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	Page	Table	Title	Base Description	Base
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●	131	18	Q.14b And which of the following best describes how these calls were distributed?	Base: All adults who received 2 or more silent calls on their landline each month	212
●	137	19	Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?	Base: All adults who have personally received silent calls on their landline	237
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●	148	21	Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?	Base: All adults who have personally received silent calls on their landline	237
	153	22	Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?	Base: All adults who have personally received silent calls on their mobile phone	34
	158	23	Q.14g And which of the following best describes how these calls were distributed?	Base: All adults who have received 2 or more silent calls on their mobile	27

	Page	Table	Title	Base Description	Base
	163	24	Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?	Base: All adults who have personally received silent calls on their mobile phone	34
	168	25	Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?	Base: All adults who have personally received silent calls on their mobile phone	34
	173	26	Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?	Base: All adults who have personally received silent calls on their mobile phone	34
●	178	27	Whether receive silent calls or not	Base: All adults	1063
●	183	28	Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?	Base: All adults who have received silent calls on their landline or mobile phone	254
●	188	29	Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?	Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service	156
●	193	30	Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline. On average, how many abandoned calls with a recorded message does your household receive on the landline each month?	Base: All adults who have personally received abandoned calls on their landline	212
●	198	31	Q.14a/Q.16 Abandoned/Silent calls - Total	Base: All adults who have personally received silent or abandoned phone calls on their landline	341
●	203	32	Q.14a/Q.16 Abandoned/Silent calls - Total	Base: All adults who have received Silent AND abandoned phone calls on their landline	108
●	208	33	Breaks by Breaks		1063
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	Page	Table	Title	Base Description	Base
	221	36	Weighting matrix - unweighted respondents	Base: All adults	1063
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Q.1 Do you have a landline telephone in your home?  
Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Yes	871 87%	418 86%	453 88%	101 78%	121 75%	162 87% <sup>cD</sup>	158 90% <sup>CD</sup>	135 91% <sup>CD</sup>	193 97% <sup>CD</sup>	103 97% <sup>CD</sup>	90 98% <sup>CD</sup>	209 96% <sup>M</sup>	274 91% <sup>N</sup>	180 89% <sup>N</sup>	208 74%	528 91% <sup>P</sup>	179 75%	163 89% <sup>P</sup>	262 85%	609 88% <sup>t</sup>	136 81%	102 85%	108 90%
No	129 13%	69 14%	61 12%	29 22% <sup>eF</sup>	41 25% <sup>EF</sup>	24 13% <sup>HI</sup>	18 10% <sup>HU</sup>	13 9% <sup>Hj</sup>	5 3%	3 3%	2 2%	8 4%	27 9% <sup>k</sup>	23 11% <sup>K</sup>	72 26% <sup>KLM</sup>	49 9%	60 25% <sup>OO</sup>	20 11%	46 15%	84 12%	31 19% <sup>s</sup>	18 15%	13 10%

Q.1 Do you have a landline telephone in your home?

Base: All adults

	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)		
	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)	
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Yes	871	726	49	92	38	96	75	63	71	86	111	127	88	49	67	754	871	-
	87%	87%	80%	93% <sup>b</sup>	84%	82%	91% <sup>gn</sup>	79%	83%	93% <sup>eg</sup>	94% <sup>dE</sup>	88% <sup>n</sup>	92% <sup>eg</sup>	93% <sup>eg</sup>	77%	88% <sup>g</sup>	100% <sup>Q</sup>	-
No	129	110	12	7	7	22	7	17	14	7	7	17	8	3	20	105	-	129
	13%	13%	20% <sup>c</sup>	7%	16% <sup>j</sup>	18% <sup>hJ</sup>	9%	21% <sup>fi</sup>	17% <sup>ij</sup>	7%	6%	12%	8%	7%	23% <sup>fJK</sup>	12% <sup>j</sup>	-	100% <sup>P</sup>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

\* small base

Q.1 Do you have a landline telephone in your home?  
Base: All adults

Total	TYPE OF MOBILE (Q.2)					
	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)	
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Yes	871	783	425	358	9	88
	87%	87%	88%	84%	89%	92% <sup>c</sup>
No	129	122	56	66	1	7
	13%	13%	12%	16% <sup>e</sup>	11%	8%

Q.1 Do you have a landline telephone in your home?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Yes	871	690	8	676	3	3	180
	87%	93%F	100%	95%F	18%	78%	71%
No	129	54	-	37	16	1	75
	13%	7%	-	5%	82%	22%	29%AC



Q.1 Do you have a landline telephone in your home?

Base: All adults

Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)								
	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Yes	871	33	128	389	30	351	342	756	407	20	83	66	92	88	115
	87%	97%DI	94%DF	91%DF	75%	93%DF	81%	88%n	88%n	88%	87%	90%	86%	90%	81%
No	129	1	9	38	10	26	82	103	55	3	12	7	15	10	27
	13%	3%	6%	9%	25%ABC	7%	19%aB	12%	12%	12%	13%	10%	14%	10%	19%gh
				E			CE								

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.2 Which, if any, of the following types of mobile phone do you personally use?  
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-ple (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Monthly subscription/contract mobile phone	481 48%	249 51%	232 45%	74 57%GH U	114 70%cF GHU	124 67%dG HU	99 56%GH U	54 36%HU	16 8%	10 9%	6 6%	133 61%MN	173 57% <i>m</i> N	96 48%N	79 28%	311 54%Q	122 51%Q	47 26%	193 63% <i>S</i>	288 42%	114 68% <i>Sv</i>	76 64% <i>S</i>	67 55% <i>S</i>
Pre-pay/pay as you go mobile phone	425 42%	191 39%	234 46% <i>a</i>	54 41% <i>de</i>	47 29%	55 30%	69 39%	79 53% <i>DE</i> f	121 61% <i>CD</i> EF	73 69% <i>CD</i> EFGJ	47 52% <i>DE</i> f	72 33%	107 36%	94 47% <i>KI</i>	152 54% <i>KL</i>	233 40%	99 41%	92 51% <i>o</i>	110 36%	315 46% <i>RT</i> u	53 31%	41 35%	49 41%
Other type of mobile phone	10 1%	6 1%	3 1%	-	-	3 2%	5 3% <i>dh</i>	1 1%	1 1%	1 1%	-	5 2% <i>m</i>	4 1%	-	1 1%	8 1%	-	2 1%	4 1%	6 1%	1 1%	1 1%	3 2%
Total: Mobile phone users	905 90%	439 90%	465 91%	127 98% <i>GH</i> U	158 97% <i>GH</i> U	181 98% <i>GH</i> U	172 97% <i>GH</i> U	130 88% <i>HI</i> J	137 69% <i>j</i>	84 79% <i>hJ</i>	53 58%	209 96% <i>N</i>	277 92% <i>N</i>	189 93% <i>N</i>	230 82%	543 94% <i>Q</i>	221 92% <i>Q</i>	141 78%	299 97% <i>S</i>	606 88%	164 98% <i>S</i>	118 99% <i>S</i>	115 95% <i>a</i>
Do not personally use a mobile phone	91 9%	47 10%	44 9%	2 2%	5 3%	3 2%	5 3%	17 11% <i>CD</i> EF	59 30% <i>CD</i> EFG	23 21% <i>CD</i> EFG	36 39% <i>CDE</i> FGI	7 3%	23 8% <i>k</i>	13 6%	47 17% <i>KLM</i>	34 6%	19 8%	38 21% <i>OP</i> v	8 3%	83 12% <i>RTU</i> v	2 1%	1 1%	6 5%
Don't know	5 *	* *	4 1%	-	-	1 1%	-	1 1%	3 1%	-	3 3% <i>cd</i> i	1 *	* *	1 *	3 1%	2 *	-	3 2% <i>op</i>	1 *	4 1%	1 1%	-	-

Q.2 Which, if any, of the following types of mobile phone do you personally use?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Monthly subscription/contract mobile phone	481 48%	385 46%	31 51%	62 63%A	21 48%kn	52 44%n	42 51%mn	33 41%	41 48%mn	41 45%kn	74 63%EG hIMN o	88 61%EG IMNo	46 49%mn	16 30%	26 29%	439 51%MN	425 49%	56 43%
Pre-pay/pay as you go mobile phone	425 42%	364 44%	26 43%	34 34%	21 48%k	52 44%k	34 42%	39 48%jk	38 44%k	37 40%	38 32%	45 31%	39 41%	31 JKIO	50 57%fJK IO	343 40%k	358 41%	66 51%p
Other type of mobile phone	10 1%	9 1%	1 2%	-	-	1 1%	1 1%	1 1%	1 1%	2 2%	-	1 1%	2 2%	-	1 1%	9 1%	9 1%	1 1%
Total: Mobile phone users	905 90%	750 90%	57 94%	94 95%	39 87%	104 88%	76 92%	73 91%	78 92%	79 86%	111 95%l	134 93%	86 90%	47 90%	77 88%	781 91%	783 90%	122 94%
Do not personally use a mobile phone	91 9%	83 10%	3 4%	5 5%	6 13%	14 12%	6 8%	7 9%	6 7%	13 14%j	6 5%	10 7%	9 9%	2 5%	11 12%	77 9%	84 10%	6 5%
Don't know	5 *	4 *	1 2%	-	-	-	-	-	1 1%	-	-	-	1 1%	3 5%elg jkNo	-	2 *	4 *	1 1%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

\* small base

Q.2 Which, if any, of the following types of mobile phone do you personally use?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Monthly subscription/contract mobile phone	481 48%	481 53%C E	481 100%ACE	9 2%	1 12%	-
Pre-pay/pay as you go mobile phone	425 42%	425 47%BE	9 2%	425 100%ABE	-	-
Other type of mobile phone	10 1%	10 1%c	1 *	-	10 100%	-
Total: Mobile phone users	905 90%	905 100%E	481 100%E	425 100%E	10 100%	-
Do not personally use a mobile phone	91 9%	-	-	-	-	91 95%ABC
Don't know	5 *	-	-	-	-	5 5%ABC

Q.2 Which, if any, of the following types of mobile phone do you personally use?

Base: All adults

Total	TYPE OF INTERNET (Q.2a)						
	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Monthly subscription/contract mobile phone	481 48%	438 59%F	3 44%	425 60%F	8 43%	1 22%	43 17%
Pre-pay/pay as you go mobile phone	425 42%	280 38%	6 79%	261 37%	11 57%	2 51%	145 57%AC
Other type of mobile phone	10 1%	10 1%	-	10 1%	-	-	-
Total: Mobile phone users	905 90%	717 96%F	8 100%	687 96%F	20 100%	3 73%	188 73%
Do not personally use a mobile phone	91 9%	26 3%	-	25 4%	-	1 27%	65 25%AC
Don't know	5 -	2 -	-	2 -	-	-	3 1%ac

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.2 Which, if any, of the following types of mobile phone do you personally use?  
 Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Monthly subscription/contract mobile phone	481 48%	11 31%	86 63%AdF	247 58%AF	18 44%	226 60%AF	153 36%	430 50%N	230 50%N	13 56%	59 62%gh lmN	37 51%n	47 44%	44 45%	51 36%
Pre-pay/pay as you go mobile phone	425 42%	16 46%	41 30%	160 37%	20 51%b	134 36%	216 51%BC E	359 42%	183 40%	7 30%	35 37%	33 45%	57 53%gh j	44 45%	66 47%
Other type of mobile phone	10 1%	-	1 1%	5 1%	-	5 1%	4 1%	10 1%	8 2%	-	2 2%	-	-	-	-
Total: Mobile phone users	905 90%	23 69%	127 93%A	405 95%AF	37 92%a	359 95%AF	373 88%A	788 92%N	419 91%N	19 82%	93 98%gh MN	68 93%n	103 96%mn	86 88%	116 82%
Do not personally use a mobile phone	91 9%	10 29%BCd EF	10 7%	22 5%	3 8%	18 5%	49 12%CE	68 8%j	42 9%j	4 18%	2 2%	4 6%	4 4%	12 12%kl	23 16%GhJKL
Don't know	5 *	1 2%ce	-	*	-	*	2 *	2 *	2 *	-	-	1 1%	-	-	2 2%g

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.2a Which, if any, of the following types of internet access do you have at home?  
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Dial up \ narrowband internet access	8 1%	4 1%	4 1%	2 1%	-	3 1%	1	2	*	-	*	1	4	1	2	5	2	2	3	5	1	-	3
Broadband internet access	713 71%	363 75%b	351 68%	98 76%HI J	127 78%HI J	157 84%GH IJ	149 85%GH IJ	105 71%HI J	77 39%J	58 55%HJ	19 20%	197 91%LM N	239 80%MN	142 70%N	134 48%	469 81%PQ	161 67%Q	84 46%	253 82%S	461 67%	133 79%S	104 87%S	103 85%S
Internet - other connection type	20 2%	9 2%	11 2%	4 3%h	6 4%HIj	4 2%h	5 3%h	1	-	-	-	4 2%	3 1%	3 1%	10 3%l	8 1%	10 4%oq	2 1%	10 3%	10 1%	7 4%r	1 1%	3 3%
Internet service at home but not sure which	4 *	1 *	3 1%	1 1%	1	-	-	-	2 1%	1 1%	1 1%	1 *	1 *	1 *	1 *	2 *	1 *	1 1%	1 *	3 *	-	1 1%	1 1%
Total: Internet at home	744 74%	376 77%b	368 72%	104 80%HI J	134 83%gH IJ	163 88%GH IJ	155 88%GH IJ	108 73%HI J	80 40%J	59 56%HJ	20 22%	203 94%LM N	247 82%MN	147 73%N	147 52%	483 84%PQ	173 72%Q	88 48%	267 87%S	478 69%	141 84%S	106 88%S	109 91%S
No internet service at home	247 25%	105 22%	141 28%a	20 15%	26 16%	21 11%	22 12%	40 27%cd EF	118 60%CD EFGI	46 44%CD EFG	72 78%CDE FGHI	13 6%	48 16%K	54 27%KL	131 47%KL M	93 16%	59 25%O	95 52%OP	38 12%	209 30%RT UV	24 14%	13 11%	11 9%
Don't know	9 1%	5 1%	4 1%	6 4%eFg h	2 1%	1 1%	-	-	1	1	-	1	5	1	2	2	8 3%Oq	-	4 1%	5 1%	3 2%	1 1%	-

Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	84	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Dial up \ narrowband internet access	8 1%	8 1%	-	-	2 4%o	1 1%	-	*	-	-	1 1%	1 1%	-	2 4%O	1 1%	5 1%	8 1%	-
Broadband internet access	713 71%	581 69%	47 77%	82 83%A	29 65%	75 64%	62 75%	55 68%	64 75%	67 73%	94 80%e	111 77%em	69 72%	32 62%	56 64%	625 73%	676 78%Q	37 29%
Internet - other connection type	20 2%	13 2%	3 5%	3 3%	-	3 3%	1 1%	2 2%	3 3%	1 1%	2 2%	4 2%	1 1%	-	4 4%	16 2%	3 *	16 12%P
Internet service at home but not sure which	4 *	2 *	-	1 1%	-	1 1%	-	-	-	-	1 1%	1 1%	-	1 1%	-	3 *	3 *	1 1%
Total: Internet at home	744 74%	604 72%	50 82%	87 88%A	31 69%	80 68%	63 76%	57 70%	66 78%	68 73%	99 84%e	116 80%em	70 73%	35 66%	60 69%	649 75%	690 79%Q	54 42%
No internet service at home	247 25%	224 27%C	11 18%	11 11%	14 31%j	37 32%jk	19 23%	23 28%j	19 22%	22 23%	18 15%	28 20%	25 26%j	15 29%j	27 31%j	204 24%j	175 20%	72 55%P
Don't know	9 1%	8 1%	-	1 1%	-	-	1 1%	1 1%	-	3 3%ko	1 1%	-	1 1%	3 5%ehK	-	7 nO	5 1%	4 3%p

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

\* small base



Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Dial up \ narrowband internet access	8 1%	8 1%	3 1%	6 1%	-	-
Broadband internet access	713 71%	687 76%CE	425 89%AC	261 61%E	10 100%	27 28%
Internet - other connection type	20 2%	20 2%	8 2%	11 3%	-	-
Internet service at home but not sure which	4 -	3 -	1 -	2 -	-	1 1%
Total: Internet at home	744 74%	717 79%CE	438 91%AC	280 66%E	10 100%	27 29%
No internet service at home	247 25%	179 20%B	37 8%	141 33%AB	-	68 71%ABC
Don't know	9 1%	9 1%	5 1%	4 1%	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broadband (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Dial up \ narrowband internet access	8 1%	8 1%C	8 100%	-	-	-	-
Broadband internet access	713 71%	713 96%F	-	713 100%AF	-	-	-
Internet - other connection type	20 2%	20 3%CF	-	-	20 100%	-	-
Internet service at home but not sure which	4 -	4 -	-	-	-	4 100%	-
Total: Internet at home	744 74%	744 100%F	8 100%	713 100%F	20 100%	4 100%	-
No internet service at home	247 25%	-	-	-	-	-	247 96%AC
Don't know	9 1%	-	-	-	-	-	9 4%AC

Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Dial up \ narrowband internet access	8 1%	2 5%CEf	1 1%	3 1%	1 3%e	1 *	3 1%	7 1%	4 1%	-	2 2%	-	2 1%	-	1 1%
Broadband internet access	713 71%	14 42%	114 83%ADF	357 83%AD	25 63%	323 86%AD	252 60%a	632 74%N	339 73%N	15 63%	70 75%an	57 78%N	74 69%	76 78%N	81 58%
Internet - other connection type	20 2%	-	-	5 1%	1 3%	4 1%	15 3%bca	15 2%	10 2%	1 4%	2 2%	2 2%	1 1%	-	4 3%
Internet service at home but not sure which	4 *	1 3%bF	-	2 *	1 2%	1 *	1 *	3 *	1 *	-	-	-	1 1%	1 1%	1 1%
Total: Internet at home	744 74%	17 50%	115 84%AF	367 86%Ad	28 70%	329 87%AD	270 64%	657 76%N	354 76%N	16 68%	74 79%N	59 80%N	77 72%	77 79%N	87 62%
No internet service at home	247 25%	16 48%BC	20 15%	58 13%	11 28%cE	45 12%	151 36%BC	196 23%	108 23%	8 32%	19 20%	14 20%	25 24%	21 21%	51 36%GHjklm
Don't know	9 1%	1 2%	1 1%	3 1%	1 2%	2 1%	2 1%	6 1%	1 *	-	1 1%	-	5 4%GHm	-	3 2%h

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.3 Which, if any, of the following types of television does your household receive at the moment?  
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Only terrestrial TV (Channels 1-4/1-5)	34 3%	14 3%	20 4%	- -	4 3%	5 2%	1 -	9 6%CF	16 8%Cde	6 6%CF	9 10%CDE	4 2%	12 4%	2 1%	16 6%kM	18 3%	4 2%	12 6%op	8 3%	25 4%	6 3%	1 1%	3 2%
Cable TV (through Virgin Media (previously NTL/Telewest))	137 14%	68 14%	68 13%	22 17%hj	31 19%gh	24 13%	27 15%hj	15 10%	18 9%	11 10%	6 7%	29 14%	45 15%	29 14%	33 12%	82 14%	32 13%	22 12%	48 15%	89 13%	34 20%sv	21 17%	12 10%
Satellite TV (Sky)	400 40%	201 41%	198 39%	66 51%gH	70 43%HJ	80 43%HJ	77 44%HJ	56 38%HJ	50 25%j	37 35%hJ	13 15%	101 46%N	116 39%n	96 47%N	87 31%	260 45%Q	101 42%Q	39 21%	149 49%S	250 38%	75 45%ss	62 52%S	54 44%
Satellite TV (Other)	31 3%	20 4%	11 2%	2 1%	5 3%	6 3%	11 6%h	4 3%	4 2%	2 2%	1 2%	4 2%	12 4%	6 3%	8 3%	23 4%	4 2%	5 3%	13 4%	18 3%	8 5%	6 5%	7 6%
Freeview (through a set-top box of digital television set) with ONLY free channels	381 38%	179 37%	203 39%	39 30%	49 30%	63 34%	59 33%	68 46%CD	103 52%CD	49 46%cd	55 60%CD	79 36%	106 35%	63 31%	134 48%KL	195 34%	92 38%	94 52%OP	90 29%	291 42%RT	44 26%	32 27%	45 37%
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	49 5%	23 5%	26 5%	5 4%	4 2%	11 6%	13 8%cd	8 5%	7 4%	4 4%	3 3%	8 4%	15 5%	11 5%	14 5%	29 5%	9 4%	11 6%	19 6%	30 4%	12 7%	5 4%	8 7%
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	16 2%	7 1%	9 2%	1 1%	2 1%	6 3%	2 1%	1 1%	5 2%	1 1%	4 4%g	4 2%	7 2%	2 1%	3 1%	9 2%	3 1%	4 2%	6 2%	10 2%	4 2%	1 1%	1 1%
Total: TV in household	967 97%	470 97%	498 97%	126 97%	155 96%	176 95%	172 97%	146 99%	192 97%	104 97%	89 96%	212 98%	287 95%	196 97%	272 97%	565 98%q	230 96%	173 95%	304 99%ss	664 96%	164 98%	116 97%	118 98%
Total: Satellite	428 43%	220 45%	208 40%	67 52%HI	75 46%HJ	87 47%HI	86 49%HI	60 40%HJ	53 27%j	38 35%J	15 16%	103 48%N	128 42%n	102 51%N	94 34%	280 48%Q	104 44%Q	43 24%	161 52%S	267 39%	82 49%ss	67 56%S	60 50%ss
Total: Freesat	40 4%	22 4%	19 4%	4 3%	8 5%	9 5%	6 3%	10 7%hj	4 2%	3 2%	1 2%	8 4%	15 5%	7 4%	10 4%	26 5%	9 4%	6 3%	16 5%	25 4%	9 6%	6 5%	6 5%

Q.3 Which, if any, of the following types of television does your household receive at the moment?  
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-ple (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Total: Paysat	377 38%	193 40%	184 36%	59 45%gH U	65 40%hJ	78 42%hJ	78 44%gH U	49 33%j	49 25%j	35 33%j	14 15%	94 44%N	108 36%	93 46%lN	82 29%	248 43%Q	92 38%Q	38 21%	143 46%S	234 34%	72 43% <i>s</i>	60 50% <i>S</i>	55 45% <i>s</i>
Total: Freeview	424 42%	197 41%	226 44%	44 34%	53 33%	71 38%	70 40%	75 51%CD e	110 56%CD EF	53 50% <i>cD</i> e	57 63%CD EFg	87 40%	117 39%	73 36%	146 52%KL M	218 38%	101 42%	105 58%OP	107 35%	317 46%RT U	55 33%	36 31%	52 43%
No TV in household	17 2%	10 2%	7 1%	1 1%	5 3%	6 3%	3 2%	1 1%	2 1%	2 2%	-	3 1%	7 2%	3 1%	4 2%	6 1%	7 3%	4 2%	2 1%	15 2%	2 1%	2 2%	1 1%
Don't know	15 2%	6 1%	9 2%	2 2%	2 1%	4 2%	2 1%	1 1%	4 2%	1 1%	3 4%	2 1%	6 2%	3 2%	3 1%	7 1%	3 1%	5 3%	2 1%	13 2%	1 1%	1 1%	1 1%

## Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Only terrestrial TV (Channels 1-4/1-5)	34 3%	27 3%	2 3%	5 5%	3 6%gin	2 2%	3 3%	- -	2 2%	* *	12 10%EGh linNO	9 6%gin	3 3%	1 2%	- -	33 4%	33 4%	1 1%
Cable TV (through Virgin Media (previously NTL/Telewest))	137 14%	118 14%b	3 5%	16 16%b	5 12%	13 11%	9 11%	12 15%mn	21 25%Ef LMNo	14 15%mn	23 19%LM N	27 19%LMN	6 7%	2 3%	5 5%	131 15%mn	128 15%q	9 7%
Satellite TV (Sky)	400 40%	330 39%	21 34%	48 48%	17 39%	46 39%	33 40%	36 44%	27 31%	36 39%	39 33%	57 39%	44 46%h o	29 54%HJ o	38 43%	333 39%	369 42%Q	31 24%
Satellite TV (Other)	31 3%	22 3%	6 10%A	3 3%	2 4%	3 2%	3 3%	4 5%	2 2%	5 5%	4 3%	4 3%	2 2%	1 1%	3 4%	28 3%	24 3%	8 6%
Freeview (through a set-top box of digital television set) with ONLY free channels	381 38%	331 40%C	27 45%C	22 22%	19 43%	52 44%Jk	31 38%	33 42%j	35 41%j	38 41%j	32 27%	44 31%	33 34%	25 47%jk	39 45%jk	318 37%j	308 35%	73 57%P
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	49 5%	44 5%	2 3%	3 3%	1 2%	8 6%	6 7%n	2 3%	5 5%	4 5%	2 2%	4 2%	14 14%dGh IJKNO	3 6%	1 1%	45 5%	40 5%	9 7%
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	16 2%	13 2%	2 3%	1 1%	1 2%	3 2%	2 2%	- -	3 3%	2 2%	2 2%	1 1%	1 1%	- -	2 3%	14 2%	15 2%	2 1%
Total: TV in household	967 97%	813 97%	57 94%	95 95%	45 100%	114 97%	80 97%	79 98%	82 96%	89 96%	111 95%	140 97%	93 98%	48 92%	85 97%	834 97%lm	843 97%	125 96%
Total: Satellite	428 43%	349 42%	27 44%	50 51%	19 42%	47 40%	36 43%	40 50%h	29 33%	41 44%	43 36%	61 42%	44 46%	29 54%hj	41 47%	358 42%	389 45%Q	38 30%
Total: Freesat	40 4%	27 3%	5 8%	8 8%a	2 4%	2 2%	5 6%h	8 11%eHK Ino	- -	6 6%h	8 7%hk	3 2%	3 3%	1 2%	2 3%	37 4%h	30 3%	10 8%p

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
\* small base

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Total: Paysat	377 38%	314 38%	22 36%	40 40%	17 38%	42 36%	31 37%	31 39%	29 33%	35 38%	33 28%	57 39%	42 43%j	27 52%eh Jo	34 38%	316 37%	351 40%Q	26 20%
Total: Freeview	424 42%	368 44%C	29 48%C	25 25%	20 45%	60 51%JK	35 42%	35 44%j	39 46%j	42 45%j	34 29%	48 33%	44 46%jk	27 52%Jk	40 45%j	356 41%j	342 39%	82 63%P
No TV in household	17 2%	10 1%	4 6%A	4 4%a	-	3	1	-	1	1	5	3	1	-	1	16	13	4
Don't know	15 2%	14 2%	-	1 1%	-	-	1	1	2	2	1	1	1	4	2	9	14	1
						1%	2%	3%	2%	1%	1%	1%	1%	8%EFJ KIO	2%	1%	2%	1%

## Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Only terrestrial TV (Channels 1-41-5)	34 3%	23 3%	11 2%	16 4%	-	11 11%ABC
Cable TV (through Virgin Media (previously NTL/Telewest))	137 14%	127 14% <sup>c</sup>	86 18% <sup>C</sup>	41 10%	1 10%	10 10%
Satellite TV (Sky)	400 40%	379 42% <sup>ccE</sup>	233 49% <sup>aC</sup>	147 35% <sup>E</sup>	5 53%	21 22%
Satellite TV (Other)	31 3%	30 3%	15 3%	15 4%	1 12%	1 1%
Freeview (through a set-top box of digital television set) with ONLY free channels	381 38%	333 37% <sup>B</sup>	139 29%	190 45% <sup>AB</sup>	4 37%	49 51% <sup>AB</sup>
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	49 5%	46 5%	16 3%	29 7% <sup>b</sup>	-	3 3%
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	16 2%	15 2%	10 2%	5 1%	-	2 2%
Total: TV in household	967 97%	876 97%	463 96%	414 97%	10 100%	92 96%
Total: Satellite	428 43%	405 45% <sup>ccE</sup>	247 51% <sup>aC</sup>	160 38% <sup>E</sup>	5 53%	22 23%
Total: Freesat	40 4%	37 4%	18 4%	20 5%	-	3 3%
Total: Paysat	377 38%	359 40% <sup>CE</sup>	226 47% <sup>aC</sup>	134 32% <sup>E</sup>	5 53%	18 19%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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



Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	905	481	425	10**	95
Total: Freeview	424	373	153	216	4	51
	42%	41%B	32%	51%AB	37%	53%aB
No TV in household	17	16	10	6	-	2
	2%	2%	2%	1%	-	2%
Don't know	15	13	8	5	-	2
	2%	1%	2%	1%	-	2%

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broadband (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Only terrestrial TV (Channels 1-41-5)	34 3%	17 2%	2 23%	14 2%	-	1 27%	17 7%AC
Cable TV (through Virgin Media (previously NTL/Telewest))	137 14%	115 15%F	1 12%	114 16%F	-	-	22 9%
Satellite TV (Sky)	400 40%	343 46%F	3 37%	334 47%F	4 20%	2 58%	57 22%
Satellite TV (Other)	31 3%	27 4%	-	26 4%	1 5%	-	5 2%
Freeview (through a set-top box of digital television set) with ONLY free channels	381 38%	242 32%	3 41%	225 32%	13 66%	1 15%	140 55%AC
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	49 5%	33 4%	-	31 4%	2 8%	-	16 6%
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	16 2%	13 2%	-	13 2%	-	-	3 1%
Total: TV in household	967 97%	724 97%	8 100%	693 97%	20 100%	4 100%	243 95%
Total: Satellite	428 43%	367 49%F	3 37%	357 50%F	5 26%	2 58%	61 24%
Total: Freesat	40 4%	28 4%	1 14%	25 4%	1 5%	1 20%	12 5%
Total: Paysat	377 38%	329 44%F	1 12%	323 45%F	4 20%	1 39%	48 19%
Total: Freeview	424 42%	270 36%	3 41%	252 35%	15 74%	1 15%	153 60%AC

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

Total	TYPE OF INTERNET (Q.2a)						
	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)	
Weighted Base	1000	744	8**	713	20**	4**	256
No TV in household	17	14	-	14	-	-	3
	2%	2%	-	2%	-	-	1%
Don't know	15	5	-	5	-	-	10
	2%	1%	-	1%	-	-	4%AC

Q.3 Which, if any, of the following types of television does your household receive at the moment?  
 Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Only terrestrial TV (Channels 1-41-5)	34 3%	34 100%BCD EF	-	-	-	-	-	29 3%	12 3%	1 3%	4 4%	4 6%	2 2%	7 7%h	5 3%
Cable TV (through Virgin Media (previously NTL/Telewest))	137 14%	-	137 100%ACDEF	7 2%	-	7 2%	16 4%	117 14%	59 13%	3 15%	13 13%	13 18%	17 16%	12 12%	20 14%
Satellite TV (Sky)	400 40%	-	3 2%	400 93%AB DF	24 60%AB F	366 97%AB cDF	41 10%B	382 42%N	187 40%N	11 47%	43 45%N	28 38%	48 45%N	46 47%N	37 26%
Satellite TV (Other)	31 3%	-	4 3%	31 7%eF	16 40%ABC EF	14 4%	7 2%	26 3%	16 4%	-	2 2%	3 5%lm	4 4%	-	5 4%
Freeview (through a set-top box of digital television set) with ONLY free channels	381 38%	-	12 9%	42 10%a	8 19%A	34 9%	381 90%AB CDE	325 38%	188 41%	9 39%	32 34%	26 36%	38 35%	31 32%	56 40%
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	49 5%	-	3 3%	8 2%	1 1%	7 2%	49 12%ABC dE	36 4%lm	21 5%lm	-	7 8%M	5 7%M	2 2%	-	13 9%ghM
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	16 2%	-	-	1 *	-	1 *	2 *	13 2%	7 1%	-	3 3%	2 3%	-	1 1%	3 2%
Total: TV in household	967 97%	34 100%	137 100%	428 100%	40 100%	377 100%	424 100%	836 97%N	450 97%N	23 100%	91 97%	73 100%N	104 97%	94 96%	131 93%
Total: Satellite	428 43%	-	7 5%	428 100%A BF	40 100%A BF	377 100%AB F	48 11%ab	386 45%N	203 44%N	11 47%	44 46%N	32 43%N	52 48%N	46 47%N	41 29%
Total: Freesat	40 4%	-	-	40 9%B EF	40 100%ABC EF	-	8 2%E	35 4%	23 5%	1 5%	1 1%	3 4%	4 4%	3 3%	5 4%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Total: Paysat	377	-	7	377	-	377	40	344	176	10	42	29	48	40	33
	38%	-	5%	88%ABD	-	100%ABC	9% <sup>d</sup>	40%N	38%N	42%	44%N	39% <sup>n</sup>	45%N	41%N	23%
Total: Freeview	424	-	16	48	8	40	424	355	205	9	38	31	40	31	68
	42%	-	12% <sup>a</sup>	11% <sup>a</sup>	20% <sup>A</sup>	11% <sup>a</sup>	100% <sup>AB</sup>	41%	44% <sup>m</sup>	39%	40%	43%	38%	32%	48% <sup>km</sup>
No TV in household	17	-	-	-	-	-	-	10	6	-	-	-	1	3	7
	2%	-	-	-	-	-	-	1%	1%	-	-	-	1%	3%	5% <sup>GHJK</sup>
Don't know	15	-	-	-	-	-	-	12	6	-	3	-	2	1	3
	2%	-	-	-	-	-	-	1%	1%	-	3%	-	2%	1%	2%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

## Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	440	219	221	61	67	79	90	63	80	56	24	99	125	111	105	291	98	51	152	288	76	65	59
Weighted Base	428	220	208	67*	75*	87**	86*	60*	53*	38*	15**	103*	128	102	94*	280	104*	43*	161	267	82*	67*	60*
Receive subscription channels (pay a monthly subscription fee)	377	193	184	59	65	78	78	49	49	35	14	94	108	93	82	248	92	38	143	234	72	60	55
Free to air services only (no monthly subscription fee)	40	22	19	4	8	9	6	10	4	3	1	8	15	7	10	26	9	6	16	25	9	6	6
Don't know	10	5	5	7% <sup>ab</sup>	3%	-	3%	1%	-	-	-	1%	5%	2%	2%	6%	4%	-	2%	8%	1%	1%	-
		2%	2%	7% <sup>ab</sup>	3%	-	3%	2%	-	-	-	1%	4%	2%	2%	2%	4%	-	1%	3%	1%	2%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

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

## Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)		
	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)	
Unweighted Base	440	362	27	49	20	47	38	38	31	41	45	61	46	31	42	367	404	36
Weighted Base	428	349	27**	50*	19**	47*	36*	40*	29**	41*	43*	61*	44*	29**	41*	358	389	38*
Receive subscription channels (pay a monthly subscription fee)	377	314	22	40	17	42	31	31	29	35	33	57	42	27	34	316	351	26
	88%	90% <sup>c</sup>	82%	80%	90%	90%	87%	79%	100%	86%	77%	94% <sup>gij</sup>	94% <sup>j</sup>	96%	81%	88% <sup>j</sup>	90% <sup>Q</sup>	68%
Free to air services only (no monthly subscription fee)	40	27	5	8	2	2	5	8	-	6	8	3	3	1	2	37	30	10
	9%	8%	18%	16%	10%	5%	13%	21% <sup>ek</sup>	-	14%	20% <sup>ek</sup>	5%	6%	4%	6%	10%	8%	27% <sup>P</sup>
Don't know	10	8	-	2	-	3	-	-	-	-	1	1	-	-	5	5	8	2
	2%	2%	-	5%	-	5%	-	-	-	-	3%	2%	-	-	13% <sup>fgikl</sup>	1%	2%	5%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 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.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	440	410	235	177	5	30
Weighted Base	428	405	247	160	5**	22**
Receive subscription channels (pay a monthly subscription fee)	377 88%	359 89%	226 91% <sup>c</sup>	134 84%	5 100%	18 81%
Free to air services only (no monthly subscription fee)	40 9%	37 9%	18 7%	20 13%	-	3 15%
Don't know	10 2%	9 2%	3 1%	6 4%	-	1 4%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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



Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

Total	TYPE OF INTERNET (Q.2a)						
	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)	
Unweighted Base	440	368	3	357	5	3	72
Weighted Base	428	367	3**	357	5**	2**	61*
Receive subscription channels (pay a monthly subscription fee)	377 88%	329 90%F	1 33%	323 91%F	4 79%	1 68%	48 78%
Free to air services only (no monthly subscription fee)	40 9%	28 8%	1 39%	25 7%	1 21%	1 34%	12 20%AC
Don't know	10 2%	9 3%	1 28%	8 2%	-	-	1 2%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	440	-	7	440	41	389	49	394	211	11	41	32	51	48	46
Weighted Base	428	**	7**	428	40*	377	48*	386	203	11**	44*	32**	52*	46*	41*
Receive subscription channels (pay a monthly subscription fee)	377 88%	-	7 100%	377 88%D	-	377 100%CD	40 83%D	344 89%n	176 87%	10 90%	42 96%n	29 90%	48 92%	40 88%	33 79%
Free to air services only (no monthly subscription fee)	40 9%	-	-	40 9%E	40 100%CEF	-	8 17%E	35 9%	23 11%	1 10%	1 3%	3 10%	4 8%	3 6%	5 13%
Don't know	10 2%	-	-	10 2%E	-	-	-	7 2%	3 1%	-	1 2%	-	-	3 7%gh	3 8%gh

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
7 days a week	462 46%	231 48%	231 45%	38 29%	65 40%	90 48% <i>C</i>	98 56% <i>CD</i>	77 52% <i>C</i>	94 48% <i>C</i>	49 46% <i>C</i>	45 49% <i>C</i>	116 53% <i>n</i>	138 46%	91 45%	118 42%	290 50% <i>P</i>	87 36%	86 47% <i>p</i>	144 47%	318 46%	68 41%	65 55% <i>t</i>	66 55% <i>t</i>
6 days a week	23 2%	11 2%	12 2%	3 3%	5 3%	9 5% <i>f</i>	2 1%	2 1%	3 1%	2 2%	1 1%	4 2%	7 2%	6 3%	6 2%	13 2%	8 4%	2 1%	11 4%	12 2%	6 4%	5 4%	1 1%
5 days a week	94 9%	55 11%	39 8%	17 13% <i>h</i> J	16 10% <i>h</i> j	21 12% <i>h</i> J	21 12% <i>H</i> J	11 8%	7 4%	5 5%	2 2%	27 12% <i>n</i>	34 11% <i>n</i>	17 9%	16 6%	54 9%	24 10%	17 9%	26 8%	69 10%	14 8%	10 8%	10 8%
3-4 days a week	(3.5) 73 7%	24 5%	49 10% <i>A</i>	13 10%	12 7%	11 6%	12 7%	13 8%	13 7%	6 6%	7 8%	20 9%	19 6%	12 6%	23 8%	39 7%	20 8%	15 8%	29 9%	45 6%	20 12% <i>su</i>	5 4%	7 6%
1-2 days a week	(1.5) 107 11%	55 11%	53 10%	19 15% <i>d</i>	18 11%	17 9%	13 7%	18 12%	22 11%	15 14%	7 8%	13 6%	40 13% <i>k</i>	21 10%	33 12% <i>k</i>	56 10%	34 14%	17 9%	33 11%	74 11%	20 12%	10 9%	7 6%
Less often	(0.5) 98 10%	53 11%	45 9%	13 10%	23 14%	20 11%	13 7%	11 7%	18 9%	10 9%	9 10%	19 9%	32 11%	24 12%	23 8%	61 11%	25 10%	12 6%	31 10%	66 10%	21 12%	14 12%	11 9%
Never/ido not listen to the radio	(0) 141 14%	57 12%	84 16% <i>a</i>	26 20% <i>E</i> f	23 14%	17 9%	18 10%	17 12%	40 20% <i>E</i> F	20 19% <i>E</i> f	20 22% <i>E</i> Fg	19 9%	30 10%	31 15% <i>k</i>	62 22% <i>K</i> L	65 11%	42 18% <i>o</i>	34 19% <i>O</i>	33 11%	108 16% <i>ru</i>	18 11%	10 8%	18 15%
Total: Radio listener	859 86%	429 88% <i>b</i>	430 84%	104 60%	139 86%	169 91% <i>C</i> H J	158 90% <i>c</i> H J	131 88% <i>h</i> j	158 80%	86 81%	71 78%	198 91% <i>m</i> N	271 90% <i>N</i>	172 85%	218 76%	513 89% <i>p</i> Q	197 82%	149 81%	275 89% <i>s</i>	584 84%	149 89%	109 92% <i>s</i>	102 85%
Mean score	4.32	4.43	4.21	3.51	3.99	4.66 <i>C</i>	4.92 <i>C</i>	4.59 <i>C</i>	4.05	4.03	4.07	4.90 <i>m</i>	4.40 <i>n</i>	4.19	3.86	4.54 <i>P</i>	3.79	4.29	4.46	4.25	4.17	4.80	4.64
Standard deviation	2.90	2.87	2.92	2.83	2.94	2.76	2.72	2.83	3.09	3.06	3.14	2.67	2.82	2.96	3.04	2.85	2.91	2.95	2.82	2.93	2.82	2.82	2.95
Standard error	0.09	0.13	0.12	0.26	0.24	0.21	0.20	0.23	0.18	0.25	0.27	0.18	0.16	0.20	0.17	0.12	0.19	0.20	0.16	0.11	0.22	0.26	0.27

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
7 days a week	462 46%	404 48%bc	21 35%	35 35%	19 43%	57 49%	43 52%j	33 41%	41 48%	46 50%	45 38%	72 50%	47 49%	20 38%	40 45%	403	407	55
6 days a week	23 2%	22 3%	-	1 1%	1 3%	3 3%	3 3%	1 1%	3 3%	3 3%	1 1%	5 3%	2 2%	2 4%	-	21	20	3
5 days a week	94 9%	83 10%	5 8%	5 5%	2 4%	14 12%	4 5%	9 11%	7 8%	10 11%	8 7%	10 7%	16 16%df jko	5 10%	9 10%	80	83	12
3-4 days a week	73 7%	61 7%	6 10%	7 7%	4 9%	7 6%	9 11%n	9 11%n	3 4%	8 9%	9 8%	12 8%	5 5%	5 10%	2 2%	66	66	7
1-2 days a week	107 11%	91 11%	7 11%	10 10%	6 15%	12 10%	9 11%	12 15%l	6 7%	5 6%	14 12%	15 10%	11 11%	4 9%	13 15%	90	92	15
Less often	98 10%	71 9%	10 16%	17 17%A	6 14%l	7 6%	2 3%	4 6%	10 11%l	9 9%	20 17%eF gLo	18 13%l	5 5%	7 13%l	9 10%	82	88	10
Never/do not listen to the radio	141 14%	104 12%	13 21%	24 25%A	5 12%	16 14%	12 15%	12 15%	16 19%k	11 12%	21 18%k	12 9%	11 12%	9 16%	16 18%k	117	115	27
Total: Radio listener	859 86%	732 88%C	48 79%	75 75%	39 88%	101 86%	70 85%	69 85%	69 81%	81 88%	97 82%	132 91%hj n	85 88%	44 84%	72 82%	743	756	103
Mean score	4.32	4.50BC	3.43	3.28	4.01	4.57j	4.66j	4.16	4.24	4.66J	3.60	4.55J	4.71J	3.94	4.03	4.37J	4.36	4.00
Standard deviation	2.90	2.84	3.01	3.08	2.97	2.83	2.83	2.82	3.06	2.80	3.02	2.83	2.72	2.93	3.04	2.88	2.88	3.02
Standard error	0.09	0.09	0.38	0.31	0.43	0.25	0.30	0.31	0.32	0.28	0.27	0.23	0.27	0.38	0.31	0.10	0.09	0.27

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
7 days a week	462 46%	419 46%	230 48%	183 43%	8 78%	44 46%
6 days a week	23 2%	19 2%	13 3%	7 2%	-	4 4%
5 days a week	94 9%	93 10%E	59 12% <sup>c</sup> E	35 8% <sup>e</sup>	2 22%	2 2%
3-4 days a week	73 7%	68 8%	37 8%	33 8%	-	5 6%
1-2 days a week	107 11%	103 11% <sup>e</sup>	47 10%	57 13% <sup>E</sup>	-	4 4%
Less often	98 10%	86 10%	44 9%	44 10%	-	12 12%
Never/do not listen to the radio	141 14%	116 13%	51 11%	66 16% <sup>b</sup>	-	25 26% <sup>ABC</sup>
Total: Radio listener	859 86%	788 87% <sup>E</sup>	430 89% <sup>c</sup> E	359 84% <sup>E</sup>	10 100%	70 74%
<b>Mean score</b>	<b>4.32</b>	<b>4.36</b>	<b>4.58<sup>C</sup></b>	<b>4.05</b>	<b>6.57</b>	<b>3.86</b>
<b>Standard deviation</b>	<b>2.90</b>	<b>2.86</b>	<b>2.77</b>	<b>2.94</b>	<b>0.87</b>	<b>3.22</b>
<b>Standard error</b>	<b>0.09</b>	<b>0.09</b>	<b>0.13</b>	<b>0.13</b>	<b>0.27</b>	<b>0.29</b>

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
7 days a week	462 46%	354 48%	4 48%	339 48%	10 49%	1 27%	109 43%
6 days a week	23 2%	16 2%	-	15 2%	1 5%	-	8 3%
5 days a week	94 9%	74 10%	2 23%	70 10%	2 10%	-	20 8%
3-4 days a week (3.5)	73 7%	59 8%	-	57 8%	2 8%	-	14 6%
1-2 days a week (1.5)	107 11%	77 10%	2 20%	74 10%	1 5%	1 17%	30 12%
Less often (0.5)	98 10%	77 10%	-	76 11%	-	1 34%	21 8%
Never/do not listen to the radio (0)	141 14%	87 12%	1 9%	81 11%	4 22%	1 22%	54 21%AC
Total: Radio listener	859 86%	657 88%F	7 91%	632 89%F	15 78%	3 78%	202 79%
Mean score	4.32	4.44f	4.79	4.44f	4.62	2.30	3.97
Standard deviation	2.90	2.85	2.75	2.84	2.95	3.40	3.03
Standard error	0.09	0.10	0.97	0.11	0.66	1.52	0.17

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
7 days a week	462	12	59	203	23	176	205	462	462	-	-	-	-	-	-
	46%	35%	43%	47%	57%	47%	48%	54%J KLMN	100%GJK LMN	-	-	-	-	-	-
6 days a week	23	1	3	11	1	10	9	23	-	23	-	-	-	-	-
	2%	2%	3%	3%	3%	3%	2%	3%hn	-	100%	-	-	-	-	-
5 days a week	94	4	13	44	1	42	38	94	-	-	94	-	-	-	-
	9%	11%	9%	10%	3%	11%	9%	11%hKL MN	-	-	100%GHK LMN	-	-	-	-
3-4 days a week	(3.5) 73	4	13	32	3	29	31	73	-	-	-	73	-	-	-
	7%	12%	10%	7%	8%	8%	7%	9%hJL MN	-	-	-	100%GHJ LMN	-	-	-
1-2 days a week	(1.5) 107	2	17	52	4	48	40	107	-	-	-	-	107	-	-
	11%	7%	12%	12%	10%	13%	10%	12%hJK MN	-	-	-	-	100%GHJ KMN	-	-
Less often	(0.5) 98	7	12	46	3	40	31	98	-	-	-	-	-	98	-
	10%	20%F	9%	11%	6%	11%	7%	11%hJK LN	-	-	-	-	-	100%GHJ KLN	-
Never/do not listen to the radio	(0) 141	5	20	41	5	33	68	-	-	-	-	-	-	-	141
	14%	14%	15%	10%	14%	9%	16%CE	-	-	-	-	-	-	-	100%GHJKLM
Total: Radio listener	859	29	117	386	35	344	355	859	462	23	94	73	107	98	-
	86%	86%	85%	90%F	86%	91%F	84%	100%N	100%N	100%	100%N	100%N	100%N	100%N	-
Mean score	4.32	3.67	4.18	4.47	4.75	4.49	4.40	5.03K LMN	7.00G	6.00	5.00	3.50	1.50	0.50	0.00
Standard deviation	2.90	2.94	2.88	2.81	2.92	2.77	2.91	2.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Standard error	0.09	0.47	0.24	0.13	0.46	0.14	0.14	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?  
 Base: All adults

	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Being moved to a new landline supplier without agreeing to move	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1	1	-	-	-	1	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	213	100	113	16	19	42	36	40	59	33	26	58	68	41	46	131	30	52	61	152	28	16	29
	21%	21%	22%	12%	12%	23%cd	21%cd	27%CD	30%CD	31%CD	29%CD	27%N	23%	20%	16%	23%P	13%	29%P	20%	22%u	17%	13%	24%u
Incorrect charges on your landline bill	23	11	13	5	6	7	3	1	1	1	-	2	9	3	8	14	8	2	12	11	7	4	7
	2%	2%	2%	4%hj	3%	4%hj	1%	1%	1%	1%	-	1%	3%	1%	3%	2%	3%	1%	4% <i>s</i>	2%	4% <i>s</i>	3%	6% <i>S</i>
Being unable to afford a landline	10	5	5	1	2	4	2	-	-	-	-	-	3	-	7	5	2	3	2	8	1	-	1
	1%	1%	1%	1%	2%	2%h	1%	-	-	-	-	-	1%	-	3%kn	1%	1%	2%	1%	1%	1%	-	1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	198	95	103	10	32	42	39	33	41	25	15	50	69	39	39	125	31	41	64	134	31	25	27
	20%	20%	20%	8%	20% <i>C</i>	23% <i>C</i>	22% <i>C</i>	22% <i>C</i>	21% <i>C</i>	24% <i>C</i>	17% <i>c</i>	23% <i>N</i>	23% <i>N</i>	20%	14%	22% <i>P</i>	13%	22% <i>p</i>	21%	19%	19%	21%	22%
Have received an unexpectedly high landline bill	23	12	12	4	7	6	4	1	2	2	-	7	8	2	7	14	8	2	11	12	5	3	6
	2%	2%	2%	3%	4%gj	3%	2%	1%	1%	2%	-	3%	3%	1%	3%	2%	3%	1%	4%	2%	3%	2%	5% <i>s</i>
Net: ONLY abandoned NOT silent	98	42	55	4	22	20	15	19	18	11	7	22	39	19	17	67	16	15	29	69	18	13	9
	10%	9%	11%	3%	13% <i>C</i>	11% <i>c</i>	9% <i>c</i>	13% <i>C</i>	9% <i>c</i>	10% <i>c</i>	8%	10%	13% <i>N</i>	9%	6%	12% <i>p</i>	7%	8%	10%	10%	11%	11%	8%
Net: ONLY silent NOT abandoned	113	47	66	10	9	20	13	25	36	19	18	31	39	20	24	72	15	26	27	87	14	4	11
	11%	10%	13%	7%	5%	11%	7%	17% <i>c</i> CD	18% <i>CD</i>	18% <i>c</i> CD	19% <i>CD</i>	14% <i>n</i>	13%	10%	9%	12% <i>P</i>	6%	14% <i>P</i>	9%	12% <i>U</i>	8%	4%	9%



Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?  
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Net: Abandoned OR Silent	311 31%	142 29%	169 33%	20 15%	41 25%	63 34% <i>C</i>	52 29% <i>C</i>	58 39% <i>Cd</i>	77 39% <i>CD</i>	44 41% <i>CD</i>	33 36% <i>C</i>	80 37% <i>N</i>	108 36% <i>N</i>	60 30%	63 23%	198 34% <i>P</i>	46 19%	67 37% <i>P</i>	91 29%	220 32%	45 27%	29 24%	38 31%
Net: Abandoned AND Silent	100 10%	53 11%	47 9%	7 5%	10 6%	22 12%	24 13% <i>cd</i>	14 10%	23 12% <i>c</i>	14 14% <i>cd</i>	8 9%	27 13%	30 10%	21 10%	22 8%	58 10%	16 7%	26 14% <i>P</i>	35 11%	65 9%	14 8%	11 10%	17 14%
Net: Any	340 34%	154 32%	186 36%	26 20%	51 31% <i>c</i>	70 38% <i>C</i>	54 30% <i>c</i>	59 40% <i>C</i>	80 41% <i>Cf</i>	47 44% <i>Cd</i>	33 36% <i>C</i>	85 39% <i>N</i>	116 39% <i>N</i>	62 31%	77 28%	210 36% <i>P</i>	59 25%	71 39% <i>P</i>	102 33%	238 34%	53 32%	33 28%	42 35%
None of these	648 65%	326 67%	322 63%	99 76% <i>EG</i>	111 68% <i>l</i>	114 61%	122 69% <i>gh</i>	87 59%	116 59%	59 56%	57 62%	132 61%	181 60%	139 69% <i>l</i>	196 70% <i>kl</i>	364 63%	175 73% <i>OO</i>	109 60%	201 65%	447 65%	112 67%	83 70%	75 62%
Don't know	12 1%	6 1%	6 1%	5 4% <i>fi</i>	1 *	2 1%	1 *	2 1%	2 1%	- -	2 2%	- -	3 1%	1 *	7 3% <i>k</i>	4 1%	5 2%	3 1%	5 2%	7 1%	3 2%	3 3%	3 2%
Average no. of mentions	1.38	1.44	1.32	1.41	1.31	1.46	1.58 <i>d</i>	1.26	1.29	1.32	1.25	1.38	1.35	1.38	1.41	1.38	1.35	1.40	1.47	1.33	1.36	1.44	1.62 <i>S</i>

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wales (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Being moved to a new landline supplier without agreeing to move	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	213	185	15	13	8	27	23	12	19	20	18	20	28	14	24	175	211	3
Incorrect charges on your landline bill	23	16	4	3	-	1	1	2	1	1	4	1	2	1	8	13	21	2
Being unable to afford a landline	10	9	1	-	-	-	1	1	2	-	-	-	-	-	5	4	5	5
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	198	170	13	15	10	19	21	20	13	22	19	20	22	15	17	166	196	2
Have received an unexpectedly high landline bill	23	15	3	6	3	-	1	1	3	1	4	2	2	2	5	16	22	2
Net: ONLY abandoned NOT silent	98	79	6	12	5	7	9	10	7	12	16	7	7	9	7	82	97	1

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
 \* small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Net: ONLY silent NOT abandoned	113 11%	95 11%	8 13%	11 11%	3 7%	14 12%gk	11 13%gk	3 4%	13 15%gK	10 11%	15 13%gk	7 5%	14 14%gk	8 15%gk	14 17%GK	91 11%k	111 13%Q	2 1%
Net: Abandoned OR Silent	311 31%	264 32%	21 35%	26 26%	13 29%	34 29%	32 39%k	23 28%	26 31%k	32 35%K	34 29%	27 19%	35 37%K	23 44%ej	31 35%k	257 30%K	308 35%Q	3 3%
Net: Abandoned AND Silent	100 10%	90 11%o	7 12%o	3 3%	5 11%j	12 11%j	12 15%J	9 12%j	6 7%	9 10%j	3 3%	13 9%j	15 15%J	6 11%j	10 11%j	84 10%J	99 11%Q	1 1%
Net: Any	340 34%	284 34%	24 39%	33 33%	16 35%k	35 30%k	35 42%k	25 31%k	31 37%K	32 35%K	40 34%K	27 19%	39 41%K	23 44%k	36 41%K	281 33%K	330 38%Q	10 8%
None of these	648 65%	544 65%	37 60%	65 65%	29 65%	82 70%lm	48 58%	55 69%lm	53 62%	59 64%	76 64%	112 78%FH iJLMN O	56 59%	26 50%	52 59%	571 66%lm	531 61%	117 90%P
Don't know	12 1%	9 1%	1 2%	2 2%	- -	- -	- -	- -	1 2%	1 1%	2 1%	4 3%o	- -	3 6%Efg InO	- -	9 1%	9 1%	3 2%
Average no. of mentions	1.38	1.39c	1.54	1.13	1.31	1.35j	1.39j	1.41	1.22	1.36	1.14	1.57	1.37j	1.40	1.65hJO	1.34j	1.38	1.34

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
 \* small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Being moved to a new landline supplier without agreeing to move	1 -	1 -	-	1 -	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	213 21%	192 21%	95 20%	96 23%	3 33%	21 22%
Incorrect charges on your landline bill	23 2%	22 2%	12 3%	10 2%	-	1 1%
Being unable to afford a landline	10 1%	9 1%	4 1%	5 1%	-	1 1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	198 20%	182 20%	102 21%	81 19%	2 23%	16 16%
Have received an unexpectedly high landline bill	23 2%	23 3%	14 3%	11 3%	1 5%	-
Net: ONLY abandoned NOT silent	98 10%	93 10%	55 11% <sup>a</sup>	39 9%	-	4 5%
Net: ONLY silent NOT abandoned	113 11%	104 11%	48 10%	55 13%	1 10%	10 10%
Net: Abandoned OR Silent	311 31%	286 32%	150 31%	136 32%	3 33%	25 26%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	905	481	425	10**	95
Net: Abandoned AND Silent	100 10%	89 10%	48 10%	41 10%	2 23%	11 12%
Net: Any	340 34%	313 35%	164 34%	150 35%	4 38%	27 28%
None of these	648 65%	581 64%	311 65%	270 63%	6 62%	67 70%
Don't know	12 1%	10 1%	5 1%	5 1%	-	2 2%
<b>Average no. of mentions</b>	<b>1.38</b>	<b>1.37</b>	<b>1.38</b>	<b>1.36</b>	<b>1.60</b>	<b>1.42</b>

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Being moved to a new landline supplier without agreeing to move	1	1	-	1	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	213 21%	174 23%F	2 24%	171 24%F	1 4%	1 20%	39 15%
Incorrect charges on your landline bill	23 2%	20 3%	-	20 3%	-	-	3 1%
Being unable to afford a landline	10 1%	5 1%	-	5 1%	-	-	5 2%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	198 20%	168 23%F	1 18%	166 23%F	-	-	30 12%
Have received an unexpectedly high landline bill	23 2%	19 3%	-	19 3%	-	-	4 2%
Net: ONLY abandoned NOT silent	98 10%	84 11%F	-	84 12%F	-	-	14 5%
Net: ONLY silent NOT abandoned	113 11%	91 12%	1 12%	88 12%	1 4%	1 20%	23 9%
Net: Abandoned OR Silent	311 31%	258 35%F	2 30%	255 36%F	1 4%	1 20%	53 21%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	1000	744	8**	713	20**	4**	256
Net: Abandoned AND Silent	100 10%	83 11% <sup>f</sup>	1 12%	82 12% <sup>f</sup>	-	-	17 6%
Net: Any	340 34%	281 38% <sup>F</sup>	2 30%	277 39% <sup>F</sup>	1 4%	1 20%	59 23%
None of these	648 65%	458 61%	6 70%	431 60%	19 96%	3 80%	191 74% <sup>AC</sup>
Don't know	12 1%	6 1%	-	6 1%	-	-	6 2% <sup>a</sup>
Average no. of mentions	1.38	1.38	1.41	1.38	1.00	1.00	1.38

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Being moved to a new landline supplier without agreeing to move	1	-	1	1	-	1	-	1	1	-	-	-	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	213 21%	4 12%	27 20%	110 26%	7 18%	103 27%af	88 21%	190 22%	109 24%am	3 13%	23 24%	22 30%mm	19 18%	14 14%	23 16%
Incorrect charges on your landline bill	23 2%	2 7%F	2 2%	15 4%f	-	15 4%f	5 1%	19 2%	10 2%	-	-	-	5 5%j	4 4%	4 3%
Being unable to afford a landline	10 1%	-	-	3 1%	-	3 1%	8 2%	8 1%	4 1%	-	-	1 1%	3 3%	1 1%	1 1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	198 20%	5 15%	32 23%	95 22%	9 23%	86 23%	77 18%	176 20%	104 22%	2 9%	22 24%	17 23%	15 14%	15 16%	22 16%
Have received an unexpectedly high landline bill	23 2%	1 2%	2 2%	15 3%	-	15 4%f	6 1%	20 2%	8 2%	1 4%	-	2 2%	7 6%gHj	3 3%	3 2%
Net: ONLY abandoned NOT silent	98 10%	4 13%	18 14%	42 10%	5 12%	37 10%	34 8%	84 10%	48 10%	1 6%	10 11%	8 11%	7 7%	9 9%	14 10%
Net: ONLY silent NOT abandoned	113 11%	3 10%	14 10%	57 13%	3 7%	54 14%	46 11%	98 11%	53 12%	2 9%	10 11%	13 18%	12 11%	8 8%	15 11%
Net: Abandoned OR Silent	311 31%	8 25%	46 34%	152 36%f	12 30%	140 37%f	122 29%	274 32%	157 34%am	4 19%	33 35%	30 41%lm	27 25%	23 23%	37 26%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)								
	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Net: Abandoned AND Silent	100 10%	1 2%	13 10%	53 12%	4 11%	48 13%	43 10%	92 11%	56 12% <sup>n</sup>	1 3%	12 13% <sup>n</sup>	9 12%	8 7%	6 6%	8 6%
Net: Any	340 34%	11 32%	48 35%	167 39% <sup>f</sup>	12 30%	155 41% <sup>f</sup>	132 31%	299 35%	166 36%	5 23%	33 35%	32 43% <sup>n</sup>	36 33%	28 29%	41 29%
None of these	648 65%	23 68%	86 63%	258 60%	27 68%	221 59%	289 68% <sup>c</sup> <sup>E</sup>	551 64%	292 63%	18 77%	61 65%	40 55%	71 66%	69 70% <sup>k</sup>	97 69% <sup>k</sup>
Don't know	12 1%	- -	2 2%	2 1%	1 2%	2 -	2 -	9 1%	5 1%	- -	- -	2 2%	1 1%	1 1%	3 2%
Average no. of mentions	1.38	1.15	1.35	1.43	1.36	1.43	1.39	1.39	1.42	1.14	1.38	1.32	1.37	1.32	1.30

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?  
 Base: All adults who have a landline phone at home

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	934	432	502	94	109	150	162	141	278	149	129	212	273	199	250	558	178	198	254	680	130	100	106
Weighted Base	871	418	453	101*	121	162	158	135	193	103	90	209	274	180	208	528	179	163	262	609	136	102*	108
Being moved to a new landline supplier without agreeing to move	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1	1	-	-	-	1	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	211	99	112	15	19	42	36	39	59	33	26	58	68	40	44	131	30	50	61	150	27	16	29
	24%	24%	25%	15%	16%	26%	23%	28%cd	31%CD	32%CD	29%cd	28%	25%	22%	21%	25%p	16%	31%p	23%	25%	20%	16%	26%
Incorrect charges on your landline bill	21	8	13	3	6	7	3	1	1	1	-	2	8	2	8	14	6	2	12	9	7	4	7
	2%	2%	3%	3%	5%hj	4%hj	2%	1%	1%	1%	-	1%	3%	1%	4%	3%	3%	1%	5%S	1%	5%S	4%	6%S
Being unable to afford a landline	5	4	1	-	-	4	1	-	-	-	-	-	3	-	2	3	-	2	1	4	-	-	1
	1%	1%	-	-	-	2%h	1%	-	-	-	-	-	1%	-	1%	1%	-	1%	*	1%	-	-	1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	196	93	103	9	32	42	38	33	41	25	15	50	69	39	38	125	31	41	63	133	31	24	27
	23%	22%	23%	9%	27%C	26%C	24%C	25%C	21%c	25%C	17%	24%	25%	22%	18%	24%	17%	25%	24%	22%	23%	23%	25%
Have received an unexpectedly high landline bill	22	10	12	3	7	6	3	1	2	2	-	7	8	1	6	13	7	2	10	11	5	2	6
	2%	2%	3%	3%	6%ghj	3%	2%	1%	1%	2%	-	3%	3%	*	3%m	2%	4%	1%	4%	2%	3%	2%	5%a
Net: ONLY abandoned NOT silent	97	42	55	4	22	20	14	19	18	11	7	22	39	19	16	66	16	15	28	69	18	12	9
	11%	10%	12%	4%	18%CF	13%c	9%	14%c	9%	11%	8%	11%	14%h	10%	8%	13%	9%	9%	11%	11%	13%	12%	9%
Net: ONLY silent NOT abandoned	111	47	64	10	9	20	13	24	36	19	18	31	39	20	22	72	15	25	26	86	13	4	11
	13%	11%	14%	9%	7%	12%	8%	18%df	19%cD	18%dF	20%cD	15%	14%	11%	11%	14%	8%	15%p	10%	14%U	10%	4%	10%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?  
 Base: All adults who have a landline phone at home

