22%	42% 19%	43% 19%	43% 19%	37% 11%	20% 5%	29% 27%	43% 57%	29% 16%	43% 60%	43% 29%	44% 24%	39% 56%	24% 20%
Not in bundle	429	217	212	36	105	82	72	74	40	19	141	229	59	238	191	96	238	95
	20%	21% djm 51%	19% 49%	12% 8%	26% 24%	24% 19%	21% 17%	22% 17%	18% 13%	10% 9%	20% 33%	22% 53%	14% 14%	22% 56%	23% 44%	23% 22%	22% 56%	15% 22%
PERSONAL INCOME																		
< £10,000	396	144	252	70	68	55	61	52	57	34	138	168	91	136	259	46	187	162
	18%	14% bnp 36%	23% 64%	23% 18%	17% 17%	16% 14%	16% 15%	15% 13%	17% 14%	24% 14%	19% 35%	24% 42%	21% 23%	11% 34%	17% 66%	13% 12%	24% 47%	26% 41%
£10,000 - £14,999	355	130	225	46	56	39	61	54	50	48	103	154	99	138	217	54	156	144
	16%	12% bfn 37%	20% 63%	15% 13%	14% 16%	11% 16%	18% 17%	16% 15%	22% 14%	25% 14%	14% 29%	15% 43%	20% 28%	13% 39%	20% 61%	13% 15%	14% 44%	23% 41%
£15,000 - £19,999	371	170	201	66	71	59	40	40	49	45	137	140	94	165	206	57	192	122
	17%	16% ghl 46%	18% 54%	22% 18%	17% 19%	17% 16%	12% 11%	12% 11%	21% 13%	23% 13%	19% 37%	14% 38%	22% 25%	15% 44%	19% 56%	13% 15%	17% 52%	19% 33%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
£20,000 - £29,999	590	309	281	80	120	119	87	104	40	40	200	310	80	323	267	120	322	148
	27%	29%	25%	26%	30%	34%	26%	31%	16%	20%	28%	30%	19%	30%	25%	28%	29%	23%
		ijm	52%c	14%j	20%ij	20%agi	15%j	18%ij	7%	7%	34%km	53%km	14%	55%o	45%	20%	55%r	25%
£30,000 - £39,999	236	150	85	30	52	36	33	45	20	20	82	114	40	150	86	65	137	34
	11%	14%	8%	10%	13%	10%	10%	13%	9%	10%	12%	11%	9%	14%	8%	15%	12%	5%
		cor	64%ac	13%	22%	15%	14%	19%	8%	9%	35%	48%	17%	64%ao	36%	27%ar	58%r	14%
£40,000 - £49,999	101	66	35	4	18	14	27	28	6	5	22	69	10	77	24	34	57	11
	5%	6%	3%	1%	4%	4%	8%	8%	3%	2%	3%	7%	2%	7%	2%	8%	5%	2%
		dmor	65%c	4%	17%	14%	27%adi	27%adfi	6%	5%	22%	68%akm	10%	76%ao	24%	34%ar	56%r	11%
£50,000 - £59,999	48	31	17	2	6	15	12	9	3	2	8	35	5	42	7	26	20	3
	2%	3%	2%	1%	1%	4%	3%	3%	1%	1%	1%	3%	1%	4%	1%	6%	2%	*
		or	64%c	5%	12%	30%dei	24%dj	19%	7%	3%	17%	73%km	10%	86%ao	14%	54%ar	41%r	6%
£60,000 - £69,999	21	12	9	2	4	3	4	5	2	1	7	12	2	15	6	12	8	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	3%	1%	*
		59%	41%	10%	21%	16%	20%	21%	8%	3%	31%	57%	11%	73%o	27%	55%ar	38%	7%
£70,000 - £99,999	28	24	4	2	3	5	12	3	1	1	5	20	3	19	9	5	20	3
	1%	2%	*	1%	1%	2%	3%	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	*
		c	85%c	7%	11%	19%	43%ade	11%	4%	5%	18%	73%km	9%	68%	32%	20%	70%r	10%
£100,000 +	7	6	1	-	-	1	4	1	-	1	-	6	1	6	1	4	2	1
	*	1%	*	-	-	*	1%	*	-	*	-	1%	*	1%	*	1%	*	*
		89%	11%	-	-	19%	52%	18%	-	11%	-	89%	11%	88%	12%	58%	30%	12%
No classification	11	7	4	-	8	2	-	-	-	-	8	2	-	7	4	1	8	2
	1%	1%	*	-	2%	1%	-	-	-	-	1%	*	-	1%	*	*	1%	*
		63%	37%	-	77%adg	23%	-	-	-	-	77%km	23%	-	64%	36%	13%	73%	14%
					hij													
HOUSEHOLD INCOME < £15,000	369	168	202	52	71	44	50	49	52	52	123	143	103	106	263	41	136	192
	17%	16%	18%	17%	17%	13%	15%	14%	23%	26%	17%	14%	24%	10%	24%	10%	12%	30%
		inpq	45%	14%	19%	12%	14%	13%	14%afg	14%ade	33%	39%	28%aki	29%	71%an	11%	37%	52%apq
									h	figh								

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
£15,000 - £19,999	163	68	96	18	24	20	18	28	28	27	42	66	55	67	96	20	76	67
	8%	6%	9%	6%	6%	6%	5%	8%	12%	14%	6%	6%	13%	6%	9%	5%	7%	11%
		41%	59%	11%	15%	12%	11%	17%	17%ade	16%ade	26%	40%	34%aki	41%	59%an	13%	46%	41%apq
£20,000 - £29,999	443	195	248	67	75	58	63	64	63	52	142	185	116	182	261	58	233	152
	20%	19%	22%	22%	18%	17%	18%	19%	28%	21%	20%	18%	27%	17%	24%	14%	21%	24%
		np	44%	15%	17%	13%	14%	15%	14%aef	12%aef	32%	42%	26%aki	41%	59%an	13%	53%ap	34%ap
£30,000 - £39,999	355	195	160	59	63	64	46	57	35	32	121	167	67	157	198	60	195	100
	16%	19%	14%	19%	16%	18%	13%	17%	15%	16%	17%	16%	16%	15%	18%	14%	18%	16%
		55%c	45%	16%	18%	18%	13%	16%	10%	9%	34%	47%	19%	44%	56%n	17%	55%	28%
£40,000 - £49,999	299	156	143	37	68	46	63	50	21	13	105	160	34	185	114	77	166	56
	14%	15%	13%	12%	17%	13%	19%	15%	9%	7%	15%	15%	8%	17%	10%	18%	15%	9%
		jmor	52%	12%j	23%ij	16%j	21%adi	17%j	7%	4%	35%lm	53%lm	11%	62%ao	38%	26%ar	56%r	19%
£50,000 - £59,999	193	98	95	24	45	33	31	38	12	11	69	102	22	127	66	44	120	29
	9%	9%	9%	8%	11%	9%	9%	11%	5%	5%	10%	10%	5%	12%	6%	10%	11%	5%
		imor	51%	13%	23%ij	17%j	16%	20%ij	6%	6%	36%lm	53%lm	12%	66%ao	34%	23%ur	62%ur	15%
£60,000 - £69,999	102	54	48	19	16	27	14	16	6	4	35	57	10	70	31	29	61	12
	5%	5%	4%	6%	4%	8%	4%	5%	3%	2%	5%	6%	2%	7%	3%	7%	6%	2%
		jmor	53%	18%ij	16%	26%aij	14%	16%	6%	4%	34%lm	56%lm	10%	69%io	31%	28%ur	60%ur	12%
£70,000 - £99,999	144	65	78	17	28	35	27	28	5	4	45	90	9	111	33	66	62	16
	7%	6%	7%	6%	7%	10%	8%	8%	2%	2%	6%	9%	2%	10%	3%	16%	6%	2%
		jmor	45%	12%j	19%ij	24%aij	19%ij	19%ij	4%	3%	31%lm	62%lm	7%	77%ao	23%	46%aqr	43%ur	11%
£100,000 - £149,999	63	32	32	8	7	16	21	7	4	1	15	44	5	46	17	20	38	6
	3%	3%	3%	2%	2%	5%	6%	2%	2%	*	2%	4%	1%	4%	2%	5%	3%	1%
		jmor	50%	12%	11%	25%j	33%aeh	12%	6%	1%	23%	69%km	7%	73%io	27%	31%ur	60%ur	9%
£150,000 +	21	10	10	4	1	4	7	3	1	1	5	14	2	18	3	8	12	1
	1%	1%	1%	1%	*	1%	2%	1%	*	1%	1%	1%	*	2%	*	2%	1%	*
		or	50%	17%	6%	20%	35%e	12%	3%	6%	23%	68%	10%	87%io	13%	39%ur	58%ur	4%
No classification	11	7	4	-	8	2	-	-	-	-	8	2	-	7	4	1	8	2
	1%	1%	*	-	2%	1%	-	-	-	-	1%	*	-	1%	*	*	1%	*
		63%	37%	-	77%ada	23%	-	-	-	-	77%lm	23%	-	64%	36%	13%	73%	14%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
FINANCIAL STRESS																		
Very low	750	375	374	149	171	115	74	92	77	72	320	281	149	307	442	82	388	280
35%		36%	34%	49%	42%	33%	22%	27%	34%	37%	45%	27%	35%	29%	41%	19%	35%	44%
		ghnp	50%	20%afg	23%afg	15%q	10%	12%	10%q	10%gh	43%alm	37%	20%l	41%	59%an	11%	52%p	37%apq
				hij	hi													
Low	955	460	496	90	116	157	166	184	128	114	206	507	243	631	324	312	496	148
44%		44%	44%	30%	28%	45%	49%	54%	56%	58%	29%	49%	57%	59%	30%	73%	45%	23%
		dekor	48%	9%	12%	16%de	17%de	19%ade	13%ade	12%ade	22%	53%ak	25%aki	66%ao	34%	33%agr	52%r	15%
								f		fg								
Medium	98	33	64	7	13	18	30	22	5	3	21	70	8	45	53	13	58	28
5%		3%	6%	2%	3%	5%	9%	6%	2%	1%	3%	7%	2%	4%	5%	3%	5%	4%
		ijm	34%	8%	13%	18%j	31%ade	23%dij	5%	3%	21%	71%akm	8%	46%	54%	13%	59%	28%
							ij											
High	251	126	124	47	77	34	50	28	9	5	125	112	14	58	193	14	107	130
12%		12%	11%	16%	19%	10%	15%	8%	4%	2%	18%	11%	3%	5%	18%	3%	10%	21%
		jmp	50%	19%hi	31%afh	14%j	20%hij	11%j	4%	2%	50%alm	45%lm	5%	23%	77%an	5%	43%p	52%apq
				j	ij													
Very high	98	47	52	9	21	23	21	14	8	2	31	57	11	30	69	3	51	44
5%		4%	5%	3%	5%	7%	6%	4%	4%	1%	4%	6%	2%	3%	6%	1%	5%	7%
		jmp	48%	9%	22%j	23%j	21%j	14%j	8%	2%	31%	58%lm	11%	30%	70%an	3%	52%p	45%apq
No classification	11	7	4	-	8	2	-	-	-	-	8	2	-	7	4	1	8	2
1%		1%	-	-	2%	1%	-	-	-	-	1%	-	-	1%	-	-	1%	-
		63%	37%	-	77%adg	23%	-	-	-	-	77%lm	23%	-	64%	36%	13%	73%	14%
					hij													
WAVE																		
WED 28	2136	1035	1101	298	401	342	338	337	225	195	699	1017	420	1067	1069	422	1094	620
		99%	99%	98%	99%	98%	99%	99%	99%	100%	99%	99%	99%	99%	98%	100%	99%	98%
		48%	52%	14%	19%	16%	16%	16%	11%	9%	33%	48%	20%	50%	50%	20%	51%	29%
WED 29	27	13	13	5	6	7	3	3	2	1	10	13	3	11	16	2	13	12
1%		1%	1%	2%	1%	2%	1%	1%	1%	*	1%	1%	1%	1%	2%	*	1%	2%
		50%	50%	17%	21%	26%	12%	12%	9%	3%	39%	49%	12%	39%	61%	7%	50%	43%
WED 30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
GENDER																	
Male	1049	888	80	57	24	44	113	85	75	86	110	132	158	84	57	80	24
	48%	49%	43%	53%	50%	49%	50%	49%	48%	49%	47%	50%	49%	46%	53%	43%	50%
		85%	8%	5%	2%	4%	11%	8%	7%	8%	10%	13%	15%	8%	5%	8%	2%
Female	1115	934	104	51	25	45	113	89	80	92	123	130	163	99	51	104	25
	52%	51%	57%	47%	50%	51%	50%	51%	52%	51%	53%	50%	51%	54%	47%	57%	50%
		84%	9%	5%	2%	4%	10%	8%	7%	8%	11%	12%	15%	9%	5%	9%	2%
AGE																	
16-24	303	257	21	17	8	12	36	29	10	22	43	37	40	27	17	21	8
	14%	14%	11%	16%	16%	13%	16%	17%	7%	13%	18%	14%	12%	15%	16%	11%	16%
		i 85%	7%	6%	3%	4%	12% <i>d</i>	10% <i>d</i>	3%	7%	14% <i>d</i>	12% <i>d</i>	13%	9% <i>d</i>	6% <i>d</i>	7%	3% <i>d</i>
25-34	407	355	27	15	10	15	47	35	29	37	54	63	48	27	15	27	10
	19%	19%	15%	14%	20%	16%	21%	20%	19%	21%	23%	24%	15%	15%	14%	15%	20%
		87%	7%	4%	2%	4%	12%	9%	7%	9%	13% <i>m</i>	15% <i>mnp</i>	12%	7%	4%	7%	2%
35-44	349	298	30	12	9	15	29	24	21	24	36	68	57	25	12	30	9
	16%	16%	16%	11%	19%	16%	13%	14%	13%	13%	15%	26%	18%	14%	11%	16%	19%
		85%	9%	3%	3%	4%	8%	7%	6%	7%	10%	19% <i>adh</i> jkmno p	16%	7%	3%	9%	3%
45-54	341	290	25	18	7	14	36	27	32	22	35	33	60	30	18	25	7
	16%	16%	14%	17%	15%	16%	16%	16%	21%	12%	15%	13%	19%	16%	17%	14%	15%
		85%	7%	5%	2%	4%	11%	8%	9% <i>d</i>	6%	10%	10%	18%	9%	5%	7%	2%
55-64	340	277	36	19	8	15	35	29	32	37	23	25	55	28	19	36	8
	16%	15%	20%	18%	15%	16%	15%	17%	20%	21%	10%	9%	17%	15%	18%	20%	15%
		k/l 81%	11%	6%	2%	4%	10%	9% <i>d</i>	9% <i>d</i>	11% <i>d</i>	7%	7%	16% <i>d</i>	8%	6% <i>d</i>	11% <i>d</i>	2%
65-74	227	188	23	11	5	14	19	18	19	22	25	18	28	24	11	23	5
	11%	10%	13%	11%	10%	16%	8%	10%	12%	13%	11%	7%	9%	13%	11%	13%	10%
		83%	10%	5%	2%	6% <i>d</i>	8%	8%	8%	10%	11%	8%	13%	10%	5%	10%	2%
75+	196	158	21	15	2	6	24	12	12	14	18	18	31	22	15	21	2
	9%	9%	11%	14%	5%	6%	11%	7%	8%	8%	8%	7%	10%	12%	14%	11%	5%
		81%	11%	8%	1%	3%	12%	6%	6%	7%	9%	9%	16%	11%	8%	11%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
AGE																	
16-34	710	611	48	32	18	27	83	64	39	59	96	100	88	55	32	48	18
	33%	34%	26%	30%	36%	30%	37%	37%	25%	33%	41%	38%	28%	30%	30%	26%	36%
		86%	7%	5%	3%	4%	12%amp	9%amp	6%	8%	14%aim	14%amp	12%	8%	5%	7%	3%
35-64	1030	864	92	50	24	43	100	80	84	82	93	125	172	83	50	92	24
	48%	47%	50%	46%	49%	48%	44%	46%	54%	46%	40%	48%	54%	45%	46%	50%	49%
		k 84%	9%	5%	2%	4%	10%	8%	8%k	8%	9%	12%	17%gk	8%	5%	9%	2%
65+	423	346	44	26	7	20	43	30	31	37	43	36	60	46	26	44	7
	20%	19%	24%	24%	15%	22%	19%	17%	20%	21%	18%	14%	19%	25%	24%	24%	15%
		l 82%	10%	6%	2%	5%	10%	7%	7%	9%	10%	9%	14%	11%l	6%l	10%l	2%
SOCIAL GRADE																	
ABC1	1078	937	84	37	20	36	106	77	61	95	129	120	227	87	37	84	20
	50%	51%	46%	34%	40%	40%	47%	44%	40%	53%	55%	46%	71%	48%	34%	46%	40%
		dio 87%de	8%	3%	2%	3%	10%o	7%	6%	9%loq	12%fhi	11%	21%algh	8%o	3%	8%	2%
C2DE	1085	884	100	71	29	54	120	98	94	83	104	142	94	96	71	100	29
	50%	49%	54%	66%	60%	60%	53%	56%	60%	47%	45%	54%	29%	52%	66%	54%	60%
		m 81%	9%	7%ab	3%b	5%jkm	11%am	9%akm	9%ajkm	8%am	10%am	13%am	9%	9%am	7%agikmn	9%am	3%jkm
SOCIAL GRADE																	
AB	424	365	42	13	4	14	39	27	20	45	39	43	92	45	13	42	4
	20%	20%	23%	12%	8%	16%	17%	15%	13%	25%	17%	16%	22%afq	25%	12%	23%	8%
		eq 86%e	10%de	3%	1%	3%	9%q	6%	5%	11%hiko	9%	10%	hikoq	11%hilo	3%	10%loq	1%
C1C2	1107	934	89	61	24	43	102	100	69	77	147	131	183	80	61	89	24
	51%	51%	48%	56%	48%	48%	45%	57%	45%	43%	63%	50%	57%	44%	56%	48%	48%
		84%	8%	5%	2%	4%	9%	9%gjin	6%	7%	13%alq	12%	17%gjin	7%	5%j	8%	2%
DE	632	523	53	34	22	32	85	48	65	56	47	88	45	58	34	53	22
	29%	29%	29%	31%	44%	36%	37%	27%	42%	31%	20%	33%	14%	32%	31%	29%	44%
		km 83%	8%	5%	3%abc	5%km	13%ahkm	8%am	10%ahkmp	9%km	7%	14%km	7%	9%km	5%km	8%km	3%ahjkmp

Q. Break by Break

Base: All Adults 16+ in the UK

Total (a)	COUNTRY				GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124	
2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49	
1822	1822	-	-	-	90	226	175	155	178	233	262	320	184	-	-	-	
84%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	
cde 100%acde	-	-	-	-	5%aop	12%aopq	10%aopq	9%aopq	10%aopq	13%aop	14%aop	18%aop	10%aopq	-	-	-	
opq	opq				q					q	q	q		-	-	-	
184	-	184	-	-	-	-	-	-	-	-	-	-	-	-	184	-	
9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	
bdefa -	100%abde	-	-	-	-	-	-	-	-	-	-	-	-	-	100%afghij	-	
hijkm	hijkm														klmnop		
noq	noq																
108	-	-	108	-	-	-	-	-	-	-	-	-	-	108	-	-	
5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	
bcefg -	100%abce	-	-	-	-	-	-	-	-	-	-	-	-	100%afghij	-	-	
hijkm	hijkm													klmnop			
npq	npq																
49	-	-	-	49	-	-	-	-	-	-	-	-	-	-	-	49	
2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	
bgklm -	100%abcd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%afghijklmnop	
90	90	-	-	-	90	-	-	-	-	-	-	-	-	-	-	-	
4%	5%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	
ceq 100%acde	-	-	-	-	100%aahi	-	-	-	-	-	-	-	-	-	-	-	
hijk	hijk				jklmnopq												
lmnp	lmnp																
q	q																
226	226	-	-	-	-	226	-	-	-	-	-	-	-	-	-	-	
10%	12%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	
cde 100%acde	-	-	-	-	-	100%afhikj	-	-	-	-	-	-	-	-	-	-	
fhil	fhil					mnopq											
klmn	klmn																
opq	opq																
175	175	-	-	-	-	-	175	-	-	-	-	-	-	-	-	-	
8%	10%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	
cde 100%acde	-	-	-	-	-	-	100%afaijk	-	-	-	-	-	-	-	-	-	
fgij	fgij						lmnopq										
klmn	klmn																
opq	opq																

Q. Break by Break
Base: All Adults 16+ in the UK

Total	COUNTRY				GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124	
2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49	
155	155	-	-	-	-	-	-	155	-	-	-	-	-	-	-	-	
7%	9%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	
fghi	cde 100%	-	-	-	-	-	-	100%afghjk	-	-	-	-	-	-	-	-	
klmn	fghi	-	-	-	-	-	-	lmnopq	-	-	-	-	-	-	-	-	
opq	klmn	-	-	-	-	-	-		-	-	-	-	-	-	-	-	
178	178	-	-	-	-	-	-	-	178	-	-	-	-	-	-	-	
8%	10%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	
fghi	cde 100%	-	-	-	-	-	-	-	100%afghi	-	-	-	-	-	-	-	
klmn	fghi	-	-	-	-	-	-	-	klmnopq	-	-	-	-	-	-	-	
opq	klmn	-	-	-	-	-	-	-		-	-	-	-	-	-	-	
233	233	-	-	-	-	-	-	-	-	233	-	-	-	-	-	-	
11%	13%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	
fghi	cde 100%	-	-	-	-	-	-	-	-	100%afgh	-	-	-	-	-	-	
klmn	fghi	-	-	-	-	-	-	-	-	ijklmnopq	-	-	-	-	-	-	
opq	klmn	-	-	-	-	-	-	-	-		-	-	-	-	-	-	
262	262	-	-	-	-	-	-	-	-	-	262	-	-	-	-	-	
12%	14%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	
fghi	cde 100%	-	-	-	-	-	-	-	-	-	100%afgh	-	-	-	-	-	
klmn	fghi	-	-	-	-	-	-	-	-	-	ijklmnopq	-	-	-	-	-	
opq	klmn	-	-	-	-	-	-	-	-	-		-	-	-	-	-	
320	320	-	-	-	-	-	-	-	-	-	-	320	-	-	-	-	
15%	18%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	
fghi	cde 100%	-	-	-	-	-	-	-	-	-	-	100%afah	-	-	-	-	
klmn	fghi	-	-	-	-	-	-	-	-	-	-	ijklmnopq	-	-	-	-	
opq	klmn	-	-	-	-	-	-	-	-	-	-		-	-	-	-	
184	184	-	-	-	-	-	-	-	-	-	-	-	184	-	-	-	
8%	10%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	
fghi	cde 100%	-	-	-	-	-	-	-	-	-	-	-	100%afah	-	-	-	
klmn	fghi	-	-	-	-	-	-	-	-	-	-	-	ijklmnopq	-	-	-	
opq	klmn	-	-	-	-	-	-	-	-	-	-	-		-	-	-	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Wales	108	-	-	108	-	-	-	-	-	-	-	-	-	-	108	-	-
5%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-
	hiklm	bcefg	-	100%abce	-	-	-	-	-	-	-	-	-	-	100%afghij	-	-
	npq	hiklm													klmnpq		
Scotland	184	-	184	-	-	-	-	-	-	-	-	-	-	-	-	184	-
9%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
	hiklm	bdefg	-	100%abde	-	-	-	-	-	-	-	-	-	-	-	100%afghij	-
	noq	hiklm													klmnoq		
Northern Ireland	49	-	-	-	49	-	-	-	-	-	-	-	-	-	-	-	49
2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%
	bgklm	-	-	-	100%abcd	-	-	-	-	-	-	-	-	-	-	-	100%afghijklmnop
ETHNIC ORIGIN																	
White	1882	1554	174	107	48	86	201	160	143	144	204	149	299	168	107	174	48
87%	85%	94%	99%	98%	96%	96%	89%	91%	92%	81%	88%	57%	93%	91%	99%	94%	98%
	j/	83%	9%ab	6%ab	5%ajk	11%jl	8%jl	8%jl	8%jl	11%jl	8%	16%ajl	9%jl	6%aghijk	9%ajkl	3%agjkl	
Minority Ethnic	269	259	9	-	1	4	24	15	12	32	28	109	21	16	-	9	1
12%	14%	5%	-	2%	4%	11%	9%	8%	6%	18%	12%	41%	6%	9%	-	5%	2%
	cdel	96%ode	3%od	-	*	1%o	9%oq	6%o	4%o	12%afqh	10%imop	40%afqh	8%o	6%o	-	3%o	*
	mopq	mopq								imnopq	q	ijkmnop	q				
Q.22 LONG TERM DISABILITY ILLNESS																	
Yes	396	320	37	28	11	13	43	32	41	35	30	23	57	47	28	37	11
18%	18%	20%	26%	23%	15%	19%	18%	26%	20%	13%	9%	18%	25%	26%	20%	23%	15%
	l	81%	9%	7%b	3%	3%	11%l	8%l	10%aklm	9%l	7%	6%	14%l	12%akl	7%kl	9%l	3%kl
No	1681	1448	118	79	37	73	178	141	112	139	200	214	254	135	79	118	37
78%	79%	64%	73%	76%	82%	79%	81%	72%	78%	86%	82%	79%	73%	73%	64%	76%	78%
	cp	86%c	7%	5%	2%	4%p	11%p	8%p	7%	12%ain	13%ip	15%p	8%	5%	7%	2%	11%
Q.20 HOUSEHOLD INCOME, 60% LEVEL																	
Up to £15,499	328	273	24	21	10	15	38	25	35	29	27	38	35	30	21	24	10
15%	15%	13%	19%	21%	17%	17%	15%	23%	16%	12%	12%	14%	11%	16%	19%	13%	21%
	83%	7%	6%	3%	5%	11%	8%	11%aklmp	9%	8%	12%	11%	9%	6%	6%km	7%	3%km

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
£15,500+	830	730	49	35	17	19	81	71	69	78	115	69	156	72	35	49	17
	39%	40%	26%	32%	34%	21%	36%	41%	44%	44%	49%	26%	49%	39%	32%	26%	34%
		cflp 88%	6%	4%	2%	2%	10%fl	9%flp	8%flp	9%flp	14%aifgl opq	8%	19%aifgl opq	9%flp	4%	6%	2%fl
Q.20 HOUSEHOLD INCOME, 70% LEVEL																	
Up to £17,999	410	342	30	25	12	17	47	34	44	40	34	48	41	37	25	30	12
	19%	19%	17%	23%	25%	19%	21%	19%	29%	23%	15%	18%	13%	20%	23%	17%	25%
		m 84%	7%	6%	3%	4%	11%km	8%	11%aklmp	10%km	8%	12%	10%	9%	6%km	7%	3%km
£18,000+	749	661	43	30	15	17	72	63	60	67	108	59	150	65	30	43	15
	35%	36%	23%	28%	30%	19%	32%	36%	39%	38%	46%	22%	47%	36%	28%	23%	30%
		cflp 88%	6%	4%	2%	2%	10%fl	8%flp	8%flp	9%flp	14%aifgl nopq	8%	20%aifgh lnopq	9%flp	4%	6%	2%
Q.2 PHONE OWNERSHIP																	
Smart phone on contract	982	858	60	42	22	41	97	76	81	93	109	109	167	86	42	60	22
	45%	47%	33%	39%	45%	46%	43%	43%	52%	52%	47%	42%	52%	47%	39%	33%	45%
		cp 87%	6%	4%	2%	4%	10%	9%	8%	9%	11%	11%	17%alop	9%	4%	6%	2%
Smart phone pay as you go	215	174	22	13	5	7	20	24	13	19	17	29	33	11	13	22	5
	10%	10%	12%	12%	11%	8%	9%	14%	8%	11%	7%	11%	10%	6%	12%	12%	11%
		81%	10%	6%	3%	3%	9%	11%kn	6%	9%	8%	14%	15%	5%	6%	10%	3%
Standard mobile on contract	128	113	7	7	1	4	9	16	5	15	8	11	26	18	7	7	1
	6%	6%	4%	7%	2%	4%	4%	9%	3%	8%	4%	4%	8%	10%	7%	4%	2%
		88%	5%	6%	1%	3%	7%	12%kq	4%	11%	6%	9%	21%kq	14%gikl pq	6%	5%	1%
Standard mobile on pay as you go	197	160	17	15	5	7	22	17	14	10	19	7	43	21	15	17	5
	9%	9%	9%	14%	11%	8%	10%	10%	9%	6%	8%	3%	13%	12%	14%	9%	11%
		l 81%	8%	8%	3%	3%l	11%l	9%	7%l	5%	10%l	4%	22%ajl	11%l	8%l	8%l	3%l
ANY SMART PHONE	1132	977	76	51	28	47	115	94	88	106	122	130	182	94	51	76	28
	52%	54%	41%	47%	56%	52%	51%	54%	60%	52%	52%	50%	57%	51%	47%	41%	56%
		cp 88%	7%	5%	2%c	4%	10%	8%p	8%p	9%p	11%p	11%	16%p	8%	5%	7%	2%p
ANY SMART PHONE/ STANDARD MOBILE	1363	1167	92	70	33	56	145	117	102	123	147	136	219	120	70	92	33
	63%	64%	50%	65%	67%	63%	64%	67%	66%	69%	63%	52%	68%	66%	65%	50%	67%
		clp 86%	7%	5%c	2%c	4%	11%p	9%p	8%p	9%p	11%p	10%	16%p	9%p	5%p	7%	2%p

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base

Base: All Adults 16+ in the UK

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q
* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
COMMS	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
	1212	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
	56%	1053	76	58	27	38	122	97	89	116	145	121	209	115	58	76	27
		58%	41%	53%	54%	42%	54%	56%	57%	65%	62%	46%	65%	62%	53%	41%	54%
		cfip 87% ^c	6%	5%	2% ^c	3%	10% ^p	8% ^{fp}	7% ^{flp}	10% ^{afglp}	12% ^{flp}	10%	17% ^{afglp}	9% ^{flp}	5%	6%	2% ^p
	1082	913	83	65	21	38	116	86	74	106	127	67	194	105	65	83	21
	50%	50%	45%	60%	43%	42%	52%	49%	48%	59%	54%	26%	61%	57%	60%	45%	43%
		l 84%	6%	6% ^{ce}	2%	4% ^l	11% ^l	8% ^l	7% ^l	10% ^{aflp}	12% ^l	6%	18% ^{afq}	10% ^{flpq}	6% ^{flpq}	8% ^l	2% ^l
	1081	909	100	43	28	52	110	89	81	72	106	195	126	79	43	100	28
	50%	50%	55%	40%	57%	58%	48%	51%	52%	41%	46%	74%	39%	43%	40%	55%	57%
	jm 84%	9% ^d	4%	3% ^d	5% ^{jmn} o	10% ^m	8% ^m	7% ^m	7%	10%	18% ^{afg} hikmn opq	12%	7%	4%	9% ^{jmmo}	3% ^{jmmo}	
	639	533	50	39	18	30	80	43	51	65	65	45	104	49	39	50	18
	30%	29%	27%	36%	36%	33%	35%	24%	33%	37%	28%	17%	33%	27%	36%	27%	36%
		l 83%	6%	6%	3%	5% ^l	13% ^{hl}	7%	8% ^l	10% ^{hl}	10% ^l	7%	16% ^l	8% ^l	6% ^{hl}	8% ^l	3% ^{hl}
	1524	1289	134	69	32	60	146	132	104	113	168	217	216	134	69	134	32
	70%	71%	73%	64%	64%	67%	65%	76%	67%	63%	72%	83%	67%	73%	64%	73%	64%
		85%	9%	5%	2%	4%	10%	9% ^{gjq}	7%	7%	11%	14% ^{afg} ikmno pq	14%	9%	5%	9%	2%
	913	781	59	49	23	30	102	70	72	80	106	73	162	87	49	59	23
	42%	43%	32%	46%	47%	33%	45%	40%	46%	45%	45%	28%	51%	47%	46%	32%	47%
		clp 86% ^c	6%	5% ^c	3% ^c	3%	11% ^p	8% ^l	8% ^{lp}	9% ^{lp}	12% ^{lp}	8%	18% ^{afh} lp	10% ^{flp}	5% ^p	6%	3% ^{lp}
		193	161	21	7	5	6	26	7	24	11	24	20	23	20	7	21
9%		9%	11%	6%	11%	7%	12%	4%	15%	6%	10%	8%	7%	11%	6%	11%	11%
		h 83%	11%	3%	3%	3%	14% ^h	4%	12% ^{ahjlm}	6%	12% ^h	10%	12%	10% ^h	3%	11% ^h	3% ^h
	1425	1206	111	72	36	56	147	124	101	130	155	148	224	122	72	111	36
	66%	66%	60%	66%	72%	62%	65%	71%	65%	73%	67%	57%	70%	67%	66%	60%	72%
		l 85%	8%	5%	2% ^c	4%	10%	9% ^l	7%	9% ^{lp}	11% ^l	10%	16% ^l	9% ^l	5%	8%	2% ^{lp}