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	871	418	453	101*	121	162	158	135	193	103	90	209	274	180	208	528	179	163	262	609	136	102*	108
Net: Abandoned OR Silent	308 35%	140 34%	167 37%	19 19%	41 34% <sup>c</sup>	62 38% <sup>C</sup>	51 32% <sup>c</sup>	57 42% <sup>C</sup>	77 40% <sup>C</sup>	44 43% <sup>C</sup>	33 37% <sup>C</sup>	80 39% <sup>n</sup>	108 39% <sup>n</sup>	59 33%	61 29%	197 37% <sup>P</sup>	45 25%	65 40% <sup>P</sup>	89 34%	218 36%	45 33%	28 28%	38 35%
Net: Abandoned AND Silent	99 11%	52 12%	47 10%	6 6%	10 9%	22 14%	24 15% <sup>c</sup>	14 11%	23 12%	14 14% <sup>c</sup>	8 9%	27 13%	30 11%	20 11%	22 11%	58 11%	15 8%	26 16% <sup>p</sup>	35 13%	64 11%	14 10%	11 11%	17 16%
Net: Any	330 38%	150 36%	180 40%	23 23%	48 40% <sup>c</sup>	69 42% <sup>C</sup>	52 33%	58 43% <sup>C</sup>	80 42% <sup>C</sup>	47 46% <sup>Cf</sup>	33 37% <sup>c</sup>	85 41%	115 42% <sup>n</sup>	61 34%	69 33%	207 39% <sup>p</sup>	55 31%	68 42% <sup>p</sup>	100 38%	231 38%	51 37%	32 31%	42 39%
None of these	531 61%	263 63%	269 59%	74 74% <sup>eG</sup>	73 60%	92 57%	106 67% <sup>gI</sup>	75 56%	111 58%	56 54%	55 61%	124 59%	156 57%	118 66%	134 64%	319 60%	120 67%	92 57%	159 61%	372 61%	84 62%	67 66%	63 59%
Don't know	9 1%	5 1%	4 1%	4 4% <sup>dI</sup>	-	1 1%	1 -	2 1%	2 1%	-	2 2%	-	3 1%	1 1%	5 2% <sup>k</sup>	2 -	5 3% <sup>o</sup>	3 2%	3 1%	6 1%	1 1%	2 2%	2 2%
Average no. of mentions	1.38	1.43	1.33	1.35	1.32	1.47	1.58 <sup>G</sup>	1.26	1.29	1.32	1.25	1.38	1.36	1.34	1.45	1.38	1.33	1.42	1.48 <sup>s</sup>	1.33	1.37	1.42	1.62 <sup>S</sup>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	934	787	53	91	41	103	80	70	78	93	115	131	93	58	72	804	934	-
Weighted Base	871	726	48*	92*	38*	96*	75*	63*	71*	86*	111	127	88*	49*	67*	754	871	**
Being moved to a new landline supplier without agreeing to move	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	211 24%	182 25% <sup>c</sup>	15 31% <sup>c</sup>	13 14%	8 21%	27 28% <sup>jk</sup>	21 29% <sup>jk</sup>	12 19%	19 27% <sup>k</sup>	20 23%	18 16%	19 15%	28 32% <sup>JK</sup>	14 28% <sup>k</sup>	24 36% <sup>JKo</sup>	172 23%	211 24%	-
Incorrect charges on your landline bill	21 2%	15 2%	3 6%	3 3%	-	1 1%	1 2%	1 1%	1 1%	1 1%	4 4% <sup>k</sup>	-	2 2%	1 3%	8 13% <sup>dEfGh</sup>	11 1%	21 2%	-
Being unable to afford a landline	5 1%	4 1%	1 2%	-	-	-	1 1%	1 2%	-	-	-	-	-	-	3 4% <sup>JKO</sup>	2	5 1%	-
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	196 23%	168 23%	13 27%	15 16%	10 26%	19 20%	21 29% <sup>k</sup>	20 31% <sup>JK</sup>	13 19%	22 25% <sup>k</sup>	19 17%	18 14%	22 25%	15 31% <sup>JK</sup>	17 25%	164 22%	196 23%	-
Have received an unexpectedly high landline bill	22 2%	13 2%	3 6% <sup>a</sup>	6 7% <sup>a</sup>	3 7% <sup>EKO</sup>	-	1 2%	1 1%	3 4% <sup>k</sup>	1 2%	4 3% <sup>k</sup>	-	2 2%	2 4% <sup>ek</sup>	5 8% <sup>EKO</sup>	15 2%	22 2%	-
Net: ONLY abandoned NOT silent	97 11%	79 11%	6 12%	12 13%	5 13%	7 7%	9 12%	10 16% <sup>K</sup>	7 10%	12 14% <sup>k</sup>	16 15% <sup>k</sup>	6 5%	7 8%	9 19% <sup>eK</sup>	7 10%	81 11% <sup>k</sup>	97 11%	-
Net: ONLY silent NOT abandoned	111 13%	93 13%	8 16%	11 12%	3 8%	14 15% <sup>gk</sup>	9 12%	3 5%	13 18% <sup>gK</sup>	10 12%	15 13% <sup>k</sup>	7 6%	14 16% <sup>gk</sup>	8 16% <sup>gk</sup>	14 22% <sup>GKO</sup>	89 12% <sup>k</sup>	111 13%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 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.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?  
 Base: All adults who have a landline phone at home

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	871	726	49*	92*	38*	96*	75*	63*	71*	86*	111	127	88*	49*	67*	754	871	**
Net: Abandoned OR Silent	308 35%	261 36%	21 43%	26 28%	13 34%	34 35%k	31 41%k	23 36%k	26 37%k	32 38%k	34 31%	26 20%	35 40%k	23 48%jK o	31 46%jKo	253 34%K	308	-
Net: Abandoned AND Silent	99 11%	89 12%C	7 14%c	3 3%	5 13%j	12 13%J	12 16%J	9 15%J	6 8%	9 11%j	3 3%	12 9%j	15 17%J	6 12%j	10 14%J	83 11%J	99	-
Net: Any	330 38%	275 38%	22 45%	33 36%	16 42%K	35 37%K	33 44%K	24 37%K	29 41%K	32 38%K	40 36%K	26 20%	39 45%K	23 48%K	34 50%Ko	273 36%K	330	-
None of these	531 61%	444 61%	27 55%	57 62%	22 58%	61 63%lm	42 56%	40 63%	41 57%	52 61%	70 63%lm	99 78%de FgHj LMNO	49 55%	23 46%	34 50%	475 63%mn	531	-
Don't know	9 1%	7 1%	-	2 2%	-	-	-	-	1 2%	1 1%	1 1%	2 2%	-	3 6%efg jlmO	-	6 1%	9	-
Average no. of mentions	1.38	1.39c	1.58	1.13	1.31	1.35j	1.41j	1.43	1.24	1.36	1.14	1.47	1.37j	1.40	1.70JO	1.34j	1.38	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 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.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	934	818	409	409	9	116
Weighted Base	871	783	425	358	9**	88
Being moved to a new landline supplier without agreeing to move	1	1	-	1	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	211 24%	190 24%	94 22%	94 26%	3 37%	21 24%
Incorrect charges on your landline bill	21 2%	20 3%	10 2%	10 3%	-	1 1%
Being unable to afford a landline	5 1%	5 1%	2	3 1%	-	-
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	196 23%	180 23%	101 24%	81 22%	2 25%	16 18%
Have received an unexpectedly high landline bill	22 2%	22 3%	12 3%	11 3%	1 6%	-
Net: ONLY abandoned NOT silent	97 11%	93 12% <sup>e</sup>	54 13% <sup>e</sup>	39 11%	-	4 5%
Net: ONLY silent NOT abandoned	111 13%	102 13%	48 11%	53 15%	1 11%	10 11%
Net: Abandoned OR Silent	308 35%	282 36%	148 35%	134 37%	3 37%	25 29%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	871	783	425	358	9**	88
Net: Abandoned AND Silent	99 11%	88 11%	47 11%	41 11%	2 25%	11 13%
Net: Any	330 38%	304 39%	160 38%	146 41%e	4 43%	26 30%
None of these	531 61%	471 60%	262 62%	209 58%	5 57%	60 68%
Don't know	9 1%	7 1%	4 1%	4 1%	-	2 2%
Average no. of mentions	1.38	1.37	1.37	1.37	1.60	1.43

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

Total	TYPE OF INTERNET (Q.2a)						
	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)	
Unweighted Base	934	706	8	690	4	4	228
Weighted Base	871	690	8**	676	3**	3**	180
Being moved to a new landline supplier without agreeing to move	1	1	-	1	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	211 24%	173 25%	2 24%	171 25%	-	1 25%	37 21%
Incorrect charges on your landline bill	21 2%	18 3%	-	18 3%	-	-	2 1%
Being unable to afford a landline	5 1%	4 1%	-	4 1%	-	-	1 1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	196 23%	167 24% <sup>f</sup>	1 18%	165 24% <sup>f</sup>	-	-	29 16%
Have received an unexpectedly high landline bill	22 2%	18 3%	-	18 3%	-	-	3 2%
Net: ONLY abandoned NOT silent	97 11%	83 12%	-	83 12%	-	-	14 8%
Net: ONLY silent NOT abandoned	111 13%	90 13%	1 12%	88 13%	-	1 25%	21 12%
Net: Abandoned OR Silent	308 35%	257 37% <sup>f</sup>	2 30%	254 38% <sup>f</sup>	-	1 25%	51 28%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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



Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

Total	TYPE OF INTERNET (Q.2a)						
	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)	
Weighted Base	871	690	8**	676	3**	3**	180
Net: Abandoned AND Silent	99 11%	83 12%	1 12%	82 12%	-	-	16 9%
Net: Any	330 38%	277 40%F	2 30%	274 40%F	-	1 25%	53 30%
None of these	531 61%	409 59%	6 70%	398 59%	3 100%	2 75%	123 68%ac
Don't know	9 1%	5 1%	-	5 1%	-	-	4 2%ac
<b>Average no. of mentions</b>	<b>1.38</b>	<b>1.38</b>	<b>1.41</b>	<b>1.38</b>	<b>-</b>	<b>1.00</b>	<b>1.37</b>

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	934	38	132	404	32	364	381	803	441	22	78	72	98	92	131
Weighted Base	871	33*	128	389	30*	351	342	756	407	20**	83*	66*	92*	88*	115
Being moved to a new landline supplier without agreeing to move	1	-	1	1	-	1	-	1	1	-	-	-	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	211 24%	3 9%	27 21%	108 28%a	7 24%	101 29%a	88 26%a	188 25% <i>m</i>	108 27% <i>m</i>	3 14%	23 28%	21 32% <i>m</i>	19 21%	13 15%	23 20%
Incorrect charges on your landline bill	21 2%	2 7% <i>f</i>	2 2%	13 3%	-	13 4%	5 1%	17 2%	10 3%	-	-	-	4 4%	3 3%	4 3%
Being unable to afford a landline	5 1%	-	-	2	-	2	3	5	3	-	-	-	2	-	-
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	196 23%	5 15%	32 25%	93 24%	9 31%	84 24%	77 22%	174 23%	103 25%	2 10%	22 27%	17 26%	15 16%	14 17%	22 19%
Have received an unexpectedly high landline bill	22 2%	1 2%	2 2%	13 3%	-	13 4%	6 2%	18 2%	7 2%	1 5%	-	2 2%	7 7% <i>GHj</i>	2 3%	3 3%
Net: ONLY abandoned NOT silent	97 11%	4 13%	18 14%	41 11%	5 16%	36 10%	34 10%	83 11%	47 12%	1 7%	10 12%	8 12%	7 8%	9 10%	14 12%
Net: ONLY silent NOT abandoned	111 13%	2 7%	14 11%	56 14%	3 9%	54 15%	46 13%	97 13%	52 13%	2 11%	10 13%	12 18%	12 13%	8 9%	15 13%
Net: Abandoned OR Silent	308 35%	7 22%	46 36%	150 38%	12 40%	138 39%	122 36%	271 36%	155 38% <i>m</i>	4 21%	33 40%	29 44% <i>lm</i>	27 29%	22 25%	37 32%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)								
	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Weighted Base	871	33*	128	389	30*	351	342	756	407	20**	83*	66*	92*	88*	115
Net: Abandoned AND Silent	99 11%	1 2%	13 10%	52 13%	4 1%	48 14%	43 13%	91 12%	56 14% <sup>n</sup>	1 4%	12 15%	9 14%	8 8%	5 6%	8 7%
Net: Any	330 38%	10 30%	48 37%	162 42%	12 40%	150 43%	127 37%	291 38%	163 40%	5 26%	33 40%	30 45%	33 36%	26 30%	40 34%
None of these	531 61%	23 70%	78 61%	226 58%	17 57%	200 57%	213 62%	458 61%	239 59%	15 74%	50 60%	35 54%	58 63%	61 70% <sup>k</sup>	73 64%
Don't know	9 1%	-	2 2% <sup>e</sup>	2 -	1 3% <sup>ef</sup>	1 -	1 -	7 1%	5 1%	-	-	1 1%	1 1%	-	2 2%
Average no. of mentions	1.38	1.16	1.35	1.42	1.36	1.42	1.41	1.39	1.43	1.14	1.38	1.33	1.40	1.24	1.32

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Children overriding age controls and accessing adult content through mobile phones	2	1	1	-	-	-	1	1	-	-	-	-	2	-	-	1	-	1	-	2	-	-	-
Being misled when taking out a new contract for a mobile phone	16	8	7	4	3	5	3	1	-	-	-	5	5	4	1	7	7	2	5	11	2	1	3
Incorrect charges on your mobile bill	20	11	9	3	7	5	3	1	1	1	-	2	12	4	2	11	8	1	10	10	5	2	5
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16	7	9	3	4	4	4	1	-	-	-	7	5	4	-	8	7	1	7	9	2	2	5
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29	15	14	7	7	8	7	-	-	-	-	8	10	4	7	16	11	2	9	19	5	4	3
Being charged for calls made on your mobile after it was stolen	1	-	1	-	-	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	1	3	2	1	1	-	-	-	-	-	1	2	-	1	1	2	1	2	2	1	-	2

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?  
 Base: All adults

	Total	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-ple (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	26 5% <sup>B</sup>	10 2%	3 2%	6 4%	11 6% <sup>HJ</sup>	8 4% <sup>hj</sup>	7 5% <sup>hj</sup>	2 1%	2 2%	-	5 2%	16 5%	8 4%	9 3%	18 3%	8 3%	11 6%	9 3%	28 4%	5 3%	3 2%	5 4%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 3%	17 3%	16 3%	8 6% <sup>hi</sup>	7 4%	8 4%	5 3%	3 2%	3 1%	1 1%	1 1%	8 4%	6 2%	5 3%	14 5% <sup>l</sup>	17 3%	11 5%	5 3%	12 4%	21 3%	4 3%	2 2%	8 7% <sup>bu</sup>
Net: ONLY abandoned NOT silent	28 3%	20 4% <sup>b</sup>	8 2%	3 2%	5 3%	7 4% <sup>h</sup>	6 3% <sup>h</sup>	7 5% <sup>hj</sup>	1 1%	1 1%	-	4 2%	12 4%	5 2%	7 2%	12 2%	8 3%	8 5% <sup>o</sup>	5 1%	23 3%	4 2%	3 2%	2 1%
Net: ONLY silent NOT abandoned	25 2%	11 2%	14 3%	8 6% <sup>elH</sup>	6 4%	3 2%	3 2%	3 2%	2 1%	1 1%	1 1%	7 3%	3 1%	2 1%	13 5% <sup>Lm</sup>	11 2%	11 5% <sup>o</sup>	2 1%	7 2%	17 2%	3 2%	2 2%	5 4%
Net: Abandoned OR Silent	61 6%	37 8%	24 5%	11 8% <sup>Hj</sup>	12 7% <sup>hj</sup>	14 8% <sup>Hj</sup>	11 6% <sup>h</sup>	10 7% <sup>hj</sup>	4 2%	3 3%	1 1%	11 5%	19 6%	10 5%	21 8%	29 5%	19 8%	13 7%	16 5%	45 6%	8 5%	5 4%	10 8%
Net: Abandoned AND Silent	9 1%	6 1%	2 *	-	1 1%	5 3%	2 1%	-	1 *	1 1%	-	1 *	3 1%	3 1%	2 1%	6 1%	-	2 1%	4 1%	4 1%	1 1%	-	3 2%
Net: Any	102 10%	58 12%	44 8%	19 15% <sup>gH</sup>	23 14% <sup>HI</sup>	26 14% <sup>HI</sup>	17 10% <sup>HJ</sup>	11 7% <sup>hj</sup>	5 3%	4 4%	1 1%	23 11%	33 11%	14 7%	30 11%	50 9%	36 15% <sup>oq</sup>	15 8%	34 11%	68 10%	17 10%	10 8%	18 15%
None of these	863 86%	416 86%	447 87%	103 80%	135 83%	154 83%	153 87%	133 90% <sup>c</sup>	184 93% <sup>CD</sup>	100 94% <sup>CD</sup>	84 92% <sup>Cd</sup>	192 88%	253 84%	182 90%	236 84%	514 89% <sup>P</sup>	193 81%	155 85%	264 86%	599 86%	145 87%	105 88%	99 82%
Don't know	36 4%	12 2%	24 5%	7 6%	4 3%	6 3%	6 4%	4 3%	9 4%	3 3%	6 7%	2 1%	14 5% <sup>k</sup>	6 3%	14 5% <sup>k</sup>	13 2%	11 5%	12 6% <sup>O</sup>	10 3%	26 4%	5 3%	5 4%	3 3%

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Average no. of mentions	1.54	1.49	1.62	1.55	1.57	1.58	1.71	1.31	1.13	1.17	1.00	1.57	1.71	2.03	1.11	1.58	1.52	1.49	1.59	1.52	1.52	1.41	1.71

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Children overriding age controls and accessing adult content through mobile phones	2	2	-	-	1	-	-	-	-	-	-	1	-	-	-	-	2	-
	*	*	-	-	2%o	-	-	-	-	-	-	1%	-	-	-	-	*	-
Being misled when taking out a new contract for a mobile phone	16	15	1	-	2	1	1	1	1	2	1	1	1	3	2	11	12	3
	2%	2%	2%	-	4%	1%	2%	1%	1%	2%	1%	1%	1%	5%o	2%	1%	1%	2%
Incorrect charges on your mobile bill	20	15	2	2	2	3	2	1	4	1	3	1	-	-	2	18	18	2
	2%	2%	4%	2%	4%	2%	3%	2%	4%	1%	3%	1%	-	-	2%	2%	2%	2%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16	13	2	1	-	2	1	1	2	2	-	1	1	3	3	10	13	2
	2%	2%	3%	1%	-	2%	2%	1%	2%	2%	-	1%	1%	5%o	3%	1%	2%	2%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29	22	4	3	3	-	2	2	4	2	4	1	2	1	7	20	23	5
	3%	3%	6%	3%	8%Eko	-	2%	3%	5%ek	2%	3%	1%	2%	2%	8%EKO	2%	3%	4%
Being charged for calls made on your mobile after it was stolen	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1	1	-
	*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	*	*	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	4	-	-	-	-	1	-	-	-	-	-	-	1	2	1	4	-
	*	1%	-	-	-	-	1%	-	-	-	-	-	-	3%ko	3%O	*	1%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

\* small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wales (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	611	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	32 4%	2 3%	3 3%	1 2%	3 2%	6 7% <i>l</i>	2 3%	2 3%	-	4 4%	4 3%	4 5% <i>l</i>	1 2%	9 10% <i>egh</i> k	26 3%	28 3%	8 7%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 3%	29 3%	1 2%	3 3%	2 4% <i>k</i>	3 3% <i>k</i>	4 5% <i>K</i>	2 2%	3 3% <i>k</i>	2 2%	3 2%	-	6 7% <i>K</i>	-	8 9% <i>egj</i> k	25 3% <i>k</i>	21 2%	13 10% <i>P</i>
Net: ONLY abandoned NOT silent	28 3%	23 3%	2 3%	3 3%	1 2%	3 2%	3 4%	2 3%	1 1%	-	4 4%	4 3%	2 2%	1 2%	6 7% <i>l</i> O	20 2%	20 2%	8 6% <i>p</i>
Net: ONLY silent NOT abandoned	25 2%	20 2%	1 2%	3 3%	2 4% <i>k</i>	3 3% <i>k</i>	2 2%	2 2%	2 2%	2 2%	3 2%	-	4 4% <i>k</i>	-	5 6% <i>K</i> o	19 2%	13 1%	12 9% <i>P</i>
Net: Abandoned OR Silent	61 6%	52 6%	3 5%	6 6%	3 6%	6 5%	7 9% <i>k</i>	4 5%	4 5%	2 2%	7 6%	4 3%	8 9% <i>k</i>	1 2%	15 17% <i>Egh</i> l j K M O	45 5%	41 5%	20 16% <i>P</i>
Net: Abandoned AND Silent	9 1%	9 1%	-	-	-	-	3 3% <i>ko</i>	-	1 1%	-	-	-	2 2%	-	3 3% <i>ko</i>	6 1%	8 1%	1 1%
Net: Any	102 10%	82 10%	9 15%	9 10%	8 18% <i>k</i> m	9 8%	10 13% <i>k</i>	8 10% <i>k</i>	10 12% <i>k</i>	4 4%	13 11% <i>k</i>	5 3%	11 12% <i>K</i>	3 5%	20 22% <i>Egh</i> j K M O	79 9% <i>k</i>	73 8%	29 22% <i>P</i>
None of these	863 86%	725 87%	50 81%	86 86%	37 82%	107 91% <i>N</i>	68 83%	72 90% <i>N</i>	73 86% <i>n</i>	85 92% <i>N</i>	102 87% <i>n</i>	134 93% <i>df</i> IN	79 82%	44 85%	64 72%	755 88% <i>N</i>	768 88% <i>Q</i>	94 73%
Don't know	36 4%	29 4%	2 4%	4 4%	-	2 1%	4 5%	-	2 3%	4 4%	3 2%	6 4%	6 6% <i>g</i>	5 10% <i>d</i> EG J O	5 5% <i>g</i>	26 3%	30 3%	6 5%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
 \* small base



Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)			
	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)	
Weighted Base	1000	837	611	100	45	117	82	80	85	92	117	144	96	52	88	860	871	129
Average no. of mentions	1.54	1.61	1.32	1.23	1.35	1.26	1.68	1.12	1.62	2.19	1.18	1.94	1.38	3.47	1.68	1.45	1.69	1.19

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Children overriding age controls and accessing adult content through mobile phones	2 *	2	2	-	-	-
Being misled when taking out a new contract for a mobile phone	16 2%	16 2% <sup>c</sup>	14 3% <sup>C</sup>	2 *	-	-
Incorrect charges on your mobile bill	20 2%	20 2%	18 4% <sup>ce</sup>	6 1%	1 12%	-
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	16 2% <sup>c</sup>	15 3% <sup>C</sup>	1 *	-	-
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	29 3% <sup>C</sup>	25 5% <sup>Ce</sup>	3 1%	-	-
Being charged for calls made on your mobile after it was stolen	1 *	1 *	-	-	1 5%	-
Being charged for media content such as ring tones on your mobile but not receiving them	4 *	4 *	4 1%	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	905	481	425	10**	95
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	36 4%e	18 4%e	18 4%e	- -	- -
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 3%	33 4%	19 4%	14 3%	- -	1 1%
Net: ONLY abandoned NOT silent	28 3%	28 3%	13 3%	14 3%e	- -	- -
Net: ONLY silent NOT abandoned	25 2%	24 3%	14 3%	10 2%	- -	1 1%
Net: Abandoned OR Silent	61 6%	60 7%e	32 7%e	28 7%e	- -	1 1%
Net: Abandoned AND Silent	9 1%	9 1%	5 1%	4 1%	- -	- -
Net: Any	102 10%	101 11%E	66 14%cE	38 9%E	2 17%	1 1%
None of these	863 86%	775 86%	402 84%	371 87%	7 73%	88 92%b
Don't know	36 4%	29 3%	12 2%	16 4%	1 10%	7 8%aB
<b>Average no. of mentions</b>	<b>1.54</b>	<b>1.55c</b>	<b>1.74C</b>	<b>1.16</b>	<b>1.00</b>	<b>1.00</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Children overriding age controls and accessing adult content through mobile phones	2	2	-	2	-	-	-
Being misled when taking out a new contract for a mobile phone	16 2%	13 2%	-	13 2%	-	-	2 1%
Incorrect charges on your mobile bill	20 2%	19 3% <sup>f</sup>	2 23%	17 2% <sup>f</sup>	-	-	1 *
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	14 2%	-	12 2%	1 6%	-	2 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	25 3%	-	23 3%	2 9%	-	3 1%
Being charged for calls made on your mobile after it was stolen	1	1	-	1	-	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	4 1%	-	4 1%	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	1000	744	8**	713	20**	4**	256
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	27 4%	- -	24 3%	3 13%	- -	10 4%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 3%	21 3%	- -	20 3%	1 4%	- -	13 5%
Net: ONLY abandoned NOT silent	28 3%	20 3%	- -	17 2%	3 13%	- -	8 3%
Net: ONLY silent NOT abandoned	25 2%	14 2%	- -	13 2%	1 4%	- -	11 4%ac
Net: Abandoned OR Silent	61 6%	40 5%	- -	37 5%	3 18%	- -	21 8%
Net: Abandoned AND Silent	9 1%	7 1%	- -	7 1%	- -	- -	2 1%
Net: Any	102 10%	77 10%	2 23%	68 10%	7 33%	- -	25 10%
None of these	863 86%	647 87%	6 77%	625 88%	13 67%	4 100%	216 84%
Don't know	36 4%	20 3%	- -	20 3%	- -	- -	15 6%ac
Average no. of mentions	1.54	1.64	1.00	1.71	1.00	-	1.26

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)								
	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Children overriding age controls and accessing adult content through mobile phones	2	-	-	-	-	-	2	2	-	-	-	-	-	-	-
Being misled when taking out a new contract for a mobile phone	16 2%	-	1	10 2%	2 5%	7 2%	7 2%	16 2%	11 2%	1 5%	1 1%	-	1 1%	1 1%	-
Incorrect charges on your mobile bill	20 2%	2 5% <sup>f</sup>	1 1%	13 3% <sup>f</sup>	-	13 3% <sup>f</sup>	5 1%	18 2%	8 2%	1 4%	5 5% <sup>h</sup>	1 1%	1 1%	2 2%	2 1%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	-	-	10 2%	2 5% <sup>B</sup>	7 2%	7 2%	16 2%	13 3% <sup>n</sup>	-	1 1%	-	1 1%	1 1%	-
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	1 2%	1 1%	22 5% <sup>bF</sup>	4 11% <sup>BF</sup>	17 5% <sup>bf</sup>	6 2%	25 3%	15 3%	1 4%	5 5%	1 2%	3 2%	1 1%	3 2%
Being charged for calls made on your mobile after it was stolen	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	-	-	4 1%	-	4 1%	1	3	2 1%	1 3%	-	-	-	-	1 1%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	- -	1 1%	15 3%	2 6%	12 3%	22 5%b	31 4%	15 3%	1 3%	7 7%	3 4%	3 2%	3 4%	5 4%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 3%	1 2%	2 1%	15 4%	1 2%	13 4%	15 4%	31 4%	18 4%k	1 6%	4 4%k	- -	7 6%km	- -	3 2%
Net: ONLY abandoned NOT silent	28 3%	- -	1 1%	11 3%	2 6%	9 2%	19 4%	24 3%	11 2%	- -	5 6%l	3 4%	1 1%	3 4%	4 3%
Net: ONLY silent NOT abandoned	25 2%	1 2%	2 1%	11 3%	1 2%	10 3%	12 3%	23 3%	15 3%	1 3%	3 3%	- -	5 4%k	- -	2 1%
Net: Abandoned OR Silent	61 6%	1 2%	3 2%	26 6%	3 8%	22 6%	34 8%b	54 6%	30 6%	1 6%	10 10%	3 4%	7 7%	3 4%	7 5%
Net: Abandoned AND Silent	9 1%	- -	- -	4 1%	- -	4 1%	4 1%	8 1%	4 1%	1 3%	1 1%	- -	2 2%	- -	1 1%
Net: Any	102 10%	3 10%	5 4%	54 13%B	7 18%B	45 12%B	42 10%b	90 10%	47 10%	4 19%	16 17%mn	5 7%	12 11%	6 6%	11 8%
None of these	863 86%	28 83%	126 93%cDe	363 85%	30 74%	323 86%	368 87%b	739 86%	396 86%	19 81%	75 79%	67 91%j	90 84%	91 93%j	124 88%
Don't know	36 4%	3 8%e	5 4%	11 3%	3 7%	8 2%	14 3%	30 3%	18 4%	- -	4 4%	2 2%	5 4%	2 2%	6 4%
Average no. of mentions	1.54	1.00	1.25	1.63	1.63	1.64	1.61	1.59	1.82	1.35	1.42	1.00	1.23	1.60	1.20

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?  
 Base: All adults who use a Mobile phone

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	940	435	505	120	142	171	176	134	197	120	77	206	264	204	266	560	214	166	292	648	158	118	115
Weighted Base	905	439	465	127	158	181	172	130	137	84	53*	209	277	189	230	543	221	141	299	606	164	118	115
Children overriding age controls and accessing adult content through mobile phones	2	1	1	-	-	-	1	1	-	-	-	-	2	-	-	1	-	1	-	2	-	-	-
	*	*	*	-	-	-	1%	1%	-	-	-	-	1%	-	-	*	-	1%	-	*	-	-	-
Being misled when taking out a new contract for a mobile phone	16	8	7	4	3	5	3	1	-	-	-	5	5	4	1	7	7	2	5	11	2	1	3
	2%	2%	2%	3%h	2%	3%h	2%	1%	-	-	-	3%	2%	2%	*	1%	3%	1%	2%	2%	1%	1%	3%
Incorrect charges on your mobile bill	20	11	9	3	7	5	3	1	1	1	-	2	12	4	2	11	8	1	10	10	5	2	5
	2%	2%	2%	3%	5%h	3%	2%	1%	*	1%	-	1%	4%kn	2%	1%	2%	4%q	*	3%	2%	3%	2%	4%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16	7	9	3	4	4	4	1	-	-	-	7	5	4	-	8	7	1	7	9	2	2	5
	2%	2%	2%	2%	3%h	2%	2%	1%	-	-	-	3%N	2%n	2%n	-	1%	3%	1%	2%	1%	1%	2%	4%8
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29	15	14	7	7	8	7	-	-	-	-	8	10	4	7	16	11	2	9	19	5	4	3
	3%	3%	3%	6%GHl	4%ghi	4%gHi	4%ghi	-	-	-	-	4%	3%	2%	3%	3%	5%q	1%	3%	3%	3%	3%	3%
Being charged for calls made on your mobile after it was stolen	1	-	1	-	-	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-	-	-
	*	-	*	-	-	-	-	-	*	1%	-	*	-	-	-	*	-	-	-	*	-	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	1	3	2	1	1	-	-	-	-	-	1	2	-	1	1	2	1	2	2	1	-	2
	*	*	1%	2%	1%	*	-	-	-	-	-	1%	1%	-	*	*	1%	1%	1%	*	1%	-	2%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base



Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?  
 Base: All adults who use a Mobile phone

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	905	439	465	127	158	181	172	130	137	84	53*	209	277	189	230	543	221	141	299	606	164	118	115
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	26 6%B	10 2%	3 2%	6 4%	11 6%hj	8 5%	7 5%	2 2%	2 3%	-	5 2%	16 6%	8 4%	9 4%	18 3%	8 4%	11 8%o	9 3%	28 5%	5 3%	3 3%	5 4%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 4%	17 4%	16 3%	8 6%hi	7 5%	8 4%	5 3%	3 2%	2 1%	1 1%	1 3%	8 4%	6 2%	4 2%	14 6%lm	17 3%	11 5%	5 3%	12 4%	21 3%	4 3%	2 2%	8 7%u
Net: ONLY abandoned NOT silent	28 3%	20 5%b	8 2%	3 2%	5 3%	7 4%	6 3%	7 5%h	1 1%	1 2%	-	4 2%	12 5%	5 3%	7 3%	12 2%	8 4%	8 6%o	5 2%	23 4%	4 2%	3 3%	2 1%
Net: ONLY silent NOT abandoned	24 3%	11 2%	13 3%	8 6%elh	6 4%	3 2%	3 2%	3 2%	1 1%	-	1 3%	7 3%	3 1%	2 1%	13 6%LM	11 2%	11 5%o	2 2%	7 3%	16 3%	3 2%	2 2%	5 5%
Net: Abandoned OR Silent	60 7%	37 8%	24 5%	11 8%h	12 8%h	14 8%h	11 6%	10 7%h	3 3%	2 3%	1 3%	11 5%	19 7%	9 5%	21 9%	28 5%	19 9%	13 9%	16 5%	44 7%	8 5%	5 4%	10 9%
Net: Abandoned AND Silent	9 1%	6 1%	2 1%	-	1 1%	5 3%	2 1%	-	1 *	1 1%	-	1 1%	3 1%	3 1%	2 1%	6 1%	-	2 2%p	4 1%	4 1%	1 1%	-	3 3%
Net: Any	101 11%	58 13%	43 9%	19 15%HI	23 15%HI	26 14%HI	17 10%h	11 8%	5 3%	3 4%	1 3%	23 11%	33 12%	14 7%	30 13%m	50 9%	36 16%O	15 11%	34 11%	67 11%	17 10%	10 8%	18 16%
None of these	775 86%	370 84%	405 87%	101 79%	130 83%	151 83%	148 86%	117 89%c	128 94%CD	78 93%Cd	50 94%Cd	183 88%	232 84%	170 90%ln	190 82%	483 89%P	174 79%	118 84%	255 85%	520 86%	142 86%	104 88%	93 81%
Don't know	29 3%	11 3%	17 4%	7 6%	4 3%	4 2%	6 4%	3 2%	4 3%	2 3%	2 3%	2 1%	11 4%	5 3%	10 4%k	10 2%	11 5%o	8 5%o	10 3%	19 3%	5 3%	5 4%	3 3%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Weighted Base	439	465	127	158	181	172	130	137	84	53*	209	277	189	230	543	221	141	299	606	164	118	115	
Average no. of mentions	1.49	1.63	1.55	1.57	1.58	1.71	1.31	1.15	1.21	1.00	1.57	1.71	2.08	1.11	1.59	1.52	1.49	1.59	1.53	1.52	1.41	1.71	

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	940	787	58	92	41	107	80	73	84	82	115	135	89	53	81	806	818	122
Weighted Base	905	750	57*	94*	39*	104*	76*	73*	78*	79*	111	134	86*	47*	77*	781	783	122
Children overriding age controls and accessing adult content through mobile phones	2	2	-	-	1	-	-	-	-	-	-	1	-	-	-	2	2	-
	*	*	-	-	2%o	-	-	-	-	-	-	1%	-	-	-	*	*	-
Being misled when taking out a new contract for a mobile phone	16	15	1	-	2	1	1	1	1	2	1	1	1	3	2	11	12	3
	2%	2%	2%	-	5%	1%	2%	1%	1%	3%	1%	1%	1%	6%o	2%	1%	2%	3%
Incorrect charges on your mobile bill	20	15	2	2	2	3	2	1	4	1	3	1	1	-	2	18	18	2
	2%	2%	4%	2%	5%	3%	3%	2%	5%	1%	3%	1%	1%	-	2%	2%	2%	2%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16	13	2	1	-	2	1	1	2	2	-	1	1	3	3	10	13	2
	2%	2%	3%	1%	-	2%	2%	1%	3%	2%	-	1%	1%	6%o	4%j	1%	2%	2%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29	22	4	3	3	-	2	2	4	2	4	1	2	1	7	20	23	5
	3%	3%	7%	3%	9%EKo	-	2%	3%	5%ek	2%	3%	1%	3%	3%	9%EKO	3%	3%	4%
Being charged for calls made on your mobile after it was stolen	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1	1	-
	*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	*	*	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	4	-	-	-	1	-	-	-	-	-	-	-	1	2	1	4	-
	*	1%	-	-	-	1%	-	-	-	-	-	-	-	3%kO	3%O	*	1%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
\* small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?  
 Base: All adults who use a Mobile phone

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wales (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	905	750	57*	94*	39*	104*	76*	73*	78*	79*	111	134	86*	47*	77*	781	783	122
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	32 4%	2 3%	3 3%	1 2%	3 3%	6 7% <i>l</i>	2 3%	2 3%	-	4 4%	4 3%	4 5% <i>l</i>	1 3%	9 12% <i>eghij</i> KO	26 3%	28 4%	8 7%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 4%	28 4%	1 2%	3 3%	2 5% <i>k</i>	3 3% <i>k</i>	4 6% <i>K</i>	2 2%	3 4% <i>k</i>	2 3%	3 3%	-	6 6% <i>K</i>	-	8 11% <i>egijk</i> mO	24 3% <i>k</i>	20 3%	13 10% <i>P</i>
Net: ONLY abandoned NOT silent	28 3%	23 3%	2 3%	3 3%	1 2%	3 3%	3 4%	2 3%	1 1%	-	4 4%	4 3%	2 3%	1 3%	6 8% <i>hio</i>	20 3%	20 3%	8 6% <i>p</i>
Net: ONLY silent NOT abandoned	24 3%	19 3%	1 2%	3 3%	2 5% <i>k</i>	3 3% <i>k</i>	2 2%	2 2%	2 2%	2 3%	3 3%	-	3 4% <i>k</i>	-	5 7% <i>Ko</i>	18 2%	12 2%	12 10% <i>P</i>
Net: Abandoned OR Silent	60 7%	51 7%	3 5%	6 6%	3 7%	6 6%	7 10% <i>k</i>	4 5%	4 5%	2 3%	7 7%	4 3%	8 9% <i>k</i>	1 3%	15 19% <i>EgHij</i> KMO	44 6%	40 5%	20 17% <i>P</i>
Net: Abandoned AND Silent	9 1%	9 1%	-	-	-	-	3 4% <i>ko</i>	-	1 1%	-	-	-	2 2%	-	3 4% <i>ko</i>	6 1%	8 1%	1 1%
Net: Any	101 11%	81 11%	9 16%	9 10%	8 21% <i>kM</i> o	9 9%	10 14% <i>K</i>	8 11% <i>k</i>	10 13% <i>K</i>	4 5%	13 12% <i>k</i>	5 3%	11 13% <i>k</i>	3 6%	20 26% <i>Eglj</i> KIMO	79 10% <i>k</i>	72 9%	29 24% <i>P</i>
None of these	775 86%	646 86%	46 80%	82 86%	31 79%	94 90% <i>N</i>	62 81%	65 89% <i>N</i>	67 85% <i>n</i>	71 90% <i>N</i>	96 87% <i>N</i>	123 92% <i>df</i> IN	71 83%	41 87% <i>n</i>	54 70%	680 87% <i>N</i>	688 88% <i>Q</i>	87 71%
Don't know	29 3%	23 3%	2 4%	3 3%	-	1 1%	4 5%	-	1 2%	4 5%	2 2%	6 4%	4 5%	3 7% <i>eg</i>	3 4%	22 3%	23 3%	6 5%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
 \* small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)			
	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)	
Weighted Base	905	750	57*	94*	39*	104*	76*	73*	78*	79*	111	134	86*	47*	77*	781	783	122
Average no. of mentions	1.55	1.62	1.32	1.23	1.35	1.26	1.68	1.12	1.62	2.19	1.18	1.94	1.40	3.47	1.68	1.45	1.69	1.19

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?  
 Base: All adults who use a Mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	940	940	461	479	10	-
Weighted Base	905	905	481	425	10**	**
Children overriding age controls and accessing adult content through mobile phones	2	2	2	-	-	-
Being misled when taking out a new contract for a mobile phone	16 2%	16 2% <sub>c</sub>	14 3% <sub>C</sub>	2 *	-	-
Incorrect charges on your mobile bill	20 2%	20 2%	18 4% <sub>c</sub>	6 1%	1 12%	-
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	16 2% <sub>c</sub>	15 3% <sub>C</sub>	1 *	-	-
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	29 3% <sub>C</sub>	25 5% <sub>C</sub>	3 1%	-	-
Being charged for calls made on your mobile after it was stolen	1 *	1 *	-	-	1 5%	-
Being charged for media content such as ring tones on your mobile but not receiving them	4 *	4 *	4 1%	-	-	-

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	905	905	481	425	10**	**
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	36 4%	18 4%	18 4%	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 4%	33 4%	19 4%	14 3%	-	-
Net: ONLY abandoned NOT silent	28 3%	28 3%	13 3%	14 3%	-	-
Net: ONLY silent NOT abandoned	24 3%	24 3%	14 3%	10 2%	-	-
Net: Abandoned OR Silent	60 7%	60 7%	32 7%	28 7%	-	-
Net: Abandoned AND Silent	9 1%	9 1%	5 1%	4 1%	-	-
Net: Any	101 11%	101 11%	66 14% <sup>c</sup>	38 9%	2 17%	-
None of these	775 86%	775 86%	402 84%	371 87%	7 73%	-
Don't know	29 3%	29 3%	12 2%	16 4%	1 10%	-
<b>Average no. of mentions</b>	<b>1.55</b>	<b>1.55<sup>c</sup></b>	<b>1.74<sup>C</sup></b>	<b>1.16</b>	<b>1.00</b>	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	940	724	8	692	20	4	216
Weighted Base	905	717	8**	687	20**	3**	188
Children overriding age controls and accessing adult content through mobile phones	2	2	-	2	-	-	-
Being misled when taking out a new contract for a mobile phone	16 2%	13 2%	-	13 2%	-	-	2 1%
Incorrect charges on your mobile bill	20 2%	19 3%	2 23%	17 3%	-	-	1 *
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	14 2%	-	12 2%	1 6%	-	2 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	25 4%	-	23 3%	2 9%	-	3 2%
Being charged for calls made on your mobile after it was stolen	1 *	1 *	-	1 *	-	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4 *	4 1%	-	4 1%	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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



Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Weighted Base	905	717	8**	687	20**	3**	188
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	27 4%	-	24 3%	3 13%	-	10 5%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 4%	21 3%	-	20 3%	1 4%	-	12 6%ac
Net: ONLY abandoned NOT silent	28 3%	20 3%	-	17 2%	3 13%	-	8 4%
Net: ONLY silent NOT abandoned	24 3%	14 2%	-	13 2%	1 4%	-	10 5%AC
Net: Abandoned OR Silent	60 7%	40 6%	-	37 5%	3 18%	-	20 11%aC
Net: Abandoned AND Silent	9 1%	7 1%	-	7 1%	-	-	2 1%
Net: Any	101 11%	77 11%	2 23%	68 10%	7 33%	-	24 13%
None of these	775 86%	622 87%	6 77%	600 87%af	13 67%	3 100%	153 82%
Don't know	29 3%	18 3%	-	18 3%	-	-	11 6%ac
Average no. of mentions	1.55	1.64	1.00	1.71	1.00	-	1.27

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)								
	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Unweighted Base	940	26	127	410	37	364	400	814	439	19	87	73	107	89	126
Weighted Base	905	23**	127	405	37*	359	373	788	419	19**	93*	68*	103*	86*	116
Children overriding age controls and accessing adult content through mobile phones	2	-	-	-	-	-	2	2	-	-	-	-	-	-	-
Being misled when taking out a new contract for a mobile phone	16	-	1	10	2	7	7	16	11	1	1	-	1	1	-
Incorrect charges on your mobile bill	20	2	1	13	-	13	5	18	8	1	5	1	1	2	2
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16	-	-	10	2	7	7	16	13	-	1	-	1	1	-
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29	1	1	22	4	17	6	25	15	1	5	1	3	1	3
Being charged for calls made on your mobile after it was stolen	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	-	-	4	-	4	1	3	2	1	-	-	-	-	1

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?  
 Base: All adults who use a Mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	905	23**	127	405	37*	359	373	788	419	19**	93*	68*	103*	86*	116
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	36 4%	- -	1 1%	15 4%	2 6%	12 3%	22 6%b	31 4%	15 4%	1 4%	7 7%	3 4%	3 3%	3 4%	5 4%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	33 4%	1 3%	2 2%	14 4%	1 3%	13 4%	15 4%	30 4%	18 4%	1 4%	4 4%	- -	7 6%km	- -	3 2%
Net: ONLY abandoned NOT silent	28 3%	- -	1 1%	11 3%	2 6%	9 2%	19 5%b	24 3%	11 3%	- -	5 6%	3 4%	1 1%	3 4%	4 3%
Net: ONLY silent NOT abandoned	24 3%	1 3%	2 2%	11 3%	1 3%	9 2%	12 3%	22 3%	15 3%	- -	3 3%	- -	5 5%	- -	2 1%
Net: Abandoned OR Silent	60 7%	1 3%	3 3%	25 6%	3 9%	21 6%	34 9%b	54 7%	30 7%	1 4%	10 10%	3 4%	7 7%	3 4%	7 6%
Net: Abandoned AND Silent	9 1%	- -	- -	4 1%	- -	4 1%	4 1%	8 1%	4 1%	1 4%	1 1%	- -	2 2%	- -	1 1%
Net: Any	101 11%	3 14%	5 4%	53 13%b	7 20%b	45 12%b	42 11%b	89 11%	47 11%	4 19%	16 17%km	5 7%	12 12%	6 6%	11 10%
None of these	775 86%	19 82%	117 92%cD	344 85%	28 74%	308 86%	319 86%	674 86%	359 86%	15 81%	73 79%	62 91%j	86 84%	79 92%j	101 87%
Don't know	29 3%	1 4%	5 4%	9 2%	2 6%	6 2%	12 3%	24 3%	14 3%	- -	4 4%	1 1%	5 5%	2 2%	4 4%
Average no. of mentions	1.55	1.00	1.25	1.64	1.63	1.65	1.61	1.59	1.82	1.42	1.42	1.00	1.23	1.60	1.20

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?  
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Children accessing adult content through internet	7	1	6	1	1	3	3	-	-	-	-	1	3	1	2	6	1	-	6	1	3	4	2
	1%	-	1%	1%	-	1%	2%	-	-	-	-	-	1%	-	1%	1%	-	-	2% <sup>S</sup>	-	2% <sup>S</sup>	3% <sup>S</sup>	1% <sup>a</sup>
Broadband speeds being slower than expected	231	119	112	29	48	53	47	32	22	19	3	71	68	49	43	150	50	31	86	144	42	34	42
	23%	24%	22%	22% <sup>HJ</sup>	30% <sup>HI</sup>	29% <sup>HI</sup>	27% <sup>HJ</sup>	22% <sup>HJ</sup>	11% <sup>j</sup>	17% <sup>J</sup>	4%	33% <sup>n</sup>	23% <sup>n</sup>	24% <sup>n</sup>	15%	26% <sup>Q</sup>	21%	17%	28% <sup>s</sup>	21%	25%	28%	35% <sup>S</sup>
Being a victim of someone using another person's identity online	8	6	2	-	2	3	-	3	-	-	-	1	2	3	1	6	1	1	3	6	1	1	2
	1%	1%	-	-	1%	2%	-	2% <sup>h</sup>	-	-	-	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Being a victim of people saying upsetting things about others on internet sites	15	7	8	8	-	5	1	1	-	-	-	6	5	3	1	6	9	-	11	3	5	5	5
	1%	1%	1%	8% <sup>DFg</sup>	-	3% <sup>dh</sup>	1%	-	-	-	-	3% <sup>n</sup>	2%	1%	-	1%	4% <sup>oQ</sup>	-	4% <sup>S</sup>	-	3% <sup>S</sup>	4% <sup>S</sup>	4% <sup>S</sup>
Incorrect charges on your internet bill	12	8	4	2	3	3	1	2	-	-	-	3	6	-	3	6	5	1	5	7	2	1	4
	1%	2%	1%	2%	2%	2%	1%	1%	-	-	-	1%	2% <sup>m</sup>	-	1%	1%	2%	1%	2%	1%	1%	1%	3% <sup>a</sup>
Difficulty obtaining a MAC code when trying to switch broadband supplier	5	1	4	-	2	1	2	-	-	-	-	1	2	-	2	3	1	1	3	2	1	-	2
	-	-	1%	-	1%	-	1%	-	-	-	-	-	1%	-	1%	1%	-	-	1%	-	1%	-	1%
Receiving an unexpectedly high bill for your internet service	6	3	3	2	1	-	2	-	-	-	-	3	3	-	-	2	4	-	1	5	1	-	1
	1%	1%	1%	2%	1%	-	1%	-	-	-	-	1%	1%	-	-	-	2%	-	-	1%	1%	-	1%
Net: Any	254	130	124	36	52	58	49	36	22	19	4	74	81	51	47	160	62	32	101	153	47	40	48
	25%	27%	24%	28% <sup>HI</sup>	32% <sup>HI</sup>	31% <sup>HI</sup>	28% <sup>HI</sup>	24% <sup>HJ</sup>	11% <sup>j</sup>	17% <sup>J</sup>	4%	34% <sup>n</sup>	27% <sup>n</sup>	25% <sup>n</sup>	17%	28% <sup>Q</sup>	26% <sup>q</sup>	17%	33% <sup>S</sup>	22%	28%	34% <sup>S</sup>	40% <sup>S</sup>
None of these	731	349	382	89	109	125	126	110	172	87	85	143	215	147	227	413	171	148	204	527	119	78	70
	73%	72%	74%	69%	67%	68%	71%	74%	87% <sup>CD</sup>	81% <sup>cD</sup>	93% <sup>CD</sup>	66%	71%	72%	81% <sup>KL</sup>	71%	71%	81% <sup>Op</sup>	66%	76% <sup>Ru</sup>	71% <sup>v</sup>	65%	58%
Don't know	15	7	7	4	1	2	2	2	4	1	3	-	5	4	5	5	7	3	3	11	1	1	2
	1%	1%	1%	3%	1%	1%	1%	1%	2%	1%	3%	-	2%	2% <sup>k</sup>	2% <sup>k</sup>	1%	3% <sup>o</sup>	2%	1%	2%	1%	1%	2%
Average no. of mentions	1.11	1.11	1.12	1.14	1.11	1.17	1.14	1.04	1.02	1.00	1.12	1.15	1.12	1.08	1.10	1.12	1.14	1.05	1.15	1.09	1.17	1.11	1.20

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Children accessing adult content through internet	7 1%	7 1%	- -	- -	2 4%jko	2 1%	- -	1 1%	- -	- -	- -	- -	1 1%	- -	2 2%	5 1%	5 1%	2 1%
Broadband speeds being slower than expected	231 23%	187 22%	19 32%	23 23%	9 20%	27 23%	26 32%kl	19 24%	24 28%k	27 29%k	30 25%	24 16%	18 19%	9 16%	17 20%	204 24%	212 24%q	18 14%
Being a victim of someone using another person's identity online	8 1%	7 1%	1 2%	- -	- -	1 1%	1 2%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	- -	- -	8 1%	8 1%	- -
Being a victim of people saying upsetting things about others on internet sites	15 1%	15 2%	- -	- -	4 8%ghi jklNO	3 3%	2 3%	- -	- -	1 1%	1 1%	3 2%	- -	1 3%	- -	13 2%	14 2%	1 1%
Incorrect charges on your internet bill	12 1%	12 1%	- -	- -	1 2%	1 1%	1 1%	2 3%	1 1%	- -	- -	- -	1 1%	3 5%ijk O	2 3%	7 1%	7 1%	5 4%P
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	5 1%	- -	- -	- -	- -	2 2%	- -	- -	1 1%	1 1%	- -	- -	- -	1 1%	4 *	5 1%	- -
Receiving an unexpectedly high bill for your internet service	6 1%	5 1%	- -	1 1%	1 2%o	- -	- -	- -	- -	- -	- -	1 1%	- -	3 5%efg hijkl O	1 1%	2 *	5 1%	1 1%
Net: Any	254 25%	208 25%	21 34%	24 24%	13 29%	30 25%	29 36%kl	22 27%	26 31%k	29 31%kl	30 26%	26 18%	18 19%	11 21%	19 22%	224 26%k	228 26%	26 20%
None of these	731 73%	618 74%	40 65%	72 73%	31 69%	88 75%	52 63%	58 72%	57 66%	63 68%	85 73%	117 81%Fh lo	76 79%l	37 70%	68 78%l	626 73%	628 72%	103 80%
Don't know	15 1%	11 1%	1 1%	3 3%	1 1%	- -	1 1%	1 1%	2 3%	1 1%	2 1%	1 1%	2 2%	5 9%EFg ijkNO	- -	10 1%	15 2%	- -
<b>Average no. of mentions</b>	<b>1.11</b>	<b>1.14</b>	<b>1.00</b>	<b>1.00</b>	<b>1.22</b>	<b>1.15</b>	<b>1.11</b>	<b>1.05</b>	<b>1.00</b>	<b>1.03</b>	<b>1.05</b>	<b>1.10</b>	<b>1.15</b>	<b>1.52</b>	<b>1.22</b>	<b>1.09</b>	<b>1.12</b>	<b>1.04</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
\* small base

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Children accessing adult content through internet	7 1%	7 1%	5 1%	3 1%	-	-
Broadband speeds being slower than expected	231 23%	226 25%CE	146 30%aC E	77 18%E	7 69%	5 5%
Being a victim of someone using another person's identity online	8 1%	7 1%	7 1%	2 *	-	1 1%
Being a victim of people saying upsetting things about others on internet sites	15 1%	14 2%	12 2%c	2 1%	-	1 1%
Incorrect charges on your internet bill	12 1%	12 1%	10 2%	3 1%	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	5 1%	4 1%	1 *	-	-
Receiving an unexpectedly high bill for your internet service	6 1%	6 1%	6 1%	-	-	-
Net: Any	254 25%	249 27%CE	162 34%aC E	86 20%E	7 69%	5 6%
None of these	731 73%	643 71%b	314 65%	331 78%AB	3 31%	88 92%ABC
Don't know	15 1%	13 1%	5 1%	8 2%	-	2 2%
<b>Average no. of mentions</b>	<b>1.11</b>	<b>1.11</b>	<b>1.16c</b>	<b>1.04</b>	<b>1.00</b>	<b>1.13</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broadband (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Children accessing adult content through internet	7 1%	6 1%	-	6 1%	-	-	1 *
Broadband speeds being slower than expected	231 23%	226 30%F	1 14%	221 31%F	3 16%	1 20%	5 2%
Being a victim of someone using another person's identity online	8 1%	8 1%	-	8 1%	-	-	-
Being a victim of people saying upsetting things about others on internet sites	15 1%	14 2%	-	14 2%	-	-	1 *
Incorrect charges on your internet bill	12 1%	10 1%	-	10 1%	-	-	2 1%
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	5 1%	-	5 1%	-	-	-
Receiving an unexpectedly high bill for your internet service	6 1%	6 1%	-	6 1%	-	-	-
Net: Any	254 25%	246 33%F	1 14%	241 34%F	3 16%	1 20%	8 3%
None of these	731 73%	493 66%	7 86%	467 65%	16 84%	3 80%	238 93%AC
Don't know	15 1%	5 1%	-	5 1%	-	-	9 4%AC
<b>Average no. of mentions</b>	<b>1.11</b>	<b>1.12</b>	<b>1.00</b>	<b>1.12</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?  
 Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Children accessing adult content through internet	7 1%	- -	1 1%	3 1%	1 2%	3 1%	4 1%	7 1%	5 1%	- -	- -	- -	2 2%	- -	- -
Broadband speeds being slower than expected	231 23%	6 17%	32 23%	127 30%F	13 33%	110 29%F	84 20%	215 25%N	126 27%N	5 23%	27 28%N	12 17%	18 17%	26 27%N	16 12%
Being a victim of someone using another person's identity online	8 1%	1 3%	1 1%	2 1%	- -	2 1%	5 1%	8 1%	4 1%	- -	1 1%	2 3%	- -	1 1%	- -
Being a victim of people saying upsetting things about others on internet sites	15 1%	- -	- -	11 2%	- -	11 3%	4 1%	15 2%	7 2%	- -	4 4%mm	2 3%n	1 1%	- -	- -
Incorrect charges on your internet bill	12 1%	- -	- -	8 2%	1 3%	7 2%	4 1%	11 1%	7 1%	- -	1 1%	1 1%	1 1%	1 1%	1 1%
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	- -	- -	3 1%	- -	3 1%	2 *	4 *	2 *	1 3%	- -	- -	- -	1 1%	1 1%
Receiving an unexpectedly high bill for your internet service	6 1%	- -	- -	3 1%	- -	3 1%	1 *	5 1%	4 1%	- -	1 1%	- -	- -	- -	1 1%
Net: Any	254 25%	7 20%	33 24%	140 33%F	15 37%f	121 32%f	93 22%	237 28%N	135 29%N	5 23%	29 30%N	17 23%n	22 21%	28 29%N	18 12%
None of these	731 73%	26 77%	100 74%	285 67%	25 63%	253 67%	327 77%CdE	612 71%	320 69%	18 77%	65 69%	56 76%	84 78%	69 71%	119 84%GHm
Don't know	15 1%	1 2%	3 2%	3 1%	- -	3 1%	4 1%	10 1%	7 2%	- -	1 1%	1 1%	1 1%	- -	5 3%
<b>Average no. of mentions</b>	<b>1.11</b>	<b>1.00</b>	<b>1.03</b>	<b>1.13</b>	<b>1.00</b>	<b>1.14</b>	<b>1.11</b>	<b>1.11</b>	<b>1.14</b>	<b>1.14</b>	<b>1.19</b>	<b>1.04</b>	<b>1.00</b>	<b>1.03</b>	<b>1.14</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?  
 Base: All those who have internet access

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	797	387	410	110	127	158	163	114	125	92	33	205	246	156	190	504	187	106	269	528	141	106	110
Weighted Base	783	398	386	117	142	170	159	111	83	63*	21*	207	261	150	166	491	196	96	276	507	147	108	111
Children accessing adult content through internet	6	1	5	-	1	3	3	-	-	-	-	1	3	1	2	6	-	-	5	1	2	4	2
	1%	*	1%	-	1%	2%	2%	-	-	-	-	*	1%	1%	1%	1%	-	-	2% <sub>s</sub>	-	1%	3% <sub>S</sub>	2%
Broadband speeds being slower than expected	227	117	110	27	47	53	46	32	22	19	3	71	68	47	41	149	48	31	85	142	41	33	41
	29%	29%	29%	23%	33%	31%	29%	29%	26%	30%	16%	34% <sub>n</sub>	26%	32%	25%	30%	24%	32%	31%	28%	28%	31%	37%
Being a victim of someone using another person's identity online	8	6	2	-	2	3	-	3	-	-	-	1	2	3	1	6	1	1	3	6	1	1	2
	1%	1%	1%	-	2%	2%	-	2%	-	-	-	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Being a victim of people saying upsetting things about others on internet sites	14	7	7	7	-	5	1	1	-	-	-	6	4	3	1	6	8	-	10	3	4	5	5
	2%	2%	2%	6% <sub>D</sub> g hi	-	3% <sub>d</sub>	1%	1%	-	-	-	3%	2%	2%	*	1%	4% <sub>oq</sub>	-	4% <sub>S</sub>	1%	3% <sub>s</sub>	5% <sub>S</sub>	4% <sub>S</sub>
Incorrect charges on your internet bill	12	8	4	2	3	3	1	2	*	-	*	3	6	-	3	6	5	1	5	7	2	1	4
	2%	2%	1%	2%	2%	2%	1%	2%	1%	-	2%	1%	2%	-	2%	1%	3%	1%	2%	1%	2%	1%	4%
Difficulty obtaining a MAC code when trying to switch broadband supplier	5	1	4	-	2	1	2	-	-	-	-	1	2	-	2	3	1	1	3	2	1	-	2
	1%	*	1%	-	2%	*	1%	-	-	-	-	*	1%	-	1%	1%	*	1%	1%	*	1%	-	2%
Receiving an unexpectedly high bill for your internet service	6	3	3	2	1	-	2	-	*	-	*	3	3	-	-	2	4	-	1	5	1	-	1
	1%	1%	1%	2%	1%	-	1%	-	1%	-	2% <sub>e</sub>	1%	1%	-	-	1%	2%	-	*	1%	1%	-	1%
Net: Any	248	128	120	33	52	58	48	36	22	19	4	74	80	50	44	159	58	32	97	152	44	40	47
	32%	32%	31%	28%	36%	34%	30%	33%	27%	30%	18%	36% <sub>n</sub>	31%	34%	26%	32%	29%	33%	35%	30%	30%	37%	42% <sub>s</sub>
None of these	527	265	262	81	90	112	110	75	60	43	17	132	176	99	119	331	133	64	177	350	103	67	62
	67%	67%	68%	69%	63%	66%	69%	67%	72%	68%	82%	64%	67%	66%	72%	67%	68%	66%	64%	69% <sub>V</sub>	70% <sub>v</sub>	62%	56%
Don't know	8	4	3	4	1	-	2	-	1	1	-	-	5	-	3	2	6	1	2	6	-	1	2
	1%	1%	1%	3% <sub>e</sub>	1%	-	1%	-	1%	2%	-	-	2%	-	2%	*	3% <sub>O</sub>	1%	1%	1%	-	1%	2%
<b>Average no. of mentions</b>	<b>1.12</b>	<b>1.11</b>	<b>1.12</b>	<b>1.16</b>	<b>1.11</b>	<b>1.17</b>	<b>1.14</b>	<b>1.04</b>	<b>1.02</b>	<b>1.00</b>	<b>1.12</b>	<b>1.15</b>	<b>1.12</b>	<b>1.08</b>	<b>1.11</b>	<b>1.12</b>	<b>1.15</b>	<b>1.05</b>	<b>1.15</b>	<b>1.09</b>	<b>1.18</b>	<b>1.12</b>	<b>1.20</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All those who have internet access

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)			
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)	
Unweighted Base	797	657	50	87	34	90	67	59	72	72	103	121	72	42	65	690	725	72	
Weighted Base	783	640	50*	91*	32*	88*	65*	61*	68*	71*	101	122	71*	37*	66*	680	708	75*	
Children accessing adult content through internet	6 1%	6 1%	- -	- -	2 5% jko	2 2%	- -	1 2%	- -	- -	- -	- -	1 1%	- -	1 1%	1 1%	5 1%	5 1%	1 1%
Broadband speeds being slower than expected	227 29%	184 29%	19 39%	22 24%	9 28%	26 30%	26 40% K	19 31%	24 36% k	27 38% K	29 28%	24 19%	18 26%	8 22%	17 25%	202 30% k	211 30%	17 22%	
Being a victim of someone using another person's identity online	8 1%	7 1%	1 2%	- -	- -	1 1%	1 2%	1 2%	1 2%	1 2%	1 1%	1 1%	1 1%	- -	- -	8 1%	8 1%	- -	
Being a victim of people saying upsetting things about others on internet sites	14 2%	14 2%	- -	- -	4 11% ghI JkLNO	3 3%	1 2%	- -	- -	1 1%	1 1%	3 2%	- -	1 4%	- -	12 2%	14 2%	- -	
Incorrect charges on your internet bill	12 2%	12 2%	- -	- -	1 2%	1 1%	1 2%	2 3%	1 2%	- -	- -	- -	1 1%	3 8% JK O	2 3%	7 1%	7 1%	5 6% P	
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 1%	5 1%	- -	- -	- -	- -	2 3%	- -	- -	1 1%	1 1%	- -	- -	- -	1 2%	4 1%	5 1%	- -	
Receiving an unexpectedly high bill for your internet service	6 1%	5 1%	- -	1 1%	1 3% o	- -	- -	- -	- -	- -	- -	1 1%	- -	3 8% efg hijkl O	1 1%	2 -	5 1%	1 2%	
Net: Any	248 32%	203 32%	21 41%	23 25%	13 41% k	29 32%	28 43% KI	22 36% k	26 39% k	29 41% K	29 29%	26 21%	18 26%	10 26%	18 27%	221 33% k	226 32%	22 30%	
None of these	527 67%	433 68%	29 58%	65 71%	19 58%	60 68%	37 57%	39 64%	40 59%	42 59%	71 70%	95 78% dF Hlo	51 72%	26 69%	48 73%	453 67%	474 67%	53 70%	
Don't know	8 1%	4 1%	1 1%	3 4% a	1 2%	- -	- -	- -	1 2%	- -	1 1%	1 1%	2 3%	2 5% eo	- -	6 1%	8 1%	- -	
Average no. of mentions	1.12	1.14	1.00	1.00	1.22	1.15	1.12	1.05	1.00	1.03	1.05	1.10	1.15	1.59	1.24	1.09	1.12	1.04	

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
\* small base

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All those who have internet access

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	797	760	431	329	10	37
Weighted Base	783	753	452	302	10**	30*
Children accessing adult content through internet	6 1%	6 1%	5 1%	2 1%	-	-
Broadband speeds being slower than expected	227 29%	222 30%	143 32%	76 25%	7 69%	5 16%
Being a victim of someone using another person's identity online	8 1%	7 1%	7 1%	2 1%	-	1 2%
Being a victim of people saying upsetting things about others on internet sites	14 2%	13 2%	12 3% <sup>c</sup>	1 *	-	1 2%
Incorrect charges on your internet bill	12 2%	12 2%	10 2%	3 1%	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 1%	5 1%	4 1%	1 *	-	-
Receiving an unexpectedly high bill for your internet service	6 1%	6 1%	6 1%	* *	-	-
Net: Any	248 32%	243 32%	160 35% <sup>ce</sup>	82 27%	7 69%	5 18%
None of these	527 67%	503 67%	290 64%	214 71%	3 31%	25 82% <sup>b</sup>
Don't know	8 1%	8 1%	2 *	6 2% <sup>b</sup>	-	-
<b>Average no. of mentions</b>	<b>1.12</b>	<b>1.12</b>	<b>1.16<sup>c</sup></b>	<b>1.04</b>	<b>1.00</b>	<b>1.13</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All those who have internet access