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
Frequent Difficulties	39	33	4	1	1	2	3	2	5	2	7	2	5	5	1	4	1
	2%	2%	2%	1%	2%	2%	1%	1%	3%	1%	3%	1%	2%	3%	1%	2%	2%
		86%	9%	2%	3%	4%	8%	6%	14%	6%	18%	5%	13%	14%	2%	9%	3%
Q.7 HAVE BEEN DEBT IN LAST YEAR																	
Any COMMUNICATIONS service	47	41	3	3	*	-	9	4	6	-	11	4	5	1	3	3	*
	2%	2%	2%	3%	1%	-	4%	3%	4%	-	5%	2%	1%	1%	3%	2%	1%
		87%	6%	6%	1%	-	19% ^{aj}	9%	13%	-	24% ^{afijm}	8%	10%	3%	6%	6%	1%
Gas/Elec or Water	22	18	4	-	*	-	6	1	2	-	3	3	2	1	-	4	*
	1%	1%	2%	-	1%	-	2%	1%	1%	-	1%	1%	1%	1%	-	2%	1%
		81%	17%	-	2%	-	25% ^j	6%	8%	-	13%	12%	10%	6%	-	17%	2%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST																	
Smartphone	48	40	3	4	1	2	5	3	2	9	5	4	4	7	4	3	1
	2%	2%	2%	4%	2%	2%	2%	1%	1%	5%	2%	2%	1%	4%	4%	2%	2%
		83%	7%	9%	2%	4%	10%	5%	5%	19% ^{am}	10%	9%	8%	14%	9%	7%	2%
Standard mobile	50	43	5	1	*	1	4	5	2	5	7	10	7	4	1	5	*
	2%	2%	3%	1%	1%	1%	2%	3%	1%	3%	3%	4%	2%	2%	1%	3%	1%
		87%	10%	3%	1%	1%	8%	10%	3%	9%	14%	20%	14%	7%	3%	10%	1%
Fixed landline	79	62	7	6	3	2	11	5	7	7	14	9	4	3	6	7	3
	4%	3%	4%	6%	7%	2%	5%	3%	5%	4%	6%	3%	1%	2%	6%	4%	7%
		79%	9%	8%	4%	2%	13% ^{im}	6%	9% ^{im}	9%	17% ^{im}	11%	6%	4%	8% ^{im}	9%	4% ^{imn}
Standard fixed BB	73	54	9	9	2	4	3	4	7	12	4	5	11	5	9	9	2
	3%	3%	5%	8%	4%	4%	1%	2%	4%	7%	2%	2%	3%	3%	8%	5%	4%
		73%	12%	12% ^{ab}	3%	5%	4%	5%	9%	16% ^{aghi}	6%	7%	14%	7%	12% ^{aghi}	12% ^g	3%
Superfast fixed BB	134	106	8	18	1	4	17	5	10	12	21	14	13	9	18	8	1
	6%	6%	4%	17%	2%	4%	7%	3%	7%	7%	9%	5%	4%	5%	17%	4%	2%
		80%	6%	14% ^{abce}	1%	3%	12%	4%	8%	9%	16% ^{hmq}	10%	10%	7%	14% ^{afghij}	6%	1%
Any fixed broadband	184	148	13	21	3	6	18	8	16	21	26	19	23	12	21	13	3
	9%	8%	7%	19%	7%	7%	8%	4%	10%	12%	11%	7%	7%	7%	19%	7%	7%
		80%	7%	11% ^{abce}	2%	3%	10%	4%	9%	11% ^h	14% ^h	10%	12%	7%	11% ^{afghim}	7%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
No fixed broadband	1979	1674	171	87	46	84	208	167	139	157	207	243	298	172	87	171	46
	91%	92%	93%	81%	93%	93%	92%	96%	90%	88%	89%	93%	93%	93%	81%	93%	93%
		do 85% d	9% d	4%	2% d	4% o	11% o	8% jko	7%	8%	10%	12% o	15% o	9% o	4%	9% o	2% o
Mobile BB	66	51	7	6	2	3	6	1	5	9	8	3	11	5	6	7	2
	3%	3%	4%	6%	3%	3%	3%	1%	3%	5%	4%	1%	3%	3%	6%	4%	3%
		77%	11%	10%	2%	4%	9%	1%	8%	14% hl	13%	5%	16%	8%	10% hl	11% h	2% h
Tablet with internet access	103	82	10	9	2	3	4	7	3	9	13	12	20	11	9	10	2
	5%	4%	5%	9%	4%	3%	2%	4%	2%	5%	6%	5%	6%	9%	9%	5%	4%
		80%	9%	9%	2%	3%	4%	7%	3%	8%	13%	12%	20% eg	10%	9% gl	9%	2%
Calls via public payphones	80	70	4	4	3	1	10	3	3	4	18	14	13	5	4	4	3
	4%	4%	2%	4%	5%	1%	5%	2%	2%	2%	8%	5%	4%	3%	4%	2%	5%
		87%	5%	5%	3%	1%	13%	3%	4%	5%	22% alh jnp	17%	16%	6%	5%	5%	3% h
Q.14 FIXED BROADBAND IN BUNDLE																	
In bundle	771	669	43	42	17	27	84	63	60	67	94	44	148	83	42	43	17
	36%	37%	23%	39%	35%	30%	37%	36%	39%	38%	40%	17%	46%	45%	39%	23%	35%
		clp 87% c	6%	5% c	2% c	4% l	11% p	8% lp	8% lp	9% lp	12% p	6%	19% afg hp	11% afp	5% p	6%	2% lp
Not in bundle	429	373	31	16	9	11	37	34	29	49	50	72	58	32	16	31	9
	20%	20%	17%	15%	18%	12%	16%	20%	19%	27%	22%	28%	18%	18%	15%	17%	18%
		87%	7%	4%	2%	2%	9%	8%	7%	11% afgm nop	12%	17% afg mnop	14%	8%	4%	7%	2%
PERSONAL INCOME																	
< £10,000	396	299	55	28	14	16	47	41	40	36	32	25	42	21	28	55	14
	18%	16%	30%	26%	28%	18%	21%	24%	26%	20%	14%	9%	13%	11%	26%	30%	28%
		lmn 78%	14% ab	7% b	4% ab	4% l	12% lmn	10% klmn	10% aklmn	9% lmn	8%	6%	10%	5%	7% klmn	14% afgkl mn	4% aklmn
£10,000 - £14,999	355	278	27	40	10	24	58	45	32	27	27	9	29	27	40	27	10
	16%	15%	14%	37%	20%	27%	26%	26%	20%	15%	12%	3%	9%	15%	37%	14%	20%
		lm 78%	8%	11% abce	3%	7% ajk lmnp	16% ajklmn p	13% ajklmn p	9% uklm	8% l	8% l	2%	8% l	8% l	11% ajklm nq	8% l	3% klm

Q. Break by Break
Base: All Adults 16+ in the UK

Total (a)	COUNTRY				GOVERNMENT REGIONS											
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
371	306	38	20	7	24	36	30	30	34	30	28	41	54	20	38	7
17%	17%	21%	18%	14%	27%	16%	17%	19%	19%	13%	11%	13%	29%	18%	21%	14%
I 83%	I 83%	10%	5%	2%	6%agk lmq	10%	8%	8%l	9%l	8%	8%	11%	15%aghi jklmq	5%	10%lm	2%
590	521	40	12	17	14	50	34	43	43	86	111	90	49	12	40	17
27%	29%	22%	11%	34%	16%	22%	20%	28%	24%	37%	42%	28%	28%	27%	22%	34%
dfho 88% d	dfho 88% d	7% d	2%	3% cd	2%	9% o	6%	7% do	7% o	15% afq hjop	19% afq hijmno p	15% lho	8% o	2%	7% o	3% ghop
236	216	12	8	1	5	20	14	5	24	30	40	56	22	8	12	1
11%	12%	6%	7%	2%	5%	9%	8%	3%	14%	13%	15%	17%	12%	7%	6%	2%
elq 91% ce	elq 91% ce	5%	3%	*	2%	8% q	6% q	2%	10% lpq	13% lpq	17% lgh lpq	24% algh lq	9% lq	3%	5%	*
101	95	5	1	-	3	6	4	3	6	14	23	32	5	1	5	-
5%	5%	3%	1%	-	3%	3%	2%	2%	4%	6%	9%	10%	3%	1%	3%	-
eq 94% e	eq 94% e	5%	1%	-	3%	6%	4%	3%	6%	13% oq	22% agh jnopq	32% algh jnopq	5%	1%	5%	-
48	44	3	-	1	4	5	1	1	4	3	7	18	3	-	3	1
2%	2%	2%	-	1%	5%	2%	1%	*	2%	1%	2%	6%	1%	-	2%	1%
92%	92%	7%	-	1%	9% hio	10%	3%	1%	9%	5%	14%	37% ahik no	5%	-	7%	1%
21	16	5	-	-	-	1	2	-	-	2	7	3	1	-	5	-
1%	1%	2%	-	-	-	1%	1%	-	-	1%	3%	1%	*	-	2%	-
78%	78%	22%	-	-	-	6%	9%	-	-	9%	35% aj	15%	4%	-	22%	-
28	28	-	-	-	-	1	3	1	4	1	8	2	8	-	-	-
1%	2%	-	-	-	-	1%	11%	1%	2%	*	3%	3%	1%	-	-	-
100%	100%	-	-	-	-	5%	13%	5%	13%	2%	29% akp	29% p	7%	-	-	-
7	7	-	-	-	-	1	-	-	-	1	2	2	-	-	-	-
*	*	-	-	-	-	1%	-	-	-	1%	1%	1%	-	-	-	-
100%	100%	-	-	-	-	19%	-	-	-	22%	30%	30%	-	-	-	-
11	11	-	-	-	-	-	-	-	-	7	4	-	-	-	-	-
1%	1%	-	-	-	-	-	-	-	-	3%	1%	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	67% agh jlmnp	33%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
HOUSEHOLD INCOME																	
< £15,000	369 17%	281 15% 1m 76%	42 23% 11%ab	34 31% 9%ab	12 25% 3%ab	13 15% 4%mn	69 30% 19%afklm n	39 24% 11%klmn	37 17% 10%aklmn	30 24% 8%lm	28 15% 8%mn	21 8% 6%	19 6% 5%	24 13% 7%mn	34 31% 9%afkl mn	42 23% 11%klmn	12 25% 3%aklmn
£15,000 - £19,999	163 8%	136 7% 1 83%	14 7% 8%	11 10% 7%	3 6% 2%	11 12% 7%l	14 6% 8%	18 10% 11%l	14 9% 9%l	13 7% 6%	17 7% 13%	10 4% 6%	21 7% 13%	18 10% 11%l	11 10% 7%l	14 7% 8%	3 6% 2%
£20,000 - £29,999	443 20%	351 19% kl 79%	44 24% 10%	27 25% 6%	20 40% 5%abcd	24 19% 6%kl	41 18% 9%	48 27% 11%agkl	31 20% 7%l	39 22% 9%l	33 14% 8%	32 12% 7%	66 21% 15%l	37 20% 8%l	27 25% 6%kl	44 24% 10%kl	20 40% 5%aghijklmnop
£30,000 - £39,999	355 16%	302 17% 85%	27 15% 8%	21 19% 6%	6 12% 2%	15 17% 4%	26 11% 7%	22 13% 6%	32 21% 9%g	25 14% 7%	46 20% 13%g	54 21% 15%gh	49 15% 14%	32 18% 9%	21 19% 6%	27 15% 8%	6 12% 2%
£40,000 - £49,999	299 14%	263 14% 88%	20 11% 8%	12 11% 7%	4 8% 1%	12 13% 4%	34 15% 11%	25 16% 8%	24 16% 7%	25 14% 6%	30 13% 10%	38 15% 13%	42 13% 14%	33 18% 11%q	12 11% 4%	20 11% 7%	4 8% 1%
£50,000 - £59,999	193 9%	176 10% dho 91%ld	13 7% 7%ld	1 4% *	3 2%ld	8 9% 4%o	13 6% 6%o	7 4% 4%	12 7% 6%o	16 9% 8%o	30 13% 15%gho	23 9% 12%o	47 15% 25%agh	21 11% 11%gho	1 1% *	13 9% 7%o	3 6% 2%o
£60,000 - £69,999	102 5%	93 5% i 92%	7 4% 6%	1 1% 1%	1 2% 1%	1 2% 1%	8 3% 8%	5 5% 1%	1 1% -	15 8% 14%lloq	15 6% 14%l	22 9% 22%afg	15 5% 15%l	10 6% 10%l	1 1% 1%	7 4% 6%	1 2% 1%
£70,000 - £99,999	144 7%	127 7% elnq 88%e	15 8% 10%de	2 2% 1%	- -	3 3% 2%l	17 8% 12%lnq	7 4% 5%l	- -	14 8% 10%lnq	15 6% 10%lq	33 13% 23%afh	34 11% 24%afhi	4 2% 3%	2 2% 3%	15 8% 10%lnq	- -
£100,000 - £149,999	63 3%	61 3% 97%	2 1% 3%	- -	- -	2 2% 3%	4 6% 2%	1 1% 2%	3 2% 5%	2 1% 3%	9 4% 15%	16 6% 26%agh	21 8% 32%achi	3 2% 6%	- -	2 1% 3%	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
2163	1756	180	103	124		95	233	176	155	176	208	248	290	175	103	180	124
2163	1822	184	108*	49		90*	226	175	155	178	233	262	320	184	108*	184	49
21	21	-	-	-	-	-	1	2	-	-	2	8	7	1	-	-	-
1%	1%	-	-	-	-	-	1%	1%	-	-	1%	3%	2%	*	-	-	-
	100%	-	-	-	-	-	6%	11%	-	-	8%	37%ajj p	34%	3%	-	-	-
11	11	-	-	-	-	-	-	-	-	-	7	4	-	-	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	3%	1%	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	67%aah ijmnp	33%	-	-	-	-	-
750	601	65	58	26		22	91	61	54	73	61	127	64	48	58	65	26
35%	33%	36%	54%	52%		24%	40%	35%	35%	41%	26%	48%	20%	26%	54%	36%	52%
	kmn	80%	9%	8%abc	3%abc	3%	12%dkmn	8%km	7%km	10%fkmn	8%	17%afhi kmnp	9%	6%	8%afghik mnp	9%km	3%afghikmnp
955	858	64	23	11		25	88	69	45	78	140	89	217	106	23	64	11
44%	47%	35%	22%	21%		28%	39%	39%	29%	44%	60%	34%	68%	59%	22%	35%	21%
	cdel 90%cd ilopq	7%de	2%	1%		3%	9%oq	7%oq	5%	8%foq	15%afgh jlopq	9%oq	23%afg hijlno pq	11%afgh jlopq	2%	7%oq	1%
98	69	9	13	6		2	3	10	11	5	6	8	17	7	13	9	6
5%	4%	5%	12%	13%		2%	1%	6%	7%	3%	3%	3%	5%	4%	12%afajkl	5%	13%
	g	71%	9%	13%abc	7%abc	2%	3%	10%g	12%gk	5%	6%	8%	17%g	7%	mnp	9%	7%afghikmnp
251	203	38	6	4		36	33	23	28	15	9	30	16	14	6	38	4
12%	11%	20%	6%	8%		40%	15%	13%	18%	9%	4%	11%	5%	7%	6%	20%	8%
	km	81%	15%abde	3%	1%	14%aagh iklmn opq	13%kmno	9%km	11%ajkmno q	6%	3%	12%km	6%	5%	3%	15%ajklmn oq	1%
98	80	8	7	3		5	11	11	16	7	10	5	7	8	7	8	3
5%	4%	4%	7%	6%		5%	5%	7%	10%	4%	4%	2%	2%	5%	7%	4%	6%
	81%	8%	7%	3%		5%	11%	12%lm	16%ajklm	7%	10%	5%	8%	9%	7%lm	8%	3%l
11	11	-	-	-	-	-	-	-	-	-	7	4	-	-	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	3%	1%	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	67%aah ijmnp	33%	-	-	-	-	-

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
WAVE																	
WED 28	2136	1822	184	108	22	90	226	175	155	178	233	262	320	184	108	184	22
	99%	100%	100%	100%	46%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	46%
		eq 85%ae	9%ae	5%ae	1%	4%q	11%q	8%q	7%q	8%q	11%q	12%q	15%q	9%q	5%q	9%q	1%
WED 29	27	-	-	-	27	-	-	-	-	-	-	-	-	-	-	-	27
	1%	-	-	-	54%	-	-	-	-	-	-	-	-	-	-	-	54%
		b	-	-	100%abcd	-	-	-	-	-	-	-	-	-	-	-	100%afghijklmnop
WED 30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
GENDER															
Male	1049	906	135	176	846	139	442	180	401	496	123	59	94	583	690
	48%	46% f 86%	50% 13%	45% 17%	50% 81% d	42% 13%	53% 42% a/f	44% 17%	54% 38% a/h	51% 47%	58% 12% a	46% 6%	46% 9%	52% 56%	51% 68%
Female	1115	976	135	219	836	190	368	230	348	486	91	69	102	548	673
	52%	52% g/k 88%	50% 12%	55% 20% e	50% 75%	58% 17% a/g	47% 35%	56% 21% i	46% 31%	49% 44%	42% 6%	54% 6%	52% 9%	48% 49%	49% 60%
AGE															
16-24	303	242	58	20	272	50	69	56	63	86	14	2	3	98	99
	14%	13% d/g 80%	22% 19% a/b	5% 7%	16% 90% d	15% 16% g	8% 23%	14% 18% i	8% 21%	9% 29% i/m	6% 4% m	2% 1%	1% 1%	9% 32% i/m	7% 33% i/m
25-34	407	324	80	27	369	61	210	79	192	241	63	17	14	285	299
	19%	17% d/m 80%	30% 20% a/b	7% 7%	22% 91% a/d	19% 15%	25% 52% a/f	19% 19%	26% 47% a/h	25% 59% i/a/m	29% 15% i/a/m/o	13% 4%	7% 4%	25% 70% i/a/m	22% 74% i/a/m
35-44	349	287	61	50	285	41	169	51	159	215	47	17	18	242	252
	16%	15% m 82%	23% 18% a/b	13% 14%	17% 82% d	13% 12%	20% 48% a/f	13% 15%	21% 45% a/h	22% 62% i/a/m	22% 13% m	13% 5%	9% 5%	21% 69% i/a/m	19% 72% m
45-54	341	308	30	66	260	50	166	66	150	193	35	21	21	215	241
	16%	16% 90% c	11% 9%	17% 19%	15% 76%	15% 15%	20% 49% a	16% 44% a	20% 57% a/m	20% 57% a/m	16% 10%	17% 6%	11% 6%	19% 63% a/m	18% 71% m
55-64	340	317	21	85	242	57	131	72	116	172	32	28	42	195	247
	16%	17% c 93% c	8% 6%	22% 25% a/e	14% 71%	17% 17%	16% 39%	18% 21%	15% 34%	17% 51%	15% 10%	21% 8%	21% 12% a	17% 57%	18% 73%
65-74	227	217	9	72	145	36	52	44	44	60	16	27	43	75	137
	11%	12% c/q 96% c	3% 4%	18% 32% a/e	9% 64%	11% 16% g	6% 23%	11% 19% i	6% 19%	6% 27%	8% 7%	27% 12% a/j/k/n/o	8% 19% a/j/k/n/o	7% 33%	10% 60% j/n

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
75+	196	187	9	75	107	33	34	41	26	15	8	16	56	22	88
	9%	10%	3%	19%	6%	10%	4%	10%	3%	2%	4%	12%	28%	2%	6%
	ijkno	cag 95%	5%	38%ae	55%	17%g	17%	21%h	13%	8%	4%	8%ijkno	28%ajkin	11%	45%jn
AGE															
16-34	710	566	139	47	641	111	279	135	255	327	76	19	17	383	398
	33%	30%	51%	12%	38%	34%	34%	33%	34%	33%	36%	15%	9%	34%	29%
	o	dln 80%	20%ab	7%	90%ad	16%	39%	19%	36%	46%lm	11%lm	3%	2%	54%lmo	56%lm
35-64	1030	912	112	201	787	149	466	190	424	580	114	66	81	652	740
	48%	48%	42%	51%	47%	45%	56%	46%	57%	59%	53%	52%	41%	58%	54%
		89%	11%	20%	76%	14%	45%af	18%	41%ah	56%amo	11%am	6%	8%	63%am	72%am
65+	423	404	19	147	253	69	86	85	69	76	24	43	98	97	225
	20%	21%	7%	37%	15%	21%	10%	21%	9%	8%	11%	33%	50%	9%	17%
	ijkno	cag 95%	4%	35%ae	60%	16%g	20%	20%h	16%	18%	6%	10%ajkno	23%ajkin	23%	53%jn
SOCIAL GRADE															
ABC1	1078	935	139	134	901	79	526	103	502	597	103	61	84	656	740
	50%	50%	52%	34%	54%	24%	63%	25%	67%	61%	46%	48%	43%	58%	54%
	m	dln 87%	13%	12%	84%ad	7%	49%af	10%	47%ah	55%aklmo	10%	6%	8%	61%aklm	69%am
C2DE	1085	947	131	262	780	250	304	307	247	386	111	67	113	476	623
	50%	50%	48%	66%	46%	76%	37%	75%	33%	39%	52%	52%	57%	42%	46%
	jno	egi 87%	12%	24%ae	72%	23%ag	28%	28%ah	23%	36%	10%jn	6%jn	10%ajno	44%	57%j
SOCIAL GRADE															
AB	424	380	43	52	356	14	215	18	211	241	31	17	31	258	292
	20%	20%	16%	13%	21%	4%	26%	4%	28%	25%	14%	13%	16%	23%	21%
		dln 90%	10%	12%	84%ad	3%	51%af	4%	50%ah	57%aklm	7%	4%	7%	61%aklm	69%aj

Q. Break by Break
Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
C1C2	1107	947	152	147	921	125	500	172	453	559	120	73	86	635	724
	51%	50%	56%	37%	55%	38%	60%	42%	61%	57%	56%	57%	44%	56%	53%
	m	dth 86%	14%	13%	83%ad	11%	45%af	16%	41%ah	51%am	11%am	7%am	8%	57%am	65%am
DE	632	554	74	197	404	190	116	220	85	182	63	39	80	239	347
	29%	29%	28%	50%	24%	58%	14%	54%	11%	19%	30%	30%	41%	21%	25%
	jno	egi 88%	12%	31%ae	64%	30%ag	18%	35%ai	13%	29%	10%jn	6%jn	13%ajkno	38%	55%jn
COUNTRY															
England	1822	1554	259	320	1448	273	730	342	661	858	174	113	160	977	1167
	84%	83%	86%	81%	86%	83%	88%	84%	88%	87%	81%	88%	81%	86%	86%
		85%	14%ab	18%	79%ad	15%	40%af	19%	36%ah	47%akm	10%	6%	9%	54%	64%
Scotland	184	174	9	37	118	24	49	30	43	60	22	7	17	76	92
	9%	9%	3%	9%	7%	7%	6%	7%	6%	6%	10%	5%	8%	7%	7%
	j	coj 94%e	5%	20%	64%	13%	26%	17%	23%	33%	12%j	4%	9%	41%	50%
Wales	108	107	-	28	79	21	35	25	30	42	13	7	15	51	70
	5%	6%	-	7%	5%	6%	4%	6%	4%	4%	6%	6%	7%	5%	5%
		c 99%e	-	26%	73%	19%	32%	23%	28%	39%	12%	7%	14%j	47%	65%
Northern Ireland	49	48	1	11	37	10	17	12	15	22	5	1	5	28	33
	2%	3%	*	3%	2%	3%	2%	3%	2%	2%	3%	1%	3%	2%	2%
		98%e	2%	23%	76%	21%	34%	25%	30%	45%	11%	2%	11%	56%	67%
GOVERNMENT REGIONS															
North East	90	86	4	13	73	15	19	17	17	41	7	4	7	47	56
	4%	5%	1%	3%	4%	5%	2%	4%	2%	4%	3%	3%	3%	4%	4%
		oqi 96%e	4%	15%	82%	17%g	21%	19%	19%	46%	8%	4%	8%	52%	63%
North West	226	201	24	43	178	38	81	47	72	97	20	9	22	115	145
	10%	11%	9%	11%	11%	11%	10%	11%	10%	10%	9%	7%	11%	10%	11%
		89%	11%	19%	79%	17%	36%	21%	32%	43%	9%	4%	10%	51%	64%

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
175	160	15	32	141	25	71	34	63	76	24	16	17	94	117
8%	8%	8%	8%	8%	8%	9%	8%	8%	8%	11%	12%	9%	8%	9%
	91%	9%	18%	81%	15%	41%	19%	36%	43%	14%	9%	10%	54%	67%
155	143	12	41	112	35	69	44	60	81	13	5	14	88	102
7%	8%	4%	10%	7%	11%	8%	11%	8%	8%	6%	4%	7%	8%	8%
	92%	8%	26%ae	72%	23%a	44%	29%a	39%	52%	8%	3%	9%	57%	66%
178	144	32	35	139	29	78	40	67	93	19	15	10	106	123
8%	8%	12%	9%	8%	9%	9%	10%	9%	9%	9%	11%	5%	9%	9%
	81%	18%b	20%	78%	16%	44%	23%	38%	52%am	11%	8%am	6%	60%am	69%
233	204	28	30	200	27	115	34	108	109	17	8	19	122	147
11%	11%	10%	7%	12%	8%	14%	8%	14%	11%	8%	6%	10%	11%	11%
	88%	12%	13%	86%cd	12%	49%af	15%	46%ah	47%	7%	4%	8%	52%	63%
262	149	109	23	214	38	69	48	59	109	29	11	7	130	136
12%	8%	40%	6%	13%	12%	8%	12%	8%	11%	14%	9%	4%	11%	10%
im	bdg 57%	41%ab	9%	82%cd	14%	26%	18%cd	22%	42%am	11%am	4%am	3%	50%am	52%am
320	299	21	57	254	35	156	41	150	167	33	26	43	182	219
15%	16%	8%	14%	15%	11%	19%	10%	20%	17%	15%	21%	22%	16%	16%
	cfh 93%cd	6%	18%	79%	11%	49%af	13%	47%ah	52%	10%	8%	13%ao	57%	68%
184	168	16	47	135	30	72	37	65	86	11	18	21	94	120
8%	9%	6%	12%	8%	9%	9%	9%	9%	9%	12%	5%	11%	8%	9%
	91%	9%	25%ae	73%	16%	39%	20%	36%	47%	6%	10%akn	12%k	51%	66%
108	107	-	28	79	21	35	25	30	42	13	7	15	51	70
5%	6%	-	7%	5%	6%	4%	6%	4%	4%	6%	6%	7%	5%	5%
	c 99%cd	-	26%	73%	19%	32%	23%	28%	39%	12%	7%	14%	47%	65%
184	174	9	37	118	24	49	30	43	60	22	7	17	76	92
9%	9%	3%	9%	7%	7%	6%	7%	6%	6%	10%	5%	8%	7%	7%
i	ogj 94%cd	5%	20%	64%	13%	26%	17%	23%	33%	12%j	4%	9%	41%	50%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Northern Ireland	49	48	1	11	37	10	17	12	15	22	5	1	5	28	33
	2%	3%	-	3%	2%	3%	2%	3%	2%	2%	3%	1%	3%	2%	2%
		98% _c	2%	23%	76%	21%	34%	25%	30%	45%	11%	2%	11%	56%	67%
ETHNIC ORIGIN															
White	1882	1882	-	375	1435	280	746	352	675	864	181	118	188	993	1214
	87%	100%	-	95%	85%	85%	90%	86%	90%	88%	85%	92%	96%	88%	89%
		c 100% _{ac}	-	20% _{ae}	76%	15%	40% _f	19%	36% _{ah}	46%	10%	6%	10% _{aj} kno	53%	65%
Minority Ethnic	269	-	269	19	236	45	83	55	73	115	32	11	6	135	143
	12%	-	100%	5%	14%	14%	10%	13%	10%	12%	15%	8%	3%	12%	10%
		bdm -	100% _{ab}	7%	88% _d	17%	31%	20%	27%	43% _m	12% _m	4%	2%	50% _m	53% _m
Q.22 LONG TERM DISABILITY ILLNESS															
Yes	396	375	19	396	-	115	105	141	79	126	43	29	68	159	243
	18%	20%	7%	100%	-	35%	13%	34%	10%	13%	20%	22%	35%	14%	16%
		cag 95% _c	5%	100% _{ae}	-	29% _{ag}	26%	36% _{ai}	20%	32%	11% _{jn}	7% _{jn}	17% _{aj} kn	40%	61% _{jn}
		ijn	ijn										o		
No	1681	1435	236	-	1681	209	720	264	664	833	165	96	119	946	1086
	78%	76%	88%	-	100%	64%	87%	64%	89%	85%	77%	75%	61%	84%	80%
		dhn 85%	14% _{ab}	-	100% _{ad}	12%	43% _{af}	16%	40% _{ah}	50% _{ak} mo	10% _m	6% _m	7%	56% _{ak} mo	65% _m
	m	m													
Q.20 HOUSEHOLD INCOME, 60% LEVEL															
Up to £15,499	328	280	45	115	209	328	-	328	-	139	43	17	40	174	225
	15%	15%	17%	29%	12%	100%	-	80%	-	14%	20%	13%	20%	15%	16%
		egi 85%	14%	35% _{ae}	64%	100% _{ag}	-	100% _{ai}	-	42%	13% _j	5%	12% _j	53%	68%
£15,500+	830	746	83	105	720	-	830	81	749	515	86	58	60	563	628
	38%	40%	31%	26%	43%	-	100%	20%	100%	52%	40%	45%	30%	50%	46%
		cdl 90% _c	10%	13%	87% _{ad}	-	100% _{af}	10%	90% _{ah}	62% _{ak} mo	10% _m	7% _m	7%	68% _{ak} m	76% _{am}
	hm	hm													
Q.20 HOUSEHOLD INCOME, 70% LEVEL															
Up to £17,999	410	352	55	141	264	328	81	410	-	180	51	24	47	222	282
	19%	19%	20%	36%	16%	100%	10%	100%	-	18%	24%	18%	24%	20%	21%
		egi 86%	13%	34% _{ae}	64%	80% _{ag}	20%	100% _{ai}	-	44%	12%	6%	11%	54%	69%