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broadband (c)	Other (d)	DK type (e)	
Unweighted Base	797	759	8	726	20	5	38
Weighted Base	783	744	8**	713	20**	4**	39*
Children accessing adult content through internet	6 1%	6 1%	-	6 1%	-	-	-
Broadband speeds being slower than expected	227 29%	226 30%F	1 14%	221 31%F	3 16%	1 20%	1 3%
Being a victim of someone using another person's identity online	8 1%	8 1%	-	8 1%	-	-	-
Being a victim of people saying upsetting things about others on internet sites	14 2%	14 2%	-	14 2%	-	-	-
Incorrect charges on your internet bill	12 2%	10 1%	-	10 1%	-	-	2 4%
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 1%	5 1%	-	5 1%	-	-	-
Receiving an unexpectedly high bill for your internet service	6 1%	6 1%	-	6 1%	-	-	-
Net: Any	248 32%	246 33%F	1 14%	241 34%F	3 16%	1 20%	3 7%
None of these	527 67%	493 66%	7 86%	467 65%	16 84%	3 80%	34 87%aC
Don't know	8 1%	5 1%	-	5 1%	-	-	2 6%AC
<b>Average no. of mentions</b>	<b>1.12</b>	<b>1.12</b>	<b>1.00</b>	<b>1.12</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?  
 Base: All those who have internet access

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	797	20	119	378	31	338	304	695	372	18	79	62	85	79	102
Weighted Base	783	19**	119	377	30**	337	292	687	362	18**	84*	59*	84*	79*	96*
Children accessing adult content through internet	6 1%	-	1 1%	3 1%	1 3%	3 1%	3 1%	6 1%	5 2%	-	-	-	1 1%	-	-
Broadband speeds being slower than expected	227 29%	6 31%	32 27%	124 33%	11 37%	109 32%	82 28%	211 31%N	124 34%kl	5 30%	26 30%n	12 21%	18 21%	26 32%n	16 17%
Being a victim of someone using another person's identity online	8 1%	1 6%	1 1%	2 1%	-	2 1%	5 2%	8 1%	4 1%	-	1 1%	2 3%	-	1 1%	-
Being a victim of people saying upsetting things about others on internet sites	14 2%	-	-	11 3%	-	11 3%	3 1%	14 2%	7 2%	-	4 5%n	2 4%	-	-	-
Incorrect charges on your internet bill	12 2%	-	-	8 2%	1 4%	7 2%	4 1%	11 2%	7 2%	-	1 1%	1 2%	1 1%	1 1%	1 1%
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 1%	-	-	3 1%	-	3 1%	2 1%	4 1%	2 1%	1 4%	-	-	-	1 1%	1 1%
Receiving an unexpectedly high bill for your internet service	6 1%	-	-	3 1%	-	3 1%	1 *	5 1%	4 1%	-	1 1%	-	-	-	1 1%
Net: Any	248 32%	7 37%	33 28%	137 36%	13 43%	120 36%	89 31%	231 34%N	134 37%N	5 30%	28 33%n	17 28%	20 23%	28 35%n	18 18%
None of these	527 67%	12 63%	84 70%	239 63%	17 57%	216 64%	201 69%	451 66%	225 62%	12 70%	57 67%	42 72%	64 76%h	52 65%	76 79%gh
Don't know	8 1%	-	2 2%	1 *	-	1 *	2 1%	5 1%	4 1%	-	-	-	1 1%	-	3 3%g
<b>Average no. of mentions</b>	<b>1.12</b>	<b>1.00</b>	<b>1.03</b>	<b>1.13</b>	<b>1.00</b>	<b>1.15</b>	<b>1.12</b>	<b>1.12</b>	<b>1.14</b>	<b>1.14</b>	<b>1.19</b>	<b>1.04</b>	<b>1.00</b>	<b>1.03</b>	<b>1.14</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Poor radio reception	53 5%	22 5%	31 6%	14 11% <sup>fHl</sup> J	9 5% <sup>h</sup>	13 7% <sup>Hij</sup>	6 3%	10 7% <sup>Hij</sup>	2 1%	1 1%	1 1%	17 8%	17 6%	8 4%	12 4%	26 5%	17 7%	10 5%	21 7%	33 5%	9 6%	11 10% <sup>s</sup>	11 9% <sup>s</sup>
Offended by language on the radio	13 1%	6 1%	7 1%	-	-	2 1%	2 1%	2 1%	6 3% <sup>cd</sup>	4 4% <sup>cd</sup>	3 3% <sup>cd</sup>	4 2%	4 1%	2 1%	3 1%	7 1%	1 -	5 3% <sup>p</sup>	3 1%	10 1%	1 1%	2 2%	1 1%
Poor reception on TV	170 17%	80 17%	89 17%	31 24% <sup>gH</sup> Ij	33 21% <sup>hi</sup>	28 15%	35 20% <sup>hi</sup>	21 14%	22 11%	12 11%	10 11%	42 19%	47 16%	37 18%	43 15%	89 15%	49 21%	31 17%	58 19%	112 16%	32 19%	23 19%	23 19%
Problems with phone ins for television programmes	6 1%	1 -	6 1%	1 1%	1 1%	1 -	2 1%	1 1%	1 -	1 1%	-	1 -	3 1%	1 -	2 1%	3 1%	1 -	2 1%	3 1%	4 1%	1 1%	2 2%	-
Net: Any	220 22%	97 20%	123 24%	40 31% <sup>gH</sup> U	39 24% <sup>h</sup>	39 21%	42 24% <sup>h</sup>	30 20%	30 15%	16 15%	14 15%	59 27% <sup>n</sup>	63 21%	44 22%	54 19%	115 20%	63 26% <sup>o</sup>	42 23%	75 24%	145 21%	41 24%	34 28%	30 25%
None of these	774 77%	386 79%	388 75%	87 67%	124 76%	145 78% <sup>c</sup>	133 76%	117 79% <sup>c</sup>	167 84% <sup>Cd</sup> f	90 84% <sup>C</sup>	77 84% <sup>C</sup>	158 73%	236 78%	156 77%	223 80%	463 80% <sup>p</sup>	172 72%	139 76%	230 75%	544 79%	126 75%	84 70%	89 74%
Don't know	6 1%	3 1%	3 1%	2 2%	-	1 1%	1 -	1 1%	1 1%	1 -	1 1%	-	2 1%	2 1%	3 1%	1 -	4 2% <sup>o</sup>	2 1%	3 1%	3 -	1 1%	1 1%	2 2%
Average no. of mentions	1.10	1.13	1.08	1.15	1.12	1.10	1.05	1.13	1.07	1.11	1.03	1.09	1.11	1.08	1.13	1.10	1.08	1.14	1.13	1.09	1.07	1.11	1.19

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Poor radio reception	53 5%	46 5%	4 7%	3 3%	2 4%	10 9% <sup>f</sup>	1 1%	9 11% <sup>h</sup> 10	2 2%	6 6%	4 4%	8 5%	3 3%	2 3%	7 8% <sup>f</sup>	45 5%	47 5%	7 5%
Offended by language on the radio	13 1%	9 1%	2 3%	2 2%	-	-	-	2 2%	2 2%	3 3% <sup>k</sup>	3 2%	-	1 1%	1 2%	2 2%	10 1%	12 1%	1 *
Poor reception on TV	170 17%	147 18%	6 10%	16 16%	6 14%	19 16%	17 21%	18 23%	17 20%	21 23% <sup>j</sup>	15 12%	20 14%	11 12%	8 15%	16 18%	146 17%	132 15%	37 29% <sup>p</sup>
Problems with phone ins for television programmes	6 1%	5 1%	-	1 1%	-	-	1 1%	1 1%	-	-	3 2%	1 1%	-	-	1 1%	5 1%	6 1%	-
Net: Any	220 22%	187 22%	11 18%	21 21%	8 18%	25 22%	17 21%	25 31% <sup>j</sup> 1	20 24%	28 30% <sup>k</sup> 1	22 18%	27 19%	14 15%	10 16%	22 25%	188 22%	181 21%	39 30% <sup>p</sup>
None of these	774 77%	646 77%	49 81%	76 77%	36 82%	92 78%	65 79%	55 69%	64 75%	64 70%	94 80%	116 80%	81 85% <sup>g</sup> 1	41 77%	66 75%	668 78%	684 79% <sup>q</sup>	90 70%
Don't know	6 1%	4 *	1 1%	2 2% <sup>a</sup>	-	-	-	-	1 2%	-	2 1%	1 1%	-	2 4% <sup>e</sup> 1	-	4 *	6 1%	-
Average no. of mentions	1.10	1.11	1.12	1.05	1.00	1.13	1.10	1.18	1.05	1.07	1.13	1.08	1.05	1.10	1.16	1.10	1.09	1.14

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
\* small base

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Poor radio reception	53 5%	52 6%e	31 7%e	18 4%	3 32%	1 1%
Offended by language on the radio	13 1%	10 1%	4 1%	5 1%	1 5%	3 3%
Poor reception on TV	170 17%	162 18%e	91 19%E	74 17%e	1 11%	8 9%
Problems with phone ins for television programmes	6 1%	6 1%	4 1%	3 1%	-	-
Net: Any	220 22%	209 23%E	119 25%E	90 21%e	4 37%	11 12%
None of these	774 77%	690 76%	359 75%	332 78%	6 63%	83 87%ABC
Don't know	6 1%	5 1%	3 1%	3 1%	-	1 1%
<b>Average no. of mentions</b>	<b>1.10</b>	<b>1.10</b>	<b>1.09</b>	<b>1.10</b>	<b>1.29</b>	<b>1.11</b>



Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Poor radio reception	53 5%	47 6% <sup>f</sup>	-	46 6% <sup>F</sup>	1 3%	1 20%	6 2%
Offended by language on the radio	13 1%	9 1%	-	9 1%	-	-	4 2%
Poor reception on TV	170 17%	128 17%	-	118 17%	9 44%	1 32%	42 16%
Problems with phone ins for television programmes	6 1%	6 1%	-	6 1%	-	-	-
Net: Any	220 22%	172 23%	-	162 23%	9 44%	2 51%	47 19%
None of these	774 77%	568 76%	8 100%	548 77%	11 56%	2 49%	206 80%
Don't know	6 1%	4 *	-	4 1%	-	-	3 1%
<b>Average no. of mentions</b>	<b>1.10</b>	<b>1.11</b>	<b>-</b>	<b>1.11</b>	<b>1.08</b>	<b>1.00</b>	<b>1.09</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Poor radio reception	53 5%	3 8%	4 3%	30 7%	3 7%	27 7%	19 4%	52 6%N	32 7%N	1 3%	10 10%lmN	4 5%	4 4%	2 3%	1 1%
Offended by language on the radio	13 1%	-	2 2%	6 1%	2 5%e	3 1%	6 2%	12 1%	9 2%	-	-	1 1%	2 1%	1 1%	1 *
Poor reception on TV	170 17%	6 16%	17 13%	68 16%	7 18%	59 16%	86 20%	147 17%	74 16%	3 12%	23 24%	15 20%	17 16%	15 16%	23 16%
Problems with phone ins for television programmes	6 1%	-	3 2%F	5 1%f	-	5 1%f	-	6 1%	5 1%	-	-	-	-	1 1%	-
Net: Any	220 22%	7 20%	25 18%	94 22%	11 27%	81 22%	101 24%	195 23%	105 23%	3 15%	32 33%gh lmN	18 24%	19 18%	18 18%	25 18%
None of these	774 77%	27 80%	109 80%	332 78%	29 73%	295 78%	321 76%	659 77%j	352 76%	20 85%	63 67%	56 76%	88 82%k	80 82%k	115 81%k
Don't know	6 1%	-	2 2%ce	1 *	-	1 *	2 *	5 1%	5 1%	-	-	-	-	-	1 1%
Average no. of mentions	1.10	1.26	1.03	1.15	1.10	1.16	1.11	1.12	1.15	1.00	1.03	1.07	1.16	1.09	1.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1057	492	565	121	143	174	181	154	284	153	131	219	292	221	325	607	231	219	301	756	161	119	121
Weighted Base	993	481	512	128	158	184	176	148	197	106	92	217	296	201	278	577	235	182	308	685	167	119	120
Poor radio reception	53 5%	22 5%	31 6%	14 11% <sup>fHl</sup> J	9 6% <sup>h</sup>	13 7% <sup>Hij</sup>	6 3%	10 7% <sup>Hij</sup>	2 1%	1 1%	1 1%	17 8%	17 6%	8 4%	12 4%	26 5%	17 7%	10 5%	21 7%	33 5%	9 6%	11 10% <sup>s</sup>	11 9%
Offended by language on the radio	13 1%	6 1%	7 1%	-	-	2 1%	2 1%	2 1%	6 3% <sup>cd</sup>	4 4% <sup>cd</sup>	3 3% <sup>cd</sup>	4 2%	4 1%	2 1%	3 1%	7 1%	1 -	5 3% <sup>p</sup>	3 1%	10 1%	1 1%	2 2%	1 1%
Poor reception on TV	168 17%	80 17%	87 17%	31 24% <sup>eg</sup> Hij	33 21% <sup>Hi</sup> j	26 14%	35 20% <sup>hi</sup>	21 14%	22 11%	11 11%	10 11%	42 19%	47 16%	36 18%	43 15%	88 15%	49 21%	30 17%	58 19%	110 16%	32 19%	23 19%	23 19%
Problems with phone ins for television programmes	6 1%	1 -	6 1%	1 1%	1 1%	1 -	2 1%	1 1%	1 -	1 1%	-	1 -	3 1%	1 -	2 1%	3 1%	1 -	2 1%	3 1%	4 1%	1 1%	2 1%	-
Net: Any	218 22%	97 20%	121 24%	40 31% <sup>eg</sup> HJ	39 24% <sup>hi</sup>	38 21%	42 24% <sup>hi</sup>	30 20%	29 15%	15 15%	14 15%	59 27% <sup>n</sup>	63 21%	43 21%	53 19%	113 20%	63 27% <sup>o</sup>	41 23%	75 24%	143 21%	41 24%	34 28%	30 25%
None of these	769 77%	381 79%	388 76%	86 67%	120 76%	145 79% <sup>c</sup>	133 76%	117 79% <sup>c</sup>	167 85% <sup>Cd</sup> f	90 85% <sup>Cf</sup>	77 84% <sup>C</sup>	158 73%	231 78%	156 78%	222 80%	463 80% <sup>P</sup>	167 71%	139 76%	230 75%	539 79% <sup>u</sup>	126 75%	84 70%	89 74%
Don't know	6 1%	3 1%	3 1%	2 2%	-	1 1%	1 -	1 1%	1 1%	1 -	1 1%	-	2 1%	2 1%	3 1%	1 -	4 2% <sup>O</sup>	2 1%	3 1%	3 -	1 1%	1 1%	2 2%
Average no. of mentions	1.10	1.13	1.08	1.15	1.12	1.11	1.05	1.13	1.08	1.11	1.03	1.09	1.11	1.08	1.13	1.10	1.08	1.15	1.13	1.09	1.07	1.11	1.19

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1057	897	62	95	48	124	87	83	94	98	120	147	101	61	94	902	930	127
Weighted Base	993	833	60*	96*	45*	116	81*	80*	85*	91*	116	143	96*	52*	88*	853	867	126
Poor radio reception	53 5%	46 5%	4 7%	3 3%	2 4%	10 9% <sup>f</sup>	1 1%	9 11% <sup>h</sup> o	2 2%	6 7%	4 4%	8 6%	3 3%	2 3%	7 8% <sup>f</sup>	45 5%	47 5%	7 5%
Offended by language on the radio	13 1%	9 1%	2 3%	2 2%	-	-	-	2 2%	2 2%	3 3% <sup>k</sup>	3 2%	-	1 1%	1 2%	2 2%	10 1%	12 1%	1 *
Poor reception on TV	168 17%	145 17%	6 11%	16 16%	6 14%	19 16%	17 21%	18 23% <sup>j</sup>	17 20%	20 22%	14 12%	20 14%	11 12%	8 15%	16 18%	144 17%	130 15%	37 30% <sup>p</sup>
Problems with phone ins for television programmes	6 1%	5 1%	-	1 1%	-	-	1 1%	1 1%	-	-	3 2%	1 1%	-	-	1 1%	5 1%	6 1%	-
Net: Any	218 22%	185 22%	11 19%	21 22%	8 18%	25 22%	17 21%	25 31% <sup>j</sup> l	20 24%	27 30% <sup>i</sup>	21 18%	27 19%	14 15%	10 16%	22 25%	186 22%	179 21%	39 31% <sup>p</sup>
None of these	769 77%	645 77%	48 81%	73 76%	36 82%	90 78%	64 79%	55 69%	64 75%	64 70%	93 80%	115 80%	81 85% <sup>g</sup> l	41 77%	66 75%	662 78%	681 79% <sup>q</sup>	87 69%
Don't know	6 1%	4 *	1 1%	2 2% <sup>a</sup>	-	-	-	-	1 2%	-	2 1%	1 1%	-	2 4% <sup>e</sup> o	-	4 *	6 1%	-
Average no. of mentions	1.10	1.11	1.12	1.05	1.00	1.13	1.10	1.18	1.05	1.07	1.13	1.08	1.05	1.10	1.16	1.10	1.09	1.14

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

\* small base

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1057	935	459	476	10	122
Weighted Base	993	899	478	422	10**	94
Poor radio reception	53 5%	52 6%e	31 7%e	18 4%	3 32%	1 1%
Offended by language on the radio	13 1%	10 1%	4 1%	5 1%	1 5%	3 3%b
Poor reception on TV	168 17%	160 18%e	91 19%E	72 17%e	1 11%	8 9%
Problems with phone ins for television programmes	6 1%	6 1%	4 1%	3 1%	-	-
Net: Any	218 22%	207 23%E	119 25%E	88 21%e	4 37%	11 12%
None of these	769 77%	687 76%	357 75%	331 78%	6 63%	82 87%aBc
Don't know	6 1%	5 1%	3 1%	3 1%	-	1 1%
<b>Average no. of mentions</b>	<b>1.10</b>	<b>1.10</b>	<b>1.09</b>	<b>1.11</b>	<b>1.29</b>	<b>1.11</b>

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1057	755	8	722	20	5	302
Weighted Base	993	740	8**	709	20**	4**	253
Poor radio reception	53	47	-	46	1	1	6
	5%	6% <sup>f</sup>	-	6% <sup>f</sup>	3%	20%	2%
Offended by language on the radio	13	9	-	9	-	-	4
	1%	1%	-	1%	-	-	2%
Poor reception on TV	168	127	-	117	9	1	41
	17%	17%	-	17%	44%	32%	16%
Problems with phone ins for television programmes	6	6	-	6	-	-	-
	1%	1%	-	1%	-	-	-
Net: Any	218	172	-	161	9	2	46
	22%	23%	-	23%	44%	51%	18%
None of these	769	565	8	544	11	2	204
	77%	76%	100%	77%	56%	49%	81%
Don't know	6	4	-	4	-	-	3
	1%	1%	-	1%	-	-	1%
<b>Average no. of mentions</b>	<b>1.10</b>	<b>1.11</b>	<b>-</b>	<b>1.11</b>	<b>1.08</b>	<b>1.00</b>	<b>1.09</b>

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1057	39	140	440	41	389	466	905	495	25	89	80	113	103	152
Weighted Base	993	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	134
Poor radio reception	53 5%	3 8%	4 3%	30 7%	3 7%	27 7%	19 4%	52 6%n	32 7%N	1 3%	10 10%lmN	4 5%	4 4%	2 3%	1 1%
Offended by language on the radio	13 1%	-	2 2%	6 1%	2 5%e	3 1%	6 2%	12 1%	9 2%	-	-	1 1%	2 1%	1 1%	1 1%
Poor reception on TV	168 17%	6 16%	17 13%	68 16%	7 18%	59 16%	86 20%	147 17%	74 16%	3 12%	23 24%	15 20%	17 16%	15 16%	21 16%
Problems with phone ins for television programmes	6 1%	-	3 2%F	5 1%f	-	5 1%f	-	6 1%	5 1%	-	-	-	-	1 1%	-
Net: Any	218 22%	7 20%	25 18%	94 22%	11 27%	81 22%	101 24%	195 23%	105 23%	3 15%	32 33%gh lmN	18 24%	19 18%	18 18%	23 17%
None of these	769 77%	27 80%	109 80%	332 78%	29 73%	295 78%	321 76%	659 77%j	352 76%	20 85%	63 67%	56 76%	88 82%k	80 82%k	110 82%k
Don't know	6 1%	-	2 2%ce	1 *	-	1 *	2 *	5 1%	5 1%	-	-	-	-	-	1 1%
Average no. of mentions	1.10	1.26	1.03	1.15	1.10	1.16	1.11	1.12	1.15	1.00	1.03	1.07	1.16	1.09	1.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?  
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Problems with security/access to personal information	20 2%	11 2%	9 2%	1 1%	2 1%	8 4%hj	5 3%	2 1%	2 1%	2 2%	-	5 2%	9 3%n	4 2%	2 1%	16 3%p	-	4 2%p	7 2%	13 2%	3 2%	3 3%	4 3%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	21 4%	23 5%	7 6%	7 5%	5 3%	11 6%	8 5%	5 3%	4 4%	1 2%	8 4%	15 5%	10 5%	10 4%	27 5%	10 4%	6 3%	11 4%	33 5%	7 4%	4 3%	4 4%
Being a victim of people making transactions using someone else's bank details	36 4%	19 4%	17 3%	2 2%	4 3%	11 6%hij	10 5%hij	7 5%hij	1 1%	1 1%	1 1%	8 4%	10 3%	11 6%	7 2%	25 4%	6 3%	5 3%	15 5%	21 3%	8 5%	5 4%	8 7%a
Net: Any	94 9%	46 10%	48 9%	9 7%	13 8%j	22 12%hJ	24 14%hI	18 12%hJ	8 4%	6 6%	2 2%	20 9%	31 10%	24 12%n	19 7%	65 11%p	15 6%	14 8%	31 10%	63 9%	17 10%	11 9%	14 12%
None of these	897 90%	436 90%	461 90%	117 90%	149 92%	162 87%	151 86%	129 87%	190 96%cE	100 94%fg	90 98%od	195 90%	267 89%	178 88%	257 92%	511 88%	219 91%	167 92%	273 89%	625 90%	149 89%	107 89%	103 86%
Don't know	9 1%	4 1%	5 1%	4 3%dh	-	1 1%	2 1%	2 1%	-	-	-	2 1%	2 1%	-	4 1%	2 *	6 2%O	1 1%	4 1%	4 1%	1 1%	1 1%	3 3%a
Average no. of mentions	1.06	1.08	1.04	1.15	1.09	1.09	1.04	1.00	1.00	1.00	1.00	1.07	1.07	1.08	1.00	1.05	1.09	1.07	1.07	1.05	1.08	1.00	1.15



Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Problems with security/access to personal information	20 2%	16 2%	4 7%AC	-	3 6%ijk	3 3%	-	2 3%	3 4%j	3 3%j	-	1 1%	2 2%	1 2%	2 2%	17 2%	18 2%	2 1%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	34 4%	6 9%	3 3%	1 2%	3 2%	3 4%	4 5%	7 8%	3 4%	7 6%	4 3%	3 4%	4 9%	4 4%	36 4%	36 4%	8 6%
Being a victim of people making transactions using someone else's bank details	36 4%	31 4%	2 3%	3 3%	1 2%	5 5%	3 4%	2 3%	1 1%	5 5%	4 3%	7 5%	5 5%	2 4%	2 2%	32 4%	32 4%	4 3%
Net: Any	94 9%	78 9%	10 16%c	6 6%	4 9%	10 9%	6 8%	7 9%	11 13%	10 11%	11 9%	12 8%	9 9%	6 11%	7 8%	81 9%	81 9%	13 10%
None of these	897 90%	753 90%	50 83%	91 92%	41 91%	106 90%	75 91%	73 91%	73 86%	82 89%	106 90%	131 91%	86 89%	44 84%	81 92%	772 90%	782 90%	115 89%
Don't know	9 1%	5 1%	1 2%	2 2%	-	1 1%	1 1%	-	1 2%	-	1 1%	1 1%	1 1%	2 4%inO	-	6 1%	8 1%	1 1%
Average no. of mentions	1.06	1.04	1.23	1.00	1.00	1.07	1.00	1.15	1.00	1.11	1.00	1.00	1.14	1.24	1.00	1.05	1.07	1.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

\* small base

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Problems with security/access to personal information	20 2%	19 2%	17 4% <sup>C</sup>	3 1%	-	1 1%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	43 5%	28 6% <sup>e</sup>	16 4%	-	1 1%
Being a victim of people making transactions using someone else's bank details	36 4%	36 4% <sup>e</sup>	20 4% <sup>e</sup>	17 4% <sup>e</sup>	-	-
Net: Any	94 9%	92 10% <sup>E</sup>	59 12% <sup>cE</sup>	35 8% <sup>e</sup>	-	2 2%
None of these	897 90%	806 89%	420 87%	385 91%	10 100%	91 96% <sup>ab</sup>
Don't know	9 1%	7 1%	2 *	5 1%	-	2 2% <sup>b</sup>
Average no. of mentions	1.06	1.06	1.09	1.03	-	1.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Problems with security/access to personal information	20 2%	19 3% <sup>f</sup>	-	19 3% <sup>f</sup>	-	-	1
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	38 5%	-	37 5% <sup>f</sup>	-	1 15%	6 2%
Being a victim of people making transactions using someone else's bank details	36 4%	32 4% <sup>f</sup>	-	31 4% <sup>f</sup>	1 4%	-	4 2%
Net: Any	94 9%	83 11% <sup>F</sup>	-	81 11% <sup>F</sup>	1 4%	1 15%	11 4%
None of these	897 90%	655 88% <sup>f</sup>	8 100%	626 88% <sup>f</sup>	19 98%	3 85%	242 95% <sup>AC</sup>
Don't know	9 1%	6 1%	-	6 1%	-	-	2 1%
Average no. of mentions	1.06	1.07	-	1.07	1.00	1.00	1.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Problems with security/access to personal information	20 2%	1 3%	4 3%	7 2%	- -	7 2%	13 3%	19 2%	12 3%	- -	1 1%	1 2%	3 2%	2 2%	1 1%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	1 2%	6 4%	26 6% <sup>f</sup>	2 4%	22 6% <sup>f</sup>	11 3%	39 5%	26 6%	1 4%	2 2%	4 6%	3 3%	3 3%	5 3%
Being a victim of people making transactions using someone else's bank details	36 4%	- -	6 4%	18 4%	1 2%	17 5%	20 5%	33 4%	20 4%	1 5%	5 5%	4 5%	2 2%	1 1%	3 2%
Net: Any	94 9%	2 5%	16 11%	47 11%	2 6%	43 11%	41 10%	86 10%	55 12% <sup>n</sup>	2 10%	7 7%	9 12%	8 7%	5 6%	8 6%
None of these	897 90%	32 95%	119 87%	380 89%	38 94%	334 89%	380 90%	768 89%	403 87%	21 90%	88 93%	65 88%	98 92%	92 94% <sup>h</sup>	130 92%
Don't know	9 1%	- -	2 2% <sup>Ce</sup>	- -	- -	- -	3 1%	5 1%	4 1%	- -	- -	- -	1 1%	- -	3 2%
Average no. of mentions	1.06	1.00	1.00	1.08	1.00	1.09	1.08	1.07	1.06	1.00	1.19	1.00	1.00	1.21	1.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Broadband speeds being slower than expected	231 23%	119 24%	112 22%	29 22%hJ	48 30%hI	53 29%hI	47 27%hJ	32 22%hJ	22 11%j	19 17%j	3 4%	71 33%lN	68 23%lN	49 24%lN	43 15%	150 26%Q	50 21%	31 17%	86 28%r	144 21%	42 25%	34 28%	42 35%S
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	213 21%	100 21%	113 22%	16 12%	19 12%	42 23%cd	36 21%cd	40 27%CD	59 30%CD	33 31%CD	26 29%CD	58 27%lN	68 23%	41 20%	46 16%	131 23%P	30 13%	52 29%P	61 20%	152 22%u	28 17%	16 13%	29 24%u
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	198 20%	95 20%	103 20%	10 8%	32 20%C	42 23%C	39 22%C	33 22%C	41 21%C	25 24%C	15 17%cd	50 23%lN	69 23%lN	39 20%	39 14%	125 22%P	31 13%	41 22%p	64 21%	134 19%	31 19%	25 21%	27 22%
Poor reception on TV	170 17%	80 17%	89 17%	31 24%gH	33 21%hi	28 15%	35 20%hi	21 14%	22 11%	12 11%	10 11%	42 19%	47 16%	37 18%	43 15%	89 15%	49 21%	31 17%	58 19%	112 16%	32 19%	23 19%	23 19%
Poor radio reception	53 5%	22 5%	31 6%	14 11%fHI	9 5%h	13 7%hij	6 3%	10 7%hij	2 1%	1 1%	1 1%	17 8%	17 6%	8 4%	12 4%	26 5%	17 7%	10 5%	21 7%	33 5%	9 6%	11 10%e	11 9%e
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	21 4%	23 5%	7 6%	7 5%	5 3%	11 6%	8 5%	5 3%	4 4%	1 2%	8 4%	15 5%	10 5%	10 4%	27 5%	10 4%	6 3%	11 4%	33 5%	7 4%	4 3%	4 4%

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	SEX		AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-ple (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	36 4%	26 5%B	10 2%	3 2%	6 4%	11 6%hJ	8 4%hj	7 5%hj	2 1%	2 2%	-	5 2%	16 5%	8 4%	9 3%	18 3%	8 3%	11 6%	9 3%	28 4%	5 3%	3 2%	5 4%
Being a victim of people making transactions using someone else's bank details	36 4%	19 4%	17 3%	2 2%	4 3%	11 6%hij	10 5%hij	7 5%hij	1 1%	1 1%	1 1%	8 4%	10 3%	11 6%	7 2%	25 4%	6 3%	5 3%	15 5%	21 3%	8 5%	5 4%	8 7%sa
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	33 3%	17 3%	16 3%	8 6%hi	7 4%	8 4%	5 3%	3 2%	3 1%	1 1%	1 1%	8 4%	6 2%	5 3%	14 5%l	17 3%	11 5%	5 3%	12 4%	21 3%	4 3%	2 2%	8 7%su
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	15 3%	14 3%	7 6%GHI j	7 4%gHI j	8 4%gHI j	7 4%gHI j	-	-	-	-	8 4%	10 3%	4 2%	7 3%	16 3%	11 5%q	2 1%	9 3%	19 3%	5 3%	4 3%	3 2%
Have received an unexpectedly high landline bill	23 2%	12 2%	12 2%	4 3%	7 4%gj	6 3%	4 2%	1 1%	2 1%	2 2%	-	7 3%	8 3%	2 1%	7 3%	14 2%	8 3%	2 1%	11 4%	12 2%	5 3%	3 2%	6 5%sa
Incorrect charges on your landline bill	23 2%	11 2%	13 2%	5 4%hj	6 3%	7 4%hj	3 1%	1 1%	1 1%	1 1%	-	2 1%	9 3%	3 1%	8 3%	14 2%	8 3%	2 1%	12 4%sa	11 2%	7 4%sa	4 3%	7 6%S
Incorrect charges on your mobile bill	20 2%	11 2%	9 2%	3 3%	7 5%gHI j	5 3%	3 2%	1 1%	1 1%	1 1%	-	2 1%	12 4%n	4 2%	2 1%	11 2%	8 3%q	1 *	10 3%	10 2%	5 3%	2 2%	5 4%

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Problems with security/access to personal information	20 2%	11 2%	9 2%	1 1%	2 1%	8 4%hj	5 3%	2 1%	2 1%	2 2%	-	5 2%	9 3%n	4 2%	2 1%	16 3%p	-	4 2%p	7 2%	13 2%	3 2%	3 3%	4 4%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	7 1%	9 2%	3 2%h	4 3%h	4 2%h	4 2%h	1 1%	-	-	-	7 3%N	5 2%n	4 2%n	-	8 1%	7 3%	1 1%	7 2%	9 1%	2 1%	2 2%	5 4%g
Being misled when taking out a new contract for a mobile phone	16 2%	8 2%	7 1%	4 3%h	3 2%h	5 3%h	3 2%	1 1%	-	-	-	5 3%n	5 2%	4 2%	1 *	7 1%	7 3%	2 1%	5 2%	11 2%	2 1%	1 1%	3 3%
Being a victim of people saying upsetting things about others on internet sites	15 1%	7 1%	8 1%	8 6%DFg Hj	-	5 3%dh	1 1%	1 *	-	-	-	6 3%n	5 2%	3 1%	1 *	6 1%	9 4%oQ	-	11 4%S	3 *	5 3%S	5 4%S	5 4%S
Offended by language on the radio	13 1%	6 1%	7 1%	-	-	2 1%	2 1%	2 1%	6 3%cd	4 4%cd	3 3%cd	4 2%	4 1%	2 1%	3 1%	7 1%	1 *	5 3%p	3 1%	10 1%	1 1%	2 2%	1 1%
Incorrect charges on your internet bill	12 1%	8 2%	4 1%	2 2%	3 2%	3 2%	1 1%	2 1%	*	-	-	3 1%	6 2%m	-	3 1%	6 1%	5 2%	1 1%	5 2%	7 1%	2 1%	1 1%	4 3%g
Being unable to afford a landline	10 1%	5 1%	5 1%	1 1%	2 2%	4 2%h	2 1%	-	-	-	-	-	3 1%	-	7 3%km	5 1%	2 1%	3 2%	2 1%	8 1%	1 1%	-	1 1%
Being a victim of someone using another person's identity online	8 1%	6 1%	2 *	-	2 1%	3 2%	-	3 2%h	-	-	-	1 1%	2 1%	3 2%	1 1%	6 1%	1 1%	1 1%	3 1%	6 1%	1 1%	1 1%	2 1%
Children accessing adult content through internet	7 1%	1 *	6 1%	1 1%	1 1%	3 1%	3 2%	-	-	-	-	1 *	3 1%	1 *	2 1%	6 1%	1 *	-	6 2%S	1 *	3 2%S	4 3%S	2 1%g
Problems with phone ins for television programmes	6 1%	1 *	6 1%	1 1%	1 1%	1 *	2 1%	1 1%	1 *	1 1%	-	1 *	3 1%	1 *	2 1%	3 1%	1 *	2 1%	3 1%	4 1%	1 1%	2 2%	-
Receiving an unexpectedly high bill for your internet service	6 1%	3 1%	3 1%	2 2%	1 1%	-	2 1%	-	*	-	*	3 1%	3 1%	-	-	2 *	4 2%	-	1 *	5 1%	1 1%	-	1 1%
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	1 *	4 1%	-	2 1%	1 *	2 1%	-	-	-	-	1 *	2 1%	-	2 1%	3 1%	1 *	1 *	3 1%	2 *	1 1%	-	2 1%

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
Being charged for media content such as ring tones on your mobile but not receiving them	4	1	3	2	1	1	-	-	-	-	-	1	2	-	1	1	2	1	2	2	1	-	2
Children overriding age controls and accessing adult content through mobile phones	2	1	1	-	-	-	1	1	-	-	-	-	2	-	1	-	1	-	2	-	-	-	-
Being moved to a new landline supplier without agreeing to move	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-
Being charged for calls made on your mobile after it was stolen	1	-	1	-	-	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	-	-	-
Net: Received silent calls on landline OR mobile phone*	230	109	121	21	24	42	40	42	60	34	26	62	68	43	57	139	38	53	64	166	28	18	31
Net: Received abandoned calls on landline OR mobile phone	216	107	109	12	37	47	43	36	42	26	15	52	78	43	43	135	36	45	67	149	34	27	27
Net: Any	589	283	306	72	103	122	103	85	103	61	42	144	186	117	141	349	133	106	189	399	103	75	78
None of these	411	203	208	58	59	64	73	63	95	45	49	73	115	85	139	229	106	76	119	293	65	45	43
Average number of mentions	2.12	2.17	2.08	2.28H	2.12h	2.28H	2.32H	2.09H	1.66	1.78j	1.49	2.25	2.19	2.08	1.94	2.12	2.17	2.06	2.31	2.03	2.08	2.08	2.67S

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v



**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Broadband speeds being slower than expected	231 23%	187 22%	19 32%	23 23%	9 20%	27 23%	26 32%ki	19 24%	24 28%k	27 29%k	30 25%	24 16%	18 19%	9 18%	17 20%	204 24%	212 24%q	18 14%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	213 21%	185 22%	15 25%	13 13%	8 18%	27 23%	23 28%gj K	12 15%	19 22%	20 21%	18 15%	20 14%	28 30%gj Ko	14 27%k	24 28%jk	175 20%	211 24%Q	3 2%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	198 20%	170 20%	13 22%	15 15%	10 22%	19 17%	21 26%k	20 24%	13 15%	22 24%	19 16%	20 14%	22 23%	15 29%k	17 19%	166 19%	196 23%Q	2 1%
Poor reception on TV	170 17%	147 18%	6 10%	16 16%	6 14%	19 16%	17 21%	18 23%	17 20%	21 23%jl	15 12%	20 14%	11 12%	8 15%	16 18%	146 17%	132 15%	37 29%P
Poor radio reception	53 5%	46 5%	4 7%	3 3%	2 4%	10 9%l	1 1%	9 11%lhi o	2 2%	6 6%	4 4%	8 5%	3 3%	2 3%	7 8%l	45 5%	47 5%	7 5%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	34 4%	6 9%	3 3%	1 2%	3 2%	3 4%	4 5%	7 8%	3 4%	7 6%	4 3%	3 4%	4 9%	4 4%	36 4%	36 4%	8 6%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
\* small base

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	611	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	36 4%	32 4%	2 3%	3 3%	1 2%	3 2%	6 7% <i>l</i>	2 3%	2 3%	- -	4 4%	4 3%	4 5% <i>l</i>	1 2%	9 10% <i>eghik</i> O	26 3%	28 3%	8 7%
Being a victim of people making transactions using someone else's bank details	36 4%	31 4%	2 3%	3 3%	1 2%	5 5%	3 4%	2 3%	1 1%	5 5%	4 3%	7 5%	5 5%	2 4%	2 2%	32 4%	32 4%	4 3%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	33 3%	29 3%	1 2%	3 3%	2 4% <i>k</i>	3 3% <i>k</i>	4 5% <i>K</i>	2 2%	3 3% <i>k</i>	2 2%	3 2%	- -	6 7% <i>K</i>	- -	8 9% <i>egijk</i> mO	25 3% <i>k</i>	21 2%	13 10% <i>P</i>
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	22 3%	4 6%	3 3%	3 8% <i>Eko</i>	- -	2 2%	2 3%	4 5% <i>ek</i>	2 2%	4 3%	1 1%	2 2%	1 2%	7 8% <i>EKO</i>	20 2%	23 3%	5 4%
Have received an unexpectedly high landline bill	23 2%	15 2%	3 5%	6 6% <i>A</i>	3 6% <i>E</i>	- -	1 2%	1 1%	3 3%	1 2%	4 3%	2 1%	2 2%	2 4% <i>e</i>	5 6% <i>Eko</i>	16 2%	22 2%	2 1%
Incorrect charges on your landline bill	23 2%	16 2%	4 7% <i>a</i>	3 3%	- -	1 1%	1 2%	2 2%	1 1%	1 1%	4 3%	1 1%	2 2%	1 3%	8 10% <i>dEthi</i> KIO	13 2%	21 2%	2 2%
Incorrect charges on your mobile bill	20 2%	15 2%	2 4%	2 2%	2 4%	3 2%	2 3%	1 2%	4 4%	1 1%	3 3%	1 1%	1 1%	- -	2 2%	18 2%	18 2%	2 2%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
\* small base

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wales (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	611	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Problems with security/access to personal information	20 2%	16 2%	4 7%AC	-	3 6%jk	3 3%	-	2 3%	3 4%j	3 3%j	-	1 1%	2 2%	1 2%	2 2%	17 2%	18 2%	2 1%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	13 2%	2 3%	1 1%	-	2 2%	1 2%	1 1%	2 2%	2 2%	-	1 1%	1 1%	3 5%jo	3 3%	10 1%	13 2%	2 2%
Being misled when taking out a new contract for a mobile phone	16 2%	15 2%	1 2%	-	2 4%	1 1%	1 2%	1 1%	1 1%	2 2%	1 1%	1 1%	1 1%	3 5%o	2 2%	11 1%	12 1%	3 2%
Being a victim of people saying upsetting things about others on internet sites	15 1%	15 2%	-	-	4 8%ghi jklNO	3 3%	2 3%	-	-	1 1%	1 1%	3 2%	-	1 3%	-	13 2%	14 2%	1 1%
Offended by language on the radio	13 1%	9 1%	2 3%	2 2%	-	-	-	2 2%	2 2%	3 3%k	3 2%	-	1 1%	1 2%	2 2%	10 1%	12 1%	1 *
Incorrect charges on your internet bill	12 1%	12 1%	-	-	1 2%	1 1%	1 1%	2 3%	1 1%	-	-	-	1 1%	3 5%ijK	2 3%	7 1%	7 1%	5 4%P
Being unable to afford a landline	10 1%	9 1%	1 2%	-	-	-	1 1%	1 1%	2 3%ko	-	-	-	-	-	5 6%EUKI	4 1%	5 1%	5 4%P
Being a victim of someone using another person's identity online	8 1%	7 1%	1 2%	-	-	1 1%	1 2%	1 1%	1 1%	1 1%	1 1%	1 1%	-	-	-	8 1%	8 1%	-
Children accessing adult content through internet	7 1%	7 1%	-	-	2 4%jko	2 1%	-	1 1%	-	-	-	-	1 1%	-	2 2%	5 1%	5 1%	2 1%
Problems with phone ins for television programmes	6 1%	5 1%	-	1 1%	-	-	1 1%	1 1%	-	-	3 2%	1 1%	-	-	1 1%	5 1%	6 1%	-
Receiving an unexpectedly high bill for your internet service	6 1%	5 1%	-	1 1%	1 2%o	-	-	-	-	-	-	1 1%	-	3 5%efg hijl O	1 1%	2 *	5 1%	1 1%

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
Difficulty obtaining a MAC code when trying to switch broadband supplier	5	5	-	-	-	-	2	-	-	1	1	-	-	-	1	4	5	-
Being charged for media content such as ring tones on your mobile but not receiving them	4	4	-	-	-	-	1	-	-	-	-	-	-	1	2	1	4	-
Children overriding age controls and accessing adult content through mobile phones	2	2	-	-	1	-	-	-	-	-	-	1	-	-	-	2	2	-
Being moved to a new landline supplier without agreeing to move	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1	-
Being charged for calls after it was stolen	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	1	-
Net: Received silent calls on landline OR mobile phone'	230	198	16	14	10	29	24	14	21	19	20	33	14	27	189	215	15	
Net: Received abandoned calls on landline OR mobile phone	216	186	13	17	11	22	22	20	14	22	21	21	16	23	177	206	10	
Net: Any	599	490	38	58	28	68	57	46	53	54	70	62	34	58	497	516	72	
None of these	411	347	23	42	17	50	25	34	32	38	48	82	37	19	363	355	57	
Average number of mentions	2.12	2.15	2.42c	1.75	2.14	1.96	2.18	2.30	2.10	2.30	1.84	1.95	1.96	2.25	2.59jo	2.06	2.16	1.83

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

\* small base

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
Broadband speeds being slower than expected	231 23%	226 25%CE	146 30%aC E	77 18%E	7 69%	5 5%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	213 21%	192 21%	95 20%	96 23%	3 33%	21 22%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	198 20%	182 20%	102 21%	81 19%	2 23%	16 16%
Poor reception on TV	170 17%	162 18%e	91 19%E	74 17%e	1 11%	8 9%
Poor radio reception	53 5%	52 6%e	31 7%e	18 4%	3 32%	1 1%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	43 5%	28 6%e	16 4%	-	1 1%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	905	481	425	10**	95
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	36 4%	36 4%	18 4%	18 4%	- -	- -
Being a victim of people making transactions using someone else's bank details	36 4%	36 4%	20 4%	17 4%	- -	- -
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	33 3%	33 4%	19 4%	14 3%	- -	1 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	29 3%	25 5%	3 1%	- -	- -
Have received an unexpectedly high landline bill	23 2%	23 3%	14 3%	11 3%	1 5%	- -
Incorrect charges on your landline bill	23 2%	22 2%	12 3%	10 2%	- -	1 1%
Incorrect charges on your mobile bill	20 2%	20 2%	18 4%	6 1%	1 12%	- -
Problems with security/access to personal information	20 2%	19 2%	17 4%	3 1%	- -	1 1%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	905	481	425	10**	95
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	16 2% <sup>c</sup>	15 3% <sup>C</sup>	1 *	-	-
Being misled when taking out a new contract for a mobile phone	16 2%	16 2% <sup>c</sup>	14 3% <sup>C</sup>	2 *	-	-
Being a victim of people saying upsetting things about others on internet sites	15 1%	14 2%	12 2% <sup>c</sup>	2 1%	-	1 1%
Offended by language on the radio	13 1%	10 1%	4 1%	5 1%	1 5%	3 3%
Incorrect charges on your internet bill	12 1%	12 1%	10 2%	3 1%	-	-
Being unable to afford a landline	10 1%	9 1%	4 1%	5 1%	-	1 1%
Being a victim of someone using another person's identity online	8 1%	7 1%	7 1%	2 *	-	1 1%
Children accessing adult content through internet	7 1%	7 1%	5 1%	3 1%	-	-
Problems with phone ins for television programmes	6 1%	6 1%	4 1%	3 1%	-	-
Receiving an unexpectedly high bill for your internet service	6 1%	6 1%	6 1%	* *	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	5 1%	4 1%	1 *	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4 *	4 *	4 1%	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	905	481	425	10**	95
Children overriding age controls and accessing adult content through mobile phones	2	2	2	-	-	-
Being moved to a new landline supplier without agreeing to move	1	1	-	1	-	-
Being charged for calls made on your mobile after it was stolen	1	1	-	-	1	5%
Net: Received silent calls on landline OR mobile phone	230 23%	208 23%	103 21%	105 25%	3 33%	22 23%
Net: Received abandoned calls on landline OR mobile phone	216 22%	200 22%	109 23%	92 22%	2 23%	16 16%
Net: Any	589 59%	550 61%E	300 62%E	250 59%E	9 91%	38 40%
None of these	411 41%	354 39%	180 38%	175 41%	1 9%	57 60%ABC
<b>Average number of mentions</b>	<b>2.12</b>	<b>2.16c</b>	<b>2.41C</b>	<b>1.89e</b>	<b>2.09</b>	<b>1.54</b>
		E	E			



**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
Broadband speeds being slower than expected	231 23%	226 30%F	1 14%	221 31%F	3 16%	1 20%	5 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	213 21%	174 23%F	2 24%	171 24%F	1 4%	1 20%	39 15%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	198 20%	168 23%F	1 16%	166 23%F	- -	- -	30 12%
Poor reception on TV	170 17%	128 17%	-	118 17%	9 44%	1 32%	42 16%
Poor radio reception	53 5%	47 6% <i>f</i>	-	46 6%F	1 3%	1 20%	6 2%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	38 5%	-	37 5% <i>f</i>	-	1 15%	6 2%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Weighted Base	1000	744	8**	713	20**	4**	256
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	36 4%	27 4%	-	24 3%	3 13%	-	10 4%
Being a victim of people making transactions using someone else's bank details	36 4%	32 4% <sup>f</sup>	-	31 4% <sup>f</sup>	1 4%	-	4 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	33 3%	21 3%	-	20 3%	1 4%	-	13 5%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	25 3%	-	23 3%	2 9%	-	3 1%
Have received an unexpectedly high landline bill	23 2%	19 3%	-	19 3%	-	-	4 2%
Incorrect charges on your landline bill	23 2%	20 3%	-	20 3%	-	-	3 1%
Incorrect charges on your mobile bill	20 2%	19 3% <sup>f</sup>	2 23%	17 2% <sup>f</sup>	-	-	1 *
Problems with security/access to personal information	20 2%	19 3% <sup>f</sup>	-	19 3% <sup>f</sup>	-	-	1 *

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broadband (c)	Other (d)	DK type (e)	
Weighted Base	1000	744	8**	713	20**	4**	256
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	14 2%	-	12 2%	1 6%	-	2 1%
Being misled when taking out a new contract for a mobile phone	16 2%	13 2%	-	13 2%	-	-	2 1%
Being a victim of people saying upsetting things about others on internet sites	15 1%	14 2%	-	14 2%	-	-	1
Offended by language on the radio	13 1%	9 1%	-	9 1%	-	-	4 2%
Incorrect charges on your internet bill	12 1%	10 1%	-	10 1%	-	-	2 1%
Being unable to afford a landline	10 1%	5 1%	-	5 1%	-	-	5 2%
Being a victim of someone using another person's identity online	8 1%	8 1%	-	8 1%	-	-	-
Children accessing adult content through internet	7 1%	6 1%	-	6 1%	-	-	1
Problems with phone ins for television programmes	6 1%	6 1%	-	6 1%	-	-	-
Receiving an unexpectedly high bill for your internet service	6 1%	6 1%	-	6 1%	-	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	5 1%	-	5 1%	-	-	-
Being charged for media content such as ring tones on your mobile but not receiving them	4 *	4 1%	-	4 1%	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

**Q.9-Q.13 Whether each issue experienced at all- total**  
**Base: All adults**

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	1000	744	8**	713	20**	4**	256
Children overriding age controls and accessing adult content through mobile phones	2	2	-	2	-	-	-
Being moved to a new landline supplier without agreeing to move	1	1	-	1	-	-	-
Being charged for calls made on your mobile after it was stolen	1	1	-	1	-	-	-
Net: Received silent calls on landline OR mobile phone	230 23%	179 24%	2 24%	175 25%	2 8%	1 20%	51 20%
Net: Received abandoned calls on landline OR mobile phone	216 22%	178 24%F	1 18%	174 24%F	3 13%	-	38 15%
Net: Any	589 59%	476 64%F	5 67%	455 64%F	14 69%	2 51%	113 44%
None of these	411 41%	268 36%	3 33%	258 36%	6 31%	2 49%	143 56%AC
<b>Average number of mentions</b>	<b>2.12</b>	<b>2.24F</b>	<b>1.18</b>	<b>2.27F</b>	<b>1.51</b>	<b>2.06</b>	<b>1.64</b>

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Broadband speeds being slower than expected	231 23%	6 17%	32 23%	127 30%F	13 33%	110 29%F	84 20%	215 25%N	126 27%N	5 23%	27 28%N	12 17%	18 17%	26 27%N	16 12%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	213 21%	4 12%	27 20%	110 26%	7 18%	103 27%af	88 21%	190 22%	109 24%a	3 13%	23 24%	22 30%aa	19 18%	14 14%	23 16%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	198 20%	5 15%	32 23%	95 22%	9 23%	86 23%	77 18%	176 20%	104 22%	2 9%	22 24%	17 23%	15 14%	15 16%	22 16%
Poor reception on TV	170 17%	6 16%	17 13%	68 16%	7 18%	59 16%	86 20%	147 17%	74 16%	3 12%	23 24%	15 20%	17 16%	15 16%	23 16%
Poor radio reception	53 5%	3 8%	4 3%	30 7%	3 7%	27 7%	19 4%	52 6%N	32 7%N	1 3%	10 10%aa	4 5%	4 4%	2 3%	1 1%
Difficulty resolving an issue with one of your communications service providers/supplier	44 4%	1 2%	6 4%	26 6%af	2 4%	22 6%af	11 3%	39 5%	26 6%	1 4%	2 2%	4 6%	3 3%	3 3%	5 3%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	36 4%	- -	1 1%	15 3%	2 6%	12 3%	22 5%b	31 4%	15 3%	1 3%	7 7%	3 4%	3 2%	3 4%	5 4%
Being a victim of people making transactions using someone else's bank details	36 4%	- -	6 4%	18 4%	1 2%	17 5%	20 5%	33 4%	20 4%	1 5%	5 5%	4 5%	2 2%	1 1%	3 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	33 3%	1 2%	2 1%	15 4%	1 2%	13 4%	15 4%	31 4%	18 4% <sub>m</sub>	1 6%	4 4% <sub>m</sub>	- -	7 6% <sub>km</sub>	- -	3 2%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	29 3%	1 2%	1 1%	22 5% <sub>bF</sub>	4 11% <sub>BF</sub>	17 5% <sub>bf</sub>	6 2%	25 3%	15 3%	1 4%	5 5%	1 2%	3 2%	1 1%	3 2%
Have received an unexpectedly high landline bill	23 2%	1 2%	2 2%	15 3%	- -	15 4% <sub>f</sub>	6 1%	20 2%	8 2%	1 4%	- -	2 2%	7 6% <sub>gHj</sub>	3 3%	3 2%
Incorrect charges on your landline bill	23 2%	2 7% <sub>F</sub>	2 2%	15 4% <sub>f</sub>	- -	15 4% <sub>f</sub>	5 1%	19 2%	10 2%	- -	- -	- -	5 5% <sub>j</sub>	4 4%	4 3%
Incorrect charges on your mobile bill	20 2%	2 5% <sub>f</sub>	1 1%	13 3% <sub>f</sub>	- -	13 3% <sub>f</sub>	5 1%	18 2%	8 2%	1 4%	5 5% <sub>h</sub>	1 1%	1 1%	2 2%	2 1%
Problems with security/access to personal information	20 2%	1 3%	4 3%	7 2%	- -	7 2%	13 3%	19 2%	12 3%	- -	1 1%	1 2%	3 2%	2 2%	1 1%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	16 2%	- -	- -	10 2%	2 5%B	7 2%	7 2%	16 2%	13 3%n	- -	1 1%	- -	1 1%	1 1%	- -
Being misled when taking out a new contract for a mobile phone	16 2%	- -	1 1%	10 2%	2 5%	7 2%	7 2%	16 2%	11 2%	1 5%	1 1%	- -	1 1%	1 1%	- -
Being a victim of people saying upsetting things about others on internet sites	15 1%	- -	- -	11 2%	- -	11 3%	4 1%	15 2%	7 2%	- -	4 4%mm	2 3%n	1 1%	- -	- -
Offended by language on the radio	13 1%	- -	2 2%	6 1%	2 5%e	3 1%	6 2%	12 1%	9 2%	- -	- -	1 1%	2 1%	1 1%	1 1%
Incorrect charges on your internet bill	12 1%	- -	- -	8 2%	1 3%	7 2%	4 1%	11 1%	7 1%	- -	1 1%	1 1%	1 1%	1 1%	1 1%
Being unable to afford a landline	10 1%	- -	- -	3 1%	- -	3 1%	8 2%	8 1%	4 1%	- -	- -	1 1%	3 3%	1 1%	1 1%
Being a victim of someone using another person's identity online	8 1%	1 3%	1 1%	2 1%	- -	2 1%	5 1%	8 1%	4 1%	- -	1 1%	2 3%	- -	1 1%	- -
Children accessing adult content through internet	7 1%	- -	1 1%	3 1%	1 2%	3 1%	4 1%	7 1%	5 1%	- -	- -	- -	2 2%	- -	- -
Problems with phone ins for television programmes	6 1%	- -	3 2%F	5 1%f	- -	5 1%f	- -	6 1%	5 1%	- -	- -	- -	- -	1 1%	- -
Receiving an unexpectedly high bill for your internet service	6 1%	- -	- -	3 1%	- -	3 1%	1 *	5 1%	4 1%	- -	1 1%	- -	- -	- -	1 1%
Difficulty obtaining a MAC code when trying to switch broadband supplier	5 *	- -	- -	3 1%	- -	3 1%	2 *	4 *	2 *	1 3%	- -	- -	- -	1 1%	1 1%
Being charged for media content such as ring tones on your mobile but not receiving them	4 *	- -	- -	4 1%	- -	4 1%	1 *	3 *	2 1%	1 3%	- -	- -	- -	- -	1 1%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total  
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
Children overriding age controls and accessing adult content through mobile phones	2	-	-	-	-	-	2	2	-	-	-	-	-	-	-
Being moved to a new landline supplier without agreeing to move	1	-	1	1	-	1	-	1	1	-	-	-	-	-	-
Being charged for calls made on your mobile after it was stolen	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-
Net: Received silent calls on landline OR mobile phone*	230 23%	4 12%	28 21%	116 27%a	8 20%	107 28%a	99 23%	206 24% <sub>m</sub>	120 26% <sub>mn</sub>	4 16%	25 27% <sub>m</sub>	22 30% <sub>mn</sub>	22 20%	14 14%	24 17%
Net: Received abandoned calls on landline OR mobile phone	216 22%	5 15%	33 24%	101 24%	11 26%	91 24%	88 21%	192 22%	112 24%	2 9%	24 26%	18 25%	18 16%	18 18%	24 17%
Net: Any	589 59%	19 55%	81 59%	272 64%	23 56%	244 65% <sub>d</sub>	243 57%	525 61% <sub>N</sub>	292 63% <sub>N</sub>	13 57%	66 70% <sub>N</sub>	42 57%	55 52%	56 57%	64 45%
None of these	411 41%	15 45%	56 41%	156 36%	18 44%	133 35%	180 43% <sub>e</sub>	334 39%	171 37%	10 43%	28 30%	31 43%	52 48% <sub>h</sub> <sub>j</sub>	42 43%	78 55% <sub>G</sub> <sub>H</sub> <sub>J</sub>
Average number of mentions	2.12	1.74	1.81	2.37 <sub>b</sub>	2.57	2.35 <sub>b</sub>	2.10	2.15	2.24	1.78	2.16	2.18	2.09	1.81	1.89

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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



**Q.14a** You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?  
 Base: All adults who have personally received silent calls on their landline

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	237	109	128	16	18	39	37	41	86	47	39	62	69	49	57	143	31	63	60	177	26	16	29
Weighted Base	213	100*	113	16**	19**	42*	36*	40*	59*	33*	26*	58*	68*	41*	46*	131	30**	52*	61*	152	28**	16**	29**
1	21	12	9	1	1	3	5	4	6	3	2	7	4	1	9	10	4	7	5	16	1	3	3
	10%	12%	8%	9%	5%	8%	13%	11%	9%	10%	9%	11%	6%	4%	19% <sup>lm</sup>	7%	14%	13%	8%	10%	5%	16%	10%
2	35	14	21	3	4	6	4	5	13	8	6	11	12	4	8	23	5	7	8	26	4	3	3
	16%	14%	18%	19%	20%	13%	11%	13%	22%	23%	21%	18%	18%	10%	17%	18%	15%	13%	14%	17%	16%	18%	11%
3	16	8	8	1	1	3	2	3	6	3	3	3	8	3	2	12	1	3	2	14	1	1	1
	7%	8%	7%	6%	6%	6%	6%	7%	10%	8%	12%	5%	12%	8%	4%	9%	3%	5%	3%	9%	4%	7%	3%
4	26	12	14	1	3	7	3	4	9	7	2	8	11	2	5	17	2	8	8	19	5	5	2
	12%	12%	13%	6%	15%	17%	8%	10%	14%	20%	7%	15%	17%	5%	10%	13%	6%	15%	12%	12%	17%	29%	5%
5	15	11	4	5	-	1	2	4	2	1	1	9	3	4	-	6	6	3	4	11	-	-	4
	7%	11%	4%	33%	-	2%	6%	11%	4%	3%	5%	15% <sup>n</sup>	4%	9% <sup>n</sup>	-	4%	21%	5%	6%	7%	-	-	13%
6-10	32	17	15	2	1	8	5	8	9	4	5	8	9	6	9	16	7	9	8	24	2	2	5
	15%	17%	14%	12%	6%	18%	13%	20%	15%	11%	20%	14%	13%	14%	20%	12%	22%	18%	13%	16%	8%	13%	17%
11-20	28	13	15	2	4	9	5	5	4	2	2	6	11	5	6	19	3	5	13	14	6	1	6
	13%	13%	13%	11%	19%	21% <sup>h</sup>	13%	11%	7%	7%	7%	10%	16%	13%	12%	14%	11%	10%	21% <sup>s</sup>	10%	22%	6%	21%
21-29	4	-	4	-	-	-	2	1	1	-	1	1	2	2	-	3	-	1	1	3	-	-	1
	2%	-	4% <sup>a</sup>	-	-	-	5%	2%	2%	-	6%	1%	3%	4%	-	2%	-	3%	2%	2%	-	-	3%
30+	23	9	14	-	6	4	7	2	4	3	-	5	6	8	3	18	1	4	10	13	7	1	3
	11%	9%	12%	-	30%	9%	19% <sup>ghj</sup>	5%	6%	10%	2%	9%	9%	19%	7%	13%	3%	8%	16%	8%	25%	5%	11%
Net: 2+ calls	178	83	95	14	18	37	30	31	48	27	21	50	62	33	32	113	25	40	54	125	25	12	24
	84%	83%	84%	87%	95%	87%	81%	79%	81%	81%	80%	87% <sup>n</sup>	91% <sup>N</sup>	82%	70%	87%	82%	77%	88%	82%	92%	78%	85%
Don't know	14	5	9	1	-	2	2	4	6	3	3	1	2	6	5	8	1	5	3	11	1	1	1
	7%	5%	8%	4%	-	5%	5%	9%	10%	9%	11%	2%	3%	15% <sup>kl</sup>	11% <sup>k</sup>	6%	4%	10%	5%	7%	3%	6%	4%
<b>Mean score</b>	<b>11.47</b>	<b>10.44</b>	<b>12.40</b>	<b>5.05</b>	<b>16.94</b>	<b>11.11</b>	<b>19.29<sup>g</sup></b>	<b>8.36</b>	<b>8.66</b>	<b>10.44</b>	<b>6.36</b>	<b>10.64</b>	<b>9.53</b>	<b>18.24<sup>L</sup></b>	<b>9.99</b>	<b>12.57</b>	<b>7.37</b>	<b>11.14</b>	<b>14.60</b>	<b>10.16</b>	<b>16.76</b>	<b>8.66</b>	<b>13.61</b>
<b>Standard deviation</b>	<b>17.17</b>	<b>15.96</b>	<b>18.23</b>	<b>3.39</b>	<b>19.72</b>	<b>13.86</b>	<b>26.32</b>	<b>10.30</b>	<b>15.47</b>	<b>19.59</b>	<b>7.22</b>	<b>18.79</b>	<b>11.70</b>	<b>22.62</b>	<b>16.15</b>	<b>17.86</b>	<b>9.53</b>	<b>18.86</b>	<b>17.41</b>	<b>16.97</b>	<b>20.16</b>	<b>17.91</b>	<b>15.64</b>
<b>Standard error</b>	<b>1.16</b>	<b>1.57</b>	<b>1.69</b>	<b>0.88</b>	<b>4.65</b>	<b>2.28</b>	<b>4.45</b>	<b>1.69</b>	<b>1.75</b>	<b>2.99</b>	<b>1.22</b>	<b>2.41</b>	<b>1.43</b>	<b>3.49</b>	<b>2.28</b>	<b>1.54</b>	<b>1.77</b>	<b>2.50</b>	<b>2.31</b>	<b>1.33</b>	<b>4.03</b>	<b>4.62</b>	<b>2.96</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	237	207	17	13	9	28	26	14	23	21	19	21	31	19	26	192	234	3
Weighted Base	213	185	15**	13**	8**	27**	23**	12**	19**	20**	18**	20**	28*	14**	24**	175	211	3**
1	21	19	2	-	2	2	5	2	1	-	3	3	2	1	1	19	20	1
	10%	10%	10%	-	19%	9%	20%	12%	7%	-	17%	14%	6%	7%	3%	11%	9%	39%
2	35	29	4	1	2	4	5	2	4	5	2	3	1	3	4	27	35	-
	16%	16%	29%	7%	30%	13%	20%	16%	22%	24%	10%	16%	3%	24%	17%	16%	17%	-
3	16	14	1	1	-	2	2	1	3	-	1	-	3	-	3	13	16	-
	7%	7%	7%	7%	-	8%	11%	9%	16%	-	6%	-	11%	-	12%	7%	7%	-
4	26	23	2	2	-	5	1	1	2	3	2	1	6	1	3	22	26	-
	12%	12%	14%	13%	-	19%	4%	12%	13%	15%	13%	3%	21%	10%	13%	12%	12%	-
5	15	15	-	-	2	1	-	1	2	-	2	1	4	2	-	13	15	-
	7%	8%	-	-	20%	4%	-	9%	13%	-	13%	6%	13%	12%	-	8%	7%	-
6-10	32	27	1	4	2	3	2	3	2	6	3	4	3	-	5	27	31	1
	15%	15%	5%	31%	21%	10%	9%	27%	13%	29%	17%	19%	10%	-	20%	16%	15%	32%
11-20	28	20	2	5	-	5	2	1	1	1	2	5	4	2	4	21	28	-
	13%	11%	15%	38%	-	20%	7%	5%	8%	5%	11%	25%	15%	14%	17%	12%	13%	-
21-29	4	3	1	-	-	1	-	-	3	-	1	-	1	1	-	4	4	-
	2%	2%	6%	-	-	4%	-	-	-	5%	-	5%	3%	4%	-	2%	2%	-
30+	23	21	2	-	1	2	3	1	2	3	-	2	3	3	3	17	23	-
	11%	11%	13%	-	10%	9%	15%	9%	8%	15%	-	12%	10%	18%	12%	10%	11%	-
Net: 2+ calls	178	152	14	13	6	23	15	11	18	18	13	17	24	11	22	145	178	1
	84%	82%	90%	95%	81%	86%	66%	88%	93%	92%	70%	86%	85%	82%	91%	83%	84%	32%
Don't know	14	14	-	1	-	1	3	-	-	2	2	-	3	2	2	11	13	1
	7%	7%	-	5%	-	5%	13%	-	-	8%	13%	-	9%	11%	6%	6%	29%	-
Mean score	11.47	11.58	11.70	9.75	6.66	11.76	16.48	8.85	10.21	13.65	5.00	14.17	10.25	13.89	11.19	11.32	11.53	5.08
Standard deviation	17.17	17.90	15.34	6.56	9.20	14.47	29.62	13.60	20.68	17.82	3.62	17.81	12.00	18.21	15.81	17.36	17.24	-
Standard error	1.16	1.30	3.72	1.89	3.07	2.84	6.18	3.63	4.31	4.09	0.90	3.89	2.27	4.42	3.23	1.30	1.17	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 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.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	237	207	93	113	3	30
Weighted Base	213	192	95*	96	3**	21**
1	21 10%	18 9%	10 10%	8 8%	-	2 12%
2	35 16%	32 16%	14 15%	16 17%	1 31%	3 15%
3	16 7%	14 7%	6 7%	7 8%	-	2 10%
4	26 12%	23 12%	15 16%	8 8%	-	3 16%
5	15 7%	14 7%	9 10%	5 5%	-	1 4%
6-10	32 15%	28 15%	12 13%	15 16%	1 34%	4 18%
11-20	28 13%	25 13%	9 10%	16 16%	-	3 14%
21-29	4 2%	3 2%	3 3%	1 2%	-	1 5%
30+	23 11%	23 12%	13 14%	10 10%	1 36%	-
Net: 2+ calls	178 84%	161 84%	82 86%	78 82%	3 100%	17 82%
Don't know	14 7%	13 7%	3 3%	10 10%	-	1 7%
Mean score	11.47	11.99	12.40	11.91	13.71	6.64
Standard deviation	17.17	17.88	18.56	17.40	14.93	6.59
Standard error	1.16	1.29	1.96	1.73	8.62	1.25