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minor- ly Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
£18,000+	749	675	73	79	664	-	749	-	749	474	77	51	53	515	571
	35%	36%	27%	20%	40%	-	90%	-	100%	48%	36%	40%	27%	45%	42%
	hm	hm	cd	10%	89%ad	-	100%af	-	100%ah	63%akmo	10%km	7%kn	7%	69%akm	76%am
Q.2 PHONE OWNERSHIP															
Smart phone on contract	982	864	115	126	833	139	515	180	474	982	65	49	36	982	982
	45%	46%	43%	32%	50%	42%	62%	44%	63%	100%	30%	38%	18%	87%	72%
		dkm	88%	13%	85%ad	14%	52%af	18%	48%ah	100%aklmno	7%km	5%kn	4%	100%aklm o	100%akm
Smart phone pay as you go	215	181	32	43	165	43	86	51	77	65	215	16	20	215	215
	10%	10%	12%	11%	10%	13%	10%	12%	10%	7%	100%	12%	10%	19%	16%
		j	85%	20%	77%	20%	40%	24%	36%	30%	100%ajlmno	7%j	9%	100%ajm	100%ajm
Standard mobile on contract	128	118	11	29	96	17	58	24	51	49	16	128	15	50	128
	6%	6%	4%	7%	6%	5%	7%	6%	7%	5%	7%	100%	8%	4%	9%
			8%	22%	75%	13%	45%	18%	40%	38%	12%	100%ajkmn o	12%kn	39%	100%ajh
Standard mobile on pay as you go	197	188	6	68	119	40	60	47	53	36	20	15	197	41	197
	9%	10%	2%	17%	7%	12%	7%	11%	7%	4%	9%	12%	100%	4%	14%
	n	cel	96%ac	35%ae	61%	20%g	30%	24%j	27%	18%	10%jn	8%jn	100%akn o	21%	100%ajh
ANY SMART PHONE	1132	993	135	159	946	174	563	222	515	982	215	50	41	1132	1132
	52%	53%	50%	40%	56%	53%	68%	54%	69%	100%	100%	39%	21%	100%	83%
		dlm	88%	14%	84%ad	15%	50%af	20%	45%ah	87%almo	100%almo	4%km	4%	100%almo	100%alm
ANY SMART PHONE/ STANDARD MOBILE	1363	1214	143	243	1086	225	628	282	571	982	215	128	197	1132	1363
	63%	65%	53%	61%	65%	68%	76%	69%	76%	100%	100%	100%	100%	100%	100%
		c	89%ac	18%	80%	16%	46%af	21%a	42%ah	72%a	16%a	9%a	14%a	83%a	100%a
Q.2 TABLET															
Tablet with internet access (e.g. 3G or 4G)	565	510	53	75	473	80	297	101	275	446	74	49	37	482	516
	26%	27%	20%	19%	28%	24%	36%	25%	37%	45%	35%	38%	19%	43%	38%
		cdm	90%	13%	84%cd	14%	53%af	18%	49%ah	79%akmo	13%am	9%am	6%	85%akmo	91%am

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Tablet that connects to WiFi	488 23%	445 24% cf 91% c	41 15% 8%	77 19% 16%	397 24% 81%	57 17% 12%	277 33% 57% af	81 20% 17%	253 34% 52% ah	377 38% 77% amo	96 45% 20% almo	42 33% 9% a	49 25% 10%	425 38% 87% am	464 34% 95% am
Any Tablet	916 42%	829 44% cdm 91% c	84 31% 9%	136 34% 15%	756 45% 82% d	124 38% 13%	489 59% 53% af	165 40% 18%	448 60% 49% ah	702 71% 77% aklmo	133 62% 15% am	69 54% 8% am	69 35% 8%	779 69% 85% almo	848 62% 93% am
Q.2 INTERNET															
Standard fixed broadband	803 37%	706 38% 88%	95 35% 12%	128 32% 16%	660 39% 82% d	121 37% 15%	383 46% 48% af	159 39% 20%	345 46% 43% ah	555 57% 69% am	120 56% 15% am	63 49% 8% a	81 41% 10%	638 56% 79% am	735 54% 92% am
Superfast fixed broadband	421 19%	391 21% cfh 93% c	28 10% 7%	63 16% 15%	346 21% 82% d	46 14% 11%	235 28% 56% af	61 15% 14%	220 29% 52% ah	331 34% 79% akmo	52 24% 12%	35 17% 8%	33 32% 8%	357 85% akmo	389 29% 92% am
Any fixed broadband	1200 55%	1077 57% cd 90% c	120 45% 10%	189 48% 16%	985 59% 82% d	165 50% 14%	606 73% 50% af	218 53% 16%	553 74% 46% ah	868 89% 72% aklmo	167 79% 14% am	96 75% 8% am	110 56% 9%	975 86% 81% aklmo	1102 81% 92% am
No fixed broadband	963 45%	804 43% gjl 84% c	149 55% 15% ab	207 52% 21% ae	696 41% 72%	164 50% 17% g	224 27% 23%	192 47% 20% i	196 26% 20%	114 12% 12%	47 22% 5% jn	32 25% 3% jn	86 44% 9% jklmo	156 14% 16%	261 19% 27% jn
Mobile broadband	96 4%	81 4% 84%	15 6% 16%	13 3% 14%	83 5% 86%	12 4% 13%	48 6% 50%	20 5% 21%	40 5% 41%	78 8% 81% a	24 11% 25% ao	20 15% 21% ajlmo	15 7% 15%	86 8% 89% a	90 7% 94% a
Any internet	1212 56%	1086 58% cd 90% c	124 46% 10%	191 48% 16%	994 59% 82% d	170 52% 14%	609 73% 50% af	224 55% 18%	555 74% 46% ah	873 89% 72% aklmo	169 79% 14% am	97 75% 8% am	112 57% 9%	982 87% 81% aklmo	1110 81% 92% am
Q.2 LANDLINE															
Yes	1082 50%	994 53% cf 92% c	84 31% 8%	215 54% 20%	842 50% 78%	145 44% 13%	505 61% 47% af	197 48% 18%	452 60% 42% ah	685 70% 63% a	138 64% 13% a	97 76% 9% ak	148 75% 14% ak	777 69% 72% a	950 70% 88% a

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
No	1081	888	185	181	839	184	326	213	297	297	77	31	49	355	413
	50%	47%	69%	46%	50%	56%	39%	52%	40%	30%	36%	24%	25%	31%	30%
		gij 82%	17%ab	17%	78%	17%ag	30%	20%ij	27%	27%	7%ilm	3%	4%	33%	36%
		klmn o													
Q.2 PAY TV SERVICE															
Yes	639	590	48	114	511	80	338	113	306	486	79	55	63	527	594
	30%	31%	18%	22%	30%	24%	41%	28%	41%	49%	37%	43%	32%	47%	44%
		c 92%c	8%	18%	80%	13%	53%af	18%	48%ah	78%akmo	12%a	9%a	10%	82%akm	93%am
No	1524	1292	221	281	1170	248	482	297	443	496	135	74	134	605	768
	70%	69%	82%	71%	70%	76%	59%	72%	59%	51%	63%	57%	68%	53%	56%
		gij 85%	15%ab	18%	77%	16%g	32%	20%ij	29%	33%	9%ijn	5%	9%jno	40%	50%j
		klno													
Q.13 BUNDLERS															
Yes	913	833	76	170	724	129	471	175	425	646	131	81	91	729	832
	42%	44%	28%	43%	43%	39%	57%	43%	57%	66%	61%	64%	46%	64%	61%
		c 91%c	8%	19%	79%	14%	52%af	18%	47%ah	71%amo	14%am	9%am	10%	80%am	91%am
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS															
Any Difficulties	193	164	29	57	129	73	61	87	47	115	31	11	16	142	160
	9%	9%	11%	14%	8%	22%	7%	21%	6%	12%	15%	8%	8%	13%	12%
		i 85%	15%	29%ae	67%	38%ag	31%	45%ai	24%	60%a	16%am	6%	8%	73%a	83%a
No Difficulties	1425	1285	133	253	1127	211	628	267	572	861	181	117	179	982	1192
	66%	68%	49%	64%	67%	64%	76%	65%	76%	88%	84%	91%	91%	87%	88%
		c 90%c	9%	18%	79%	15%	44%af	19%	40%ah	60%a	13%a	8%a	13%ak	69%a	84%a
Frequent Difficulties	39	28	10	16	21	17	7	20	4	21	3	-	7	24	29
	2%	2%	4%	4%	1%	5%	1%	5%	-	2%	1%	-	4%	2%	2%
		i 73%	27%ab	42%ae	54%	43%ag	18%	52%ai	9%	54%	8%	-	19%l	62%	74%
Q.7 HAVE BEEN DEBT IN LAST YEAR															
Any COMMUNICATIONS service	47	40	7	8	39	13	24	16	21	33	8	-	2	40	41
	2%	2%	3%	2%	2%	4%	3%	4%	3%	3%	4%	-	1%	4%	3%
		85%	15%	18%	82%	27%	51%	34%a	44%	69%l	18%lm	-	3%	84%alm	87%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Gas/Elec or Water	22	21	2	8	14	13	6	13	5	9	5	1	3	14	19
	1%	1%	1%	2%	1%	4%	1%	3%	1%	1%	2%	1%	2%	1%	1%
		92%	8%	36% ^e	64%	56% ^{ag}	25%	60% ^{ai}	22%	42%	22%	6%	15%	65%	86%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST															
Smartphone	48	44	3	17	27	17	11	19	10	-	-	7	23	-	29
	2%	2%	1%	4%	2%	5%	1%	5%	1%	-	-	5%	12%	-	2%
		jk ⁿ 91%	6%	36% ^{ae}	56%	36% ^{ag}	23%	39% ^{ai}	20%	-	-	14% ^{aj} kno	48% ^{aj} kino	-	60% ^{aj} kn
Standard mobile	50	44	6	12	37	11	23	14	20	20	12	-	-	28	28
	2%	2%	2%	3%	2%	3%	3%	4%	3%	2%	5%	-	-	55% ^m	2%
		m 88%	12%	24%	75%	22%	46%	29%	40%	39% ^m	23% ^{aj} lmno	-	-	55% ^m	55% ^m
Fixed landline	79	75	2	18	58	22	33	27	28	45	9	5	9	52	61
	4%	4%	1%	5%	3%	7%	4%	4%	4%	5%	4%	4%	5%	5%	4%
		c 96% ^c	2%	23%	74%	28% ^{ag}	42%	34% ^{ai}	36%	58%	11%	7%	11%	66%	77%
Standard fixed BB	73	64	8	20	49	22	27	25	24	40	16	6	10	52	63
	3%	3%	3%	5%	3%	7%	3%	6%	3%	4%	7%	4%	5%	5%	5%
		88%	10%	28% ^e	67%	30% ^{ag}	37%	33% ^{ai}	33%	55%	22% ^a	8%	14%	72%	86%
Superfast fixed BB	134	118	15	40	92	39	55	47	46	91	24	11	18	107	125
	6%	6%	5%	10%	5%	12%	7%	12%	6%	9%	11%	8%	9%	9%	9%
		88%	11%	30% ^{ae}	69%	29% ^{ag}	41%	35% ^{ai}	35%	68% ^a	18% ^a	8%	14%	80% ^a	94% ^a
Any fixed broadband	184	162	21	49	130	49	78	59	69	126	34	16	21	149	171
	9%	9%	8%	13%	8%	15%	9%	14%	9%	13%	16%	13%	11%	13%	13%
		88%	12%	27% ^{ae}	71%	27% ^{ag}	42%	32% ^{ai}	37%	68% ^a	19% ^a	9%	11%	81% ^a	93% ^a
No fixed broadband	1979	1720	248	346	1551	279	753	351	680	856	180	112	175	983	1182
	91%	91%	92%	87%	92%	85%	91%	86%	91%	87%	84%	87%	89%	87%	87%
		dth 87%	13%	17%	78% ^d	14%	38% ^d	18%	34% ^h	43%	9%	6%	9%	50%	60%
Mobile BB	66	60	5	21	39	19	20	20	19	38	11	-	14	47	56
	3%	3%	2%	5%	2%	6%	2%	3%	3%	4%	5%	-	7%	4%	4%
		80%	8%	32% ^{ae}	58%	29% ^{ag}	30%	31% ^{ai}	29%	57% ^d	16% ^d	-	22% ^{aj} kino	71% ^d	84% ^d

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
Tablet with internet access	103	92	9	20	79	23	46	26	43	56	17	9	17	74	91
	5%	5%	3%	5%	5%	7%	6%	6%	6%	6%	8%	7%	9%	7%	7%
		90%	9%	20%	77%	23%	45%	26%	42%	55%	17%a	8%	17%a	72%	88%a
Calls via public payphones	80	75	6	20	58	25	37	29	32	48	10	8	8	57	67
	4%	4%	2%	5%	3%	8%	4%	7%	4%	5%	5%	6%	4%	5%	5%
		93%	7%	25%	72%	31%ag	46%	37%a	40%	60%	13%	9%	10%	71%	83%
Q.14 FIXED BROADBAND IN BUNDLE															
In bundle	771	711	59	141	619	100	418	137	381	553	106	69	74	620	710
	36%	38%	22%	36%	37%	30%	50%	33%	51%	56%	49%	54%	38%	55%	52%
		c 92% c	8%	18%	80%	13%	54%af	18%	49%ah	72%am	14%am	9%am	10%	80%am	92%am
Not in bundle	429	367	61	48	366	65	187	81	171	315	61	27	37	355	392
	20%	19%	23%	12%	22%	20%	23%	20%	23%	32%	29%	21%	19%	31%	29%
		d 86% d	14%	11%	85% d	15%	44%	19%	40%	73%aim	14%am	6%	9%	83%aim	91%am
PERSONAL INCOME															
< £10,000	396	350	44	98	282	82	123	99	106	158	42	34	37	193	245
	18%	19%	16%	25%	17%	25%	15%	24%	14%	16%	20%	26%	19%	17%	18%
		gi 88% gi	11%	25%ae	71%	21%ag	31%	25%ai	27%	40%	11%	8%ajno	9%	49%	62%
£10,000 - £14,999	355	318	34	91	250	71	124	92	103	141	35	22	53	168	227
	16%	17%	13%	23%	15%	22%	15%	22%	14%	14%	16%	17%	27%	15%	17%
		90%	10%	26%ae	71%	20%ag	35%	26%ai	29%	40%	10%	6%	15%akno o	47%	64%
£15,000 - £19,999	371	323	46	69	280	70	130	84	116	142	31	18	44	165	213
	17%	17%	17%	18%	17%	21%	16%	21%	15%	14%	15%	14%	23%	15%	16%
		87%	12%	19%	76%	19%g	35%	23%h	31%	38%	8%	5%	12%ajkno	44%	58%
£20,000 - £29,999	590	489	97	85	478	65	237	80	222	284	54	32	36	320	366
	27%	26%	36%	22%	28%	20%	28%	20%	30%	29%	25%	25%	18%	28%	27%
	dth 83% m	dth 83% m	16%ab	14%	81% d	11%	40% f	14%	38% h	48% m	9%	5%	6%	54% m	62% m

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
£30,000 - £39,999	236 11%	204 11% d 86%	31 11% 13%	26 7% 11%	204 12% 87% d	24 7% 10%	106 13% 45% f	33 8% 14%	98 13% 42% h	122 12% 52% m	24 11% 10%	14 11% 6%	14 7% 6%	138 12% 59% m	153 11% 65%
£40,000 - £49,999	101 5%	90 5% 89%	11 4% 11%	11 3% 10%	89 5% 88% d	8 3% 8%	48 6% 47% f	10 3% 10%	45 6% 45% h	64 6% 63% m	8 4% 8%	4 3% 4%	5 5% 5%	68 6% 67%	74 5% 74%
£50,000 - £59,999	48 2%	47 3% df 98% c	1 * 2%	3 1% 6%	44 3% 91% d	1 * 3%	24 3% 50% f	3 1% 7%	22 3% 45% h	32 3% 66% m	4 2% 8%	2 1% 4%	2 1% 5%	34 3% 70%	36 3% 75%
£60,000 - £69,999	21 1%	20 1% 94%	1 * 6%	3 1% 16%	18 1% 84%	3 1% 13%	8 1% 38%	3 1% 13%	8 1% 38%	10 1% 49%	3 2% 16%	1 * 3%	1 * 3%	12 1% 58%	13 1% 62%
£70,000 - £99,999	28 1%	27 1% 95%	1 * 5%	6 1% 20%	22 1% 80%	1 * 5%	19 2% 67% f	3 1% 9%	17 2% 63% h	18 2% 66% m	6 3% 23%	1 1% 4%	3 1% 10%	20 2% 70%	20 1% 70%
£100,000 +	7 *	7 * 100%	- - -	1 * 12%	6 * 88%	- - -	5 1% 82%	- - -	5 1% 82%	5 1% 71%	- - -	1 1% 11%	1 * 11%	5 * 71%	5 * 82%
No classification	11 1%	7 * 67%	4 1% 33%	3 1% 26%	8 * 74%	3 1% 26%	6 1% 52%	3 1% 26%	6 1% 52%	6 1% 51%	7 3% 65% ajmno	- - -	- - -	10 1% 89%	10 1% 89%
HOUSEHOLD INCOME < £15,000	369 17%	330 18% gi 89%	34 12% 9%	107 27% 29% ae	249 15% 67%	114 35% 31% ag	93 11% 25%	133 32% 36% ai	74 10% 20%	141 18% 38%	38 18% 10%	25 19% 7%	56 28% 15% ajkno	177 16% 48%	245 18% 66% j
£15,000 - £19,999	163 8%	148 8% 91%	15 5% 9%	48 12% 30% ae	107 6% 66%	34 10% 21%	58 7% 36%	43 11% 27% aj	49 6% 30%	57 6% 35%	19 9% 12%	10 8% 6%	27 14% 16% ajno	71 6% 44%	100 7% 61%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
£20,000 - £29,999	443	389	54	87	331	72	146	89	130	176	44	36	49	208	271
	20%	21%	20%	22%	20%	22%	18%	22%	17%	18%	21%	28%	25%	18%	20%
		88%	12%	20%	75%	16%	33%	29%	29%	40%	10%	8%ajno	11%jn	47%	61%
£30,000 - £39,999	355	298	56	48	292	45	150	56	139	156	37	18	26	179	207
	16%	16%	21%	12%	17%	14%	18%	14%	19%	16%	17%	14%	13%	16%	15%
		d 84%	16%	13%	82%cd	13%	42%	16%	39%h	44%	11%	5%	7%	50%	58%
£40,000 - £49,999	299	253	45	45	242	23	123	32	114	155	22	19	16	169	190
	14%	13%	17%	11%	14%	7%	15%	8%	15%	16%	10%	15%	8%	15%	14%
		thm 85%	15%	15%	81%	8%	41%l	11%	38%h	52%am	7%	6%	5%	57%um	64%um
£50,000 - £59,999	193	174	20	20	169	16	94	25	85	106	15	10	10	116	129
	9%	9%	7%	5%	10%	5%	11%	6%	11%	11%	7%	8%	5%	10%	9%
		dl 90%	10%	10%	88%cd	8%	49%l	13%	44%h	55%am	8%	5%	5%	60%um	67%um
£60,000 - £69,999	102	85	16	14	84	11	48	14	45	51	9	2	3	59	63
	5%	5%	6%	3%	5%	3%	6%	3%	6%	5%	4%	2%	1%	5%	5%
		m 83%	16%	14%	83%	11%	47%	14%	44%	50%am	9%	2%	3%	58%um	62%um
£70,000 - £99,999	144	123	20	16	122	5	73	7	70	83	15	3	7	88	90
	7%	7%	7%	4%	7%	1%	9%	2%	9%	8%	7%	3%	3%	8%	7%
		th 85%	14%	11%	85%cd	3%	51%l	5%	49%ah	57%am	10%	2%	5%	62%um	63%
£100,000 - £149,999	63	55	7	5	58	5	30	5	29	42	7	4	3	43	46
	3%	3%	3%	1%	3%	1%	4%	1%	4%	4%	3%	3%	2%	4%	3%
		86%	11%	8%	92%cd	8%	47%	9%	46%h	66%	11%	6%	5%	68%	72%
£150,000 +	21	20	1	3	18	1	10	2	9	10	1	1	1	11	12
	1%	1%	*	1%	1%	*	1%	*	1%	1%	1%	1%	*	1%	1%
		97%	3%	13%	87%	6%	47%	8%	44%	49%	6%	3%	3%	54%	58%
No classification	11	7	4	3	8	3	6	3	6	6	7	-	-	10	10
	1%	*	1%	1%	*	1%	1%	1%	1%	1%	3%	-	-	1%	1%
		67%	33%	26%	74%	26%	52%	26%	52%	51%	65%ajmmo	-	-	89%	89%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
FINANCIAL STRESS															
Very low	750	597	147	138	575	163	247	186	223	300	83	42	66	360	443
	35%	32%	55%	35%	34%	49%	30%	45%	30%	31%	39%	32%	34%	32%	32%
		gj 80%	20%ab	18%	77%	22%ag	33%	25%ai	30%	40%	11%j	6%	9%	48%	59%
Low	955	882	68	154	772	73	419	101	391	467	64	52	100	504	615
	44%	47%	25%	39%	46%	22%	50%	25%	52%	48%	30%	41%	51%	45%	45%
	k	cfh 92%k	7%	16%	81%d	8%	44%af	11%	41%ah	49%k	7%	5%	10%k	53%k	64%k
Medium	98	90	8	22	70	14	46	22	39	48	12	10	10	55	63
	5%	5%	3%	6%	4%	4%	6%	5%	5%	5%	6%	8%	5%	5%	5%
		92%	8%	22%	71%	15%	47%	22%	40%	49%	13%	10%	10%	56%	64%
High	251	214	36	57	181	53	75	71	57	111	36	19	13	145	167
	12%	11%	13%	14%	11%	16%	9%	17%	8%	11%	17%	15%	7%	13%	12%
		im 85%	14%	23%e	72%	21%ag	30%	28%ai	23%	44%am	14%ajm	8%am	5%	58%am	66%am
Very high	98	92	6	22	75	23	38	27	33	50	11	5	7	58	66
	5%	5%	2%	6%	4%	7%	5%	7%	4%	5%	5%	4%	4%	5%	5%
		94%	6%	22%	76%	23%	38%	27%	34%	51%	11%	5%	7%	59%	67%
No classification	11	7	4	3	8	3	6	3	6	6	7	-	-	10	10
	1%	-	1%	1%	-	1%	1%	1%	1%	1%	3%	-	-	1%	1%
		67%	33%	26%	74%	26%	52%	26%	52%	51%	65%ajmmo	-	-	69%	69%
WAVE															
WED 28	2136	1856	269	391	1660	322	822	402	741	970	212	128	194	1117	1345
	99%	99%	100%	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%	99%	99%
		87%	13%	18%	78%	15%	38%	19%	35%	45%	10%	6%	9%	52%	63%
WED 29	27	26	1	5	21	7	9	8	7	12	3	1	3	15	17
	1%	1%	*	1%	1%	2%	1%	2%	1%	1%	1%	*	1%	1%	1%
		98%	2%	18%	79%	26%	32%	30%	28%	45%	11%	2%	10%	56%	64%
WED 30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
GENDER										
Male	1049	265	254	452	383	235	606	443	50	612
48%		47%	52%	49%	48%	56%	50%	46%	52%	50%
		25%	24%	43%	36%	22% ^a	58%	42%	5%	58%
Female	1115	299	235	464	420	186	594	520	46	600
52%		53%	48%	51%	52%	44%	50%	54%	48%	50%
		^f 27%	21%	42%	38% ^d	17%	53%	47% ^d	4%	54%
AGE										
16-24	303	40	31	64	51	27	76	227	7	76
14%		7%	6%	7%	6%	6%	6%	24%	7%	6%
		^{bcd} ^{efgij} 13%	10%	21%	17%	9%	25%	75% ^{aefgij}	2%	25%
25-34	407	125	117	209	188	89	272	135	24	274
19%		22%	24%	23%	23%	21%	23%	14%	25%	23%
		^h 31%	29% ^a	51% ^a	46% ^a	22% ^h	67% ^a	33%	6% ^h	67% ^a
35-44	349	120	115	200	140	95	230	119	13	230
16%		21%	24%	22%	17%	23%	19%	12%	14%	19%
		^h 34% ^a	33% ^a	57% ^a	40% ^h	27% ^a	66% ^a	34%	4%	66% ^h
45-54	341	122	86	175	133	90	220	121	19	224
16%		22%	18%	19%	17%	21%	18%	13%	20%	19%
		^h 36% ^a	25%	51% ^a	39% ^h	26% ^a	65% ^h	35%	6%	66% ^h
55-64	340	92	93	164	149	77	220	120	21	224
16%		16%	19%	18%	19%	18%	18%	12%	22%	19%
		^h 27%	27%	48%	44% ^h	23% ^h	65% ^h	35%	6% ^h	66% ^h
65-74	227	46	32	71	93	32	125	103	9	126
11%		8%	7%	8%	12%	8%	10%	11%	10%	10%
		^{cd} 20%	14%	31%	41% ^d	14%	55%	45%	4%	55%
75+	196	20	13	32	49	10	58	138	2	58
9%		3%	3%	4%	6%	2%	5%	14%	2%	5%
		^{bcd} ^{efgij} 10%	7%	17%	25% ^d	5%	29%	71% ^{aefgij}	1%	29%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
AGE										
16-34	710	165	149	273	239	116	348	362	31	350
33%		29%	30%	30%	30%	28%	29%	38%	33%	29%
		gi	21%	38%	34%	16%	49%	51%aefgj	4%	49%
35-64	1030	334	294	540	422	263	670	359	54	679
48%		59%	60%	59%	53%	62%	56%	37%	56%	56%
		h	32%a	52%a	41%ah	26%aaghj	65%ah	35%	5%h	66%ah
65+	423	66	46	103	142	42	182	241	11	183
20%		12%	9%	11%	18%	10%	15%	25%	12%	15%
		bcdgij	11%	24%	34%l	10%	43%l	57%aefgj	3%	43%l
SOCIAL GRADE										
ABC1	1078	340	310	561	437	275	700	378	51	703
50%		60%	63%	61%	54%	65%	58%	39%	53%	58%
		h	32%a	52%a	41%ah	26%aaghj	65%ah	35%	5%h	65%ah
C2DE	1085	224	179	355	366	146	501	585	45	509
50%		40%	37%	39%	46%	35%	42%	61%	47%	42%
		bcdgij	16%	33%	34%l	13%	46%l	54%aefgj	4%	47%l
SOCIAL GRADE										
AB	424	128	124	227	170	119	283	141	14	283
20%		23%	25%	25%	21%	28%	24%	15%	15%	23%
		h	30%	54%a	40%h	28%aehi	67%ah	33%	3%	67%ah
C1C2	1107	326	281	514	444	237	670	437	62	677
51%		58%	57%	56%	55%	56%	56%	45%	65%	56%
		h	29%a	46%a	40%h	21%h	60%ah	40%	6%ah	61%ah
DE	632	110	83	175	189	65	247	384	20	252
29%		20%	17%	19%	23%	15%	21%	40%	21%	21%
		bcdgij	13%	28%	30%l	10%	39%l	61%aefgj	3%	40%l
COUNTRY										
England	1822	490	398	776	688	376	1042	780	85	1053
84%		87%	82%	85%	86%	89%	87%	81%	88%	87%
		h	27%c	43%	38%h	21%ah	57%h	43%	5%	58%h

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Scotland	184	39	38	65	53	23	74	110	6	76
	9%	7%	8%	7%	7%	5%	6%	11%	6%	6%
		gi	21%	35%	29%	12%	40%	60%aefgj	3%	41%
Wales	108	22	37	52	48	10	58	50	5	58
	5%	4%	7%	6%	6%	2%	5%	5%	5%	5%
		f	20%	34%ab	44%id	9%	53%id	47%id	4%	53%
Northern Ireland	49	13	15	23	14	12	27	23	*	27
	2%	2%	3%	3%	2%	3%	2%	2%	*	2%
		27%	31%	46%	29%	25%	54%	46%	1%	54%
GOVERNMENT REGIONS										
North East	90	20	17	35	23	15	38	52	-	38
	4%	3%	4%	4%	3%	4%	3%	5%	-	3%
		22%	19%	39%	26%	17%	42%	58%egj	-	42%
North West	226	61	41	93	89	33	121	105	14	122
	10%	11%	8%	10%	11%	8%	10%	11%	14%	10%
		27%	18%	41%	39%	15%	53%	47%	6%	54%
Yorkshire and The Humber	175	41	51	79	73	26	97	77	13	97
	8%	7%	11%	9%	9%	8%	8%	8%	14%	8%
		23%	29%	45%	42%	15%	56%	44%	8%id	56%
East Midlands	155	45	44	79	62	27	89	66	1	89
	7%	8%	9%	9%	8%	6%	7%	7%	2%	7%
		29%	29%	51%	40%id	18%	57%	43%	1%	57%
West Midlands	178	72	32	88	66	53	116	62	18	116
	8%	13%	7%	10%	8%	12%	10%	6%	18%	10%
		41%ac	18%	50%	37%	30%aah	65%h	35%	10%aeghj	65%h
East of England	233	65	46	98	98	51	144	89	1	145
	11%	11%	9%	11%	12%	12%	12%	9%	1%	12%
		i	28%	42%	42%id	22%id	62%id	38%id	1%	62%id
London	262	65	28	85	87	33	117	145	16	121
	12%	12%	6%	9%	11%	8%	10%	15%	17%	10%
		cdf	25%cd	33%cd	33%	13%	45%	55%aefgj	6%id	46%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
South East	320	91	94	150	114	94	207	114	18	209
	15%	16%	19%	16%	14%	22%	17%	12%	18%	17%
		<i>h</i> 28%	29% <i>a</i>	47%	36%	29% <i>aeghj</i>	64% <i>h</i>	36%	6%	65% <i>h</i>
South West	184	31	44	68	75	45	115	69	4	115
	8%	5%	9%	7%	9%	11%	10%	7%	4%	9%
		<i>b</i> 17%	24% <i>b</i>	37%	41%	24% <i>h</i>	62%	38%	2%	62%
Wales	108	22	37	52	48	10	58	50	5	58
	5%	4%	7%	6%	6%	2%	5%	5%	5%	5%
		<i>f</i> 20%	34% <i>ab</i>	48%	44% <i>f</i>	9%	53% <i>f</i>	47% <i>f</i>	4%	53%
Scotland	184	39	38	65	53	23	74	110	6	76
	9%	7%	8%	7%	7%	5%	6%	11%	6%	6%
		<i>gl</i> 21%	21%	35%	29%	12%	40%	60% <i>aefgj</i>	3%	41%
Northern Ireland	49	13	15	23	14	12	27	23	*	27
	2%	2%	3%	3%	2%	3%	2%	2%	*	2%
		27%	31%	46%	29%	25%	54%	46%	1%	54%
ETHNIC ORIGIN										
White	1882	510	445	829	706	391	1077	804	81	1086
	87%	90%	91%	91%	88%	93%	90%	84%	84%	90%
		<i>h</i> 27% <i>a</i>	24% <i>a</i>	44% <i>a</i>	38% <i>h</i>	21% <i>aah</i>	57% <i>ah</i>	43%	4%	58% <i>ah</i>
Minority Ethnic	269	53	41	84	95	28	120	149	15	124
	12%	9%	8%	9%	12%	7%	10%	15%	16%	10%
		<i>cd</i> 20%	15%	31%	35% <i>f</i>	10%	45%	55% <i>aefgj</i>	6% <i>f</i>	46%
Q.22 LONG TERM DISABILITY ILLNESS										
Yes	396	75	77	136	128	63	189	207	13	191
	18%	13%	16%	15%	16%	15%	16%	21%	14%	16%
		<i>bd</i> 19%	19%	34%	32%	16%	48%	52% <i>aefgj</i>	3%	48%
No	1681	473	397	756	660	346	985	696	83	994
	78%	84%	81%	82%	82%	82%	82%	72%	86%	82%
		<i>h</i> 28% <i>a</i>	24%	45% <i>a</i>	39% <i>ah</i>	21% <i>h</i>	59% <i>ah</i>	41%	5% <i>h</i>	59% <i>ah</i>

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Q.20 HOUSEHOLD INCOME, 60% LEVEL										
Up to £15,499	328	80	57	124	121	46	165	164	12	170
	15%	14%	12%	13%	15%	11%	14%	17%	13%	14%
		f 24%	17%	38%	37%	14%	50%	50%lg	4%	52%
£15,500+	830	297	277	469	363	235	606	224	48	609
	38%	53%	57%	53%	48%	56%	50%	23%	50%	50%
		h 36%a	33%a	59%a	46%ah	29%aah	73%ah	27%	6%ah	73%ah
Q.20 HOUSEHOLD INCOME, 70% LEVEL										
Up to £17,999	410	101	81	165	159	61	218	192	20	224
	19%	18%	17%	18%	20%	14%	18%	20%	21%	18%
		f 25%	20%	40%	39%l	15%	53%	47%l	5%	55%
£18,000+	749	275	253	448	345	220	553	196	40	555
	35%	49%	52%	49%	43%	52%	46%	20%	41%	46%
		h 37%a	34%a	60%a	46%ah	29%aaghj	74%ah	26%	5%h	74%ah
Q.2 PHONE OWNERSHIP										
Smart phone on contract	982	446	377	702	555	331	868	114	78	873
	45%	79%	77%	77%	69%	79%	72%	12%	81%	72%
		h 45%a	38%a	71%a	57%ah	34%aaghj	88%ah	12%	8%aah	89%ah
Smart phone pay as you go	215	74	96	133	120	52	167	47	24	169
	10%	13%	20%	15%	15%	12%	14%	5%	25%	14%
		h 35%a	45%abd	62%a	56%ah	24%h	78%ah	22%	11%aefghj	79%ah
Standard mobile on contract	128	49	42	69	63	35	96	32	20	97
	6%	9%	9%	8%	8%	8%	8%	3%	21%	8%
		h 38%a	33%a	54%	49%h	27%h	75%ah	25%	15%aefghj	75%ah
Standard mobile on pay as you go	197	37	49	69	81	33	110	86	15	112
	9%	6%	10%	8%	10%	8%	9%	9%	15%	9%
		19%	25%	35%	41%	17%	56%	44%	7%l	57%
ANY SMART PHONE	1132	482	425	779	638	357	975	156	86	982
	52%	85%	87%	85%	79%	85%	81%	16%	89%	81%
		h 43%a	38%a	69%a	56%ah	32%aah	86%ah	14%	8%aah	87%ah

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
ANY SMART PHONE/ STANDARD MOBILE	1363	516	464	848	735	389	1102	261	90	1110
	63%	91%	95%	93%	92%	92%	92%	27%	94%	92%
		h 38%a	34%ab	62%a	54%ah	29%ah	81%ah	19%	7%ah	81%ah
Q.2 TABLET										
Tablet with internet access (e.g. 3G or 4G)	565	565	137	565	323	191	500	65	62	502
	26%	100%	26%	62%	40%	45%	42%	7%	64%	41%
		h 100%acd	24%	100%ac	57%ah	34%ah	89%ah	11%	11%aefghj	89%ah
Tablet that connects to WIFI	488	137	488	488	265	179	453	35	39	455
	23%	24%	100%	53%	35%	43%	38%	4%	40%	39%
		h 28%	100%abd	100%ab	58%ah	37%aeh	93%ah	7%	8%ah	93%ah
Any Tablet	916	565	488	916	530	313	825	91	72	827
	42%	100%	100%	100%	66%	74%	69%	9%	75%	69%
		h 62%a	53%a	100%a	58%ah	34%aehj	90%ah	10%	8%ah	90%ah
Q.2 INTERNET										
Standard fixed broadband	803	323	285	530	803	23	803	-	59	803
	37%	57%	58%	58%	100%	5%	67%	-	61%	66%
		fh 40%a	35%a	66%a	100%afghij	3%h	100%afh	-	7%afh	100%afh
Superfast fixed broadband	421	191	179	313	23	421	421	-	30	421
	19%	34%	37%	34%	3%	100%	35%	-	31%	35%
		eh 45%a	43%a	74%a	5%h	100%aeghij	100%aeh	-	7%aeh	100%aeh
Any fixed broadband	1200	500	453	825	803	421	1200	-	84	1200
	55%	89%	90%	90%	100%	100%	100%	-	89%	99%
		h 42%a	38%ab	69%a	67%ahij	35%ahi	100%ahij	-	7%ah	100%ahi
No fixed broadband	963	65	35	91	-	-	-	963	12	12
	45%	11%	7%	10%	-	-	-	100%	12%	1%
		bcdelfgj 7%a	4%	9%	-	-	-	100%aefgj	1%efgj	1%eg
Mobile broadband	96	62	39	72	59	30	84	12	96	96
	4%	11%	8%	8%	7%	7%	7%	1%	100%	8%
		h 64%a	40%a	75%a	61%ah	31%ah	88%ah	12%	100%aefghj	100%ah
Any internet	1212	502	455	827	803	421	1200	12	96	1212
	58%	89%	93%	90%	100%	100%	100%	1%	100%	100%
		h 41%a	38%ab	68%a	66%ah	35%ah	99%ah	1%	8%ah	100%ah

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Q.2 LANDLINE										
Yes	1082	398	397	679	584	332	897	185	76	903
50%		70% h	81% 37%abd	74% 63%a	73% 54%ah	79% 31%aah	75% 83%ah	19% 17%	78% 7%ah	74% 83%ah
No	1081	167	92	237	219	89	303	778	21	309
50%		30% bcdefgij	19% 15%c	28% 22%c	27% 20%l	21% 8%	25% 28%	81% 72%aefgij	22% 2%	26% 29%
Q.2 PAY TV SERVICE										
Yes	639	278	263	449	364	231	585	54	44	585
30%		49% h	54% 41%a	49% 70%a	45% 57%ah	55% 36%aeghj	49% 91%ah	6% 9%	46% 7%ah	48% 91%ah
No	1524	286	225	467	439	189	616	908	52	628
70%		51% bcdefgij	46% 15%	51% 31%	55% 29%l	45% 12%	51% 40%l	94% 60%aefgij	54% 3%	52% 41%l
Q.13 BUNDLERS										
Yes	913	375	340	614	524	319	825	87	56	829
42%		68% h	70% 37%a	67% 67%a	65% 57%ah	78% 35%aeghij	69% 90%ah	9% 10%	58% 6%ah	68% 91%ah
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS										
Any Difficulties	193	70	55	107	94	41	133	61	7	135
9%		12% h	11% 29%	12% 55%a	12% 48%ah	10% 21%h	11% 69%h	6% 31%	8% 4%	11% 70%h
No Difficulties	1425	491	430	803	707	376	1061	364	89	1071
66%		87% h	88% 30%a	88% 56%a	88% 50%ah	89% 26%ah	88% 74%ah	38% 26%	92% 6%ah	88% 75%ah
Frequent Difficulties	39	13	9	19	17	8	23	15	1	23
2%		2% 34%	2% 24%	2% 48%	2% 43%	2% 21%	2% 60%	1% 40%	1% 3%	2% 60%
Q.7 HAVE BEEN DEBT IN LAST YEAR										
Any COMMUNICATIONS service	47	22	20	37	27	12	38	9	*	38
2%		4% h	4% 43%a	4% 78%a	3% 58%h	3% 26%h	3% 80%h	1% 20%	* 1%	3% 80%h

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Gas/Elec or Water	22	6	5	10	10	2	12	10	-	12
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
		29%	21%	46%	44%	11%	55%	45%	-	55%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST										
Smartphone	48	8	7	14	20	8	28	20	1	28
	2%	1%	1%	2%	2%	2%	2%	2%	1%	2%
		17%	14%	29%	41%	17%	58%	42%	3%	58%
Standard mobile	50	21	13	27	22	10	32	18	3	33
	2%	4%	3%	3%	3%	2%	3%	2%	3%	3%
		42%	26%	54%	45%	19%	64%	36%	6%	65%
Fixed landline	79	26	12	33	29	15	42	36	4	43
	4%	5%	2%	4%	4%	4%	4%	4%	4%	4%
		32%	15%	42%	37%	19%	54%	46%	5%	55%
Standard fixed BB	73	20	18	31	-	24	24	50	2	26
	3%	3%	4%	3%	-	6%	2%	5%	2%	2%
		eg 27%	24%	42%	-	32%aegj	32%e	68%aegj	3%e	36%e
Superfast fixed BB	134	55	45	63	93	-	93	41	5	93
	6%	10%	9%	12%	12%	-	8%	4%	6%	8%
		fh 41%a	34%a	62%a	70%afghj	-	70%fh	30%fd	4%fd	70%fh
Any fixed broadband	184	72	58	107	93	24	117	68	8	119
	9%	13%	12%	12%	12%	6%	10%	7%	8%	10%
		39%a	31%a	58%a	51%afh	13%	63%fh	37%	4%	65%fh
No fixed broadband	1979	492	431	809	710	397	1084	895	89	1093
	91%	87%	88%	88%	88%	94%	90%	93%	92%	90%
		bcd 25%	22%	41%	36%	20%egj	55%	45%egj	4%	55%
Mobile BB	66	22	18	31	27	19	44	22	-	44
	3%	4%	4%	3%	3%	4%	4%	2%	-	4%
		39%	27%	47%	40%	28%fh	67%	33%	-	67%
Tablet with internet access	103	-	33	33	50	26	73	29	3	73
	5%	-	7%	4%	6%	6%	6%	3%	3%	6%
		bh -	32%bd	32%b	49%fh	25%fh	71%fh	29%	3%	71%fh

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
Calls via public payphones	80 4%	31 5% h	21 4% 26%	42 5% 53%	34 4% 43%h	24 6% 30%h	59 5% 73%h	22 2% 27%	3 4% 4%	60 5% 74%h
Q.14 FIXED BROADBAND IN BUNDLE										
In bundle	771 36%	315 56% h 41%a	311 64% 40%ab	537 59% 70%a	487 61% 63%ahi	302 72% 39%aeghij	771 64% 100%ahi	- - -	47 48% 6%ah	771 64% 100%ahi
Not in bundle	429 20%	185 33% h 43%a	142 29% 33%a	288 31% 67%a	315 39% 73%afh	119 28% 28%ah	429 36% 100%afh	- - -	38 39% 9%ah	429 35% 100%afh
PERSONAL INCOME										
< £10,000	396 18%	97 17% 24%	83 17% 21%	155 17% 39%	148 18% 37%	64 15% 16%	205 17% 52%	191 20% 48%	14 15% 4%	208 17% 52%
£10,000 - £14,999	355 16%	75 13% 21%	80 16% 23%	141 15% 40%	120 15% 34%	66 16% 19%	183 15% 52%	171 18% 48%	15 15% 4%	184 15% 52%
£15,000 - £19,999	371 17%	90 16% faj	65 13% 18%	141 15% 38%	128 16% 34%j	41 10% 11%	168 14% 45%j	203 21% 55%aefgj	18 19% 5%j	168 14% 45%
£20,000 - £29,999	590 27%	153 27% 26%	136 28% 23%	247 27% 42%	220 27% 37%	125 30% 21%	341 28% 58%	249 26% 42%	27 28% 5%	346 29% 59%
£30,000 - £39,999	236 11%	69 12% 29%	64 13% 27%	112 12% 48%	95 12% 40%	54 13% 23%h	148 12% 63%h	88 9% 37%	12 12% 5%	150 12% 64%h
£40,000 - £49,999	101 5%	34 6% 33%	27 5% 26%	52 6% 52%	42 5% 42%h	29 7% 29%h	71 6% 70%h	31 3% 30%	3 3% 3%	71 6% 70%h
£50,000 - £59,999	48 2%	17 3% 35%	12 2% 24%	27 3% 57%	11 1% 22%	5 5% 45%aeghij	33 3% 68%	16 2% 32%	- - -	33 3% 68%

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
£60,000 - £69,999	21	10	3	10	10	7	14	7	4	14
1%		2%	1%	1%	1%	2%	1%	1%	4%	1%
		46%	15%	49%	46%	34%	67%	33%	19%aeghj	67%
£70,000 - £99,999	28	17	11	18	16	8	21	7	3	21
1%		3%	2%	2%	2%	2%	2%	1%	3%	2%
		59%a	39%	66%	57%h	28%	76%h	24%	10%h	76%h
£100,000 +	7	2	3	5	7	1	7	-	1	7
*		*	1%	*	1%	1%	1%	-	1%	1%
		31%	48%	67%	100%h	19%	100%h	-	12%h	100%h
No classification	11	1	4	6	7	3	10	1	-	10
1%		*	1%	1%	1%	1%	1%	*	-	1%
		11%	39%	51%	62%h	27%	89%h	11%	-	89%h
HOUSEHOLD INCOME										
< £15,000	369	77	77	143	140	47	182	187	13	183
17%		14%	16%	16%	17%	11%	15%	19%	14%	15%
		f 21%	21%	39%	38%h	13%	49%	51%h	4%	50%
£15,000 - £19,999	163	34	32	58	63	18	81	82	8	83
8%		f 6%	7%	6%	8%	4%	7%	9%	8%	7%
		21%	20%	36%	39%h	11%	50%	50%h	5%	51%
£20,000 - £29,999	443	102	95	174	155	84	232	210	17	236
20%		18%	19%	19%	19%	20%	19%	22%	17%	19%
		23%	21%	39%	35%	19%	53%	47%	4%	53%
£30,000 - £39,999	355	92	73	140	133	62	192	163	21	197
16%		16%	15%	15%	17%	15%	16%	17%	22%	16%
		26%	21%	39%	37%	17%	54%	46%	6%	55%
£40,000 - £49,999	299	79	81	138	117	73	189	110	14	189
14%		14%	17%	15%	15%	17%	16%	11%	14%	16%
		26%	27%	46%	39%	24%h	63%h	37%	5%	63%h
£50,000 - £59,999	193	64	48	91	76	45	119	75	10	120
9%		11%	10%	10%	9%	11%	10%	8%	11%	10%
		33%	25%	47%	39%	23%	61%	39%	5%	62%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
£60,000 - £69,999	102	26	19	42	28	25	54	48	3	54
5%		5%	4%	5%	4%	6%	4%	5%	3%	4%
		26%	18%	41%	28%	25%	53%	47%	3%	53%
£70,000 - £99,999	144	51	39	74	50	38	85	59	8	85
7%		36%	27%	52%	35%	27%	59%	41%	6%	59%
£100,000 - £149,999	63	29	16	38	25	21	42	21	2	42
3%		5%	3%	4%	3%	5%	4%	2%	2%	3%
		46% ^a	26%	61%	39%	32% ^h	67%	33%	3%	67%
£150,000 +	21	9	4	11	10	5	14	7	1	14
1%		2%	1%	1%	1%	1%	1%	1%	1%	1%
		43%	22%	55%	48%	25%	67%	33%	4%	67%
No classification	11	1	4	6	7	3	10	1	-	10
1%		-	1%	1%	1%	1%	1%	-	-	1%
		11%	39%	51%	62% ^h	27%	89% ^h	11%	-	89% ^h
FINANCIAL STRESS										
Very low	750	176	146	278	253	110	360	389	37	365
35%		31%	30%	30%	32%	26%	30%	40%	38%	30%
		^{d,f,g,j} 23%	19%	37%	34%	15%	48%	52% ^{a,e,f,g,j}	5% ^f	49%
Low	955	277	230	442	373	220	578	377	39	582
44%		49%	47%	48%	46%	52%	48%	39%	40%	46%
		^h 29%	24%	46%	39% ^h	23% ^{a,h}	61% ^{a,h}	39%	4%	61% ^{a,h}
Medium	98	35	31	54	45	19	63	35	8	63
5%		6%	6%	6%	6%	4%	5%	4%	8%	5%
		36%	32%	55%	45%	19%	65%	35%	8%	65%
High	251	47	53	93	92	44	131	120	9	132
12%		8%	11%	10%	11%	10%	11%	12%	10%	11%
		^b 19%	21%	37%	37%	17%	52%	48%	4%	53%
Very high	98	28	24	49	34	26	58	41	4	60
5%		5%	5%	5%	4%	6%	5%	4%	4%	5%
		28%	25%	44%	34%	26%	59%	41%	4%	60%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
No classification	11	1	4	6	7	3	10	1	-	10
	1%	*	1%	1%	1%	1%	1%	*	-	1%
		11%	39%	51%	62%h	27%	89%h	11%	-	89%h
WAVE										
WED 28	2136	556	480	902	794	413	1185	952	96	1197
	99%	98%	98%	99%	99%	98%	99%	99%	100%	99%
		26%	22%	42%	37%	19%	55%	45%	4%	56%
WED 29	27	9	8	13	8	8	16	11	*	16
	1%	2%	2%	1%	1%	2%	1%	1%	*	1%
		32%	31%	50%	31%	28%	59%	41%	2%	59%
WED 30	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
GENDER											
Male	1049	530	519	309	739	458	82	727	14	20	10
48%		49%	48%	48%	49%	50%	43%	51%	35%	42%	43%
		51%	49%	30%	70%	44%	8%	69%g	1%	2%	1%
Female	1115	552	562	330	785	454	111	698	25	28	13
52%		51%	52%	52%	51%	50%	57%	49%	65%	58%	57%
		50%	50%	30%	70%	41%	10%h	63%	2%	2%	1%
AGE											
16-24	303	42	261	30	273	49	23	83	4	10	1
14%		4%	24%	5%	18%	5%	12%	6%	10%	22%	4%
		bd/fh 14%	86%ab	10%	90%ad	16%	7%h	28%	1%	3%	*
25-34	407	177	230	125	282	197	48	271	9	12	11
19%		16%	21%	19%	19%	22%	26%	19%	24%	26%	47%
		43%	57%b	31%	69%	48%	12%	67%	2%	3%	3%
35-44	349	186	163	140	210	176	38	240	3	11	2
16%		17%	15%	22%	14%	19%	20%	17%	8%	23%	10%
		53%	47%	40%ae	60%	50%	11%	69%	1%	3%	1%
45-54	341	195	145	130	211	172	41	237	8	10	4
16%		18%	13%	20%	14%	19%	21%	17%	20%	22%	19%
		57%ac	43%	38%ae	62%	50%	12%	70%	2%	3%	1%
55-64	340	217	123	118	222	170	22	266	6	3	3
16%		20%	11%	18%	15%	19%	12%	19%	16%	7%	15%
		c 64%ac	36%	35%e	65%	50%	7%	78%ag	2%	1%	1%
65-74	227	140	87	59	168	97	13	174	5	-	1
11%		13%	8%	9%	11%	11%	7%	12%	13%	-	3%
		cj 62%ac	38%	26%	74%	43%	6%	77%ag	2%	-	*
75+	196	125	71	38	158	52	8	153	3	1	1
9%		12%	7%	6%	10%	6%	4%	11%	8%	1%	3%
		cd/fg 64%ac	36%	20%	80%cd	26%	4%	78%ag	2%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
AGE											
16-34	710	219	491	155	555	246	71	355	13	22	11
	33%	20%	45%	24%	36%	27%	37%	25%	34%	47%	51%
		bdfh	31%	22%	78%ad	35%	10%h	50%	2%	3%	2%
35-64	1030	599	431	387	643	518	102	743	17	24	10
	48%	55%	40%	61%	42%	57%	53%	52%	45%	51%	43%
		ce	58%ac	42%	38%ae	50%a	10%	72%a	2%	2%	1%
65+	423	265	159	97	326	149	21	327	8	1	1
	20%	24%	15%	15%	21%	16%	11%	23%	21%	1%	6%
		cdgj	62%ac	38%	77%cd	35%	5%	77%ag	2%	*	*
SOCIAL GRADE											
ABC1	1078	610	468	368	709	530	63	757	7	18	7
	50%	56%	43%	58%	47%	58%	33%	53%	19%	39%	29%
		cgi	57%ac	43%	34%ae	49%a	6%	70%gi	1%	2%	1%
C2DE	1085	472	613	271	815	383	130	667	31	29	16
	50%	44%	57%	42%	53%	42%	67%	47%	81%	61%	71%
		bdf	43%	25%	75%cd	35%	12%ah	61%	3%ah	3%	1%
SOCIAL GRADE											
AB	424	251	173	161	263	211	14	306	-	3	-
	20%	23%	16%	25%	17%	23%	7%	21%	-	6%	-
		cqij	59%ac	41%	38%ae	50%a	3%	72%gi	-	1%	-
C1C2	1107	586	521	344	763	505	93	741	18	26	10
	51%	54%	48%	54%	50%	55%	48%	52%	47%	55%	44%
		53%c	47%	31%	69%	46%	8%	67%	2%	2%	1%
DE	632	245	387	135	497	197	87	378	21	18	13
	29%	23%	36%	21%	33%	22%	45%	27%	53%	39%	56%
		bdf	39%	21%	79%ad	31%	14%ah	60%	3%ah	3%	2%
COUNTRY											
England	1822	913	909	533	1289	781	161	1206	33	41	18
	84%	84%	84%	83%	85%	86%	83%	85%	86%	87%	81%
		50%	50%	29%	71%	43%	9%	66%	2%	2%	1%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Scotland	184	83	100	50	134	59	21	111	4	3	4
	9%	8%	9%	8%	9%	6%	11%	8%	9%	6%	17%
		45%	55%	27%	73%	32%	11%	60%	2%	2%	2%
Wales	108	65	43	39	69	49	7	72	1	3	-
	5%	6%	4%	6%	5%	5%	3%	5%	2%	6%	-
		60%	40%	36%	64%	46%	6%	66%	1%	3%	-
Northern Ireland	49	21	28	18	32	23	5	36	1	*	*
	2%	2%	3%	3%	2%	3%	3%	2%	3%	1%	2%
		43%	57%	36%	64%	47%	11%	72%	2%	1%	1%
GOVERNMENT REGIONS											
North East	90	38	52	30	60	30	6	56	2	-	-
	4%	4%	5%	5%	4%	3%	3%	4%	4%	-	-
		42%	58%	33%	67%	33%	7%	62%	2%	-	-
North West	226	116	110	80	146	102	26	147	3	9	6
	10%	11%	10%	13%	10%	11%	14%	10%	8%	19%	25%
		52%	48%	35%	65%	45%	12%	65%	1%	4%	2%
Yorkshire and The Humber	175	86	89	43	132	70	7	124	2	4	1
	8%	8%	8%	7%	9%	8%	4%	8%	6%	9%	6%
		49%	51%	24%	76%	40%	4%	71%g	1%	3%	1%
East Midlands	155	74	81	51	104	72	24	101	5	6	2
	7%	7%	7%	8%	7%	8%	12%	7%	14%	13%	8%
		48%	52%	33%	67%	46%	15%ah	65%	3%	4%	1%
West Midlands	178	106	72	65	113	80	11	130	2	-	-
	8%	10%	7%	10%	7%	9%	6%	9%	6%	-	-
		59%c	41%	37%e	63%	45%	6%	73%	1%	-	-
East of England	233	127	106	65	168	106	24	155	7	11	3
	11%	12%	10%	10%	11%	12%	12%	11%	18%	24%	13%
		54%	46%	28%	72%	45%	10%	67%	3%	5%a	1%
London	262	67	195	45	217	73	20	148	2	4	3
	12%	6%	18%	7%	14%	8%	10%	10%	5%	8%	12%
		bdf 26%	74%ab	17%	83%d	28%	8%	57%	1%	2%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
South East	320	194	126	104	216	162	23	224	5	5	2
	15%	18%	12%	16%	14%	18%	12%	16%	13%	10%	10%
		c 61%ac	39%	33%	67%	51%	7%	70%	2%	1%	1%
South West	184	105	79	49	134	87	20	122	5	1	1
	8%	10%	7%	8%	9%	10%	10%	9%	14%	3%	6%
		57%	43%	27%	73%	47%	11%	67%	3%	1%	1%
Wales	108	65	43	39	69	49	7	72	1	3	-
	5%	6%	4%	6%	5%	5%	3%	5%	2%	6%	-
		60%	40%	36%	64%	46%	6%	66%	1%	3%	-
Scotland	184	83	100	50	134	59	21	111	4	3	4
	9%	8%	9%	8%	9%	6%	11%	8%	9%	6%	17%
		45%	55%	27%	73%	32%	11%	60%	2%	2%	2%
Northern Ireland	49	21	28	18	32	23	5	36	1	*	*
	2%	2%	3%	3%	2%	3%	3%	2%	3%	1%	2%
		43%	57%	36%	64%	47%	11%	72%	2%	1%	1%
ETHNIC ORIGIN											
White	1882	994	888	590	1292	833	164	1285	28	40	21
	87%	92%	82%	92%	85%	91%	85%	90%	73%	85%	92%
		ci 53%ac	47%	31%ae	69%	44%a	9%	68%agi	2%	2%	1%
Minority Ethnic	269	84	185	48	221	76	29	133	10	7	2
	12%	8%	17%	8%	15%	8%	15%	9%	27%	15%	8%
		bdfh 31%	69%ab	18%	82%ad	28%	11%h	49%	4%ah	3%	1%
Q.22 LONG TERM DISABILITY ILLNESS											
Yes	396	215	181	114	281	170	57	253	16	8	8
	18%	20%	17%	18%	18%	19%	29%	16%	42%	18%	36%
		54%	46%	29%	71%	43%	14%ah	64%	4%ah	2%	2%
No	1681	842	839	511	1170	724	129	1127	21	39	14
	78%	78%	78%	80%	77%	79%	67%	79%	54%	82%	64%
		gi 50%	50%	30%	70%	43%	8%	67%gi	1%	2%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Q.20 HOUSEHOLD INCOME, 60% LEVEL Up to £15,499	328	145	184	80	248	129	73	211	17	13	13
	15%	13%	17%	13%	16%	14%	38%	15%	43%	27%	56%
		44%	56% ^b	24%	76% ^d	39%	22% ^{ah}	64%	5% ^{ah}	4%	4%
£15,500+	830	505	326	338	492	471	61	628	7	24	6
	38%	47%	30%	33%	32%	52%	31%	44%	18%	51%	25%
		cei 61% ^{ac}	39%	41% ^{ae}	59%	57% ^{ae}	7%	76% ^{agi}	1%	3%	1%
Q.20 HOUSEHOLD INCOME, 70% LEVEL Up to £17,999	410	197	213	113	297	175	87	267	20	16	13
	19%	18%	20%	18%	20%	19%	45%	19%	52%	34%	60%
		48%	52%	28%	72%	43%	21% ^{ah}	65%	5% ^{ah}	4% ^a	3%
£18,000+	749	452	297	306	443	425	47	572	4	21	5
	35%	42%	27%	48%	29%	47%	24%	40%	9%	44%	22%
		cegi 60% ^{ac}	40%	41% ^{ae}	59%	57% ^{ae}	6%	76% ^{agi}	*	3%	1%
Q.2 PHONE OWNERSHIP Smart phone on contract	982	685	297	486	496	646	115	861	21	33	9
	45%	63%	27%	76%	33%	71%	60%	60%	54%	69%	42%
		oe 70% ^{ac}	30%	49% ^{ae}	51%	66% ^{ae}	12% ^a	88% ^{ae}	2%	3% ^a	1%
Smart phone pay as you go	215	138	77	79	135	131	31	181	3	8	5
	10%	13%	7%	12%	9%	14%	16%	13%	8%	18%	22%
		c 64% ^{ac}	36%	37% ^{ae}	63%	61% ^{ae}	15% ^a	84% ^{ae}	1%	4%	2%
Standard mobile on contract	128	97	31	55	74	81	11	117	-	-	1
	6%	9%	3%	9%	5%	9%	6%	8%	-	-	6%
		c 76% ^{ac}	24%	43% ^{ae}	57%	64% ^{ae}	8%	91% ^{ae}	-	-	1%
Standard mobile on pay as you go	197	148	49	63	134	91	16	179	7	2	3
	9%	14%	4%	10%	9%	10%	8%	13%	19%	3%	15%
		c 75% ^{ac}	25%	32%	68%	46%	8%	91% ^{ae}	4%	1%	2%
ANY SMART PHONE	1132	777	355	527	605	729	142	982	24	40	14
	52%	72%	33%	82%	40%	80%	73%	69%	62%	84%	65%
		ce 69% ^{ac}	31%	47% ^{ae}	53%	64% ^{ae}	13% ^a	87% ^{ae}	2%	4% ^a	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
ANY SMART PHONE/ STANDARD MOBILE	1363	950	413	594	768	832	160	1192	29	41	19
	63%	88%	38%	93%	50%	91%	83%	84%	74%	87%	86%
		ce 70%ac	30%	44%ae	56%	61%a	12%a	88%a	2%	3%a	1%
Q.2 TABLET											
Tablet with internet access (e.g. 3G or 4G)	565	398	167	278	286	375	70	491	13	22	6
	26%	37%	15%	44%	19%	41%	36%	34%	34%	47%	29%
		ce 70%ac	30%	49%ae	51%	66%a	12%a	87%a	2%	4%a	1%
Tablet that connects to WIFI	488	397	92	263	225	340	55	430	9	20	5
	23%	37%	8%	41%	15%	37%	29%	30%	24%	43%	21%
		ce 81%ac	19%	54%ae	46%	70%a	11%	88%a	2%	4%a	1%
Any Tablet	916	679	237	449	467	614	107	803	19	37	10
	42%	63%	22%	70%	31%	67%	55%	56%	46%	76%	46%
		ce 74%ac	26%	49%ae	51%	67%a	12%a	88%a	2%	4%a	1%
Q.2 INTERNET											
Standard fixed broadband	803	584	219	364	439	524	94	707	17	27	10
	37%	54%	20%	57%	29%	57%	48%	50%	43%	58%	44%
		ce 73%ac	27%	45%ae	55%	65%a	12%a	88%a	2%	3%a	1%
Superfast fixed broadband	421	332	89	231	189	319	41	376	8	12	2
	19%	31%	8%	36%	12%	36%	21%	26%	21%	26%	11%
		ce 79%ac	21%	55%ae	45%	76%a	10%	89%a	2%	3%	1%
Any fixed broadband	1200	897	303	565	616	825	133	1061	23	38	12
	55%	83%	28%	91%	40%	90%	69%	74%	60%	80%	55%
		ce 75%ac	25%	49%ae	51%	69%a	11%a	88%a	2%	3%a	1%
No fixed broadband	963	185	778	54	908	87	61	364	15	9	10
	45%	17%	72%	9%	60%	10%	31%	26%	40%	20%	45%
		bd/ghj 19%	81%ab	6%	94%ad	9%	6%	38%	2%	1%	1%
Mobile broadband	96	76	21	44	52	56	7	89	1	*	-
	4%	7%	2%	7%	3%	6%	4%	6%	3%	1%	-
		c 78%ac	22%	46%ae	54%	58%	8%	92%a	1%	*	-
Any internet	1212	903	309	585	628	829	135	1071	23	38	12
	58%	83%	29%	91%	41%	91%	70%	75%	60%	80%	55%
		ce 74%ac	26%	48%ae	52%	68%a	11%a	88%a	2%	3%a	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Q.2 LANDLINE											
Yes	1082	1082	-	558	524	692	104	967	15	25	8
50%		100%	-	87%	34%	76%	54%	68%	39%	53%	35%
		ce	100%ac	52%ae	48%	64%a	10%	89%agi	1%	2%	1%
No	1081	-	1081	81	1000	221	90	457	24	22	14
50%		-	100%	13%	66%	24%	46%	32%	61%	47%	65%
		bdfh	-	8%	92%ad	20%	8%h	42%	2%h	2%	1%
Q.2 PAY TV SERVICE											
Yes	639	558	81	639	-	466	77	557	15	16	9
30%		52%	8%	100%	-	51%	40%	39%	38%	35%	42%
		ce	87%ac	13%	100%ae	73%a	12%a	87%a	2%	3%	1%
No	1524	524	1000	-	1524	446	116	868	24	31	13
70%		48%	92%	-	100%	49%	60%	61%	62%	65%	58%
		bdlfgh	34%	66%ab	100%ad	29%	8%	57%	2%	2%	1%
Q.13 BUNDLERS											
Yes	913	692	221	466	446	913	96	814	12	27	11
42%		64%	20%	73%	29%	100%	50%	57%	32%	57%	49%
		ce	76%ac	51%ae	49%	100%a	11%	89%ai	1%	3%	1%
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS											
Any Difficulties	193	104	90	77	116	96	193	-	39	47	22
9%		10%	8%	12%	8%	11%	100%	-	100%	100%	100%
		h	54%	46%	40%ae	50%	100%ah	-	20%ah	24%a	12%
No Difficulties	1425	967	457	557	868	814	-	1425	-	-	-
66%		89%	42%	87%	57%	89%	-	100%	-	-	-
		cegi	68%ac	32%	39%ae	57%a	-	100%agi	-	-	-
Frequent Difficulties	39	15	24	15	24	12	39	-	39	8	4
2%		1%	2%	2%	2%	1%	20%	-	100%	17%	18%
		h	39%	38%	62%	32%	100%ah	-	100%agh	21%a	10%
Q.7 HAVE BEEN DEBT IN LAST YEAR											
Any COMMUNICATIONS service	47	25	22	16	31	27	47	-	8	47	7
2%		2%	2%	3%	2%	3%	24%	-	21%	100%	33%
		h	53%	35%	65%	57%	100%ah	-	17%ah	100%a	16%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Gas/Elec or Water	22	8	14	9	13	11	22	-	4	7	22
	1%	1%	1%	1%	1%	1%	12%	-	10%	16%	100%
		h 35%	65%	42%	58%	49%	100%ah	-	18%ah	33%a	100%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST											
Smartphone	48	25	23	14	34	23	14	33	4	5	3
	2%	2%	2%	2%	2%	3%	7%	2%	11%	11%	12%
		52%	48%	28%	72%	48%	29%ah	69%	9%ah	11%a	6%
Standard mobile	50	24	26	11	39	21	7	40	2	4	-
	2%	2%	2%	2%	3%	2%	4%	3%	6%	8%	-
		47%	53%	22%	78%	43%	14%	79%	5%	8%a	-
Fixed landline	79	-	79	12	67	27	18	60	5	6	3
	4%	-	-	2%	4%	3%	9%	4%	12%	14%	13%
		bd -	100%ab	15%	85%ad	34%	22%ah	76%	6%ah	8%a	4%
Standard fixed BB	73	28	45	15	58	25	12	62	3	1	1
	3%	3%	4%	2%	4%	3%	6%	4%	8%	2%	4%
		39%	61%	21%	79%	34%	16%	84%	4%	1%	1%
Superfast fixed BB	134	80	54	48	86	77	33	101	10	10	7
	6%	7%	5%	7%	6%	8%	17%	7%	27%	22%	34%
		60%c	40%	36%	64%	58%a	24%ah	76%	8%ah	8%a	6%
Any fixed broadband	184	101	83	62	122	100	37	147	11	10	7
	9%	9%	8%	10%	8%	11%	19%	10%	28%	22%	34%
		55%	45%	34%	66%	54%a	20%ah	80%	6%ah	6%a	4%
No fixed broadband	1979	980	998	577	1401	812	156	1278	28	37	15
	91%	91%	92%	90%	92%	89%	81%	90%	72%	78%	66%
		fgj 50%	50%	29%	71%	41%	8%	65%gi	1%	2%	1%
Mobile BB	66	34	33	24	43	38	16	51	7	4	3
	3%	3%	3%	4%	3%	4%	8%	4%	17%	9%	11%
		50%	50%	35%	65%	57%	24%ah	76%	10%ah	6%a	4%
Tablet with internet access	103	62	41	34	69	53	29	73	11	7	7
	5%	6%	4%	5%	5%	6%	15%	5%	29%	15%	31%
		61%c	39%	33%	67%	52%	29%ah	71%	11%ah	7%a	7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
Calls via public payphones	80 4%	42 4%	39 4%	24 4%	57 4%	38 4%	25 13%	56 4%	7 18%	5 10%	4 19%
		52%	48%	29%	71%	48%	31%ah	69%	9%ah	6%a	5%
Q.14 FIXED BROADBAND IN BUNDLE											
In bundle	771 36%	611 79%ac	160 15%	412 64%ae	359 24%	771 85%	71 37%	697 49%	10 27%	22 47%	6 28%
Not in bundle	429 20%	286 67%ac	143 13%	173 27%	256 17%	54 6%	62 32%	364 26%	13 34%	16 33%	6 27%
		ce	33%	40%ae	60%	13%	14%a	85%a	3%a	4%	1%
PERSONAL INCOME											
< £10,000	396 18%	197 18%	199 18%	107 17%	288 19%	157 17%	59 31%	233 16%	8 21%	14 29%	4 18%
		50%	50%	27%	73%	40%	15%ah	59%	2%	3%	1%
£10,000 - £14,999	355 16%	181 17%	174 16%	114 18%	241 16%	141 15%	33 17%	245 17%	11 27%	9 20%	6 27%
		51%	49%	32%	68%	40%	9%	69%	3%	3%	2%
£15,000 - £19,999	371 17%	153 14%	217 20%	85 13%	285 19%	129 14%	36 19%	229 16%	7 19%	7 15%	4 19%
		bd	59%b	23%	77%bd	35%	10%	62%	2%	2%	1%
£20,000 - £29,999	590 27%	281 26%	309 29%	167 26%	423 28%	258 28%	42 22%	390 27%	6 14%	13 27%	4 19%
		48%	52%	28%	72%	44%	7%	66%	1%	2%	1%
£30,000 - £39,999	236 11%	130 12%	106 10%	77 12%	159 10%	119 13%	12 6%	161 11%	4 12%	1 2%	2 8%
		55%	45%	33%	67%	50%	5%	68%g	2%	*	1%
£40,000 - £49,999	101 5%	66 6%	35 3%	41 6%	60 4%	51 6%	5 3%	77 5%	1 2%	2 5%	-
		65%c	35%	41%e	59%	50%	3%	76%	1%	2%	-
£50,000 - £59,999	48 2%	30 3%	18 2%	24 4%	25 2%	19 2%	1 1%	37 3%	-	-	-
		63%	37%	49%e	51%	40%	2%	77%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
£60,000 - £69,999	21	9	12	6	15	12	1	15	1	-	1
1%		1%	1%	1%	1%	1%	*	1%	2%	-	3%
		44%	56%	29%	71%	59%	3%	70%	3%	-	3%
£70,000 - £99,999	28	21	7	12	16	17	1	22	-	-	-
1%		2%	1%	2%	1%	2%	*	2%	-	-	-
		74% ^c	26%	43%	57%	59%	2%	78%	-	-	-
£100,000 +	7	7	-	3	3	3	-	7	-	-	-
*		1%	-	1%	*	*	-	*	-	-	-
		100% ^c	-	51%	49%	49%	-	100%	-	-	-
No classification	11	7	4	3	8	5	3	8	1	1	1
1%		1%	*	1%	1%	1%	1%	1%	3%	2%	5%
		67%	33%	30%	70%	50%	25%	75%	11% ^a	11%	11%
HOUSEHOLD INCOME											
< £15,000	369	191	178	100	269	141	61	245	10	17	8
17%		18%	16%	16%	18%	15%	32%	17%	26%	35%	36%
		52%	48%	27%	73%	38%	17% ^{ah}	66%	3%	4% ^a	2%
£15,000 - £19,999	163	83	80	40	123	54	19	110	3	6	4
8%		8%	7%	6%	8%	6%	10%	8%	9%	12%	17%
		51%	49%	25%	75%	33%	12%	68%	2%	3%	2%
£20,000 - £29,999	443	207	236	120	322	184	40	291	10	7	2
20%		19%	22%	19%	21%	20%	21%	20%	25%	15%	8%
		47%	53%	27%	73%	42%	9%	66%	2%	2%	*
£30,000 - £39,999	355	153	202	98	257	151	28	216	7	9	3
16%		14%	19%	15%	17%	17%	15%	15%	19%	18%	12%
		43%	57% ^b	28%	72%	43%	8%	61%	2%	2%	1%
£40,000 - £49,999	299	169	130	103	196	146	17	207	1	3	2
14%		16%	12%	16%	13%	16%	9%	15%	3%	6%	11%
		57% ^c	43%	35%	65%	49%	6%	69% ^{aj}	*	1%	1%
£50,000 - £59,999	193	108	85	62	131	86	16	130	4	3	2
9%		10%	8%	10%	9%	9%	8%	9%	11%	6%	7%
		56%	44%	32%	68%	44%	8%	67%	2%	2%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
£60,000 - £69,999	102	45	57	25	77	39	3	62	1	2	-
5%		4%	5%	4%	5%	4%	2%	4%	2%	5%	-
		44%	56%	24%	76%	38%	3%	61%	1%	2%	-
£70,000 - £99,999	144	72	71	52	92	66	3	93	-	-	-
7%		7%	7%	8%	6%	7%	2%	7%	-	-	-
		50%	50%	36%	64%	46%	2%	65%g	-	-	-
£100,000 - £149,999	63	35	28	30	33	33	3	48	1	-	1
3%		3%	3%	5%	2%	4%	1%	3%	2%	-	3%
		55%	45%	48%ae	52%	52%	4%	76%	1%	-	1%
£150,000 +	21	11	10	6	15	7	-	14	-	-	-
1%		1%	1%	1%	1%	1%	-	1%	-	-	-
		52%	48%	30%	70%	36%	-	67%	-	-	-
No classification	11	7	4	3	8	5	3	8	1	1	1
1%		1%	*	1%	1%	1%	1%	1%	3%	2%	5%
		67%	33%	30%	70%	50%	25%	75%	11%a	11%	11%
FINANCIAL STRESS											
Very low	750	299	451	178	572	277	70	473	12	16	13
35%		28%	42%	28%	36%	30%	36%	33%	32%	35%	60%
		bdf 40%	60%ab	24%	76%cd	37%	9%	63%	2%	2%	2%
Low	955	572	384	321	634	432	52	671	11	7	2
44%		53%	35%	50%	42%	47%	27%	47%	29%	15%	7%
		cgj 60%ac	40%	34%ae	66%	45%	5%	70%gi	1%	1%	*
Medium	98	52	46	33	65	51	11	72	4	2	-
5%		5%	4%	5%	4%	6%	6%	5%	9%	3%	-
		53%	47%	33%	67%	52%	11%	74%	4%	2%	-
High	251	101	149	74	177	97	38	142	5	11	6
12%		9%	14%	12%	12%	11%	20%	10%	14%	24%	28%
		40%	60%b	29%	71%	39%	15%ah	57%	2%	5%a	2%
Very high	98	51	48	31	67	49	20	58	5	10	-
5%		5%	4%	5%	4%	5%	11%	4%	14%	21%	-
		52%	48%	32%	68%	50%	21%ah	59%	5%ah	10%a	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
No classification	11	7	4	3	8	5	3	8	1	1	1
	1%	1%	*	1%	1%	1%	1%	1%	3%	2%	5%
		67%	33%	30%	70%	50%	25%	75%	11%a	11%	11%
WAVE											
WED 28	2136	1072	1065	630	1506	899	191	1405	39	47	22
	99%	99%	98%	99%	99%	99%	98%	99%	100%	99%	100%
		50%	50%	30%	70%	42%	9%	66%	2%	2%	1%
WED 29	27	10	17	9	18	14	3	20	-	*	-
	1%	1%	2%	1%	1%	1%	2%	1%	-	1%	-
		38%	62%	34%	66%	51%	11%	73%	-	2%	-
WED 30	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
GENDER													
Male	1049	24	28	39	37	64	90	958	37	41	38	389	217
	48%	50%	57%	50%	51%	48%	49%	48%	56%	40%	47%	50%	51%
		2%	3%	4%	4%	6%	9%	91%	4%	4%	4%	37%	21%
Female	1115	24	22	40	36	69	94	1021	30	61	43	382	212
	52%	50%	43%	50%	49%	52%	51%	52%	44%	60%	53%	50%	49%
		2%	2%	4%	3%	6%	8%	92%	3%	6%	4%	34%	19%
AGE													
16-24	303	2	4	12	12	19	24	279	4	9	9	39	36
	14%	5%	8%	15%	16%	14%	13%	14%	5%	8%	11%	5%	8%
		1%	1%	4%	4%	6%	8%	92%	1%	3%	3%	13%	12%l
25-34	407	6	10	17	13	39	51	356	12	26	18	167	105
	19%	13%	19%	21%	18%	30%	28%	18%	18%	25%	22%	22%	24%
		2%	2%	4%	3%	10%ab	12%abh	88%	3%	6%	4%	41%	26%a
35-44	349	4	4	10	13	22	33	317	12	18	15	148	82
	16%	8%	9%	12%	17%	16%	18%	16%	19%	16%	18%	19%	19%
		1%	1%	3%	4%	6%	9%	91%	4%	5%	4%	42%	24%
45-54	341	7	9	18	12	22	31	310	12	19	15	148	72
	16%	15%	18%	22%	16%	17%	17%	16%	18%	19%	19%	19%	17%
		2%	3%	5%	4%	6%	9%	91%	4%	6%	4%	43%a	21%
55-64	340	10	11	11	12	18	25	315	15	21	13	146	74
	16%	21%	23%	14%	16%	13%	13%	16%	23%	20%	16%	19%	17%
		3%	3%	3%	3%	5%	7%	93%	4%	6%	4%	43%	22%
65-74	227	10	8	4	9	8	15	213	6	5	7	84	40
	11%	22%	17%	6%	12%	6%	8%	11%	10%	5%	9%	11%	9%
		5%adfghj	4%j	2%	4%	4%	6%	94%	3%	2%	3%	37%	18%
75+	196	8	3	7	3	5	6	190	5	5	4	39	19
	9%	17%	7%	9%	4%	4%	3%	10%	7%	5%	4%	5%	4%
		glm	4%efghk	2%	4%	3%	3%	97%g	2%	3%	2%	20%	10%