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	237	186	2	182	1	1	51
Weighted Base	213	174	2**	171	1**	1**	39*
1	21	17	-	17	-	-	4
	10%	10%	-	10%	-	-	9%
2	35	28	1	27	-	-	6
	16%	16%	49%	16%	-	-	17%
3	16	13	-	13	-	-	3
	7%	7%	-	7%	-	-	8%
4	26	22	-	22	-	-	5
	12%	12%	-	13%	-	-	12%
5	15	14	-	14	-	-	1
	7%	8%	-	8%	-	-	2%
6-10	32	24	-	24	-	-	9
	15%	14%	-	14%	-	-	22%
11-20	28	25	-	25	-	-	2
	13%	14%	-	15%	-	-	6%
21-29	4	3	-	3	-	-	1
	2%	2%	-	2%	-	-	2%
30+	23	20	1	19	-	-	2
	11%	12%	51%	11%	-	-	6%
Net: 2+ calls	178	149	2	147	-	-	29
	84%	86%	100%	86%	-	-	75%
Don't know	14	8	-	7	1	1	6
	7%	5%	-	4%	100%	100%	16%AC
Mean score	11.47	12.02	16.19	11.97	-	-	8.70
Standard deviation	17.17	17.68	-	17.71	-	-	14.26
Standard error	1.16	1.33	-	1.34	-	-	2.18

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO(Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	237	5	31	118	8	110	100	209	121	4	22	25	21	16	28
Weighted Base	213	4**	27**	110	7**	103	88*	190	109	3**	23**	22**	19**	14**	23**
1	21	2	1	8	-	8	10	20	15	-	1	2	2	1	1
	10%	41%	5%	7%	6%	8%	11%	10%	14%	16%	3%	7%	8%	4%	3%
2	35	1	6	18	-	18	16	32	15	-	4	3	4	6	3
	16%	21%	21%	17%	-	18%	18%	17%	14%	-	20%	13%	19%	44%	11%
3	16	-	3	8	2	6	5	14	7	-	-	4	3	-	2
	7%	-	10%	7%	27%	6%	6%	7%	6%	-	-	19%	16%	-	7%
4	26	-	3	15	1	14	13	24	15	1	4	1	2	2	2
	12%	-	11%	13%	16%	13%	14%	13%	14%	23%	16%	4%	8%	12%	9%
5	15	-	1	7	1	5	10	15	8	-	3	3	-	1	-
	7%	-	4%	6%	16%	5%	11%	8%	7%	-	15%	12%	-	8%	-
6-10	32	1	3	16	1	14	13	29	19	2	1	2	2	3	4
	15%	19%	13%	14%	15%	14%	15%	15%	17%	62%	3%	10%	11%	21%	16%
11-20	28	-	4	15	1	14	8	24	14	-	3	4	3	-	3
	13%	-	14%	14%	12%	14%	9%	13%	13%	-	15%	20%	14%	-	15%
21-29	4	-	1	3	-	3	1	4	2	-	-	1	1	-	-
	2%	-	3%	3%	-	3%	2%	2%	2%	-	-	7%	5%	-	-
30+	23	-	3	15	-	15	8	18	8	-	6	-	2	1	5
	11%	-	12%	13%	-	14%	9%	9%	7%	-	26%	-	13%	6%	22%
Net: 2+ calls	178	2	24	95	6	89	74	160	88	2	22	19	17	13	18
	84%	41%	89%	87%	84%	87%	84%	84%	80%	84%	97%	85%	87%	91%	80%
Don't know	14	1	2	6	1	6	4	10	7	-	-	2	1	1	4
	7%	18%	6%	6%	10%	6%	5%	6%	6%	-	-	8%	5%	5%	16%
Mean score	11.47	2.93	13.78	12.27	6.18	12.68	10.13	10.88	10.42	6.16	17.21	7.95	10.81	9.05	17.07
Standard deviation	17.17	3.42	22.29	16.34	4.94	16.77	16.51	16.46	16.91	3.74	20.56	8.03	13.45	19.44	22.63
Standard error	1.16	1.71	4.14	1.56	1.87	1.65	1.69	1.17	1.59	1.87	4.38	1.68	3.01	5.02	4.72

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	HOW CALLS DISTRIBUTED (Q.14b)				
		1 day (a)	2-3 days (b)	week (c)	couple weeks (d)	month (e)
Unweighted Base	237	8	9	15	26	148
Weighted Base	213	7**	9**	15**	24**	133
1	21	-	-	-	-	-
10%	-	-	-	-	-	-
2	35	-	4	2	6	21
16%	-	-	51%	15%	26%	16%
3	16	2	-	1	2	11
7%	-	24%	-	7%	9%	8%
4	26	1	-	3	5	16
12%	-	14%	-	20%	21%	12%
5	15	-	-	1	2	12
7%	-	-	-	7%	7%	9%
6-10	32	2	2	6	1	22
15%	-	28%	19%	37%	3%	16%
11-20	28	1	3	1	6	17
13%	-	11%	30%	7%	25%	13%
21-29	4	-	-	-	-	4
2%	-	-	-	-	-	3%
30+	23	1	-	-	1	21
11%	-	13%	-	-	4%	16%
Net: 2+ calls	178	7	9	14	22	124
84%	-	90%	100%	94%	94%	93%
Don't know	14	1	-	1	2	10
7%	-	10%	-	6%	6%	7%
Mean score	11.47	10.11	6.39	6.38	7.87	15.05
Standard deviation	17.17	9.91	5.43	4.80	8.93	20.34
Standard error	1.16	3.74	1.81	1.28	1.82	1.74

Q.14b And which of the following best describes how these calls were distributed?  
 Base: All adults who received 2 or more silent calls on their landline each month

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	212	95	117	14	17	36	32	36	77	42	35	54	65	47	46	131	26	55	54	158	24	13	25
Weighted Base	193	88*	105	15**	18**	39*	32*	35*	54*	30*	24*	51*	64*	39*	37*	121	26**	46*	57*	136	26**	13**	26**
Most received in one day	7	3	4	2	-	2	1	3	-	-	-	-	5	2	-	3	4	1	2	6	-	-	2
	4%	3%	4%	12%	-	4%	3%	9%h	-	-	-	-	8%k	6%	-	2%	14%	2%	3%	4%	-	-	6%
Most received over two to three days	9	5	4	1	1	1	1	3	1	-	1	3	4	-	2	7	1	1	3	5	3	1	-
	5%	5%	4%	7%	7%	3%	3%	9%	2%	-	5%	6%	6%	-	4%	6%	4%	2%	6%	4%	10%	7%	-
Spread over a week	15	7	8	1	1	5	1	4	3	1	1	6	6	3	1	8	2	5	7	8	5	5	1
	8%	8%	7%	7%	6%	13%	3%	13%	5%	5%	4%	11%	9%	7%	2%	7%	7%	11%	12%	6%	19%	37%	4%
Spread over a couple of weeks	24	10	13	4	2	5	4	3	7	5	1	6	4	6	8	15	4	4	7	16	1	2	6
	12%	12%	13%	29%	10%	12%	13%	7%	12%	17%	6%	11%	5%	15%	23%L	13%	16%	9%	13%	12%	3%	18%	23%
Spread over the month	133	63	70	7	14	26	24	22	41	23	18	34	46	27	26	87	15	31	37	97	17	5	17
	69%	71%	67%	45%	77%	66%	75%	63%	76%	76%	76%	67%	72%	69%	69%	72%	58%	69%	64%	71%	65%	38%	67%
Don't know	4	-	4	-	-	1	1	-	3	1	2	2	-	1	1	1	-	3	1	4	1	-	-
	2%	-	4%	-	-	2%	3%	-	5%	2%	9%	5%	-	3%	2%	1%	-	7%o	1%	3%	3%	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14b And which of the following best describes how these calls were distributed?  
 Base: All adults who received 2 or more silent calls on their landline each month

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	212	184	15	13	7	26	21	12	21	21	15	18	29	17	25	170	210	2
Weighted Base	193	166	14**	13**	6**	24**	18**	11**	18**	20**	15**	17**	27**	13**	24**	156	191	2**
Most received in one day	7	7	-	1	-	2	2	-	-	-	2	-	1	1	-	6	7	-
	4%	4%	-	5%	-	8%	10%	-	-	-	11%	-	4%	7%	-	4%	4%	-
Most received over two to three days	9	9	-	-	-	2	1	1	1	2	1	-	-	-	-	8	9	-
	5%	5%	-	-	-	8%	7%	11%	5%	10%	8%	-	-	4%	-	5%	5%	-
Spread over a week	15	11	1	3	-	2	-	2	2	-	3	3	1	1	1	13	15	-
	8%	7%	8%	23%	-	7%	-	20%	9%	-	22%	19%	3%	9%	4%	8%	8%	-
Spread over a couple of weeks	24	18	2	4	2	5	2	1	3	2	2	1	1	2	3	19	24	-
	12%	11%	15%	32%	35%	22%	9%	11%	16%	9%	12%	5%	4%	16%	13%	12%	12%	-
Spread over the month	133	117	10	5	4	13	13	6	12	15	7	13	23	8	19	107	132	1
	69%	71%	77%	40%	65%	52%	71%	58%	71%	76%	46%	76%	87%	58%	81%	68%	69%	53%
Don't know	4	4	-	-	-	1	1	-	-	1	-	-	1	1	1	3	4	1
	2%	3%	-	-	-	3%	4%	-	-	5%	-	-	3%	5%	3%	2%	2%	47%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

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



Q.14b And which of the following best describes how these calls were distributed?  
 Base: All adults who received 2 or more silent calls on their landline each month

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	212	186	82	103	3	26
Weighted Base	193	174	85*	88*	3**	18**
Most received in one day	7 4%	6 4%	3 3%	4 4%	-	1 5%
Most received over two to three days	9 5%	8 4%	6 7%	2 2%	-	1 7%
Spread over a week	15 8%	14 8%	9 11%	5 6%	-	1 3%
Spread over a couple of weeks	24 12%	23 13%	12 14%	11 13%	-	1 4%
Spread over the month	133 69%	119 68%	54 64%	64 72%	3 100%	14 78%
Don't know	4 2%	4 2%	1 1%	3 3%	-	1 4%

Q.14b And which of the following best describes how these calls were distributed?  
 Base: All adults who received 2 or more silent calls on their landline each month

Total	TYPE OF INTERNET (Q.2a)					
	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	212	165	2	161	1	47
Weighted Base	193	157	2**	154	1**	35*
Most received in one day	7 4%	5 3%	1 51%	4 2%	- -	1 100%
Most received over two to three days	9 5%	8 5%	-	8 5%	-	1 2%
Spread over a week	15 8%	13 8%	-	13 9%	-	2 5%
Spread over a couple of weeks	24 12%	22 14%	1 49%	21 14%	-	2 4%
Spread over the month	133 69%	105 67%	-	105 69%	-	28 78%
Don't know	4 2%	3 2%	-	2 2%	1 100%	1 4%

## Q.14b And which of the following best describes how these calls were distributed?

Base: All adults who received 2 or more silent calls on their landline each month

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	212	3	29	107	7	100	89	185	104	3	21	23	19	15	27
Weighted Base	193	2**	26**	102*	7**	95*	78*	171	95*	2**	22**	20**	18**	13**	22**
Most received in one day	7 4%	-	-	4	2	2	5	6	5	1	-	-	-	1	1
Most received over two to three days	9 5%	-	-	4%	37%	2%	6%	4%	5%	43%	-	-	-	5%	4%
Spread over a week	15 8%	1	-	5	-	5	6	8	4	-	1	1	1	-	1
Spread over a couple of weeks	24 12%	-	3	9	1	8	5	13	4	-	4	3	1	1	2
Spread over the month	133 69%	-	13%	9%	17%	8%	6%	8%	4%	-	16%	15%	6%	8%	7%
Don't know	4 2%	-	-	3	-	3	1	4	3	-	-	1	-	-	-
		-	-	2%	-	3%	2%	3%	3%	-	-	7%	-	-	-

Q.14b And which of the following best describes how these calls were distributed?  
 Base: All adults who received 2 or more silent calls on their landline each month

	Total	NUMBER OF CALLS RECEIVED (Q.14a)						
		2 (a)	3 (b)	4 (c)	5 (d)	6-10 (e)	11-20 (f)	30+ (g)
Unweighted Base	212	38	18	30	14	36	29	25
Weighted Base	193	35*	16**	26**	15**	32*	28**	23**
Most received in one day	7	-	2	1	-	2	1	1
	4%	-	11%	4%	-	6%	3%	4%
Most received over two to three days	9	4	-	-	-	2	3	-
	5%	13%	-	-	-	5%	10%	-
Spread over a week	15	2	1	3	1	6	1	-
	8%	6%	7%	11%	7%	17%	4%	-
Spread over a couple of weeks	24	6	2	5	2	1	6	1
	12%	18%	13%	19%	11%	2%	21%	4%
Spread over the month	133	21	11	16	12	22	17	21
	69%	61%	69%	59%	82%	67%	62%	92%
Don't know	4	1	-	2	-	1	-	-
	2%	2%	-	7%	-	2%	-	-

**Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?**  
**Base: All adults who have personally received silent calls on their landline**

	Total	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	237	109	128	16	18	39	37	41	86	47	39	62	69	49	57	143	31	63	60	177	26	16	29
Weighted Base	213	100*	113	16**	19**	42*	36*	40*	59*	33*	26*	58*	68*	41*	46*	131	30**	52*	61*	152	28**	16**	29**
Very inconvenienced	(4) 108	48	60	3	11	26	19	22	27	16	11	33	32	25	18	72	10	26	35	73	17	7	15
Fairly inconvenienced	(3) 58	26	32	6	5	12	10	9	16	11	5	12	21	11	14	34	11	14	18	40	6	7	10
Not very inconvenienced	(2) 34	16	17	6	2	3	7	5	11	4	6	10	12	5	8	19	7	8	7	27	4	2	3
Not at all inconvenienced	(1) 12	8	4	1	2	1	1	4	4	1	3	4	2	1	5	5	3	4	1	11	1	-	-
Net: Inconvenienced	166	74	92	9	16	39	28	31	44	28	16	44	54	36	33	106	20	40	53	113	23	14	25
Net: Not Inconvenienced	46	25	21	7	4	4	8	9	15	5	10	14	14	5	13	24	10	12	8	38	5	2	3
Don't know	1	1	-	-	-	-	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	-	-
Mean score	3.24	3.16	3.30	2.74	3.30	3.52h	3.26	3.22	3.14	3.31	2.92	3.26	3.25	3.46n	2.99	3.33	2.88	3.20	3.43	3.16	3.43	3.35	3.41
Standard deviation	0.92	0.98	0.86	0.85	0.99	0.71	0.87	1.03	0.96	0.81	1.11	0.98	0.85	0.76	1.03	0.86	1.00	0.98	0.75	0.97	0.85	0.71	0.70
Standard error	0.06	0.09	0.08	0.21	0.23	0.11	0.14	0.16	0.10	0.12	0.18	0.12	0.10	0.11	0.14	0.07	0.18	0.12	0.10	0.07	0.17	0.18	0.13

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?  
 Base: All adults who have personally received silent calls on their landline

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	237	207	17	13	9	28	26	14	23	21	19	21	31	19	26	192	234	3
Weighted Base	213	185	15**	13**	8**	27**	23**	12**	19**	20**	18**	20**	28*	14**	24**	175	211	3**
Very inconvenienced	(4) 108 51%	95 51%	4 27%	9 69%	2 32%	14 51%	11 47%	5 41%	9 49%	14 72%	4 21%	14 68%	14 49%	9 64%	12 50%	87 50%	106 50%	2 71%
Fairly inconvenienced	(3) 58 27%	50 27%	5 34%	3 26%	1 19%	8 29%	8 35%	5 41%	5 25%	3 17%	8 44%	2 8%	6 22%	2 12%	10 43%	46 26%	58 28%	- -
Not very inconvenienced	(2) 34 16%	30 16%	4 28%	- -	4 50%	5 18%	2 8%	1 9%	3 18%	2 10%	3 14%	4 21%	6 20%	3 21%	2 6%	29 17%	34 16%	- -
Not at all inconvenienced	(1) 12 6%	10 5%	2 11%	1 5%	- -	1 3%	2 10%	1 9%	2 9%	- -	4 20%	1 3%	2 6%	* 3%	- -	12 7%	11 5%	1 29%
Net: Inconvenienced	166 78%	144 78%	9 62%	13 95%	4 50%	21 80%	19 82%	10 82%	14 73%	18 90%	12 65%	20 76%	11 71%	23 76%	133 94%	165 76%	2 78%	2 71%
Net: Not Inconvenienced	46 22%	39 21%	6 38%	1 5%	4 50%	5 20%	4 18%	2 18%	5 27%	2 10%	6 35%	5 24%	7 26%	3 24%	2 6%	41 23%	45 21%	1 29%
Don't know	1 -	1 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 -	1 -	- -	- -
Mean score	3.24	3.25	2.78	3.59	2.82	3.28	3.19	3.14	3.14	3.62	2.66	3.41	3.18	3.37	3.44	3.20	3.24	3.13
Standard deviation	0.92	0.91	1.00	0.77	0.95	0.86	0.98	0.96	1.02	0.68	1.06	0.94	0.97	0.95	0.63	0.95	0.91	1.73
Standard error	0.06	0.06	0.24	0.21	0.32	0.16	0.19	0.26	0.21	0.15	0.24	0.21	0.18	0.22	0.12	0.07	0.06	1.00

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 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.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?**  
**Base: All adults who have personally received silent calls on their landline**

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	237	207	93	113	3	30
Weighted Base	213	192	95*	96	3**	21**
Very inconvenienced	(4) 108 51%	99 52%	44 46%	55 57%	2 69%	9 43%
Fairly inconvenienced	(3) 58 27%	52 27%	27 28%	25 26%	1 31%	6 29%
Not very inconvenienced	(2) 34 16%	30 16%	20 21% <sup>c</sup>	10 10%	-	4 19%
Not at all inconvenienced	(1) 12 6%	10 5%	4 4%	7 7%	-	2 9%
Net: Inconvenienced	166 78%	151 79%	71 74%	79 83%	3 100%	15 72%
Net: Not Inconvenienced	46 22%	40 21%	23 25%	17 17%	-	6 28%
Don't know	1 -	1 -	1 1%	-	-	-
Mean score	3.24	3.25	3.18	3.33	3.69	3.07
Standard deviation	0.92	0.91	0.90	0.92	0.56	1.01
Standard error	0.06	0.06	0.09	0.09	0.32	0.18

**Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?**  
**Base: All adults who have personally received silent calls on their landline**

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	237	186	2	182	1	1	51
Weighted Base	213	174	2**	171	1**	1**	39*
Very inconvenienced	(4) 108 51%	90 52%	1 51%	89 52%	-	-	18 46%
Fairly inconvenienced	(3) 58 27%	47 27%	-	46 27%	-	1 100%	11 29%
Not very inconvenienced	(2) 34 16%	27 16%	1 49%	26 15%	-	-	7 17%
Not at all inconvenienced	(1) 12 6%	10 6%	-	9 5%	1 100%	-	2 6%
Net: Inconvenienced	166 78%	137 79%	1 51%	136 79%	-	1 100%	29 75%
Net: Not Inconvenienced	46 22%	37 21%	1 49%	35 21%	1 100%	-	9 23%
Don't know	1 -	-	-	-	-	-	1 2%ac
<b>Mean score</b>	<b>3.24</b>	<b>3.25</b>	<b>3.01</b>	<b>3.26</b>	<b>1.00</b>	<b>3.00</b>	<b>3.17</b>
<b>Standard deviation</b>	<b>0.92</b>	<b>0.92</b>	<b>-</b>	<b>0.91</b>	<b>-</b>	<b>-</b>	<b>0.94</b>
<b>Standard error</b>	<b>0.06</b>	<b>0.07</b>	<b>-</b>	<b>0.07</b>	<b>-</b>	<b>-</b>	<b>0.13</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?  
 Base: All adults who have personally received silent calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	237	5	31	118	8	110	100	209	121	4	22	25	21	16	28
Weighted Base	213	4**	27**	110	7**	103	88*	190	109	3**	23**	22**	19**	14**	23**
Very inconvenienced	(4) 108 51%	3 63%	15 54%	61 56%	6 84%	55 54%	39 44%	94 49%	50 45%	2 62%	15 64%	10 44%	10 52%	8 57%	14 63%
Fairly inconvenienced	(3) 58 27%	-	6 21%	28 25%	1 16%	27 26%	28 32%	55 29%	34 31%	1 23%	5 22%	6 26%	7 34%	4 26%	3 12%
Not very inconvenienced	(2) 34 16%	1 21%	4 15%	16 15%	-	16 16%	16 19%	28 15%	18 17%	-	2 10%	5 22%	1 4%	2 12%	6 25%
Not at all inconvenienced	(1) 12 6%	1 16%	3 10%	5 4%	-	5 5%	4 4%	12 6%	7 6%	* 16%	1 3%	2 7%	2 10%	1 5%	-
Net: Inconvenienced	166 78%	3 63%	21 75%	89 81%	7 100%	82 80%	67 76%	149 78%	83 76%	2 84%	20 87%	15 70%	16 86%	12 83%	17 75%
Net: Not Inconvenienced	46 22%	2 37%	7 25%	21 19%	-	21 20%	20 23%	40 21%	25 23%	* 16%	3 13%	7 30%	3 14%	2 17%	6 25%
Don't know	1 *	-	-	-	-	-	1 1%	1 *	1 1%	-	-	-	-	-	-
Mean score	3.24	3.09	3.18	3.32	3.84	3.29	3.16	3.22	3.16	3.31	3.48	3.07	3.28	3.36	3.38
Standard deviation	0.92	1.40	1.05	0.88	0.40	0.90	0.89	0.93	0.93	1.32	0.81	1.00	0.96	0.91	0.88
Standard error	0.06	0.63	0.19	0.08	0.14	0.09	0.09	0.06	0.08	0.66	0.17	0.20	0.21	0.23	0.17

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?**  
**Base: All adults who have personally received silent calls on their landline**

	Total	CONCERN ABOUT RECEIVING CALLS (Q14c)					
		Very (a)	Fairly (b)	Not very (c)	Not at all (d)	Total concern (e)	Total not concern (f)
Unweighted Base	237	71	65	63	38	136	101
Weighted Base	213	64*	61*	54*	35*	125	88*
Very inconvenienced	(4) 108 51%	59 92%BCD EF	29 48%CD F	14 27%	6 16%	88 71%BCDF	20 23%
Fairly inconvenienced	(3) 58 27%	4 6%	30 48%Ac dEi	16 30%A	9 26%A	33 27%A	25 28%A
Not very inconvenienced	(2) 34 16%	1 2%	1 2%	21 38%AB E	11 31%ABE	3 2%	31 35%ABE
Not at all inconvenienced	(1) 12 6%	-	-	3 5%E	9 27%ABCE	-	12 14%ABE
Net: Inconvenienced	166 78%	62 98%CDF	59 96%CD F	30 56%	15 43%	121 97%CDF	45 51%
Net: Not Inconvenienced	46 22%	1 2%	1 2%	24 44%AB E	20 57%ABE	3 2%	43 49%ABE
Don't know	1 *	-	1 1%	-	-	1 1%	-
Mean score	3.24	3.90BC DEF	3.46C DF	2.77d	2.32	3.69BCDF	2.60
Standard deviation	0.92	0.36	0.55	0.91	1.05	0.51	0.99
Standard error	0.06	0.04	0.07	0.12	0.17	0.04	0.10

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?  
 Base: All adults who have personally received silent calls on their landline

	Total	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	237	109	128	16	18	39	37	41	86	47	39	62	69	49	57	143	31	63	60	177	26	16	29
Weighted Base	213	100*	113	16**	19**	42*	36*	40*	59*	33*	26*	58*	68*	41*	46*	131	30**	52*	61*	152	28**	16**	29**
Very concerned	(4) 64	29	34	1	4	20	10	14	15	12	4	16	19	17	11	46	3	15	21	42	9	2	10
Fairly concerned	(3) 61	28	33	5	8	11	10	12	15	9	7	18	17	13	14	39	11	11	20	41	11	8	10
Not very concerned	(2) 54	25	29	9	2	7	10	7	20	9	11	15	19	8	12	26	13	15	13	41	2	4	9
Not at all concerned	(1) 35	17	18	1	5	5	7	7	9	4	5	9	14	3	9	19	4	11	7	27	6	2	-
Net: Concerned	125	58	67	6	12	30	19	26	31	20	10	35	36	29	25	85	14	26	41	84	20	10	20
Net: Not concerned	88	42	46	10	7	12	17	13	29	13	16	23	32	12	21	46	17	26	20	68	8	6	9
Mean score	2.72	2.70	2.74	2.42	2.54	3.05h	2.59	2.85j	2.62	2.83j	2.36	2.73	2.61	3.05i	2.59	2.85	2.40	2.58	2.90	2.65	2.83	2.63	3.05
Standard deviation	1.06	1.07	1.06	0.70	1.12	1.07	1.09	1.11	1.03	1.06	0.95	1.04	1.10	0.97	1.07	1.06	0.85	1.13	1.02	1.07	1.14	0.90	0.82
Standard error	0.07	0.10	0.09	0.18	0.26	0.17	0.18	0.17	0.11	0.16	0.15	0.13	0.13	0.14	0.14	0.09	0.15	0.14	0.13	0.08	0.22	0.22	0.15

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?  
 Base: All adults who have personally received silent calls on their landline

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	237	207	17	13	9	28	26	14	23	21	19	21	31	19	26	192	234	3
Weighted Base	213	185	15**	13**	8**	27**	23**	12**	19**	20**	18**	20**	28*	14**	24**	175	211	3**
Very concerned	(4) 64	54	3	6	2	9	4	3	8	12	2	4	8	4	9	51	64	-
	30%	29%	21%	45%	21%	32%	17%	27%	41%	58%	13%	20%	28%	29%	36%	29%	30%	-
Fairly concerned	(3) 61	53	3	5	2	11	8	4	3	4	7	5	5	5	8	48	60	1
	29%	29%	20%	37%	21%	43%	34%	30%	15%	19%	39%	25%	19%	36%	32%	28%	29%	39%
Not very concerned	(2) 54	49	3	1	4	6	8	1	5	3	3	7	11	2	5	47	53	1
	25%	27%	22%	10%	50%	22%	33%	9%	27%	14%	15%	36%	38%	13%	20%	27%	25%	32%
Not at all concerned	(1) 35	28	6	1	1	1	4	4	3	2	6	4	5	3	3	29	34	1
	16%	15%	37%	7%	9%	3%	15%	34%	17%	9%	33%	19%	16%	22%	12%	16%	16%	29%
Net: Concerned	125	108	6	11	3	20	12	7	11	15	9	9	13	9	16	99	124	1
	59%	58%	41%	82%	42%	75%	52%	57%	56%	77%	52%	45%	46%	65%	68%	57%	59%	39%
Net: Not concerned	88	77	9	2	5	7	11	5	8	4	9	11	15	5	8	76	87	2
	41%	42%	59%	18%	58%	25%	48%	43%	44%	23%	48%	55%	54%	35%	32%	43%	41%	61%
Mean score	2.72	2.73	2.24	3.21	2.54	3.03	2.53	2.49	2.80	3.27	2.31	2.47	2.58	2.73	2.91	2.70	2.73	2.10
Standard deviation	1.06	1.05	1.20	0.93	0.98	0.83	0.97	1.27	1.18	1.03	1.10	1.04	1.08	1.14	1.04	1.06	1.06	1.04
Standard error	0.07	0.07	0.29	0.26	0.33	0.16	0.19	0.34	0.25	0.22	0.25	0.23	0.19	0.26	0.20	0.08	0.07	0.60

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 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.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	237	207	93	113	3	30
Weighted Base	213	192	95*	96	3**	21**
Very concerned	(4) 64 30%	55 29%	27 29%	28 29%	2 69%	9 41%
Fairly concerned	(3) 61 29%	59 30%	26 28%	31 33%	1 31%	3 13%
Not very concerned	(2) 54 25%	49 25%	26 27%	23 24%	-	5 23%
Not at all concerned	(1) 35 16%	30 16%	16 16%	14 15%	-	5 23%
Net: Concerned	125 59%	114 59%	54 56%	59 61%	3 100%	11 54%
Net: Not concerned	88 41%	79 41%	41 44%	37 39%	-	10 46%
<b>Mean score</b>	<b>2.72</b>	<b>2.72</b>	<b>2.69</b>	<b>2.75</b>	<b>3.69</b>	<b>2.72</b>
<b>Standard deviation</b>	<b>1.06</b>	<b>1.04</b>	<b>1.06</b>	<b>1.03</b>	<b>0.56</b>	<b>1.25</b>
<b>Standard error</b>	<b>0.07</b>	<b>0.07</b>	<b>0.11</b>	<b>0.10</b>	<b>0.32</b>	<b>0.23</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	237	186	2	182	1	1	51
Weighted Base	213	174	2**	171	1**	1**	39*
Very concerned	(4) 64 30%	53 31%	1 51%	52 31%	- -	- -	10 27%
Fairly concerned	(3) 61 29%	52 30%	1 49%	51 30%	- -	- -	9 24%
Not very concerned	(2) 54 25%	42 24%	- -	42 24%	- -	1 100%	11 29%
Not at all concerned	(1) 35 16%	27 15%	- -	26 15%	1 100%	- -	8 20%
Net: Concerned	125 59%	105 60%	2 100%	103 60%	- -	- -	20 51%
Net: Not concerned	88 41%	69 40%	- -	68 40%	1 100%	1 100%	19 49%
<b>Mean score</b>	<b>2.72</b>	<b>2.75</b>	<b>3.51</b>	<b>2.76</b>	<b>1.00</b>	<b>2.00</b>	<b>2.58</b>
<b>Standard deviation</b>	<b>1.06</b>	<b>1.05</b>	<b>-</b>	<b>1.05</b>	<b>-</b>	<b>-</b>	<b>1.10</b>
<b>Standard error</b>	<b>0.07</b>	<b>0.08</b>	<b>-</b>	<b>0.08</b>	<b>-</b>	<b>-</b>	<b>0.15</b>

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?  
 Base: All adults who have personally received silent calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	237	5	31	118	8	110	100	209	121	4	22	25	21	16	28
Weighted Base	213	4**	27**	110	7**	103	88*	190	109	3**	23**	22**	19**	14**	23**
Very concerned	(4) 64 30%	1 19%	8 29%	38 34%	5 72%	32 32%	24 27%	56 30%	31 28%	-	11 49%	6 26%	6 32%	3 19%	7 32%
Fairly concerned	(3) 61 29%	2 43%	8 29%	30 27%	1 12%	29 29%	23 26%	55 29%	31 28%	1 36%	6 27%	4 19%	8 42%	5 32%	6 28%
Not very concerned	(2) 54 25%	1 21%	5 18%	28 26%	1 16%	27 27%	26 29%	49 26%	27 25%	1 48%	5 21%	6 29%	4 20%	6 41%	4 19%
Not at all concerned	(1) 35 16%	1 16%	7 24%	14 12%	-	14 13%	16 18%	30 16%	21 19%	*	1 3%	6 26%	1 6%	1 8%	5 21%
Net: Concerned	125 59%	3 63%	16 58%	68 62%	6 84%	62 60%	47 53%	111 58%	62 56%	1 36%	17 76%	10 45%	14 74%	7 51%	14 60%
Net: Not concerned	88 41%	2 37%	12 42%	42 38%	1 16%	41 40%	42 47%	79 42%	48 44%	2 64%	5 24%	12 55%	5 26%	7 49%	9 40%
<b>Mean score</b>	<b>2.72</b>	<b>2.66</b>	<b>2.62</b>	<b>2.83</b>	<b>3.56</b>	<b>2.78</b>	<b>2.63</b>	<b>2.72</b>	<b>2.65</b>	<b>2.21</b>	<b>3.22</b>	<b>2.45</b>	<b>3.00</b>	<b>2.62</b>	<b>2.72</b>
<b>Standard deviation</b>	<b>1.06</b>	<b>1.11</b>	<b>1.16</b>	<b>1.04</b>	<b>0.81</b>	<b>1.04</b>	<b>1.07</b>	<b>1.05</b>	<b>1.08</b>	<b>0.85</b>	<b>0.90</b>	<b>1.16</b>	<b>0.89</b>	<b>0.91</b>	<b>1.15</b>
<b>Standard error</b>	<b>0.07</b>	<b>0.50</b>	<b>0.21</b>	<b>0.10</b>	<b>0.29</b>	<b>0.10</b>	<b>0.11</b>	<b>0.07</b>	<b>0.10</b>	<b>0.42</b>	<b>0.19</b>	<b>0.23</b>	<b>0.19</b>	<b>0.23</b>	<b>0.22</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?  
 Base: All adults who have personally received silent calls on their landline

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	237	109	128	16	18	39	37	41	86	47	39	62	69	49	57	143	31	63	60	177	26	16	29
Weighted Base	213	100*	113	16**	19**	42*	36*	40*	59*	33*	26*	58*	68*	41*	46*	131	30**	52*	61*	152	28**	16**	29**
Yes	66	32	34	3	5	23	13	13	9	6	3	20	22	12	12	44	5	16	27	39	12	6	14
	31%	32%	30%	18%	25%	55%qH lj	37%hj	32%h	15%	18%	12%	34%	33%	28%	27%	34%	18%	31%	44%S	28%	44%	39%	50%
No	71	31	40	6	3	10	12	15	24	14	10	20	25	11	15	40	12	19	14	57	6	4	7
	33%	31%	35%	39%	16%	24%	33%	39%	40%	43%	37%	35%	37%	26%	32%	30%	40%	36%	23%	37%r	21%	24%	24%
Never checked	76	37	39	7	11	9	11	12	26	13	13	18	21	19	19	46	13	17	20	56	10	6	7
	36%	37%	35%	43%	59%	21%	30%	29%	45%e	40%	51%E	31%	31%	46%	41%	36%	42%	33%	33%	37%	35%	37%	25%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?