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
710	8	14	29	25	58	75	635	16	34	26	206	141	
33%	18% bl	27% 1%	34% 4%b	34% 4%	43% 8%abhi	41% 11%abhi	32% 89%ab	24% 2%	33% 5%	33% 4%	27% 29%	33% 20%l	
1030	21	25	38	37	62	89	941	40	58	43	442	229	
48%	44% 2%	50% 2%	48% 4%	50% 4%	46% 6%	48% 9%	48% 91%	59% 4%	57% 6%	54% 4%	57% 43%a	53% 22%a	
423	18	12	12	12	14	21	403	11	10	11	123	59	
20%	38% fgilm k	23% 3%l	15% 3%	16% 3%	10% 3%	11% 5%	20% 95%gj	17% 3%	10% 2%	14% 3%	16% 29%	14% 14%	
1078	17	24	31	33	58	88	990	27	46	33	462	238	
50%	35% b	47% 2%	39% 3%	45% 3%	44% 5%	48% 8%	50% 92%b	41% 3%	44% 4%	41% 3%	60% 43%a	56% 22%	
1085	31	26	48	40	75	97	989	39	57	47	310	191	
50%	65% l	53% 3%ah	61% 4%	55% 4%	56% 7%	52% 9%	50% 91%	59% 4%	56% 5%	59% 4%	49% 29%	44% 18%	
424	2	7	13	6	19	24	400	14	24	13	187	96	
20%	5% beg	14% 1%	17% 3%	8% 1%	14% 4%	13% 6%	20% 94%beg	20% 3%be	23% 6%beg	16% 3%	24% 44%a	22% 23%	
1107	23	27	34	37	63	92	1015	27	49	39	431	238	
51%	47% 2%	54% 2%	43% 3%	50% 3%	47% 6%	50% 8%	51% 92%	40% 2%	48% 4%	49% 4%	56% 39%a	56% 22%	
632	23	16	32	31	52	68	563	26	30	29	152	95	
29%	48% lm	32% 4%ahj	41% 5%ah	42% 5%ah	39% 8%ah	37% 11%ah	28% 89%	40% 4%	29% 5%	36% 5%	20% 24%	22% 15%	
1822	40	43	62	54	106	148	1674	51	82	70	669	373	
84%	83% e	87% 2%	79% 3%	73% 3%	80% 6%	80% 8%	85% 92%e	77% 3%	80% 4%	87% 4%	87% 37%	87% 20%	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
184	3	5	7	9	8	13	171	7	10	4	43	31	
9%	7%	10%	9%	12%	6%	7%	9%	11%	9%	5%	6%	7%	
	/	2%	3%	4%	5%	4%	7%	5%	93%	2%	23%	17%	
108	4	1	6	9	18	21	87	6	9	4	42	16	
5%	9%	3%	8%	12%	14%	11%	4%	10%	9%	5%	5%	4%	
	4%	1%	6%	8%ah	17%ah	19%ah	81%	6%	9%	4%	39%	15%	
49	1	*	3	2	1	3	46	2	2	3	17	9	
2%	2%	1%	4%	3%	1%	2%	2%	2%	2%	3%	2%	2%	
	2%	1%	7%	4%	2%	7%	93%	3%	4%	5%	35%	18%	
90	2	1	2	4	4	6	84	3	3	1	27	11	
4%	4%	1%	2%	5%	3%	3%	4%	4%	3%	1%	4%	2%	
	2%	1%	2%	4%	4%	7%	93%	3%	3%	1%	30%	12%	
226	5	4	11	3	17	18	208	6	4	10	84	37	
10%	10%	8%	13%	4%	12%	10%	11%	9%	4%	13%	11%	9%	
	2%	2%	5%aj	1%	7%	8%	92%	3%	2%	5%	37%	16%	
175	3	5	5	4	5	8	167	1	7	3	63	34	
8%	5%	10%	6%	5%	4%	4%	8%	1%	7%	3%	8%	8%	
	1%	3%	3%	2%	3%	4%	96%	1%	4%	2%	36%	20%	
155	2	2	7	7	10	16	139	5	3	3	60	29	
7%	5%	3%	9%	9%	8%	9%	7%	8%	3%	4%	8%	7%	
	1%	1%	5%	4%	7%	10%	90%	3%	2%	2%	39%	19%	
178	9	5	7	12	12	21	157	9	9	4	67	49	
8%	19%	9%	9%	16%	11%	11%	8%	14%	8%	5%	9%	11%	
	5%ahk	3%	4%	7%ahk	7%	12%	88%	5%	5%	2%	38%	27%	
233	5	7	14	4	21	26	207	8	13	18	94	50	
11%	10%	14%	17%	6%	16%	14%	10%	13%	13%	22%	12%	12%	
	2%	3%	6%ae	2%	9%	11%	89%	4%	6%	8%aah	40%	22%	
262	4	10	9	5	14	19	243	3	12	14	44	72	
12%	9%	20%	11%	7%	10%	10%	12%	5%	12%	17%	6%	17%	
	/	2%	4%aj	3%	2%	5%	7%	93%	1%	5%	5%aj	17%	28%al

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
320	4	7	4	11	13	23	298	11	20	13	148	58	
15%	8%	14%	6%	14%	10%	12%	15%	16%	20%	16%	19%	14%	
	d	1%	2%	3%	4%	7%	93% ^d	3% ^d	6% ^d	4%	46% ^{am}	18%	
184	7	4	3	5	9	12	172	5	11	5	83	32	
8%	14%	7%	4%	7%	7%	9%	8%	8%	10%	6%	11%	8%	
	4% ^d	2%	2%	3%	5%	7%	93%	3%	6%	3%	45%	18%	
108	4	1	6	9	18	21	87	6	9	4	42	16	
5%	9%	3%	8%	12%	14%	11%	4%	10%	9%	5%	5%	4%	
	4%	1%	6%	8% ^{ah}	17% ^{ah}	19% ^{ah}	81%	6%	9%	4%	39%	15%	
184	3	5	7	9	8	13	171	7	10	4	43	31	
9%	7%	10%	9%	12%	6%	7%	9%	11%	9%	5%	6%	7%	
	l	2%	4%	5%	4%	7%	93%	4%	5%	2%	23%	17%	
49	1	*	3	2	1	3	46	2	2	3	17	9	
2%	2%	1%	4%	3%	1%	2%	2%	2%	2%	3%	2%	2%	
	2%	1%	7%	4%	2%	7%	93%	3%	4%	5%	35%	18%	
ETHNIC ORIGIN													
White	1882	44	44	75	64	118	162	1720	60	92	75	711	367
	87%	91%	88%	96%	88%	88%	87%	90%	90%	93%	92%	86%	
		2%	2%	4% ^{ah}	3%	6%	9%	91%	3%	5%	4%	38% ^{am}	19%
Minority Ethnic	269	3	6	2	8	15	21	248	5	9	6	59	61
	12%	6%	12%	2%	10%	11%	12%	13%	8%	9%	7%	8%	14%
		d ^l	1%	1%	3%	5% ^d	8% ^d	92% ^d	2%	3%	2%	22%	23% ^{ul}
Q.22 LONG TERM DISABILITY ILLNESS													
Yes	396	17	12	18	20	40	49	346	21	20	20	141	48
	18%	36%	24%	23%	28%	30%	27%	17%	32%	20%	25%	18%	11%
	m	4% ^{ahj}	5%	5% ^{ah}	10% ^{ah}	13% ^{ah}	67%	5% ^{ah}	5%	5%	36% ^{um}	12%	
No	1681	27	37	58	49	92	130	1551	39	79	58	619	366
	78%	56%	75%	74%	67%	69%	71%	78%	58%	77%	72%	60%	85%
		befgi	2%	3% ^b	3%	5%	8%	92% ^{befgi}	2%	5% ^{bi}	3%	37%	22% ^{al}

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
328	17	11	22	22	39	49	279	19	23	25	100	65	
15%	36% 5%ah	22% 3%	28% 7%ah	30% 7%ah	22% 12%ah	27% 15%ah	14% 85%	29% 6%ah	23% 7%ah	31% 8%ah	13% 30%	15% 20%	
830	11	23	33	27	55	78	753	20	46	37	418	187	
38%	23% b 1%	46% 3%b	42% 4%b	37% 3%	41% 7%b	42% 9%b	38% 91%b	30% 2%	45% 6%b	46% 4%b	54% 50%am	44% 23%	
410	19	14	27	25	47	59	351	20	26	29	137	81	
19%	39% 5%ah	29% 4%	34% 7%ah	33% 6%ah	35% 12%ah	32% 14%ah	18% 86%	31% 5%ah	26% 6%	37% 7%ah	18% 33%	19% 20%	
749	10	20	28	24	46	69	680	19	43	32	381	171	
35%	20% b 1%	40% 3%b	36% 4%	33% 3%	35% 6%	37% 9%b	34% 91%b	29% 3%	42% 6%b	40% 4%b	49% 51%am	40% 23%	
982	-	20	45	40	91	126	856	38	56	48	553	315	
45%	-	39%	58%	55%	68%	68%	43%	57%	55%	60%	72%	73%	
	b -	2%b	5%abh	4%b	9%abch	13%abchj	87%b	4%bh	6%bh	5%abh	56%a	32%a	
215	-	12	9	16	24	34	180	11	17	10	106	61	
10%	-	23%	11%	22%	18%	19%	9%	16%	17%	13%	14%	14%	
	b -	5%abh	4%b	7%abh	11%abh	16%abh	84%b	5%b	8%abh	5%b	49%a	29%a	
128	7	-	5	6	11	16	112	-	9	8	69	27	
6%	14%	-	7%	8%	8%	9%	6%	-	8%	9%	9%	6%	
	5%achi	-	4%i	4%i	8%i	13%i	87%	-	7%i	6%i	54%a	21%	
197	23	-	9	10	18	21	175	14	17	8	74	37	
9%	48%	-	11%	14%	14%	11%	9%	22%	17%	10%	10%	9%	
	c 12%acdefghi jk	-	5%c	5%c	9%c	11%c	89%	7%ach	9%ach	4%c	38%	19%	
1132	-	28	52	52	107	149	983	47	74	57	620	355	
52%	-	55%	66%	72%	80%	81%	50%	71%	72%	71%	80%	83%	
	b -	2%b	5%abh	5%abh	9%abodh	13%abodh	87%b	4%abh	7%abh	5%abh	55%a	31%a	

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)		In bundle (l)	Not in bundle (m)
2163	56	47	84	71	127	174	1989	68	91	75		730	406
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*		771	429
1363	29	28	61	63	125	171	1192	56	91	67		710	392
63%	60%	55%	77%	86%	94%	93%	80%	84%	88%	83%		92%	91%
	2%	2%	4%abch	5%abch	9%abcdhik	13%abcdhik	87%	4%abch	7%abch	5%abch		52%a	29%a
565	8	21	26	20	55	72	492	22	-	31		315	185
26%	17%	42%	32%	27%	41%	39%	25%	33%	-	38%		41%	43%
j	1%j	4%abhj	5%j	3%j	10%abhj	13%abhj	87%j	4%j	-	5%abhj		56%a	33%a
488	7	13	12	18	45	58	431	18	33	21		311	142
23%	14%	26%	15%	24%	34%	31%	22%	27%	32%	26%		40%	33%
	1%	3%	2%	4%	9%abdh	12%abdh	88%	4%	7%bdh	4%		64%am	29%a
916	14	27	33	31	83	107	809	31	33	42		537	288
42%	29%	54%	42%	42%	62%	58%	41%	47%	32%	53%		70%	67%
	2%	3%bj	4%	3%	9%abdehj	12%abdehj	88%	3%	4%	5%bj		59%a	31%a
803	20	22	29	-	93	93	710	27	50	34		487	315
37%	41%	45%	37%	-	70%	51%	36%	40%	49%	43%		63%	73%
e	2%e	3%e	4%e	-	12%abcdegh	12%aeh	88%e	3%e	6%aeh	4%e		61%a	39%al
					ijk								
421	8	10	15	24	-	24	397	19	26	24		302	119
19%	17%	19%	19%	32%	-	13%	20%	28%	25%	30%		39%	28%
fg	2%f	2%f	4%f	6%afgh	-	6%f	94%fg	4%fg	6%fg	6%afgh		72%am	28%a
1200	28	32	42	24	93	117	1084	44	73	59		771	429
55%	58%	64%	54%	32%	70%	63%	55%	67%	71%	73%		100%	100%
e	2%e	3%e	4%e	2%	8%adeh	10%eh	90%e	4%e	6%adeh	5%adeh		64%a	36%a
963	20	18	36	50	41	68	895	22	29	22		-	-
45%	42%	36%	46%	30%	37%	45%	45%	33%	29%	27%		-	-
f/k/m	2%	2%	4%fjk	5%abcdfghi	4%	7%	93%fgjk	2%	3%	2%		-	-
96	1	3	4	2	5	8	89	-	3	3		47	38
4%	3%	6%	5%	3%	4%	4%	4%	-	3%	4%		6%	9%
	1%	3%	4%	2%	6%	8%	92%	-	3%	4%		48%	39%a

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
OMMS	2163	56	47	84	71	127	174	1989	68	91	75	730	406
	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
	1212	28	33	43	26	93	119	1093	44	73	60	771	429
	56%	58%	65%	55%	36%	70%	65%	55%	67%	71%	74%	100%	100%
		e 2%e	3%e	4%e	2%	8%adeh	10%aeh	90%e	4%e	6%adeh	5%adeh	64%a	35%a
	1082	25	24	-	28	80	101	980	34	62	42	611	286
	50%	52%	47%	-	39%	60%	55%	50%	50%	61%	52%	79%	67%
		d 2% d	2% d	-	3% d	7%adeh	9%de	91% d	3% d	6%de	4% d	57%am	26%a
	1081	23	26	79	45	54	83	998	33	41	39	160	143
	50%	48%	53%	100%	61%	40%	45%	50%	50%	39%	48%	21%	33%
		fm 2%	2%	7%abcetghij	4%[gj	5%	8%	92%[f	3%	4%	4%	15%	13%[j
	639	14	11	12	15	48	62	577	24	34	24	412	173
	30%	28%	22%	15%	21%	36%	34%	29%	35%	33%	29%	53%	40%
		d 2%	2%	2%	2%	7%ide	10%id	90%id	4%id	5%id	4%id	64%am	27%a
	1524	34	39	67	58	86	122	1401	43	69	57	359	256
70%	72%	78%	85%	79%	64%	66%	71%	65%	67%	71%	47%	60%	
	lm 2%	3%	4%alghijk	4%[f	6%	8%	92%	3%	5%	4%	24%	17%[j	
913	23	21	27	25	77	100	812	38	53	38	771	54	
42%	48%	43%	34%	34%	58%	54%	41%	57%	52%	48%	100%	13%	
	m 3%	2%	3%	3%	8%adeh	11%adeh	89%	4%adeh	6%ide	4%	85%am	6%	
193	14	7	18	12	33	37	156	16	29	25	71	62	
9%	29%	14%	22%	16%	24%	20%	8%	24%	29%	31%	9%	14%	
	7%ah	4%	9%ah	6%h	17%ah	19%ah	81%	8%ah	15%ah	13%ah	37%	32%al	
1425	33	40	60	62	101	147	1278	51	73	56	697	364	
66%	69%	79%	76%	84%	76%	80%	65%	76%	71%	69%	90%	85%	
	2%	3%	4%h	4%ah	7%ah	10%ah	90%	4%	5%	4%	49%am	26%a	
39	4	2	5	3	10	11	28	7	11	7	10	13	
2%	9%	5%	6%	4%	8%	6%	1%	10%	11%	9%	1%	3%	
	11%ah	6%	12%ah	8%	27%ah	28%ah	72%	17%ah	29%ah	18%ah	27%	34%	

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST										Q.14 FIXED BROADBAND IN BUNDLE	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
Q.7 HAVE BEEN DEBT IN LAST YEAR													
Any COMMUNICATIONS service	47	5	4	6	1	10	10	37	4	7	5	22	16
	2%	11% 11%aah	8% 8%ah	8% 14%ah	1% 2%	8% 22%ah	6% 22%ah	2% 78%	6% 9%ah	7% 15%ah	6% 10%ah	3% 47%	4% 33%
Gas/Elec or Water	22	3	-	3	1	7	7	15	3	7	4	6	6
	1%	6% 12%ah	-	4% 13%ah	1% 4%	6% 34%ah	4% 34%ah	1% 66%	4% 11%ah	7% 31%ah	5% 19%ah	1% 28%	1% 27%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST													
Smartphone	48	48	3	7	8	16	16	32	13	19	6	22	6
	2%	100% 100%acdefghi jk	6% 6%	9% 15%ah	11% 17%ah	12% 32%ah	9% 34%ah	2% 66%	19% 26%ah	16% 39%ah	7% 12%ah	3% 47%	1% 12%
Standard mobile	50	3	50	10	7	6	9	41	10	4	7	16	16
	2%	6% 6%	100% 100%abdefgh ijk	13% 20%ah	10% 14%ah	4% 11%	5% 19%ah	2% 81%	15% 20%ah	9% 4%	9% 15%ah	2% 31%	4% 33%
Fixed landline	79	7	10	79	16	25	30	49	11	15	17	20	22
	4%	15% 9%ah	20% 13%ah	100% 100%abcefgh ijk	22% 20%ah	16% 31%ah	16% 38%ah	2% 62%	16% 14%ah	14% 19%ah	21% 21%ah	3% 25%	5% 28% l
Standard fixed BB	73	8	7	16	73	23	73	-	15	15	10	15	8
	3%	17% 11%ah	14% 10%ah	20% 22%ah	100% 100%abcdfgh ijk	17% 31%ah	40% 100%abcdhij	-	22% 20%ah	15% 21%ah	12% 13%ah	2% 21%	2% 12%
Superfast fixed BB	134	16	6	25	23	134	134	-	27	31	24	61	33
	6%	32% 12%ach	11% 4%ah	31% 18%ach	31% 17%ach	100% 100%abcdeq hijk	73% 100%abcdehij k	-	41% 20%ach	30% 23%ach	30% 18%ach	8% 45%	8% 24%
Any fixed broadband	184	16	9	30	73	134	184	-	30	33	27	76	41
	9%	34% 9%ah	19% 5%ah	36% 16%ach	100% 40%abcdhij k	100% 73%abcdhi jk	100% 100%abcdhijk	-	45% 16%ach	32% 18%ah	34% 15%ah	10% 41%	10% 22%

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
1979	32	41	49	-	-	-	1979	37	69	53	696	388	
91%	66%	81%	62%	-	-	-	100%	55%	68%	66%	90%	90%	
k	bcdelfgj 2%efg	2%defgi	2%efg	-	-	-	100%abcdelfgi	2%efg	4%efg	3%efg	35%	20%	
66	13	10	11	15	27	30	37	66	27	25	31	13	
3%	26%	20%	14%	20%	20%	16%	2%	100%	26%	31%	4%	3%	
h	19%ah	15%ah	16%ah	22%ah	41%ah	45%ah	55%	100%abcdelfg	40%ah	38%adgh	47%	20%	
103	19	4	15	15	31	33	69	27	103	23	47	27	
5%	39%	9%	19%	21%	23%	18%	4%	40%	100%	28%	6%	6%	
	18%acdefgh	4%	14%ah	15%ah	30%ach	32%ah	68%	26%acdefg	100%abcdelfg	22%ach	46%	26%	
80	6	7	17	10	24	27	53	25	23	80	33	26	
4%	12%	15%	21%	13%	18%	15%	3%	38%	22%	100%	4%	6%	
	7%ah	9%ah	21%ah	12%ah	30%ah	34%ah	66%	31%abcdelfg	28%ah	100%abcdelfg	41%	33%a	
								hj		hj			
771	22	16	20	15	61	76	696	31	47	33	771	-	
36%	47%	31%	25%	21%	45%	41%	35%	47%	46%	41%	100%	-	
	em 3%de	2%	3%	2%	8%adeh	10%de	90%e	4%de	6%de	4%e	100%am	-	
429	6	16	22	8	33	41	388	13	27	26	-	429	
20%	12%	33%	28%	12%	24%	22%	20%	20%	26%	33%	-	100%	
	l 1%	4%abeh	5%be	2%	8%e	10%	90%	3%	6%e	6%abeh	-	100%al	
396	7	8	21	17	32	41	354	21	19	18	133	72	
18%	14%	15%	26%	23%	24%	22%	18%	32%	19%	22%	17%	17%	
	2%	2%	5%	4%	8%	10%	90%	5%abh	5%	5%	34%	18%	
355	12	5	14	16	25	33	321	11	17	14	122	62	
16%	26%	10%	18%	22%	19%	18%	16%	16%	17%	17%	16%	14%	
	3%	1%	4%	5%	7%	9%	91%	3%	5%	4%	34%	17%	

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
371	11	9	10	15	20	30	341	12	16	8	104	64	
17%	24%	17%	13%	20%	15%	16%	17%	18%	16%	10%	13%	15%	
	3%ah	2%	3%	4%	5%	8%	92%	3%	4%	2%	28%	17%	
590	10	17	22	15	28	42	548	15	28	21	216	125	
27%	22%	33%	28%	21%	23%	28%	22%	28%	28%	26%	28%	29%	
	2%	3%	4%	3%	5%	7%	93%	3%	5%	4%	37%	21%	
236	5	9	5	5	16	21	215	4	11	10	99	49	
11%	11%	17%	7%	7%	12%	11%	11%	6%	10%	13%	13%	11%	
	2%	4%	2%	2%	7%	9%	91%	2%	5%	4%	42%	21%	
101	-	3	3	3	4	7	94	2	1	4	43	28	
5%	-	6%	4%	4%	3%	4%	5%	4%	1%	4%	6%	6%	
	-	3%	3%	3%	4%	7%	93%	2%	1%	4%	42%	27%	
48	-	1	2	1	-	1	47	1	2	1	18	15	
	-	1%	3%	2%	-	1%	2%	1%	2%	1%	2%	4%	
	-	1%	4%	3%	-	3%	97%	1%	4%	1%	36%	31%	
21	-	-	1	-	1	1	20	-	3	-	12	2	
1%	-	-	2%	-	1%	*	1%	-	3%	-	2%	1%	
	-	-	7%	-	3%	3%	97%	-	16%	-	56%	11%	
28	1	-	-	-	4	4	24	-	-	2	17	5	
1%	2%	-	-	-	3%	2%	1%	-	2%	1%	2%	1%	
	4%	-	-	-	15%	15%	85%	-	-	6%	59%	17%	
7	1	-	-	-	1	1	5	1	1	2	3	3	
*	2%	-	-	-	1%	1%	*	2%	1%	2%	*	1%	
	11%	-	-	-	19%	19%	81%	19%ah	11%	30%ah	49%	51%	
11	-	-	-	-	3	3	8	-	4	2	5	4	
1%	-	-	-	-	2%	1%	*	-	4%	2%	1%	1%	
	-	-	-	-	24%ah	24%	76%	-	38%ah	14%	50%	39%	
369	12	9	23	18	34	42	327	15	26	20	119	63	
17%	25%	17%	29%	24%	25%	23%	17%	22%	25%	25%	15%	15%	
	3%	2%	6%ah	5%	9%ah	11%	89%	4%	7%ah	6%	32%	17%	

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
163	4	2	7	5	13	15	148	7	11	10	44	37	
8%	9%	4%	9%	6%	10%	8%	7%	10%	10%	12%	6%	9%	
	3%	1%	4%	3%	8%	9%	91%	4%	7%	6%	27%	23%	
443	13	12	12	17	25	37	406	20	16	13	158	74	
20%	28%	24%	15%	23%	19%	20%	21%	31%	16%	17%	21%	17%	
	3%	3%	3%	4%	6%	8%	92%	5% ^{dj}	4%	3%	36%	17%	
355	10	7	16	10	20	28	327	9	7	12	120	73	
16%	21%	15%	20%	14%	15%	15%	17%	14%	7%	15%	16%	17%	
	j	3% ^j	2%	4% ^j	6%	8%	92% ^j	3%	2%	3%	34%	20%	
299	5	7	7	7	11	17	282	6	15	5	131	58	
14%	10%	14%	9%	9%	8%	9%	14%	9%	15%	7%	17%	13%	
	2%	2%	2%	2%	4%	6%	94%	2%	5%	2%	44% ^a	19%	
193	1	8	4	7	13	18	175	5	9	7	76	43	
9%	1%	16%	5%	10%	10%	10%	9%	8%	9%	8%	10%	10%	
	*	4% ^{bd}	2%	4%	7%	9% ^{bd}	91%	3%	5%	3%	39%	22%	
102	-	3	1	7	4	10	91	1	4	2	30	24	
5%	-	5%	2%	10%	3%	6%	5%	1%	4%	2%	4%	6%	
	-	3%	1%	7% ^{abdfhi}	4%	10%	90%	1%	4%	2%	29%	24%	
144	1	2	6	1	5	6	138	2	8	4	56	29	
7%	2%	5%	8%	2%	3%	3%	7%	3%	7%	5%	7%	7%	
	1%	2%	4%	1%	3%	4%	96%	2%	5%	3%	39%	20%	
63	1	-	2	1	6	7	56	-	1	3	25	17	
3%	2%	-	3%	2%	5%	4%	3%	-	1%	4%	3%	4%	
	2%	-	4%	2%	10%	12%	88%	-	1%	5%	40%	27%	
21	1	-	-	-	1	1	20	1	2	2	7	6	
1%	2%	-	-	-	1%	1%	1%	2%	2%	2%	1%	1%	
	3%	-	-	-	6%	6%	94%	6%	9%	10%	36%	31%	
11	-	-	-	-	3	3	8	-	4	2	5	4	
	-	-	-	-	2%	1%	*	-	4%	2%	1%	1%	
	-	-	-	-	24% ^{gh}	24%	76%	-	38% ^{ah}	14%	50%	39%	

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST											Q.14 FIXED BROADBAND IN BUNDLE	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
2163	56	47	84	71	127	174	1989	68	91	75	730	406	
2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429	
750	16	23	26	34	54	75	675	22	28	32	220	141	
35%	33%	45%	33%	47%	40%	41%	34%	33%	27%	40%	28%	33%	
	/ 2%	3%	3%	5%ahj	7%	10%j	30%	3%	4%	4%	29%	19%	
955	21	16	30	19	42	57	898	22	44	31	382	197	
44%	43%	32%	39%	26%	31%	31%	45%	34%	43%	38%	49%	46%	
	efg 2%	2%	3%	2%	4%	6%	94%efg	2%	5%e	3%	40%a	21%	
98	1	5	4	4	7	10	88	4	6	8	40	23	
5%	3%	10%	5%	5%	5%	5%	4%	7%	6%	10%	5%	5%	
	1%	5%	4%	4%	7%	10%	90%	4%	6%	8%	41%	24%	
251	7	3	13	11	21	29	222	13	17	4	83	48	
12%	14%	5%	17%	15%	16%	16%	11%	19%	17%	5%	11%	11%	
	3%	1%	5%k	4%	8%k	11%k	89%	5%ck	7%k	2%	33%	19%	
98	3	4	5	5	7	11	87	5	4	4	42	16	
5%	7%	8%	7%	6%	5%	6%	4%	8%	4%	5%	5%	4%	
	3%	4%	6%	5%	7%	11%	89%	6%	4%	4%	42%	16%	
11	-	-	-	-	3	3	8	-	4	2	5	4	
1%	-	-	-	-	2%	1%	*	-	4%	2%	1%	1%	
	-	-	-	-	24%h	24%	76%	-	38%ah	14%	50%	39%	
2136	48	50	77	73	132	183	1953	65	102	79	761	423	
99%	99%	100%	97%	100%	99%	99%	99%	98%	100%	98%	99%	99%	
	2%	2%	4%	3%	6%	9%	91%	3%	5%	4%	36%	20%	
27	*	-	2	*	1	2	25	*	*	2	10	6	
	1%	-	3%	1%	1%	1%	1%	2%	*	2%	1%	1%	
	1%	-	7%	1%	5%	6%	94%	4%	1%	7%	37%	22%	
-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)	
2163	427	387	386	556	221	88	41	19	24	6	8	
2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
1049	144	130	170	309	150	66	31	12	24	6	7	
48%	36%	37%	46%	52%	64%	65%	64%	59%	85%	89%	63%	
	14%	12%	16%ab	29%ab	14%abcd	6%abcd	3%abc	1%	2%	1%	1%	
1115	252	225	201	281	85	35	17	9	4	1	4	
52%	64%	63%	54%	48%	36%	35%	36%	41%	15%	11%	37%	
	23%cddefg	20%cddefg	18%efg	25%ef	8%	3%	2%	1%	*	*	*	
303	70	46	66	80	30	4	2	2	2	-	-	
14%	18%	13%	18%	14%	13%	4%	5%	10%	7%	-	-	
	23%fg	15%fd	22%fg	26%fd	10%fd	1%	1%	1%	1%	-	-	
407	68	56	71	120	52	18	6	4	3	-	8	
19%	17%	16%	19%	20%	22%	17%	12%	21%	11%	-	77%	
	17%	14%	17%	30%	13%	4%	1%	1%	1%	-	2%	
349	55	39	59	119	36	14	15	3	5	1	2	
16%	14%	11%	16%	20%	15%	14%	30%	16%	19%	19%	23%	
	16%	11%	17%	34%ab	10%	4%	4%abcde	1%	2%	*	1%	
341	61	61	40	87	33	27	12	4	12	4	-	
16%	15%	17%	11%	15%	14%	27%	24%	20%	43%	52%	-	
	18%	18%cd	12%	26%	10%	8%acde	3%cd	1%	3%	1%	-	
340	52	54	40	104	45	28	9	5	3	1	-	
16%	13%	15%	11%	18%	19%	27%	19%	21%	11%	18%	-	
	15%	16%	12%	31%cd	13%cd	8%abcd	3%	1%	1%	*	1%	
227	57	50	49	40	20	6	3	2	1	-	-	
11%	14%	14%	13%	7%	8%	6%	7%	8%	4%	-	-	
	25%def	22%def	21%cd	18%	9%	3%	1%	1%	1%	-	-	
96	34	48	45	40	20	5	2	1	1	1	-	
9%	9%	14%	12%	7%	9%	5%	3%	3%	5%	11%	-	
	17%	25%ad	23%cd	20%	10%	2%	1%	*	1%	*	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
AGE												
16-34	710	138	103	137	200	82	22	8	7	5	-	8
	33%	35%	29%	37%	34%	35%	22%	17%	31%	18%	-	77%
		19%fg	14%	19%bfg	28%fg	12%fg	3%	1%	1%	1%	-	1%
35-64	1030	168	154	140	310	114	69	35	12	20	6	2
	48%	42%	43%	38%	53%	48%	68%	73%	57%	73%	89%	23%
		16%	15%	14%	30%abc	11%c	7%abcde	3%abode	1%	2%	1%	*
65+	423	91	99	94	80	40	10	5	2	3	1	-
	20%	23%	28%	25%	17%	14%	10%	11%	11%	9%	11%	-
		21%df	23%defg	22%defg	19%	9%	2%	1%	1%	1%	*	-
SOCIAL GRADE												
ABC1	1078	136	138	165	323	150	77	42	15	19	6	7
	50%	34%	39%	44%	55%	64%	76%	86%	73%	68%	88%	64%
		13%	13%	15%a	30%abc	14%abcd	7%abcde	4%abode	1%	2%	1%	1%
C2DE	1085	259	217	206	267	86	24	7	6	9	1	4
	50%	66%	61%	56%	45%	36%	24%	14%	27%	32%	12%	36%
		24%cdefg	20%defg	19%defg	25%efg	8%fg	2%	1%	1%	1%	*	*
SOCIAL GRADE												
AB	424	46	54	57	120	65	34	26	12	5	4	1
	20%	12%	15%	15%	20%	27%	34%	54%	55%	20%	58%	13%
		11%	13%	13%	28%a	15%abcd	8%abcd	6%abcdef	3%	1%	1%	*
C1C2	1107	187	156	192	322	137	57	20	8	20	2	8
	51%	47%	44%	52%	55%	58%	56%	41%	38%	70%	30%	73%
		17%	14%	17%b	29%ab	12%abg	5%	2%	1%	2%	*	1%
DE	632	162	144	122	148	34	11	3	2	3	1	2
	29%	41%	41%	33%	25%	14%	11%	6%	7%	10%	12%	14%
		26%cdefg	23%cdefg	19%defg	23%efg	5%	2%	*	*	*	*	*
COUNTRY												
England	1822	299	278	306	521	216	95	44	16	28	7	11
	84%	70%	78%	83%	88%	91%	94%	92%	78%	100%	100%	100%
		16%	15%	17%a	29%abc	12%abc	5%abc	2%a	1%	2%	*	1%

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											
	< £10,000	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 +	No classificat ion	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	
2163	427	387	386	556	221	88	41	19	24	6	8	
2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
184	55	27	38	40	12	5	3	5	-	-	-	
9%	14% 30%bdef	8% 14%	10% 21%e	7% 22%	5% 6%	5% 3%	7% 2%	22% 2%	-	-	-	
108	28	40	20	12	8	1	-	-	-	-	-	
5%	7% 26%df	11% 37%cdelfg	5% 18%cd	2% 11%	3% 7%	1% 1%	-	-	-	-	-	
49	14	10	7	17	1	-	1	-	-	-	-	
2%	4% 28%e	3% 20%e	2% 14%	3% 34%e	* 2%	-	1% 1%	-	-	-	-	
90	16	24	24	14	5	3	4	-	-	-	-	
4%	4% 18%	7% 27%de	6% 27%de	2% 16%	2% 5%	3% 3%	9% 5%de	-	-	-	-	
226	47	58	36	50	20	6	5	1	1	1	-	
10%	12% 21%	16% 26%cdelf	10% 16%	9% 22%	8% 9%	6% 3%	10% 2%	6% 1%	5% 1%	19% 1%	-	
175	41	45	30	34	14	4	1	2	3	-	-	
8%	10% 24%cd	13% 26%def	8% 17%	6% 20%	6% 8%	4% 2%	3% 1%	9% 1%	11% 2%	-	-	
155	40	32	30	43	5	3	1	-	1	-	-	
7%	10% 26%ef	9% 20%e	8% 19%e	7% 28%e	2% 3%	3% 2%	1% *	-	5% 1%	-	-	
178	36	27	34	43	24	6	4	-	4	-	-	
8%	9% 20%	8% 15%	9% 19%	7% 24%	10% 14%	6% 4%	9% 2%	-	13% 2%	-	-	
233	32	27	30	86	30	14	3	2	1	1	7	
11%	8% 14%	8% 12%	8% 13%	15% 37%abc	13% 13%	13% 6%	8% 1%	13% 1%	5% *	22% 1%	67% 3%	
262	25	9	28	111	40	23	7	7	8	2	4	
12%	6% 9%b	2% 3%	8% 11%b	19% 42%abc	17% 15%abc	22% 9%abc	14% 2%b	35% 3%	29% 3%	30% 1%	33% 1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											No classification (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
2163	427	387	386	556	221	88	41	19	24	6	8	
2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
320	42	29	41	90	56	32	18	3	8	2	-	
	10%	8%	11%	15%	24%	32%	37%	15%	29%	30%	-	
15%	13%	9%	13%	28%ab	17%abcd	10%abcd	6%abcd	1%	3%	1%	-	
184	21	27	54	49	22	5	3	1	2	-	-	
	5%	8%	15%	8%	9%	5%	5%	4%	7%	-	-	
8%	11%	15%	29%abdf	27%	12%	3%	1%	1%	1%	-	-	
108	28	40	20	12	8	1	-	-	-	-	-	
	7%	11%	5%	2%	3%	1%	-	-	-	-	-	
5%	26%df	37%cddefg	18%cd	11%	7%	1%	-	-	-	-	-	
184	55	27	38	40	12	5	3	5	-	-	-	
	14%	8%	10%	7%	5%	5%	7%	22%	-	-	-	
9%	30%bdef	14%	21%e	22%	6%	3%	2%	2%	-	-	-	
49	14	10	7	17	1	-	1	-	-	-	-	
	4%	3%	2%	3%	-	-	1%	-	-	-	-	
2%	28%e	20%e	14%	34%e	2%	-	1%	-	-	-	-	
1882	350	318	323	489	204	90	47	20	27	7	7	
	88%	90%	87%	83%	86%	89%	96%	94%	95%	100%	67%	
87%	19%cd	17%cd	17%	26%	11%	5%	3%de	1%	1%	*	1%	
269	44	34	46	97	31	11	1	1	-	-	4	
	11%	10%	12%	16%	13%	11%	2%	6%	5%	-	33%	
12%	16%	13%	17%	36%abg	11%	4%	*	*	-	-	1%	
396	98	91	69	85	26	11	3	3	6	1	3	
	25%	26%	19%	14%	11%	10%	6%	16%	20%	12%	26%	
18%	25%defg	23%cddefg	18%eg	22%	7%	3%	1%	1%	1%	*	1%	
1681	282	250	280	478	204	89	44	18	22	6	8	
	71%	71%	76%	81%	87%	88%	91%	84%	80%	88%	74%	
78%	17%	15%	17%	28%ab	12%abc	5%abc	3%abc	1%	1%	*	*	
328	82	71	70	65	24	8	1	3	1	-	3	
	21%	20%	19%	11%	10%	8%	3%	13%	5%	-	26%	
15%	25%defg	22%defg	21%defg	20%	7%	3%	*	1%	-	-	1%	

Q. Break by Break
Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											No classificat ion (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
2163	427	387	386	556	221	88	41	19	24	6	8	
2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
830 38%	123	124	130	237	106	48	24	8	19	5	6	
	31%	35%	35%	40%	45%	47%	50%	38%	67%	82%	52%	
	15%	15%	16%	28%a	13%abc	6%abc	3%a	1%	2%	1%	1%	
410 19%	99	92	84	80	33	10	3	3	3	-	3	
	25%	26%	23%	14%	14%	10%	7%	13%	9%	-	26%	
	24%defg	22%defg	21%defg	20%	8%	3%	1%	1%	1%	-	1%	
749 35%	106	103	116	222	98	45	22	8	17	5	6	
	27%	29%	31%	38%	42%	45%	38%	63%	62%	82%	52%	
	14%	14%	15%	30%ab	13%abc	6%abc	3%ab	1%	2%	1%	1%	
982 45%	158	141	142	284	122	64	32	10	18	5	6	
	40%	40%	38%	48%	52%	63%	66%	49%	66%	71%	51%	
	16%	14%	14%	29%abc	12%abc	6%abcd	3%abcd	1%	2%	*	1%	
215 10%	42	35	31	54	24	8	4	3	6	-	7	
	11%	10%	8%	9%	10%	8%	8%	16%	23%	-	65%	
	20%	16%	15%	25%	11%	4%	2%	2%	3%	-	3%	
128 6%	34	22	18	32	14	4	2	1	1	1	-	
	8%	6%	5%	5%	6%	4%	4%	3%	4%	11%	-	
	26%	17%	14%	25%	11%	3%	1%	*	1%	1%	-	
197 9%	37	53	44	36	14	5	2	1	3	1	-	
	9%	15%	12%	6%	6%	5%	5%	3%	10%	11%	-	
	19%	27%adef	23%de	18%	7%	3%	1%	*	1%	*	-	
1132 52%	193	168	165	320	138	68	34	12	20	5	10	
	49%	47%	44%	54%	59%	67%	70%	58%	70%	71%	89%	
	17%	15%	15%	28%bc	12%abc	6%abcd	3%abc	1%	2%	*	1%	
1363 63%	245	227	213	366	153	74	36	13	20	5	10	
	62%	64%	58%	62%	65%	74%	75%	62%	70%	82%	89%	
	18%	17%	16%	27%	11%	5%acd	3%ac	1%	1%	*	1%	
565 26%	97	75	90	153	69	34	17	10	17	2	1	
	24%	21%	24%	26%	29%	33%	35%	46%	59%	31%	11%	
	17%	13%	16%	27%	12%b	6%b	3%	2%	3%	*	*	

Affordability of Communications Services Measures (QS0108 - 311528/311529)

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	11**
Tablet that connects to WiFi	488	83	80	65	136	64	27	12	3	11	4
	23%	21%	23%	18%	23%	27%	26%	24%	15%	39%	39%
		17%	16%	13%	26%	13% _c	5%	2%	1%	2%	1%
Any Tablet	916	155	141	141	247	112	52	27	10	18	6
	42%	39%	40%	38%	42%	48%	52%	57%	49%	66%	51%
		17%	15%	15%	27%	12% _c	6% _{abc}	3% _{abc}	1%	2%	1%
Q.2 INTERNET											
Standard fixed broadband	803	148	120	128	220	95	42	11	10	16	7
	37%	37%	34%	34%	37%	40%	42%	22%	46%	57%	62%
		18%	15%	16%	27%	12% _g	5% _g	1%	1%	2%	1%
Superfast fixed broadband	421	64	66	41	125	54	29	7	8	9	3
	19%	16%	19%	11%	21%	23%	29%	45%	34%	28%	27%
		15%	16% _c	10%	30% _c	13% _{ac}	7% _{abc}	5% _{abcde}	2%	2%	1%
Any fixed broadband	1200	205	183	168	341	148	71	33	14	21	10
	55%	52%	52%	45%	58%	63%	70%	68%	67%	76%	89%
		17%	15%	14%	28% _c	12% _{abc}	6% _{abcd}	3% _c	1%	2%	1%
No fixed broadband	963	191	171	203	249	88	31	16	7	-	1
	45%	48%	48%	55%	42%	37%	30%	32%	33%	24%	11%
		20% _{ef}	18% _{ef}	21% _{defg}	26% _f	9%	3%	2%	1%	1%	*
Mobile broadband	96	14	15	18	27	12	3	-	4	3	-
	4%	4%	4%	5%	5%	5%	3%	-	19%	10%	-
		15%	15%	19%	28%	12%	3%	-	4%	3%	1%
Any internet	1212	208	184	168	346	150	71	33	14	21	10
	56%	52%	52%	45%	59%	64%	70%	68%	67%	76%	89%
		17%	15%	14%	29% _c	12% _{abc}	6% _{abc}	3% _c	1%	2%	1%
Q.2 LANDLINE											
Yes	1082	197	181	153	281	130	66	30	9	21	7
	50%	50%	51%	41%	48%	55%	65%	63%	44%	74%	67%
		18% _c	17% _c	14%	26%	12% _c	6% _{abcd}	3% _c	1%	2%	1%
No	1081	199	174	217	309	106	35	18	7	-	4
	50%	50%	49%	59%	52%	45%	35%	37%	56%	26%	33%
		18% _d	16% _d	20% _{abcde}	29% _d	10%	3%	2%	1%	-	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	11**
Q.2 PAY TV SERVICE											
Yes	639	107	114	85	167	77	41	24	6	12	3
	30%	27%	32%	23%	28%	33%	41%	49%	29%	43%	30%
		17%	18% ^c	13%	26%	12% ^c	6% ^{acd}	4% ^{abcd}	1%	2%	1%
No	1524	288	241	285	423	159	60	25	15	16	8
	70%	73%	68%	77%	72%	67%	59%	51%	71%	57%	70%
		19% ^{fg}	16% ^g	19% ^{befg}	28% ^{fg}	10%	4%	2%	1%	1%	1%
Q.13 BUNDLERS											
Yes	913	157	141	129	258	119	51	19	12	17	5
	42%	40%	40%	35%	44%	50%	50%	40%	59%	49%	50%
		17%	15%	14%	28% ^c	13% ^{abc}	6% ^c	2%	1%	2%	1%
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS											
Any Difficulties	193	59	33	36	42	12	5	1	1	-	3
	9%	15%	9%	10%	7%	5%	5%	2%	3%	2%	25%
		31% ^{bcddefg}	17%	19%	22%	6%	3%	1%	*	-	1%
No Difficulties	1425	233	245	229	390	161	77	37	15	22	8
	66%	59%	69%	62%	66%	68%	76%	77%	70%	78%	75%
		16%	17% ^{ac}	16%	27% ^a	11% ^a	5% ^{ac}	3% ^a	1%	2%	1%
Frequent Difficulties	39	8	11	7	6	4	1	-	1	-	1
	2%	2%	3%	2%	1%	2%	1%	-	3%	-	11%
		21%	27% ^d	19%	14%	12%	2%	-	2%	-	3%
Q.7 HAVE BEEN DEBT IN LAST YEAR											
Any COMMUNICATIONS service	47	14	9	7	13	1	2	-	-	-	1
	2%	3%	3%	2%	2%	*	2%	-	-	-	11%
		29% ^e	20%	15%	27%	2%	5%	-	-	-	2%
Gas/Elec or Water	22	4	6	4	4	2	-	-	1	-	1
	1%	1%	2%	1%	1%	1%	-	-	3%	-	11%
		18%	27%	19%	19%	8%	-	-	3%	-	5%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST											
Smartphone	48	7	12	11	10	5	-	-	-	1	-
	2%	2%	3%	3%	2%	2%	-	-	-	4%	-
		14%	26%	24%	22%	11%	-	-	2%	2%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME											No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8	
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
Standard mobile	50	8	5	9	17	9	3	1	-	-	-	-	
	2%	2%	1%	2%	3%	4%	3%	1%	-	-	-	-	
		15%	10%	17%	33%	17%	6%	1%	-	-	-	-	
Fixed landline	79	21	14	10	22	5	3	2	1	-	-	-	
	4%	5%	4%	3%	4%	2%	3%	4%	7%	-	-	-	
		26%	18%	13%	28%	7%	4%	3%	2%	-	-	-	
Standard fixed BB	73	17	16	15	15	5	3	1	-	-	-	-	
	3%	4%	5%	4%	3%	2%	3%	3%	-	-	-	-	
		23%	22%	20%	21%	7%	4%	2%	-	-	-	-	
Superfast fixed BB	134	32	25	20	28	16	4	-	1	4	1	3	
	6%	8%	7%	5%	5%	7%	4%	-	3%	15%	19%	24%	
		24% ^d	19%	15%	21%	12%	3%	-	1%	3%	1%	2%	
Any fixed broadband	184	41	33	30	42	21	7	1	4	1	1	3	
	9%	10%	9%	8%	7%	9%	7%	3%	15%	19%	19%	24%	
		22%	18%	16%	23%	11%	4%	1%	2%	1%	1%	1%	
No fixed broadband	1979	354	321	341	548	215	94	47	20	24	5	8	
	91%	90%	91%	92%	93%	91%	93%	97%	97%	85%	81%	76%	
		16%	16%	17%	28%	11%	5%	2%	1%	1%	*	*	
Mobile BB	66	21	11	12	15	4	2	1	-	-	1	-	
	3%	5%	3%	3%	3%	2%	2%	1%	-	-	19%	-	
		32% ^{d,e}	16%	16%	22%	6%	4%	1%	-	-	2%	-	
Tablet with internet access	103	19	17	16	28	11	1	2	3	-	1	4	
	5%	5%	5%	4%	5%	5%	1%	4%	16%	-	11%	38%	
		19%	17%	16%	28%	10%	1%	2%	3%	-	1%	4%	
Calls via public payphones	80	18	14	8	21	10	4	1	-	2	2	2	
	4%	5%	4%	2%	4%	4%	4%	1%	-	6%	30%	14%	
		22%	17%	10%	26%	13%	4%	1%	-	2%	2%	2%	
Q.14 FIXED BROADBAND IN BUNDLE													
In bundle	771	133	122	104	216	99	43	18	12	17	3	5	
	36%	34%	34%	28%	37%	42%	42%	36%	56%	59%	49%	50%	
		17%	16%	13%	28% ^c	13% ^{ac}	6% ^c	2%	2%	2%	*	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
Not in bundle	429	72	62	64	125	49	28	15	2	5	3	4
	20%	18%	17%	17%	21%	21%	27%	31%	11%	17%	51%	39%
		17%	14%	15%	29%	11%	6%bc	4%bc	1%	1%	1%	1%
PERSONAL INCOME												
< £10,000	396	396	-	-	-	-	-	-	-	-	-	-
	18%	100%	-	-	-	-	-	-	-	-	-	-
		100%bcdefg	-	-	-	-	-	-	-	-	-	-
£10,000 - £14,999	355	-	355	-	-	-	-	-	-	-	-	-
	16%	-	100%	-	-	-	-	-	-	-	-	-
		-	100%acdefg	-	-	-	-	-	-	-	-	-
£15,000 - £19,999	371	-	-	371	-	-	-	-	-	-	-	-
	17%	-	-	100%	-	-	-	-	-	-	-	-
		-	-	100%abdefg	-	-	-	-	-	-	-	-
£20,000 - £29,999	590	-	-	-	590	-	-	-	-	-	-	-
	27%	-	-	-	100%	-	-	-	-	-	-	-
		-	-	-	100%abcdefg	-	-	-	-	-	-	-
£30,000 - £39,999	236	-	-	-	-	236	-	-	-	-	-	-
	11%	-	-	-	-	100%	-	-	-	-	-	-
		-	-	-	-	100%abcdfg	-	-	-	-	-	-
£40,000 - £49,999	101	-	-	-	-	-	101	-	-	-	-	-
	5%	-	-	-	-	-	100%	-	-	-	-	-
		-	-	-	-	-	100%abcdeg	-	-	-	-	-
£50,000 - £59,999	48	-	-	-	-	-	-	48	-	-	-	-
	2%	-	-	-	-	-	-	100%	-	-	-	-
		-	-	-	-	-	-	100%abcdef	-	-	-	-
£60,000 - £69,999	21	-	-	-	-	-	-	-	21	-	-	-
	1%	-	-	-	-	-	-	-	100%	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-
£70,000 - £99,999	28	-	-	-	-	-	-	-	-	28	-	-
	1%	-	-	-	-	-	-	-	-	100%	-	-
		-	-	-	-	-	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
£100,000 +	7	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	100%	-
		-	-	-	-	-	-	-	-	-	100%	-
No classification	11	-	-	-	-	-	-	-	-	-	-	11
	1%	-	-	-	-	-	-	-	-	-	-	100%
		-	-	-	-	-	-	-	-	-	-	100%
HOUSEHOLD INCOME												
< £15,000	369	170	126	31	39	1	-	-	-	1	-	-
	17%	43%	36%	8%	7%	*	-	-	-	4%	-	-
		46%cddefg	34%cddefg	9%ef	11%ef	*	-	-	-	*	-	-
£15,000 - £19,999	163	41	38	64	17	3	-	-	-	-	-	-
	8%	10%	11%	17%	3%	1%	-	-	-	-	-	-
		25%cddefg	23%cddefg	39%abdefg	10%	2%	-	-	-	-	-	-
£20,000 - £29,999	443	85	76	113	157	7	3	1	1	-	-	-
	20%	22%	21%	30%	27%	3%	3%	1%	3%	-	-	-
		19%efg	17%efg	26%abefg	36%efg	2%	1%	*	*	-	-	-
£30,000 - £39,999	355	39	36	82	141	54	3	1	-	-	-	-
	16%	10%	10%	22%	24%	23%	3%	1%	-	-	-	-
		11%ef	10%ef	23%abf	40%abfg	15%abfg	1%	*	-	-	-	-
£40,000 - £49,999	299	35	50	35	99	60	19	1	-	-	-	-
	14%	9%	14%	9%	17%	25%	19%	2%	-	-	-	-
		12%	17%ag	12%	33%acg	20%abodg	6%acg	*	-	-	-	-
£50,000 - £59,999	193	12	13	23	76	38	24	8	-	-	-	-
	9%	3%	4%	6%	13%	16%	24%	16%	-	-	-	-
		6%	6%	12%a	39%abc	20%abc	13%abcd	4%abc	-	-	-	-
£60,000 - £69,999	102	4	12	11	23	33	12	7	1	-	-	-
	5%	1%	3%	3%	4%	14%	12%	15%	4%	-	-	-
		4%	12%a	10%	22%a	32%abcd	12%abcd	7%abcd	1%	-	-	-
£70,000 - £99,999	144	9	3	9	28	33	25	18	9	11	-	-
	7%	2%	1%	2%	5%	14%	25%	38%	41%	39%	-	-
		6%	2%	6%	19%ab	23%abcd	17%abcde	13%abcde	6%	8%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											No classificat ion (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
2163	427	387	386	556	221	88	41	19	24	6	8	
2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**	
63	-	1	2	9	6	12	9	8	14	1	-	
	-	*	1%	2%	3%	12%	19%	38%	50%	22%	-	
	-	2%	3%	14%a	10%abc	19%abcde	14%abcde	13%	22%	2%	-	
21	1	-	-	1	1	3	4	3	2	5	-	
1%	*	-	-	*	1%	3%	8%	15%	6%	78%	-	
11	6%	-	-	6%	6%	14%abcd	19%abcde	15%	9%	25%	-	
	-	-	-	-	-	-	-	-	-	-	11	
	-	-	-	-	-	-	-	-	-	-	100%	
1%	-	-	-	-	-	-	-	-	-	-	100%	
750	133	149	187	210	54	12	2	2	1	-	-	
	33%	42%	50%	36%	23%	12%	4%	9%	4%	-	-	
	18%efg	20%aefg	25%abdefg	28%efg	7%fg	2%	*	*	*	-	-	
955	92	109	133	291	154	82	46	18	24	7	-	
44%	23%	31%	36%	49%	65%	81%	95%	87%	87%	100%	-	
98	10%	11%a	14%a	30%abc	16%abcd	9%abcde	5%abcdef	2%	3%	1%	-	
	26	17	14	26	12	2	-	1	-	-	-	
	7%	5%	4%	4%	5%	2%	-	4%	-	-	-	
5%	27%	17%	14%	27%	12%	3%	-	1%	-	-	-	
251	109	68	29	39	7	-	-	-	-	-	-	
12%	27%	19%	8%	7%	3%	-	-	-	-	-	-	
98	43%bcdefg	27%cddefg	12%ef	15%ef	3%	-	-	-	-	-	-	
	36	12	8	25	10	4	1	-	3	-	-	
	9%	3%	2%	4%	4%	4%	1%	-	9%	-	-	
5%	37%bcde	12%	8%	25%	10%	4%	1%	-	3%	-	-	
11	-	-	-	-	-	-	-	-	-	-	11	
1%	-	-	-	-	-	-	-	-	-	-	100%	
	-	-	-	-	-	-	-	-	-	-	100%	
2136	389	349	366	580	236	101	48	21	28	7	11	
99%	98%	98%	99%	98%	100%	100%	100%	100%	100%	100%	100%	
	18%	16%	17%	27%	11%	5%	2%	1%	1%	1%	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
WED 29	27	7	6	5	10	-	-	-	-	-	-	-
	1%	2%	2%	1%	2%	-	-	-	-	-	-	-
		25%	21%	17%	37%	-	-	-	-	-	-	-
WED 30	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Gender																		
Male	1049	168	68	195	195	156	98	54	65	32	10	7	375	460	33	126	47	7
	48%	45%	41%	44%	55%	52%	51%	53%	45%	50%	50%	63%	50%	48%	34%	50%	48%	63%
		16%	6%	19%	19%abc	15%bc	9%	5%	6%	3%	1%	1%	36%ln	44%ln	3%	12%ln	4%	1%
Female	1115	202	96	248	160	143	95	48	78	32	10	4	374	496	64	124	52	4
	52%	55%	59%	56%	45%	48%	49%	47%	55%	50%	50%	37%	50%	52%	66%	50%	52%	37%
		18%cd	9%de	22%de	14%	13%	9%	4%	7%	3%	1%	*	34%	44%	6%lmo	11%	5%	*
Age																		
16-24	303	52	18	67	58	37	24	19	17	8	4	-	149	90	7	47	9	-
	14%	14%	11%	15%	16%	12%	13%	18%	12%	12%	17%	-	20%	9%	8%	19%	9%	-
		17%	6%	22%	19%	12%	8%	6%	6%	2%	1%	-	49%mp	30%	2%	16%mp	3%	-
25-34	407	71	24	75	63	68	45	16	28	7	1	8	171	116	13	77	21	8
	19%	19%	15%	17%	18%	23%	23%	16%	19%	11%	6%	77%	23%	12%	13%	31%	22%	77%
		17%	6%	18%	16%	17%b	11%	4%	7%	2%	*	2%	42%lm	28%	3%	19%lmn	5%lm	2%
35-44	349	44	20	58	64	46	33	27	35	16	4	2	115	157	18	34	23	2
	16%	12%	12%	13%	18%	16%	17%	26%	24%	25%	20%	23%	15%	16%	18%	14%	23%	23%
		13%	6%	17%	18%a	13%	9%	8%abce	10%abc	5%abc	1%	1%	33%	45%	5%	10%	7%o	1%
45-54	341	50	18	63	46	63	31	14	27	21	7	-	74	166	30	50	21	-
	16%	14%	11%	14%	13%	21%	16%	14%	19%	33%	35%	-	10%	17%	31%	20%	21%	-
		15%	5%	18%	13%	19%abcd	9%	4%	8%	6%abcdf	2%	-	22%	49%l	9%lm	15%l	6%l	-
										g								
55-64	340	49	28	64	57	50	38	16	28	7	3	-	92	184	22	28	14	-
	16%	13%	17%	15%	16%	17%	20%	16%	19%	12%	12%	-	12%	19%	23%	11%	14%	-
		14%	8%	19%	17%	15%	11%	5%	8%	2%	1%	-	27%	54%lo	6%lo	8%	4%	-
65-74	227	52	28	63	35	21	12	6	5	4	1	-	77	128	5	9	8	-
	11%	14%	17%	14%	10%	7%	6%	6%	4%	6%	3%	-	10%	13%	5%	4%	8%	-
		23%efgh	12%defg	28%efgh	15%h	9%	5%	3%	2%	2%	*	-	34%o	56%no	2%	4%	4%	-
			h															
75+	196	52	27	52	32	13	11	4	4	1	1	-	72	114	3	5	2	-
	9%	14%	16%	12%	9%	4%	6%	4%	3%	1%	6%	-	10%	12%	3%	2%	2%	-
		26%defg	14%defg	27%efgh	16%ah	7%	5%	2%	2%	*	1%	-	37%op	58%nop	1%	2%	1%	-
		hi	hi	i														

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 £150,000 + (i)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
710	123	42	142	121	105	69	35	45	15	5	8	320	206	21	125	31	8	
33%	33%	26%	32%	34%	35%	36%	34%	31%	23%	23%	77%	43%	22%	21%	50%	31%	77%	
	17%	6%	20%	17%	15%	10%	5%	6%	2%	1%	1%	45%lmnp	29%	3%	18%lmnp	4%lm	1%	
1030	143	66	185	167	160	102	57	90	44	14	2	281	507	70	112	57	2	
48%	39%	40%	42%	47%	53%	56%	50%	62%	69%	68%	23%	37%	53%	71%	45%	58%	23%	
	14%	6%	16%	16%a	15%abc	10%abc	6%abc	9%abcd	4%abcde	1%	*	27%	49%lo	7%lmo	11%	6%lo	*	
423	103	55	116	67	34	22	10	9	5	2	-	149	243	8	14	11	-	
20%	28%	34%	26%	19%	11%	12%	10%	7%	7%	10%	-	20%	25%	8%	5%	11%	-	
	24%defghi	13%defghi	27%defghi	16%efhi	8%	5%	2%	2%	1%	*	-	35%lnop	57%lnop	2%	3%	2%	-	
1078	106	67	182	157	185	127	70	111	46	18	7	307	631	45	58	30	7	
50%	29%	41%	41%	44%	62%	66%	69%	77%	73%	87%	64%	41%	66%	46%	23%	30%	64%	
	10%	6%a	17%a	15%a	17%abcd	12%abcd	7%abcd	10%abcde	4%abcd	2%	1%	29%o	59%lnop	4%op	5%	3%	1%	
1085	263	96	261	198	114	66	31	33	17	3	4	442	324	53	193	69	4	
50%	71%	59%	59%	56%	38%	34%	31%	23%	27%	13%	36%	59%	34%	54%	77%	70%	36%	
	24%bcdefghi	9%efghi	24%efghi	18%efghi	10%h	6%h	3%	3%	2%	*	*	41%mn	30%	5%mn	18%lmn	6%mn	*	
424	41	20	58	60	77	44	29	66	20	8	1	82	312	13	14	3	1	
20%	11%	13%	13%	17%	26%	23%	26%	46%	31%	39%	13%	11%	33%	13%	5%	3%	13%	
	10%	5%	14%	14%a	18%abcd	10%abc	7%abcd	16%abcde	5%abcd	2%	*	19%op	73%lnop	3%op	3%	1%	*	
1107	136	76	233	195	166	120	61	62	38	12	8	388	496	58	107	51	8	
51%	37%	46%	53%	55%	56%	62%	60%	43%	60%	58%	73%	52%	52%	59%	43%	52%	73%	
	12%	7%a	21%a	18%ah	15%ah	11%abch	6%abh	8%	3%a	1%	1%	35%o	45%o	5%o	10%	5%	1%	
632	192	67	152	100	56	29	12	16	6	1	2	280	148	28	130	44	2	
29%	52%	41%	34%	28%	19%	15%	12%	11%	9%	4%	14%	37%	28%	28%	52%	45%	14%	
	30%bcde	11%defghi	24%efghi	16%efghi	9%	5%	2%	2%	1%	*	*	44%mn	23%	4%mn	21%lmn	7%mn	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	HOUSEHOLD INCOME											FINANCIAL STRESS						
Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
1822	281	136	351	302	263	176	93	127	61	21	11	601	858	69	203	80	11	
84%	76%	83%	79%	85%	88%	91%	92%	88%	97%	100%	100%	80%	90%	71%	81%	81%	100%	
	15%	7%	19%	17%a	14%ac	10%abc	5%ac	7%ac	3%abcd	1%	1%	33%	47%hnp	4%	11%	4%	1%	
184	42	14	44	27	20	13	7	15	2	-	-	65	64	9	38	8	-	
9%	11%	8%	10%	8%	7%	7%	6%	10%	3%	-	-	9%	7%	9%	15%	8%	-	
	23%	7%	24%	15%	11%	7%	4%	8%	1%	-	-	36%	35%	5%	20%lm	4%	-	
108	34	11	27	21	12	1	1	2	-	-	-	58	23	13	6	7	-	
5%	9%	7%	6%	6%	4%	*	1%	1%	-	-	-	8%	2%	13%	3%	7%	-	
	31%efgh i	10%fh	25%fh	19%fh	11%fh	1%	1%	2%	-	-	-	54%mo	22%	12%mo	6%	7%mo	-	
49	12	3	20	6	4	3	1	-	-	-	-	26	11	6	4	3	-	
2%	3%	2%	5%	2%	1%	2%	1%	-	-	-	-	3%	1%	7%	1%	3%	-	
	25%h	6%	40%deh	12%	8%	6%	2%	-	-	-	-	52%lm	21%	13%mo	8%	6%	-	
90	13	11	24	15	12	8	1	3	2	-	-	22	25	2	36	5	-	
4%	4%	7%	6%	4%	4%	4%	1%	2%	3%	-	-	3%	3%	2%	14%	5%	-	
	15%	12%	27%	17%	13%	9%	2%	3%	2%	-	-	24%	28%	2%	40%lmnp	5%	-	
226	69	14	41	26	34	13	8	17	4	1	-	91	88	3	33	11	-	
10%	19%	8%	9%	7%	11%	6%	8%	12%	6%	6%	-	12%	9%	3%	13%	11%	-	
	30%bcdef gi	6%	18%	11%	15%	6%	3%	8%	2%	1%	-	40%ln	39%	1%	15%ln	5%	-	
175	39	18	48	22	25	7	5	7	1	2	-	61	69	10	23	11	-	
8%	11%	11%	11%	6%	8%	4%	5%	5%	2%	11%	-	8%	7%	10%	9%	12%	-	
	22%df	10%fl	27%df	13%	14%	4%	3%	4%	1%	1%	-	35%	39%	6%	13%	7%	-	
155	37	14	31	32	24	12	1	-	3	-	-	54	45	11	28	16	-	
7%	10%	9%	7%	9%	8%	6%	1%	-	5%	-	-	7%	5%	12%	11%	16%	-	
	24%gh	9%gh	20%h	21%gh	16%gh	7%h	1%	-	2%h	-	-	35%lm	29%	7%lm	18%lm	10%lm	-	
178	30	13	39	25	25	16	15	14	2	-	-	73	78	5	15	7	-	
8%	8%	8%	9%	7%	8%	8%	14%	10%	3%	-	-	10%	8%	5%	6%	7%	-	
	17%	7%	22%	14%	14%	9%	8%di	8%	1%	-	-	41%	44%	3%	9%	4%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS							
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
233	28	17	33	46	30	30	15	15	9	2	7		61	140	6	9	10	7	
11%	8%	11%	8%	13%	10%	15%	14%	10%	15%	8%	67%		8%	15%	6%	3%	10%	67%	
	12%	7%	14%	20%ac	13%	13%ac	6%	6%	4%	1%	3%		26%o	60%ho	3%	4%	4%o	3%	
262	21	10	32	54	38	23	22	33	16	8	4		127	89	8	30	5	4	
12%	6%	6%	7%	15%	13%	12%	22%	23%	26%	37%	33%		17%	9%	8%	12%	5%	33%	
	8%	4%	12%	21%abc	15%abc	9%a	9%abce	13%abcef	6%abcef	3%	1%		48%mp	34%	3%	11%	2%	1%	
320	19	21	66	49	42	47	15	34	21	7	-		64	217	17	16	7	-	
15%	5%	13%	15%	14%	15%	14%	24%	14%	32%	34%	-		9%	23%	17%	6%	8%	-	
	6%	7%a	21%a	15%a	13%a	15%abode	5%a	11%abode	6%abode	2%	-		20%	68%lop	5%lo	5%	2%	-	
184	24	18	37	32	33	21	10	4	3	1	-		48	106	7	14	8	-	
8%	7%	11%	8%	9%	11%	11%	10%	3%	6%	3%	-		6%	11%	7%	5%	9%	-	
	13%	10%h	20%h	18%h	18%ah	11%h	6%h	2%	2%	*	-		26%	58%lo	4%	7%	5%	-	
108	34	11	27	21	12	1	2	2	-	-	-		58	23	13	6	7	-	
5%	9%	7%	6%	6%	4%	*	1%	1%	-	-	-		8%	2%	13%	3%	7%	-	
	31%efgh	10%fh	25%fh	19%f	11%f	1%	1%	2%	-	-	-		54%mo	22%	12%mo	6%	7%mo	-	
184	42	14	44	27	20	13	7	15	2	-	-		65	64	9	38	8	-	
9%	11%	8%	10%	8%	7%	7%	6%	10%	3%	-	-		9%	7%	9%	15%	8%	-	
	23%	7%	24%	15%	11%	7%	4%	8%	1%	-	-		36%	35%	5%	20%lm	4%	-	
49	12	3	20	6	4	3	1	-	-	-	-		26	11	6	4	3	-	
2%	3%	2%	5%	2%	1%	2%	1%	-	-	-	-		3%	1%	7%	1%	3%	-	
	25%h	6%	40%deh	12%	8%	6%	2%	-	-	-	-		52%lm	21%	13%mo	8%	6%	-	
1882	330	148	389	298	253	174	85	123	55	20	7		597	882	90	214	92	7	
87%	89%	91%	88%	84%	85%	80%	83%	85%	86%	97%	67%		80%	92%	92%	85%	94%	67%	
	18%cd	8%h	21%	16%	13%	9%	5%	7%	3%	1%	*		32%	47%lo	5%l	11%	5%l	*	
269	34	15	54	56	45	20	16	20	7	1	4		147	68	8	36	6	4	
12%	9%	9%	12%	16%	15%	10%	16%	14%	11%	3%	33%		20%	7%	8%	14%	6%	33%	
	12%	5%	20%	21%ab	17%a	7%	6%	7%	3%	*	1%		55%mp	25%	3%	13%lm	2%	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
2163		426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
2163		369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Q.22 LONG TERM DISABILITY ILLNESS																		
396		107	48	87	48	45	20	14	16	5	3	3	138	154	22	57	22	3
18%		29% 27%cddef ghi	30% 12%cddef ghi	20% 22%dfhi	13% 11%	15% 11%	10% 5%	14% 3%	11% 4%	8% 1%	13% 1%	26% 1%	18% 35%	16% 39%	22% 6%	23% 14%lm	22% 6%	26% 1%
1681		249	107	331	292	242	169	84	122	58	18	8	575	772	70	181	75	8
78%		67% 15%	66% 6%	75% 20%ab	82% 17%abc	81% 14%ab	88% 10%abc	83% 5%ab	85% 7%abc	92% 3%abc	87% 1%	74% *	77% 34%	81% 46%lno	71% 4%	72% 11%	76% 4%	74% *
Q.20 HOUSEHOLD INCOME, 60% LEVEL																		
328		114	34	72	45	23	16	11	5	5	1	3	163	73	14	53	23	3
15%		31% 35%bode lghi	21% 10%defh i	16% 22%efh	13% 14%h	8% 7%	8% 5%	11% 3%h	3% 1%	8% 1%	6% *	26% 1%	22% 49%lm	8% 22%	15% 4%lm	21% 16%lm	23% 7%lm	26% 1%
830		93	58	146	150	123	94	48	73	30	10	6	247	419	46	75	38	6
38%		25% 11%	36% 7%a	33% 18%a	42% 18%ac	41% 15%ac	49% 11%abc	47% 6%ac	51% 9%abc	47% 4%ac	47% 1%	52% 1%	33% 30%	44% 50%lo	47% 6%lo	30% 9%	38% 5%	52% 1%
Q.20 HOUSEHOLD INCOME, 70% LEVEL																		
410		133	43	89	56	32	25	14	7	5	2	3	186	101	22	71	27	3
19%		36% 32%bode lghi	27% 11%defg hi	20% 22%eh	16% 14%h	11% 8%	13% 6%h	14% 3%h	5% 2%	9% 1%	8% *	26% 1%	25% 45%lm	11% 25%	22% 5%lm	26% 17%lm	27% 7%lm	26% 1%
749		74	49	130	139	114	85	45	70	29	9	6	223	391	39	57	33	6
35%		20% 10%	30% 6%a	29% 17%a	39% 19%ac	38% 15%ac	44% 11%abc	44% 6%abc	49% 9%abc	46% 4%abc	44% 1%	52% 1%	30% 30%o	41% 52%lo	40% 5%o	23% 8%	34% 4%o	52% 1%
Q.2 PHONE OWNERSHIP																		
982		141	57	176	156	155	106	51	83	42	10	6	300	467	48	111	50	6
45%		38% 14%	35% 6%	40% 18%	44% 16%	52% 16%abc	55% 11%abcd	50% 5%ab	57% 8%abcd	66% 4%abcd	49% 1%	51% 1%	40% 31%	49% 48%l	49% 5%	44% 11%	51% 5%	51% 1%
215		38	19	44	37	22	15	9	15	7	1	7	83	64	12	36	11	7
10%		10% 18%	12% 9%	10% 21%	11% 17%	7% 10%	8% 7%	9% 4%	10% 7%	11% 3%	6% 1%	65% 3%	11% 39%lm	7% 30%	13% 6%	14% 17%lm	11% 5%	65% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS							
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classifi- cation (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classifi- cation (q)		
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8		
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**		
Standard mobile on contract	128	25	10	36	18	19	10	2	3	4	1	-	42	52	10	19	5	-		
	6%	7%	6%	8%	5%	6%	5%	2%	2%	6%	3%	-	6%	5%	10%	8%	5%	-		
		19%	8%	28%h	14%	15%	8%	2%	3%	3%	1%	-	32%	41%	8%	15%	4%	-		
Standard mobile on pay as you go	197	56	27	49	26	16	10	3	7	3	1	-	66	100	10	13	7	-		
	9%	15%	16%	11%	7%	5%	5%	3%	5%	5%	3%	-	9%	10%	10%	5%	7%	-		
		28%defg	14%defg	25%efgh	13%	8%	5%	1%	3%	2%	*	-	34%	51%o	5%	7%	4%	-		
			h	h																
ANY SMART PHONE	1132	177	71	208	179	169	116	59	88	43	11	10	360	504	55	145	58	10		
	52%	48%	44%	47%	50%	57%	60%	58%	62%	69%	54%	89%	48%	53%	56%	58%	59%	89%		
		16%	6%	16%	16%	15%abc	10%abc	5%ab	8%abcd	4%abcd	1%	1%	32%	45%	5%	13%l	5%	1%		
ANY SMART PHONE/ STANDARD MOBILE	1363	245	100	271	207	190	129	63	90	46	12	10	443	615	63	167	66	10		
	63%	66%	61%	61%	58%	64%	67%	62%	63%	72%	58%	89%	59%	64%	64%	66%	67%	89%		
		18%cd	7%	20%	15%	14%	9%	5%	7%	3%	1%	1%	32%	45%l	5%	12%	5%	1%		
Q.2 TABLET																				
Tablet with internet access (e.g. 3G or 4G)	565	77	34	102	92	79	64	26	51	29	9	1	176	277	35	47	28	1		
	26%	21%	21%	23%	26%	26%	33%	26%	36%	46%	43%	11%	23%	29%	36%	19%	28%	11%		
		14%	6%	18%	16%	14%	11%abc	5%	9%abc	5%abode	2%	*	31%	49%lo	6%lo	8%	5%	*		
Tablet that connects to WIFI	488	77	32	95	73	81	48	19	39	16	4	4	146	230	31	53	24	4		
	23%	21%	20%	21%	21%	27%	25%	18%	27%	26%	22%	39%	19%	24%	32%	21%	25%	39%		
		16%	7%	19%	15%	17%	10%	4%	6%	3%	1%	1%	30%	47%l	6%lo	11%	5%	1%		
Any Tablet	916	143	58	174	140	138	91	42	74	38	11	6	278	442	54	93	43	6		
	42%	39%	36%	39%	39%	46%	47%	41%	52%	61%	55%	51%	37%	46%	55%	37%	44%	51%		
		16%	6%	19%	15%	15%b	10%b	5%	8%abcd	4%abcdg	1%	1%	30%	48%lo	6%lo	10%	5%	1%		
Q.2 INTERNET																				
Standard fixed broadband	803	140	63	155	133	117	76	28	50	25	10	7	253	373	45	92	34	7		
	37%	38%	39%	35%	37%	39%	39%	28%	35%	39%	48%	62%	34%	39%	45%	37%	34%	62%		
		17%	8%	19%	17%	15%	9%	4%	6%	3%	1%	1%	32%	46%l	6%l	11%	4%	1%		
Superfast fixed broadband	421	47	18	84	62	73	45	25	38	21	5	3	110	220	19	44	26	3		
	19%	13%	11%	19%	17%	24%	23%	25%	27%	32%	25%	27%	15%	23%	19%	17%	26%	27%		
		11%	4%	20%ab	15%	17%abd	11%ab	6%ab	9%abd	5%abod	1%	1%	26%	52%l	4%	10%	6%l	1%		

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Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS							
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)		
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8		
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**		
Any fixed broadband	1200	182	81	232	192	189	119	54	85	42	14	10	360	578	63	131	58	10		
55%		49%	50%	53%	54%	63%	61%	53%	59%	67%	67%	89%	48%	61%	65%	52%	59%	89%		
		15%	7%	19%	16%	16%abcd	10%ab	4%	7%	4%ab	1%	1%	30%	48%lo	5%ld	11%	5%	1%		
No fixed broadband	963	187	82	210	163	110	75	48	59	21	7	1	389	377	35	120	41	1		
45%		51%	50%	47%	46%	37%	39%	47%	41%	33%	33%	11%	52%	39%	35%	48%	41%	11%		
		19%efi	9%efi	22%e	17%e	11%	8%	5%	6%	2%	1%	*	40%mn	39%	4%	12%lm	4%	*		
Mobile broadband	96	13	8	17	21	14	10	3	8	2	1	-	37	39	8	9	4	-		
4%		4%	5%	4%	6%	5%	3%	3%	6%	3%	4%	-	5%	4%	8%	4%	4%	-		
	14%	14%	8%	17%	22%	14%	11%	3%	8%	2%	1%	-	38%	40%	8%	10%	4%	-		
Any internet	1212	183	83	236	197	189	120	54	85	42	14	10	365	582	63	132	60	10		
56%		50%	51%	53%	55%	63%	62%	53%	59%	67%	67%	89%	49%	61%	65%	53%	60%	89%		
		15%	7%	19%	16%	16%abc	10%ab	4%	7%	3%a	1%	1%	30%	48%lo	5%ld	11%	5%ld	1%		
Q.2 LANDLINE																				
Yes	1082	191	83	207	153	169	108	45	72	35	11	7	299	572	52	101	51	7		
50%		52%	51%	47%	43%	57%	56%	44%	50%	55%	52%	67%	40%	60%	53%	40%	52%	67%		
		18%cd	8%	19%	14%	16%cdg	10%cd	4%	7%	3%	1%	1%	28%	53%lo	5%ld	9%	5%ld	1%		
No	1081	178	80	236	202	130	85	57	71	28	10	4	451	384	46	149	48	4		
50%		48%	49%	53%	57%	43%	44%	56%	50%	45%	48%	33%	60%	40%	47%	60%	48%	33%		
		16%	7%	22%e	19%aef	12%	8%	5%e	7%	3%	1%	*	42%mp	35%	4%	14%lm	4%	*		
Q.2 PAY TV SERVICE																				
Yes	639	100	40	120	98	103	62	25	52	30	6	3	178	321	33	74	31	3		
30%		27%	25%	27%	28%	35%	32%	24%	36%	48%	30%	30%	24%	34%	33%	29%	32%	30%		
		16%	6%	19%	15%	16%b	10%	4%	8%b	5%abcdf	1%	1%	28%	50%ld	5%	12%	5%	1%		
No	1524	269	123	322	257	196	131	77	92	33	15	8	572	634	65	177	67	8		
70%		73%	75%	73%	72%	65%	68%	76%	64%	52%	70%	70%	76%	66%	67%	71%	68%	70%		
		18%kl	8%ehi	21%kl	17%kl	13%	9%kl	5%kl	6%	2%	1%	1%	38%lm	42%	4%	12%	4%	1%		
Q.13 BUNDLERS																				
Yes	913	141	54	184	151	146	86	39	66	33	7	5	277	432	51	97	49	5		
42%		38%	33%	42%	43%	49%	44%	38%	46%	52%	36%	50%	37%	45%	52%	39%	50%	50%		
		15%	6%	20%	17%	16%ab	9%b	4%	7%b	4%b	1%	1%	30%	47%ld	6%lo	11%	5%ld	1%		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS																		
Any Difficulties	193	61	19	40	28	17	16	3	3	3	-	3	70	52	11	38	20	3
	9%	17% 32%cd efgh	12% 10%egh	9% 21%h	8% 15%h	6% 9%	8% 8%h	3% 2%	2% 2%	4% 1%	-	25% 1%	9% 36%lm	5% 27%	11% 6%	15% 20%lm	21% 11%lm	25% 1%
No Difficulties	1425	245	110	291	216	207	130	62	93	48	14	8	473	671	72	142	58	8
	66%	66% 17% 15%cd	68% 8% 20%efgh	66% 20% 15%h	61% 15% 15%h	69% 15% 15%cd	67% 9% 15%h	61% 4% 7%	65% 7% 3%cd	76% 3% 3%cd	67% 1% 4%	75% 1% 1%	63% 33% 47%klop	70% 5% 5%op	74% 1% 5%op	57% 10% 10%	59% 4% 5%	75% 1% 1%
Frequent Difficulties	39	10	3	10	7	1	4	1	-	1	-	1	12	11	4	5	5	1
	2%	3% 26%e	2% 9%	2% 25%	2% 19%h	* 3%	2% 11%	1% 2%	-	1% 2%	-	11% 3%	2% 32%	1% 29%	4% 9%	2% 14%	5% 14%lm	11% 3%
Q.7 HAVE BEEN DEBT IN LAST YEAR																		
Any COMMUNICATIONS service	47	17	6	7	9	3	3	2	-	-	-	1	16	7	2	11	10	1
	2%	4% 35%ceh	3% 12%h	2% 15%	2% 18%	1% 6%	2% 6%	2% 5%	-	-	-	11% 2%	2% 35%lm	1% 15%	2% 3%	5% 24%lm	10% 21%lmn	11% 2%
Gas/Elec or Water	22	8	4	2	3	2	2	-	-	1	-	1	13	2	-	6	-	1
	1%	2% 36%c	2% 17%cd	* 8%	1% 12%	1% 11%	1% 7%	-	-	1% 3%	-	11% 5%	2% 60%lm	-	-	2% 28%lm	-	11% 5%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST																		
Smartphone	48	12	4	13	10	5	1	-	1	1	1	-	16	21	1	7	3	-
	2%	3% 25%f	3% 9%	3% 28%f	3% 21%	2% 10%	* 1%	-	1% 2%	2% 2%	3% 2%	-	2% 33%	2% 43%	1% 3%	3% 14%	3% 7%	-
Standard mobile	50	9	2	12	7	8	3	2	-	-	-	-	23	16	5	3	4	-
	2%	2% 17%	1% 4%	3% 24%	2% 15%	2% 14%	4% 16%	3% 5%	2% 5%	-	-	-	3% 45%	2% 32%	5% 10%mo	1% 5%	4% 8%	-
Fixed landline	79	23	7	12	16	7	4	1	6	2	-	-	26	30	4	13	5	-
	4%	6% 29%cef	4% 9%	3% 15%	4% 20%	2% 9%	2% 5%	1% 2%	4% 8%	4% 3%	-	-	3% 33%	3% 39%	4% 5%	5% 17%	6% 7%	-
Standard fixed BB	73	18	5	17	10	7	7	1	1	1	-	-	34	19	4	11	5	-
	3%	5% 24%	3% 6%	4% 23%	3% 14%	2% 9%	4% 10%	7% 10%eh	1% 2%	2% 2%	-	-	5% 47%lm	2% 26%	4% 5%	4% 15%lm	5% 6%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 to £19,999 (b)	£20,000 to £29,999 (c)	£30,000 to £39,999 (d)	£40,000 to £49,999 (e)	£50,000 to £59,999 (f)	£60,000 to £69,999 (g)	£70,000 to £99,999 (h)	£100,000 or more (i)	£150,000 or more (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
Superfast fixed BB	134	34	13	25	20	11	13	4	5	6	1	3	54	42	7	21	7	3	
Any fixed broadband	184	42	15	37	28	17	18	10	6	7	1	3	75	57	10	29	11	3	
No fixed broadband	1979	327	148	406	327	282	175	91	138	56	20	8	675	898	88	222	87	8	
Mobile BB	66	15	7	20	9	6	5	1	2	-	1	-	22	22	4	13	5	-	
Tablet with internet access	103	26	11	16	7	15	9	4	8	1	2	4	28	44	6	17	4	4	
Calls via public payphones	80	20	10	13	12	5	7	2	4	3	2	2	32	31	8	4	4	2	
Q.14 FIXED BROADBAND IN BUNDLE																			
In bundle	771	119	44	158	120	131	76	30	56	25	7	5	220	382	40	83	42	5	
Not in bundle	429	63	37	74	73	58	43	24	29	17	6	4	141	197	23	48	16	4	
PERSONAL INCOME																			
< £10,000	396	170	41	85	39	35	12	4	9	-	1	-	133	92	26	109	36	-	
£10,000 to £14,999	16%	46%	25%	19%	11%	12%	6%	4%	6%	-	6%	-	18%	10%	27%	43%	37%	-	
£15,000 to £19,999		43%bode	10%defg	22%defg	10%gi	9%gi	3%	1%	2%	-	-	-	33%lm	23%	7%lm	27%lmn	9%lm	-	
£20,000 to £24,999		lghi	hi	hi															

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

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Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 - £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
355	126	38	76	36	50	13	12	3	1	-	-	-	149	109	17	68	12	-
16%	34% 36%bode fghi	23% 11%dfgh i	17% 21%dfhi	10% 10%h	17% 14%dfhi	6% 4%	12% 3%h	2% 1%	2% *	-	-	-	20% 42% m	11% 31%	17% 5%	27% 19% ump	12% 3%	-
371	31	64	113	82	35	23	11	9	2	-	-	-	187	133	14	29	8	-
17%	9% 8%	39% 17%acde fghi	23% 30%aefg hi	12% 22%aefgh i	12% 9%	12% 6%	10% 3%	6% 2%	3% 1%	-	-	-	25% 50% mnop	14% 36%	14% 4%	12% 8%	8% 2%	-
590	39	17	157	141	99	76	23	28	9	1	-	-	210	291	26	39	25	-
27%	11% 7%	10% 3%	36% 27%abqh i	40% 24%aboh i	33% 17%abhi	39% 13%abghi	22% 4%ab	19% 5%ab	14% 2%	6% *	-	-	28% 36% o	30% 49% o	27% 4% o	15% 7%	25% 4%	-
236	1	3	7	54	60	38	33	33	6	1	-	-	54	154	12	7	10	-
11%	* *	2% 1%a	2% 3%	15% 23%abc	20% 25%abc	20% 16%abc	32% 14%abcd efi	23% 14%abc	10% 3%abc	6% 1%	-	-	7% 23% o	16% 65% o	12% 5% o	3% 3%	10% 4% o	-
101	-	-	3	3	19	24	12	25	12	3	-	-	12	82	2	-	4	-
5%	- -	- -	1% 3%	1% 3%	6% 19%abcd	13% 24%abcd e	12% 12%abcd e	17% 25%abcd e	19% 12%abode	14% 3%	-	-	2% 12% o	9% 81% o	3% 2% o	-	4% 4% o	-
48	-	-	1	1	1	8	7	18	9	4	-	-	2	46	-	-	1	-
2%	- -	- -	* 1%	* 1%	* 2%	4% 16%abcd e	7% 15%abcd e	13% 38%abcd ef	14% 19%abode f	19% 8%	-	-	* 4%	5% 95% no	-	-	1% 1%	-
21	-	-	1	-	-	-	1	9	8	3	-	-	2	18	1	-	-	-
1%	- -	- -	* 3%	- -	- -	- -	- 4%	1% 41%abcd ef	6% 38%abcd efg	13% 38%abcd f	15% 15%	-	* 9%	2% 87% o	1% 4%	-	-	-
28	1	-	-	-	-	-	-	11	14	2	-	-	1	24	-	-	3	-
1%	* 4%	- -	- -	- -	- -	- -	- -	8% 39%abcd efg	22% 50%abode fgh	9% 6%	-	-	* 4%	3% 87% o	-	-	3% 9% o	-

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Q. Break by Break

Base: All Adults 16+ in the UK

	HOUSEHOLD INCOME											FINANCIAL STRESS						
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Total																		
2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8	
2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**	
7	-	-	-	-	-	-	-	-	1	5	-	-	7	-	-	-	-	
*	-	-	-	-	-	-	-	-	2%	25%	-	-	1%	-	-	-	-	
-	-	-	-	-	-	-	-	-	22%acde	78%	-	-	100%l	-	-	-	-	
11	-	-	-	-	-	-	-	-	-	-	11	-	-	-	-	-	11	
1%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%	
-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%	
369	369	-	-	-	-	-	-	-	-	-	-	166	77	13	99	14	-	
17%	100%	-	-	-	-	-	-	-	-	-	-	22%	8%	13%	39%	14%	-	
-	100%abdef	-	-	-	-	-	-	-	-	-	-	45%lm	21%	3%	27%lmnp	4%lm	-	
ghi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
163	-	163	-	-	-	-	-	-	-	-	-	65	51	8	26	13	-	
8%	-	100%	-	-	-	-	-	-	-	-	-	9%	5%	8%	11%	13%	-	
-	-	100%acdef	-	-	-	-	-	-	-	-	-	40%lm	31%	5%	16%lm	8%lm	-	
ghi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
443	-	-	443	-	-	-	-	-	-	-	-	193	143	23	61	22	-	
20%	-	-	100%	-	-	-	-	-	-	-	-	26%	15%	24%	24%	22%	-	
-	-	-	100%abdef	-	-	-	-	-	-	-	-	44%lm	32%	5%lm	14%lm	5%	-	
ghi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
355	-	-	-	355	-	-	-	-	-	-	-	134	140	23	36	23	-	
16%	-	-	-	100%	-	-	-	-	-	-	-	18%	15%	23%	14%	23%	-	
-	-	-	-	100%abcef	-	-	-	-	-	-	-	38%	39%	6%lm	10%	6%lm	-	
ghi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
299	-	-	-	-	299	-	-	-	-	-	-	92	159	17	15	15	-	
14%	-	-	-	-	100%	-	-	-	-	-	-	12%	17%	18%	6%	15%	-	
-	-	-	-	-	100%abcd	-	-	-	-	-	-	31%o	53%lo	6%o	5%	5%o	-	
ghi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
193	-	-	-	-	-	193	-	-	-	-	-	44	125	12	10	2	-	
9%	-	-	-	-	-	100%	-	-	-	-	-	6%	13%	12%	4%	2%	-	
-	-	-	-	-	-	100%abcde	-	-	-	-	-	23%	65%lop	6%op	5%	1%	-	
ghi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
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Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
£60,000 - £69,999	102	-	-	-	-	-	-	102	-	-	-	-	28	67	1	3	4	-
5%	-	-	-	-	-	-	-	100%	-	-	-	-	4%	7%	1%	1%	4%	-
	-	-	-	-	-	-	-	100%abcde	-	-	-	-	27%o	66%lno	1%	3%	3%	-
								fhi										
£70,000 - £99,999	144	-	-	-	-	-	-	-	144	-	-	-	19	122	-	-	3	-
7%	-	-	-	-	-	-	-	-	100%	-	-	-	3%	13%	-	-	3%	-
	-	-	-	-	-	-	-	-	100%abcde	-	-	-	13%o	85%lnop	-	-	2%o	-
									fgh									
£100,000 - £149,999	63	-	-	-	-	-	-	-	-	63	-	-	7	51	1	-	3	-
3%	-	-	-	-	-	-	-	-	-	100%	-	-	1%	5%	1%	-	3%	-
	-	-	-	-	-	-	-	-	-	100%abcde	-	-	12%	81%lo	2%	-	5%o	-
										fgh								
£150,000 +	21	-	-	-	-	-	-	-	-	-	21	-	1	20	-	-	-	-
1%	-	-	-	-	-	-	-	-	-	-	100%	-	*	2%	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	100%	-	6%	94%lo	-	-	-	-
No classification	11	-	-	-	-	-	-	-	-	-	-	11	-	-	-	-	-	11
1%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
FINANCIAL STRESS																		
Very low	750	166	65	193	134	92	44	28	19	7	1	-	750	-	-	-	-	-
35%	45%	40%	44%	38%	31%	23%	27%	4%	13%	12%	6%	-	100%	-	-	-	-	-
	22%efghi	9%fhi	26%efgh	18%fhi	12%hi	6%h	4%hi	3%	1%	*	-	-	100%mnop	-	-	-	-	-
Low	955	77	51	143	140	159	125	67	122	51	20	-	-	955	-	-	-	-
44%	21%	31%	32%	39%	53%	65%	66%	85%	81%	94%	2%	-	-	100%	-	-	-	-
	8%	5%a	15%a	15%a	17%abcd	13%abcde	7%abcde	13%abcde	5%abcde	2%	-	-	-	100%lnop	-	-	-	-
							e	f										
Medium	98	13	8	23	23	17	12	1	-	1	-	-	-	-	98	-	-	-
5%	3%	5%	5%	6%	6%	6%	1%	-	-	2%	-	-	-	-	100%	-	-	-
	13%h	8%h	24%h	23%gh	18%h	12%h	1%	-	-	1%	-	-	-	-	100%lmop	-	-	-
High	251	99	26	61	36	15	10	3	-	-	-	-	-	-	-	251	-	-
12%	27%	16%	14%	10%	5%	5%	3%	-	-	-	-	-	-	-	-	100%	-	-
	39%bcde	11%efgh	24%efgh	14%eghi	6%h	4%h	1%	-	-	-	-	-	-	-	-	100%lmp	-	-
	fghi	i	i															

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very High (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
Very high	98	14	13	22	23	15	2	4	3	3	-	-	-	-	-	-	98	-
High	5%	4%	8%	5%	6%	5%	1%	3%	2%	5%	-	-	-	-	-	-	100%	-
Medium		14%	13% ^h	22% ^f	23% ^h	15% ^h	2%	4%	3%	3%	-	-	-	-	-	-	100% ^l mno	-
Low	11	-	-	-	-	-	-	-	-	-	-	11	-	-	-	-	-	11
Very low	1%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
No classification		-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
WAVE																		
WED 28	2136	363	161	432	353	296	191	102	144	63	21	11	735	952	93	248	97	11
Weighted Base	99%	98%	99%	98%	99%	99%	99%	100%	100%	100%	100%	100%	98%	100%	95%	99%	99%	100%
Very high		17%	8%	20%	17%	14%	9%	5%	7%	3%	1%	1%	34%	45% ^h	4%	12%	5%	1%
High	27	6	2	11	3	3	2	-	-	-	-	-	15	4	4	3	1	-
Medium	1%	2%	1%	2%	1%	1%	1%	-	-	-	-	-	2%	*	5%	1%	1%	-
Low		22%	7%	40%	10%	12%	8%	-	-	-	-	-	56% ^m	13%	17% ^m	10%	4%	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No classification	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
GENDER				
Male	1049	1035	13	-
	48%	48%	50%	-
		99%	1%	-
Female	1115	1101	13	-
	52%	52%	50%	-
		99%	1%	-
AGE				
16-24	303	298	5	-
	14%	14%	17%	-
		98%	2%	-
25-34	407	401	6	-
	19%	19%	21%	-
		99%	1%	-
35-44	349	342	7	-
	16%	16%	26%	-
		98%	2%a	-
45-54	341	338	3	-
	16%	16%	12%	-
		99%	1%	-
55-64	340	337	3	-
	16%	16%	12%	-
		99%	1%	-
65-74	227	225	2	-
	11%	11%	9%	-
		99%	1%	-
75+	196	195	1	-
	9%	9%	3%	-
		100%	*	-
AGE				
16-34	710	699	10	-
	33%	33%	39%	-
		99%	1%	-

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
35-64	1030	1017	13	-
	48%	48%	49%	-
		99%	1%	-
65+	423	420	3	-
	20%	20%	12%	-
		99%	1%	-
SOCIAL GRADE				
ABC1	1078	1067	11	-
	50%	50%	39%	-
		99%	1%	-
C2DE	1085	1069	16	-
	50%	50%	61%	-
		98%	2%	-
SOCIAL GRADE				
AB	424	422	2	-
	20%	20%	7%	-
		100% ^b	*	-
C1C2	1107	1094	13	-
	51%	51%	50%	-
		99%	1%	-
DE	632	620	12	-
	29%	29%	43%	-
		98%	2% ^a	-
COUNTRY				
England	1822	1822	-	-
	84%	85%	-	-
		100% ^b	-	-
Scotland	184	184	-	-
	9%	9%	-	-
		100% ^b	-	-
Wales	108	108	-	-
	5%	5%	-	-
		100%	-	-

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Northern Ireland	49	22	27	-
	2%	1%	100%	-
		46%	54%a	-
GOVERNMENT REGIONS				
North East	90	90	-	-
	4%	4%	-	-
		100%	-	-
North West	226	226	-	-
	10%	11%	-	-
		100%b	-	-
Yorkshire and The Humber	175	175	-	-
	8%	8%	-	-
		100%b	-	-
East Midlands	155	155	-	-
	7%	7%	-	-
		100%b	-	-
West Midlands	178	178	-	-
	8%	8%	-	-
		100%b	-	-
East of England	233	233	-	-
	11%	11%	-	-
		100%b	-	-
London	262	262	-	-
	12%	12%	-	-
		100%b	-	-
South East	320	320	-	-
	15%	15%	-	-
		100%b	-	-
South West	184	184	-	-
	8%	9%	-	-
		100%b	-	-
Wales	108	108	-	-
	5%	5%	-	-
		100%	-	-

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Scotland	184	184	-	-
	9%	-	9%	-
		100% ^b	-	-
Northern Ireland	49	22	27	-
	2%	1%	100%	-
		46%	54% ^a	-
ETHNIC ORIGIN				
White	1882	1856	26	-
	87%	87%	98%	-
		99%	1% ^a	-
Minority Ethnic	269	269	1	-
	12%	13%	2%	-
		100% ^b	-	-
Q.22 LONG TERM DISABILITY ILLNESS				
Yes	396	391	5	-
	18%	18%	18%	-
		99%	1%	-
No	1681	1660	21	-
	78%	78%	79%	-
		99%	1%	-
Q.20 HOUSEHOLD INCOME, 60% LEVEL				
Up to £15,499	328	322	7	-
	15%	15%	26%	-
		98%	2% ^a	-
£15,500+	830	822	9	-
	38%	38%	32%	-
		99%	1%	-
Q.20 HOUSEHOLD INCOME, 70% LEVEL				
Up to £17,999	410	402	8	-
	19%	19%	30%	-
		98%	2% ^a	-
£18,000+	749	741	7	-
	35%	35%	28%	-
		99%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Q.2 PHONE OWNERSHIP				
Smart phone on contract	982	970	12	-
	45%	45%	45%	-
		99%	1%	-
Smart phone pay as you go	215	212	3	-
	10%	10%	11%	-
		99%	1%	-
Standard mobile on contract	128	128	1	-
	6%	6%	2%	-
		100%	-	-
Standard mobile on pay as you go	197	194	3	-
	9%	9%	10%	-
		99%	1%	-
ANY SMART PHONE	1132	1117	15	-
	52%	52%	56%	-
		99%	1%	-
ANY SMART PHONE/ STANDARD MOBILE	1363	1345	17	-
	63%	63%	64%	-
		99%	1%	-
Q.2 TABLET				
Tablet with internet access (e.g. 3G or 4G)	565	556	9	-
	26%	26%	32%	-
		98%	2%	-
Tablet that connects to WIFI	488	480	8	-
	23%	22%	31%	-
		98%	2%	-
Any Tablet	916	902	13	-
	42%	42%	50%	-
		99%	1%	-
Q.2 INTERNET				
Standard fixed broadband	803	794	8	-
	37%	37%	31%	-
		99%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Superfast fixed broadband	421	413	8	-
	19%	19%	28%	-
		98%	2%	-
Any fixed broadband	1200	1185	16	-
	55%	55%	59%	-
		99%	1%	-
No fixed broadband	963	952	11	-
	45%	45%	41%	-
		99%	1%	-
Mobile broadband	96	96	*	-
	4%	4%	2%	-
		100%	*	-
Any internet	1212	1197	16	-
	56%	56%	59%	-
		99%	1%	-
Q.2 LANDLINE				
Yes	1082	1072	10	-
	50%	50%	38%	-
		99%	1%	-
No	1081	1065	17	-
	50%	50%	62%	-
		98%	2%	-
Q.2 PAY TV SERVICE				
Yes	639	630	9	-
	30%	30%	34%	-
		99%	1%	-
No	1524	1506	18	-
	70%	70%	66%	-
		99%	1%	-
Q.13 BUNDLERS				
Yes	913	899	14	-
	42%	42%	51%	-
		99%	1%	-

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS				
Any Difficulties	193	191	3	-
	9%	9%	11%	-
		98%	2%	-
No Difficulties	1425	1405	20	-
	66%	66%	73%	-
		99%	1%	-
Frequent Difficulties	39	39	-	-
	2%	2%	-	-
		100%	-	-
Q.7 HAVE BEEN DEBT IN LAST YEAR				
Any COMMUNICATIONS service	47	47	*	-
	2%	2%	2%	-
		99%	1%	-
Gas/Elec or Water	22	22	-	-
	1%	1%	-	-
		100%	-	-
Q.10 DON'T HAVE SERVICE BECAUSE OF COST				
Smartphone	48	48	*	-
	2%	2%	1%	-
		99%	1%	-
Standard mobile	50	50	-	-
	2%	2%	-	-
		100%	-	-
Fixed landline	79	77	2	-
	4%	4%	7%	-
		97%	3%	-
Standard fixed BB	73	73	*	-
	3%	3%	1%	-
		100%	*	-
Superfast fixed BB	134	132	1	-
	6%	6%	5%	-
		99%	1%	-

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Any fixed broadband	184	183	2	-
	9%	9%	6%	-
		99%	1%	-
No fixed broadband	1979	1953	25	-
	91%	91%	94%	-
		99%	1%	-
Mobile BB	66	65	1	-
	3%	3%	4%	-
		98%	2%	-
Tablet with internet access	103	102	-	-
	5%	5%	1%	-
		100%	-	-
Calls via public payphones	80	79	2	-
	4%	4%	7%	-
		98%	2%	-
Q.14 FIXED BROADBAND IN BUNDLE				
In bundle	771	761	10	-
	36%	36%	37%	-
		99%	1%	-
Not in bundle	429	423	6	-
	20%	20%	22%	-
		99%	1%	-
PERSONAL INCOME				
< £10,000	396	389	7	-
	18%	18%	25%	-
		98%	2%	-
£10,000 - £14,999	355	349	6	-
	16%	16%	21%	-
		98%	2%	-
£15,000 - £19,999	371	366	5	-
	17%	17%	17%	-
		99%	1%	-
£20,000 - £29,999	590	580	10	-
	27%	27%	37%	-
		98%	2%	-

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
£30,000 - £39,999	236	236	-	-
	11%	11%	-	-
		100% ^b	-	-
£40,000 - £49,999	101	101	-	-
	5%	5%	-	-
		100%	-	-
£50,000 - £59,999	48	48	-	-
	2%	2%	-	-
		100%	-	-
£60,000 - £69,999	21	21	-	-
	1%	1%	-	-
		100%	-	-
£70,000 - £99,999	28	28	-	-
	1%	1%	-	-
		100%	-	-
£100,000 +	7	7	-	-
	*	*	-	-
		100%	-	-
No classification	11	11	-	-
	1%	1%	-	-
		100%	-	-
HOUSEHOLD INCOME				
< £15,000	369	363	6	-
	17%	17%	22%	-
		98%	2%	-
£15,000 - £19,999	163	161	2	-
	8%	8%	7%	-
		99%	1%	-
£20,000 - £29,999	443	432	11	-
	20%	20%	40%	-
		98%	2% ^a	-
£30,000 - £39,999	355	353	3	-
	16%	17%	10%	-
		99%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
£40,000 - £49,999	299	296	3	-
	14%	14%	12%	-
		99%	1%	-
£50,000 - £59,999	193	191	2	-
	9%	9%	8%	-
		99%	1%	-
£60,000 - £69,999	102	102	-	-
	5%	5%	-	-
		100%	-	-
£70,000 - £99,999	144	144	-	-
	7%	7%	-	-
		100% ^b	-	-
£100,000 - £149,999	63	63	-	-
	3%	3%	-	-
		100%	-	-
£150,000 +	21	21	-	-
	1%	1%	-	-
		100%	-	-
No classification	11	11	-	-
	1%	1%	-	-
		100%	-	-
FINANCIAL STRESS				
Very low	750	735	15	-
	35%	34%	56%	-
		98%	2% ^a	-
Low	955	952	4	-
	44%	45%	13%	-
		100% ^b	*	-
Medium	98	93	4	-
	5%	4%	17%	-
		95%	5% ^a	-
High	251	248	3	-
	12%	12%	10%	-
		99%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c

* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
Very high	98	97	1	-
	5%	5%	4%	-
		99%	1%	-
No classification	11	11	-	-
	1%	1%	-	-
		100%	-	-
WAVE				
WED 28	2136	2136	-	-
	99%	100%	-	-
		100% ^b	-	-
WED 29	27	-	27	-
	1%	-	100%	-
		-	100% ^a	-
WED 30	-	-	-	-
	-	-	-	-
	-	-	-	-

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2163	1059	1104	263	348	297	292	303	360	300	611	892	660	934	1229	369	996	798
Weighted Base	2163	1049	1115	303	407	349	341	340	227	196	710	1030	423	1078	1085	424	1107	632
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57	25	32	10	18	13	10	4	-	1	29	28	1	21	36	6	27	24
	3%	2%	3%	3%	5%	4%	3%	1%	-	*	4%	3%	*	2%	3%	1%	2%	4%
		j̄m 44%	56%	18%j	32%hij	23%ij	18%ij	8%	-	1%	50%am	49%am	1%	37%	63%	10%	48%	42%ap
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	70	32	38	10	26	14	13	6	1	1	36	32	2	26	44	6	33	31
	3%	3%	3%	3%	6%	4%	4%	2%	*	1%	5%	3%	*	2%	4%	1%	3%	5%
		j̄m 45%	55%	15%ij	37%ahij	19%ij	18%ij	8%	1%	2%	51%am	46%am	3%	37%	63%an	8%	47%	45%apq

Q. Summary table
Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2163	1756	180	103	124	95	233	176	155	176	208	248	290	175	103	180	124
Weighted Base	2163	1822	184	108*	49	90*	226	175	155	178	233	262	320	184	108*	184	49
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	50 3% 88%	4 2% 7%	3 3% 5%	* 1% 1%	2 2% 3%	11 5% 20% ^j	6 3% 10%	6 4% 11%	1 1% 2%	11 5% 20% ^k	4 2% 7%	6 2% 10%	3 1% 5%	3 3% 5%	4 2% 7%	* 1% 1%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 3%	59 3% 85%	7 4% 10%	3 3% 4%	1 2% 1%	2 2% 2%	15 7% 22% ^a _{jlmn}	7 4% 9%	7 4% 10% ^j	1 1% 2%	12 5% 17% ^{km}	6 2% 8%	6 2% 9%	4 2% 6%	3 3% 4%	7 4% 10%	1 2% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q
* small base

Q. Summary table
Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	2163	1916	237	472	1601	373	734	460	647	871	209	136	250	1026	1331
Weighted Base	2163	1882	269	396	1681	328	830	410	749	982	215	128	197	1132	1363
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	50 3% 88%	7 3% 12%	14 3% 24%	43 3% 76%	16 5% 28%a	27 3% 47%	20 5% 34%a	23 3% 41%	37 4% 64%	11 5% 19%	1 1% 2%	4 2% 7%	46 4% 81%a	50 4% 88%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	70 3%	61 3% 88%	9 3% 12%	17 4% 24%	53 3% 76%	24 7% 34%ag	30 4% 43%	27 7% 39%ai	27 4% 39%	42 4% 60%	13 6% 19%a	3 2% 4%	5 3% 6%	54 5% 78%a	61 4% 87%

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2163	520	448	844	777	380	1136	1027	86	1147
Weighted Base	2163	565	488	916	803	421	1200	963	96*	1212
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	57 3%	26 5% h	23 5% 41%a	43 5% 76%a	30 4% 52%h	16 4% 28%h	45 4% 78%h	13 1% 22%	2 2% 3%	45 4% 78%h
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	70 3%	28 5% 40%	24 5% 34%	47 5% 67%a	35 4% 50%h	18 4% 25%h	51 4% 73%h	19 2% 27%	2 2% 2%	51 4% 73%h

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j
* small base

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2163	1083	1080	612	1551	882	192	1456	42	41	24
Weighted Base	2163	1082	1081	639	1524	913	193	1425	39*	47*	22**
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57	32	25	22	35	33	57	-	10	47	10
	3%	3%	2%	3%	2%	4%	30%	-	25%	100%	43%
		<i>h</i> 56%	44%	38%	62%	57%	100%ah	-	17%ah	83%a	17%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70	35	35	27	43	39	70	-	10	47	22
	3%	3%	3%	4%	3%	4%	36%	-	26%	100%	100%
		<i>h</i> 51%	49%	39%	61%	56%	100%ah	-	14%ah	68%a	32%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k
* small base; ** very small base (under 30) ineligible for sig testing

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2163	56	47	84	71	127	174	1989	68	91	75	730	406
Weighted Base	2163	48*	50*	79*	73*	134	184	1979	66*	103*	80*	771	429
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57	7	4	8	2	13	13	44	5	9	7	28	17
	3%	15%	8%	10%	2%	10%	7%	2%	7%	8%	8%	4%	4%
		13%aeh	7%lh	14%ah	3%	23%ah	23%ah	77%	9%ah	15%ah	12%ah	49%	29%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70	8	4	9	2	16	16	54	6	13	9	31	20
	3%	18%	8%	11%	2%	12%	9%	3%	9%	13%	11%	4%	5%
		12%aeh	6%	13%aeh	2%	23%aeh	23%ah	77%	8%ah	18%aeh	13%aeh	44%	28%

Q. Summary table

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2163	427	387	386	556	221	88	41	19	24	6	8
Weighted Base	2163	396	355	371	590	236	101*	48*	21**	28**	7**	11**
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	16 4% 27%e	13 4% 23%e	9 2% 16%	14 2% 24%	1 * 2%	2 2% 4%	- - -	1 3% 1%	- - -	- - -	1 11% 2%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 3%	18 4% 25%e	16 5% 23%e	12 3% 18%	16 3% 23%	3 1% 4%	2 2% 4%	- - -	1 3% 1%	- - -	- - -	1 11% 2%

Q. Summary table
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2163	426	184	475	349	264	177	89	119	54	18	8	793	926	94	243	99	8
Weighted Base	2163	369	163	443	355	299	193	102*	144	63*	21**	11**	750	955	98*	251	98*	11**
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	57 3%	21 6% 37%cdelh	6 3% 10%h	11 2% 19%	9 2% 15%	3 1% 5%	4 2% 7%	2 2% 4%	- - -	1 1% 1%	- - -	1 11% 2%	17 2% 30%	11 1% 19%	2 2% 3%	17 7% 30%lm	10 10% 17%lmn	1 11% 2%
All with any 'serious affordability issue' (INCLUDING gas/water/eleece)	70 3%	26 7% 37%cdelh	8 5% 11%h	12 3% 16%	10 3% 15%	5 2% 8%	5 3% 7%	2 2% 4%	- - -	1 1% 1%	- - -	1 11% 2%	26 4% 38%lm	11 1% 16%	2 2% 2%	20 8% 28%lmn	10 10% 14%lmn	1 11% 2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q
* small base; ** very small base (under 30) ineligible for sig testing

Q. Summary table
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2163	2096	67	-
Weighted Base	2163	2136	27*	-.**
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	57 3% 99%	* 2% 1%	- - -
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 3%	70 3% 99%	* 2% 1%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c
* small base; ** very small base (under 30) ineligible for sig testing

Q. Summary table

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1670	842	828	95	273	240	246	257	302	257	368	743	559	733	937	288	764	618
Weighted Base	1638	816	822	106*	319	281	284	290	191	167	425	855	358	829	809	324	841	472
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	25 3%	32 4%	10 10%	18 6%	13 5%	10 4%	4 2%	- -	1 *	29 7%	28 3%	1 *	21 3%	36 4%	6 2%	27 3%	24 5%
		ijm	44%	56%	18%aagh ij	32%ahij 23%aj	18%aj	8%	-	1%	50%albm	49%am	1%	37%	63%	10%	48%	42%ap
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	70 4%	32 4%	38 5%	10 10%	26 8%	14 5%	13 4%	6 2%	1 *	1 1%	36 8%	32 4%	2 1%	26 3%	44 5%	6 2%	33 4%	31 7%
		ijm	45%	55%	15%ahij j	37%ahij j	19%aj	18%aj	8%	1%	51%albm	48%am	3%	37%	63%an	8%	47%	45%apq

Q. Summary table
Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1670	1352	138	77	103	69	185	135	126	147	165	163	226	136	77	138	103
Weighted Base	1638	1385	134	78*	41*	62*	174	132	126	144	179	173	250	145	78*	134	41*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	50 4% 88%	4 3% 7%	3 3% 5%	* 1% 1%	2 3% 3%	11 6% 20%j	6 4% 10%	6 5% 11%	1 1% 2%	11 6% 20%j	4 2% 7%	6 2% 10%	3 2% 5%	3 3% 5%	4 3% 7%	* 1% 1%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 4%	59 4% 85%	7 5% 10%	3 3% 4%	1 2% 1%	2 3% 2%	15 9% 22%ajlmm	7 5% 9%j	7 5% 10%j	1 1% 2%	12 7% 17%jm	6 3% 8%	6 2% 9%	4 3% 6%	3 3% 4%	7 5% 10%j	1 2% 1%

Q. Summary table

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS		Q.20 HOUSEHOLD INCOME, 60% LEVEL		Q.20 HOUSEHOLD INCOME, 70% LEVEL		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ STANDARD MOBILE (o)
Unweighted Base	1670	1520	144	388	1220	330	615	404	541	871	209	136	250	1026	1331
Weighted Base	1638	1466	165	316	1265	287	690	356	621	982	215	128	197	1132	1363
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	50 3%	7 4%	14 4%	43 3%	16 6%	27 4%	20 5%	23 4%	37 4%	11 5%	1 1%	4 2%	46 4%	50 4%
		88%	12%	24%	76%	28%	47%	34%	41%	64%	19%	2%	7%	81%	88%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 4%	61 4%	9 5%	17 5%	53 4%	24 8%	30 4%	27 8%	27 4%	42 4%	13 6%	3 2%	5 3%	54 5%	61 4%
		88%	12%	24%	76%	34%ag	43%	39%ai	39%	60%	19%	4%	8%	78%	87%

Q. Summary table
Base: All with some responsibility for communications services

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1670	520	448	844	777	380	1136	534	86	1147
Weighted Base	1638	565	488	916	803	421	1200	438	96*	1212
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	57 3%	26 5%	23 5%	43 5%	30 4%	16 4%	45 4%	13 3%	2 2%	45 4%
		45%	41%	76%	52%	28%	78%	22%	3%	78%
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	70 4%	28 5%	24 5%	47 5%	35 4%	18 4%	51 4%	19 4%	2 2%	51 4%
		40%	34%	67%	50%	25%	73%	27%	2%	73%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - a/e/f/g/h/i/j
* small base

Q. Summary table
Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1670	1083	587	612	1058	882	192	1456	42	41	24
Weighted Base	1638	1082	556	639	999	913	193	1425	39*	47*	22**
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	32 3% h	25 5% 44%	22 3% 38%	35 4% 62%	33 4% 57%	57 30% 100%ah	- - -	10 25% 17%ah	47 100% 83%a	10 43% 17%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 4%	35 3% h	35 6% 49%b	27 4% 39%	43 4% 61%	39 4% 56%	70 36% 100%ah	- - -	10 26% 14%ah	47 100% 68%a	22 100% 32%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e - a/f - a/g/h/i - a/j/k
* small base; ** very small base (under 30) ineligible for sig testing

Q. Summary table
Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST									Q.14 FIXED BROADBAND IN BUNDLE		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1670	56	47	84	71	127	174	1496	68	91	75	730	406
Weighted Base	1638	48*	50*	79*	73*	134	184	1454	66*	103*	80*	771	429
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	7 15% 13%aeh	4 8% 7%	8 10% 14%ah	2 2% 3%	13 10% 23%ah	13 7% 23%ah	44 3% 77%	5 7% 9%	9 8% 15%ah	7 8% 12%ah	28 4% 49%	17 4% 29%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 4%	8 18% 12%aeh	4 8% 6%	9 11% 13%aeh	2 2% 2%	16 12% 23%aeh	16 9% 23%ah	54 4% 77%	6 9% 8%	13 13% 18%aeh	9 9% 13%aeh	31 4% 44%	20 5% 28%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - a/l/m
* small base

Q. Summary table

Base: All with some responsibility for communications services

Total	PERSONAL INCOME										No classificat ion (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1670	327	312	290	418	170	73	32	15	19	8
Weighted Base	1638	295	280	268	438	179	83*	39**	16**	23**	11**
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	16 5%	13 5%	9 3%	14 3%	1 1%	2 3%	- -	1 4%	- -	1 11%
		27% ^e	23% ^e	16%	24%	2%	4%	-	1%	-	2%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 4%	18 6%	16 6%	12 5%	16 4%	3 2%	2 3%	- -	1 4%	- -	1 11%
		25% ^e	23% ^e	18%	23%	4%	4%	-	1%	-	2%

Q. Summary table
Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1670	365	150	364	252	199	135	58	82	44	13	8	599	721	82	182	78	8
Weighted Base	1638	308	131	337	248	226	147	67*	98*	51*	15**	11**	551	731	83*	183	78*	11**
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	57	21	6	11	9	3	4	2	-	1	-	1	17	11	2	17	10	1
	3%	7%	4%	3%	3%	1%	3%	4%	-	1%	-	11%	3%	1%	2%	9%	13%	11%
		37%ceh	10%	19%	15%	5%	7%	4%	-	1%	-	2%	30%	19%	3%	30%lmm	17%lmm	2%
All with any 'serious affordability issue' (INCLUDING gas/water/eleece)	70	26	8	12	10	5	5	2	-	1	-	1	26	11	2	20	10	1
	4%	8%	6%	3%	4%	2%	3%	4%	-	1%	-	11%	5%	2%	2%	11%	13%	11%
		37%ceh	11%h	16%	15%	8%	7%	4%	-	1%	-	2%	38%mm	16%	2%	28%lmm	14%lmm	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m/n/o/p/q
* small base; ** very small base (under 30) ineligible for sig testing

Q. Summary table
Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1670	1613	57	-
Weighted Base	1638	1615	23*	-.**
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	57 3%	57 4% 99%	* 2% 1%	- - -
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	70 4%	70 4% 99%	* 2% 1%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016 (Weeks 28/29)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c
* small base; ** very small base (under 30) ineligible for sig testing