Base: All adults who have personally received silent calls on their landline

	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	237	17	13	9	28	26	14	23	21	19	21	31	19	26	192	234	3
Weighted Base	213	15**	13**	8**	27**	23**	12**	19**	20**	18**	20**	28*	14**	24**	175	211	3**
Yes	66	5	4	1	9	9	2	6	7	2	8	5	4	12	49	64	2
	31%	31%	29%	10%	34%	40%	18%	30%	35%	12%	42%	17%	32%	51%	28%	31%	71%
No	71	3	5	5	12	8	3	3	3	10	5	13	2	5	63	70	1
	33%	34%	38%	64%	46%	36%	22%	16%	17%	55%	25%	46%	18%	22%	36%	33%	29%
Never checked	76	8	4	2	5	6	7	10	10	6	7	10	7	7	63	76	-
	36%	35%	33%	26%	20%	24%	60%	54%	48%	32%	33%	37%	51%	27%	36%	36%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 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.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	237	207	93	113	3	30
Weighted Base	213	192	95*	96	3**	21**
Yes	66 31%	61 32%	33 34%	29 30%	1 34%	5 23%
No	71 33%	62 32%	31 32%	31 32%	1 31%	8 40%
Never checked	76 36%	69 36%	32 33%	37 38%	1 36%	8 37%

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	237	186	2	182	1	1	51
Weighted Base	213	174	2**	171	1**	1**	39*
Yes	66 31%	59 34% <sup>f</sup>	1 51%	58 34% <sup>f</sup>	-	-	7 18%
No	71 33%	59 34%	-	58 34%	1 100%	-	12 31%
Never checked	76 36%	57 32%	1 49%	55 32%	-	1 100%	20 51% <sup>ac</sup>

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?

Base: All adults who have personally received silent calls on their landline

Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	237	31	118	8	110	100	209	121	4	22	25	21	16	28
Weighted Base	213	4**	27**	110	7**	103	88*	190	109	3**	23**	22**	19**	23**
Yes	66	1	10	39	3	36	22	60	32	1	11	4	6	6
31%		25%	38%	36%	40%	35%	25%	31%	29%	28%	49%	20%	29%	40%
No	71	2	5	31	*	30	35	63	40	2	3	8	6	4
33%		56%	19%	28%	6%	30%	40%	33%	36%	74%	13%	36%	30%	33%
Never checked	76	1	12	40	4	36	32	68	37	-	9	10	8	9
36%		19%	43%	36%	53%	35%	36%	36%	34%	-	38%	44%	41%	30%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?  
 Base: All adults who have personally received silent calls on their mobile phone

	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	34	17	17	8	7	7	5	3	4	2	2	7	5	6	16	17	11	6	12	22	4	2	9
Weighted Base	33*	17**	16**	8**	7**	8**	5**	3**	3**	1**	1**	8**	6**	5**	14**	17**	11**	5**	12**	21**	4**	2**	8**
1	7	4	3	2	4	-	1	-	1	-	1	1	2	1	3	4	3	1	3	4	2	-	1
	22%	25%	20%	19%	59%	-	21%	-	25%	-	50%	16%	37%	15%	22%	25%	23%	14%	26%	21%	52%	-	9%
2	7	1	6	1	1	3	-	2	-	-	-	3	-	-	3	4	1	2	4	3	2	-	3
	20%	5%	36%	13%	15%	36%	-	69%	-	-	-	44%	-	-	24%	23%	10%	37%	33%	14%	48%	-	31%
3	4	3	1	-	1	2	1	-	-	-	-	-	-	1	3	2	2	-	2	2	-	-	2
	11%	16%	5%	-	13%	23%	18%	-	-	-	-	-	-	15%	19%	10%	16%	-	15%	8%	-	-	21%
4	1	-	1	-	-	-	-	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-
	2%	-	4%	-	-	-	-	-	26%	51%	-	-	-	14%	-	4%	-	-	-	3%	-	-	-
5	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	1
	3%	-	6%	11%	-	-	-	-	-	-	-	-	-	-	6%	-	9%	-	8%	-	-	50%	11%
6-10	9	5	4	4	-	2	2	1	1	1	-	2	4	2	2	4	4	2	-	9	-	-	-
	28%	31%	25%	49%	-	24%	40%	31%	25%	49%	-	31%	63%	30%	11%	20%	36%	36%	-	43%	-	-	-
11-20	2	2	-	-	1	-	1	-	-	-	-	-	-	-	2	2	-	-	1	1	-	1	1
	6%	11%	-	-	13%	-	21%	-	-	-	-	-	-	-	13%	11%	-	-	8%	4%	-	50%	12%
21-29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30+	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-
	2%	4%	-	8%	-	-	-	-	-	-	-	-	-	-	5%	-	6%	-	-	3%	-	-	-
Don't know	2	1	1	-	-	1	-	-	1	-	1	1	-	1	-	-	1	-	1	1	-	-	1
	6%	8%	4%	-	-	17%	-	-	24%	-	50%	9%	-	25%	-	7%	14%	11%	3%	-	-	-	15%
Mean score	4.91	6.22	3.61	6.85	2.86	4.28	6.55	3.87	4.01	5.48	1.00	4.13	5.24	4.15	5.36	4.44	5.71	4.66	3.06	5.84	1.48	8.53	3.90
Standard deviation	5.14	6.54	2.87	7.88	3.90	3.29	4.72	3.48	3.39	-	-	3.72	3.70	2.49	6.79	3.97	7.03	4.16	3.20	5.72	0.57	-	3.68
Standard error	0.91	1.63	0.72	2.79	1.47	1.34	2.11	2.01	1.96	-	-	1.52	1.66	1.11	1.70	0.99	2.12	1.86	0.96	1.25	0.29	-	1.30

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	34	29	1	3	2	4	5	1	3	2	3	-	6	-	8	26	21	13
Weighted Base	33*	29**	1**	3**	2**	3**	4**	2**	3**	2**	3**	**	6**	**	8**	25**	21**	13**
1	7	7	-	-	1	1	-	2	-	1	1	-	3	-	-	7	3	5
2	22%	26%	-	-	50%	24%	-	100%	-	48%	24%	-	40%	-	-	30%	14%	36%
3	7	5	1	-	-	1	2	-	-	1	1	-	1	-	1	6	6	1
4	20%	16%	100%	-	-	31%	34%	-	-	52%	39%	-	14%	-	15%	22%	28%	8%
5	4	3	-	1	-	1	1	-	1	-	-	-	-	-	1	3	2	2
6-10	11%	9%	-	33%	-	24%	21%	-	31%	-	-	-	-	-	12%	10%	8%	14%
11-20	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-
21-29	2%	2%	-	-	-	-	-	-	-	-	-	-	11%	-	-	3%	3%	-
30+	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Don't know	3%	3%	-	-	-	-	-	-	-	-	-	-	-	-	11%	-	-	7%
Mean score	9	8	-	1	-	-	1	-	2	-	1	-	2	-	3	6	7	2
Standard deviation	28%	29%	-	40%	-	-	15%	-	69%	-	37%	-	34%	-	42%	23%	33%	19%
Standard error	11-20	2	2	-	1	-	-	-	-	-	-	-	-	-	1	1	-	2
	21-29	8%	7%	-	50%	-	-	-	-	-	-	-	-	12%	4%	-	-	15%
	30+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Don't know	1	-	-	1	1	-	-	-	-	-	-	-	-	1	1	1	-
	Mean score	2%	-	26%	-	21%	-	-	-	-	-	-	-	-	3%	3%	3%	-
	Standard deviation	2	2	-	-	-	1	-	-	-	-	-	-	-	1	2	2	-
	Standard error	6%	7%	-	-	-	29%	-	-	-	-	-	-	8%	5%	9%	9%	-
	Mean score	4.91	4.48	2.00	11.74	6.47	7.84	3.39	1.00	7.20	1.52	3.62	-	3.61	-	6.32	4.46	5.25
	Standard deviation	5.14	3.64	-	14.14	-	13.68	2.36	-	3.68	0.70	3.28	-	3.07	-	3.48	5.55	5.86
	Standard error	0.91	0.70	-	8.16	-	6.84	1.18	-	2.12	0.50	1.89	-	1.25	-	1.32	1.11	1.34

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 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.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	34	33	19	14	-	1
Weighted Base	33*	33*	19**	14**	**	1**
1	7 22%	7 23%	5 29%	2 15%	-	-
2	7 20%	7 21%	5 24%	2 17%	-	-
3	4 11%	4 11%	2 9%	2 14%	-	-
4	1 2%	-	-	-	-	1 100%
5	1 3%	1 3%	-	1 7%	-	-
6-10	9 28%	9 28%	6 31%	3 24%	-	-
11-20	2 6%	2 6%	-	2 14%	-	-
21-29	-	-	-	-	-	-
30+	1 2%	1 2%	-	1 5%	-	-
Don't know	2 6%	2 6%	1 7%	1 5%	-	-
Mean score	4.91	4.93	3.72	6.56	-	4.00
Standard deviation	5.14	5.20	3.10	6.93	-	-
Standard error	0.91	0.93	0.73	1.92	-	-

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	34	21	-	20	1	-	13
Weighted Base	33*	21**	**	20**	1**	**	13**
1	7 22%	3 14%	-	3 15%	-	-	5 38%
2	7 20%	6 28%	-	6 29%	-	-	1 8%
3	4 11%	2 8%	-	1 4%	1 100%	-	2 15%
4	1 2%	-	-	-	-	-	1 6%
5	1 3%	-	-	-	-	-	1 7%
6-10	9 28%	8 37%	-	8 39%	-	-	2 12%
11-20	2 6%	-	-	-	-	-	2 15%
21-29	-	-	-	-	-	-	-
30+	1 2%	1 3%	-	1 3%	-	-	-
Don't know	2 6%	2 9%	-	2 10%	-	-	-
Mean score	4.91	5.44	-	5.56	3.00	-	4.13
Standard deviation	5.14	5.87	-	5.99	-	-	3.91
Standard error	0.91	1.35	-	1.41	-	-	1.08



Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	34	1	2	14	1	12	17	31	19	2	4	-	6	-	3
Weighted Base	33*	1**	2**	15**	1**	13**	15**	31**	18**	1**	4**	**	7**	**	3**
1	7	1	-	5	-	5	3	7	4	-	2	-	2	-	-
	22%	100%	-	31%	-	36%	19%	24%	21%	-	46%	-	27%	-	-
2	7	-	2	2	-	2	3	6	4	1	-	-	1	-	1
	20%	-	100%	13%	-	15%	19%	20%	22%	52%	-	-	19%	-	28%
3	4	-	-	1	1	-	4	4	4	-	-	-	-	-	-
	11%	-	-	6%	100%	-	23%	12%	19%	-	-	-	-	-	-
4	1	-	-	1	-	1	-	1	-	1	-	-	-	-	-
	2%	-	-	5%	-	5%	-	2%	-	48%	-	-	-	-	-
5	1	-	-	-	-	-	1	1	-	-	1	-	-	-	-
	3%	-	-	-	-	-	6%	3%	-	-	23%	-	-	-	-
6-10	9	-	-	6	-	6	3	7	3	-	1	-	4	-	2
	28%	-	-	38%	-	44%	22%	24%	14%	-	31%	-	54%	-	72%
11-20	2	-	-	1	-	-	1	2	2	-	-	-	-	-	-
	6%	-	-	6%	-	-	6%	6%	10%	-	-	-	-	-	-
21-29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30+	1	-	-	-	-	-	1	1	1	-	-	-	-	-	-
	2%	-	-	-	-	-	4%	2%	4%	-	-	-	-	-	-
Don't know	2	-	-	-	-	-	-	2	2	-	-	-	-	-	-
	6%	-	-	-	-	-	-	6%	11%	-	-	-	-	-	-
Mean score	4.91	1.00	2.00	4.65	3.00	4.24	5.35	4.71	4.96	2.96	4.08	-	4.89	-	7.08
Standard deviation	5.14	-	-	3.68	-	3.32	6.42	5.23	6.41	-	3.51	-	3.63	-	4.19
Standard error	0.91	-	-	0.98	-	0.96	1.56	0.97	1.55	-	1.76	-	1.48	-	2.42

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14g And which of the following best describes how these calls were distributed?  
 Base: All adults who have received 2 or more silent calls on their mobile

	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	27	13	14	7	3	7	4	3	3	2	1	6	3	5	13	13	9	5	9	18	2	2	8
Weighted Base	26*	13**	13**	7**	3**	8**	4**	3**	2**	1**	1**	6**	4**	4**	11**	13**	8**	4**	9**	17**	2**	2**	7**
Most received in one day	2	1	1	-	1	1	-	-	-	-	-	-	-	1	1	1	-	1	1	-	-	-	1
	7%	7%	6%	-	32%	10%	-	-	-	-	-	-	-	18%	8%	6%	11%	-	9%	6%	-	-	10%
Most received over two to three days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spread over a week	4	2	2	1	-	2	1	-	-	-	-	1	1	1	1	2	1	1	2	2	1	-	2
	16%	16%	14%	16%	-	27%	28%	-	-	-	-	16%	27%	30%	7%	16%	12%	25%	23%	12%	38%	-	27%
Spread over a couple of weeks	2	-	2	2	-	-	-	-	-	-	-	1	1	-	-	2	-	-	-	2	-	-	-
	9%	-	18%	34%	-	-	-	-	-	-	-	20%	26%	-	-	27%	-	-	-	13%	-	-	-
Spread over the month	17	9	7	3	2	5	3	3	1	1	-	3	2	2	10	10	4	2	6	11	1	2	5
	66%	74%	58%	50%	68%	63%	72%	100%	68%	100%	-	53%	47%	52%	85%	78%	50%	59%	68%	65%	62%	100%	62%
Don't know	1	-	1	-	-	-	-	-	1	-	1	1	-	-	-	-	-	1	-	1	-	-	-
	3%	-	5%	-	-	-	-	-	32%	-	100%	10%	-	-	-	-	16%	-	4%	-	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Q.14g And which of the following best describes how these calls were distributed?

Base: All adults who have received 2 or more silent calls on their mobile

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	27	22	1	3	1	3	5	-	3	1	2	-	4	-	8	19	18	9
Weighted Base	26*	21**	1**	3**	1**	2**	4**	**	3**	1**	2**	**	4**	**	8**	18**	18**	8**
Most received in one day	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-	2	1	1
	7%	8%	-	-	-	32%	21%	-	-	-	-	-	-	-	-	10%	4%	12%
Most received over two to three days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spread over a week	4	3	-	1	-	-	2	-	1	-	1	-	-	-	-	4	4	-
	16%	15%	-	40%	-	-	46%	-	38%	-	49%	-	-	-	-	24%	23%	-
Spread over a couple of weeks	2	2	-	-	-	-	-	-	-	-	-	-	1	-	1	2	2	-
	9%	11%	-	-	-	-	-	-	-	-	-	-	35%	-	12%	7%	13%	-
Spread over the month	17	13	1	2	1	2	1	-	2	1	1	-	2	-	7	10	10	7
	66%	63%	100%	60%	100%	68%	33%	-	62%	100%	51%	-	65%	-	80%	59%	56%	88%
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-
	3%	3%	-	-	-	-	-	-	-	-	-	-	-	-	8%	-	4%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 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.14g And which of the following best describes how these calls were distributed?

Base: All adults who have received 2 or more silent calls on their mobile

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	27	26	14	12	-	1
Weighted Base	26*	25**	13**	12**	..**	1**
Most received in one day	2 7%	2 7%	1 6%	1 8%	-	-
Most received over two to three days	-	-	-	-	-	-
Spread over a week	4 16%	4 16%	4 31%	-	-	-
Spread over a couple of weeks	2 9%	2 9%	2 17%	-	-	-
Spread over the month	17 66%	16 65%	6 46%	10 86%	-	1 100%
Don't know	1 3%	1 3%	-	1 6%	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

Q.14g And which of the following best describes how these calls were distributed?

Base: All adults who have received 2 or more silent calls on their mobile

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	27	18	-	17	1	-	9
Weighted Base	26*	18**	..	17**	1**	..	8**
Most received in one day	2 7%	1 4%	-	1 5%	-	-	1 12%
Most received over two to three days	-	-	-	-	-	-	-
Spread over a week	4 16%	4 23%	-	4 24%	-	-	-
Spread over a couple of weeks	2 9%	2 13%	-	2 13%	-	-	-
Spread over the month	17 66%	10 56%	-	9 54%	1 100%	-	7 88%
Don't know	1 3%	1 4%	-	1 4%	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14g And which of the following best describes how these calls were distributed?

Base: All adults who have received 2 or more silent calls on their mobile

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	27	-	2	10	1	8	14	24	16	2	2	-	4	-	3
Weighted Base	26*	**	2**	10**	1**	9**	12**	23**	15**	1**	2**	**	5**	**	3**
Most received in one day	2 7%	-	-	1 9%	1 100%	-	2 14%	2 8%	2 12%	-	-	-	-	-	-
Most received over two to three days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spread over a week	4 16%	-	-	2 17%	-	2 21%	1 8%	2 10%	1 9%	-	-	-	1 22%	-	2 68%
Spread over a couple of weeks	2 9%	-	-	2 22%	-	2 27%	-	2 10%	1 7%	-	1 58%	-	-	-	-
Spread over the month	17 66%	-	2 100%	5 52%	-	4 52%	10 78%	16 70%	10 68%	1 100%	1 42%	-	4 78%	-	1 32%
Don't know	1 3%	-	-	-	-	-	-	1 3%	1 5%	-	-	-	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	SEX		AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)
Unweighted Base	34	17	17	8	7	7	5	3	4	2	7	5	6	16	17	11	6	12	22	4	2	9
Weighted Base	33*	17**	16**	8**	7**	8**	5**	3**	3**	1**	8**	6**	5**	14**	17**	11**	5**	12**	21**	4**	2**	8**
Very inconvenienced	(4) 11	7	4	3	-	4	5	-	1	1	1	3	2	5	5	4	2	3	9	-	1	3
Fairly inconvenienced	(3) 12	4	8	6	1	3	-	1	1	1	14%	46%	45%	37%	6	6	-	4	7	2	-	3
Not very inconvenienced	(2) 6	3	3	-	3	1	-	2	-	-	61%	17%	39%	27%	34%	51%	-	37%	34%	48%	-	38%
Not at all inconvenienced	(1) 4	3	1	-	3	-	-	1	-	1	-	-	-	25%	4	-	2	2	3	-	1	2
Net: Inconvenienced	23	11	12	8	1	7	5	1	1	1	6	4	4	9	11	10	2	7	16	2	1	6
Net: Not inconvenienced	69%	65%	74%	100%	15%	90%	100%	31%	51%	100%	75%	63%	85%	64%	65%	91%	36%	60%	75%	48%	50%	70%
Don't know	9	6	4	-	6	1	-	2	1	-	1	2	1	5	6	1	2	5	5	2	1	2
	29%	35%	22%	-	85%	10%	-	69%	25%	50%	16%	37%	15%	36%	35%	9%	51%	40%	22%	52%	50%	30%
	1	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	1	-	1	-	-	-
	2%	-	4%	-	-	-	-	-	24%	50%	9%	-	-	-	-	-	14%	-	3%	-	-	-
Mean score	2.94	2.89	3.00	3.32	1.71	3.37	4.00	2.31	2.68	3.49	2.97	2.73	3.30	2.90	2.83	3.23	2.67	2.64	3.12	1.95	2.99	3.02
Standard deviation	1.01	1.16	0.86	0.50	0.76	0.71	0.00	0.58	1.73	-	0.62	1.49	0.80	1.07	1.04	0.87	1.34	1.08	0.96	1.14	-	0.84
Standard error	0.18	0.28	0.21	0.18	0.29	0.27	0.00	0.34	1.00	-	0.25	0.67	0.33	0.27	0.25	0.26	0.60	0.31	0.21	0.57	-	0.28

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	34	29	1	3	2	4	5	1	3	2	3	-	6	-	8	26	21	13
Weighted Base	33*	29**	1**	3**	2**	3**	4**	2**	3**	2**	3**	**	6**	**	8**	25**	21**	13**
Very inconvenienced	(4) 11	10	-	2	1	1	1	-	2	-	-	-	1	-	6	6	7	5
	35%	35%	-	60%	50%	45%	15%	-	69%	-	-	-	13%	-	68%	23%	34%	36%
Fairly inconvenienced	(3) 12	9	-	1	-	-	2	2	1	2	2	-	2	-	2	10	8	3
	35%	33%	-	40%	-	-	46%	100%	31%	52%	76%	-	32%	-	23%	39%	41%	25%
Not very inconvenienced	(2) 6	5	1	-	1	2	1	-	-	-	-	-	2	-	-	6	2	4
	17%	16%	100%	-	50%	55%	17%	-	-	-	-	-	34%	-	-	23%	8%	32%
Not at all inconvenienced	(1) 4	4	-	-	-	-	1	-	-	1	1	-	1	-	-	4	3	1
	12%	13%	-	-	-	-	21%	-	-	48%	24%	-	20%	-	-	15%	14%	8%
Net: Inconvenienced	23	19	-	3	1	1	3	2	3	1	2	-	3	-	8	15	15	8
	69%	68%	-	100%	50%	45%	61%	100%	100%	52%	76%	-	46%	-	92%	62%	75%	61%
Net: Not inconvenienced	9	8	1	-	1	2	2	-	-	1	1	-	3	-	-	9	5	5
	29%	30%	100%	-	50%	55%	39%	-	-	48%	24%	-	54%	-	-	38%	22%	39%
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-
	2%	2%	-	-	-	-	-	-	-	-	-	-	-	8%	-	-	3%	-
Mean score	2.94	2.92	2.00	3.60	3.01	2.90	2.55	3.00	3.69	2.05	2.52	-	2.39	-	3.75	2.70	2.98	2.89
Standard deviation	1.01	1.05	-	0.63	-	1.19	1.13	-	0.58	1.40	1.07	-	1.04	-	0.47	1.01	1.03	1.03
Standard error	0.18	0.20	-	0.36	-	0.60	0.50	-	0.33	0.99	0.62	-	0.42	-	0.18	0.20	0.23	0.28

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 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.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?**  
**Base: All adults who have personally received silent calls on their mobile phone**

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	34	33	19	14	-	1
Weighted Base	33*	33*	19**	14**	..	1**
Very inconvenienced	(4) 11 35%	11 35%	5 28%	6 45%	-	-
Fairly inconvenienced	(3) 12 35%	11 33%	9 48%	2 14%	-	1 100%
Not very inconvenienced	(2) 6 17%	6 17%	2 9%	4 29%	-	-
Not at all inconvenienced	(1) 4 12%	4 12%	3 15%	1 7%	-	-
Net: Inconvenienced	23 69%	22 69%	14 76%	8 59%	-	1 100%
Net: Not inconvenienced	9 29%	9 29%	5 24%	5 36%	-	-
Don't know	1 2%	1 2%	-	1 5%	-	-
Mean score	2.94	2.94	2.89	3.02	-	3.00
Standard deviation	1.01	1.02	1.01	1.08	-	-
Standard error	0.18	0.18	0.23	0.30	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	34	21	-	20	1	-	13
Weighted Base	33*	21**	**	20**	1**	**	13**
Very inconvenienced	(4) 11 35%	7 33%	-	6 30%	1 100%	-	5 37%
Fairly inconvenienced	(3) 12 35%	9 42%	-	9 44%	-	-	3 23%
Not very inconvenienced	(2) 6 17%	2 8%	-	2 8%	-	-	4 32%
Not at all inconvenienced	(1) 4 12%	3 14%	-	3 15%	-	-	1 8%
Net: Inconvenienced	23 69%	15 75%	-	15 74%	1 100%	-	8 60%
Net: Not inconvenienced	9 29%	5 22%	-	5 23%	-	-	5 40%
Don't know	1 2%	1 3%	-	1 3%	-	-	-
Mean score	2.94	2.97	-	2.93	4.00	-	2.90
Standard deviation	1.01	1.03	-	1.03	-	-	1.03
Standard error	0.18	0.23	-	0.24	-	-	0.29

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	34	1	2	14	1	12	17	31	19	2	4	-	6	-	3
Weighted Base	33*	1**	2**	15**	1**	13**	15**	31**	18**	1**	4**	**	7**	**	3**
Very inconvenienced	(4) 11 35%	-	-	5 36%	-	4 33%	6 40%	10 34%	7 37%	-	1 23%	-	3 42%	-	1 39%
Fairly inconvenienced	(3) 12 35%	-	1 55%	7 44%	-	7 50%	3 17%	10 33%	5 27%	1 48%	1 31%	-	3 46%	-	2 61%
Not very inconvenienced	(2) 6 17%	-	1 45%	-	-	-	5 31%	6 18%	4 22%	1 52%	-	-	1 12%	-	-
Not at all inconvenienced	(1) 4 12%	1 100%	-	3 21%	1 100%	2 17%	2 12%	4 13%	2 10%	-	2 46%	-	-	-	-
Net: Inconvenienced	23 69%	-	1 55%	12 79%	-	11 83%	9 57%	20 67%	12 64%	1 48%	2 54%	-	6 88%	-	3 100%
Net: Not inconvenienced	9 29%	1 100%	1 45%	3 21%	1 100%	2 17%	7 43%	9 31%	6 33%	1 52%	2 46%	-	1 12%	-	-
Don't know	1 2%	-	-	-	-	-	-	1 2%	1 4%	-	-	-	-	-	-
Mean score	2.94	1.00	2.55	2.94	1.00	3.00	2.84	2.90	2.93	2.48	2.30	-	3.30	-	3.39
Standard deviation	1.01	-	-	1.13	-	1.04	1.12	1.04	1.05	-	1.45	-	0.73	-	0.62
Standard error	0.18	-	-	0.30	-	0.30	0.27	0.19	0.25	-	0.72	-	0.30	-	0.36

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	SEX		AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)
Unweighted Base	34	17	17	8	7	7	5	3	4	2	7	5	6	16	17	11	6	12	22	4	2	9
Weighted Base	33*	17**	16**	8**	7**	8**	5**	3**	3**	1**	8**	6**	5**	14**	17**	11**	5**	12**	21**	4**	2**	8**
Very concerned	(4) 12	6	5	2	-	4	5	-	1	1	1	3	3	5	6	4	2	3	9	-	1	3
Fairly concerned	(3) 8	4	4	3	1	3	-	1	-	-	3	1	1	2	5	3	-	4	4	2	-	3
Not very concerned	(2) 9	5	4	4	3	1	-	1	-	-	3	1	-	5	4	4	1	3	6	1	1	2
Not at all concerned	(1) 4	2	3	-	3	-	-	1	1	-	-	1	1	3	2	1	2	2	3	1	-	1
Net: Concerned	20	10	9	5	1	7	5	1	1	1	4	4	4	7	11	7	2	7	13	2	1	6
Net: Not concerned	59%	61%	57%	57%	15%	90%	100%	31%	51%	100%	58%	63%	85%	48%	65%	59%	36%	60%	58%	48%	50%	70%
Don't know	13	7	6	4	6	1	-	2	1	-	3	2	1	7	6	4	2	5	8	2	1	2
	39%	39%	39%	43%	85%	10%	-	69%	25%	-	33%	37%	15%	52%	35%	41%	51%	40%	39%	52%	50%	30%
	1	-	1	-	-	-	-	1	-	1	1	-	-	-	-	-	1	-	1	-	-	-
	2%	-	4%	-	-	-	-	24%	-	50%	9%	-	-	-	-	-	14%	-	3%	-	-	-
Mean score	2.82	2.89	2.74	2.80	1.78	3.37	4.00	1.94	3.02	4.00	2.78	2.94	3.28	2.62	2.90	2.85	2.42	2.68	2.90	2.25	2.99	2.93
Standard deviation	1.08	1.06	1.13	0.84	0.74	0.71	0.00	1.03	1.96	-	0.74	1.25	1.19	1.16	1.02	1.04	1.57	1.03	1.12	0.92	-	1.01
Standard error	0.19	0.26	0.28	0.30	0.28	0.27	0.00	0.60	1.13	-	0.30	0.56	0.48	0.29	0.25	0.31	0.70	0.30	0.24	0.46	-	0.34

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	34	29	1	3	2	4	5	1	3	2	3	-	6	-	8	26	21	13
Weighted Base	33*	29**	1**	3**	2**	3**	4**	2**	3**	2**	3**	**	6**	**	8**	25**	21**	13**
Very concerned	(4) 12	11	-	1	1	1	-	2	-	-	-	-	2	-	6	6	7	5
	35%	37%	-	33%	50%	24%	15%	-	69%	-	-	-	25%	-	68%	24%	34%	36%
Fairly concerned	(3) 8	5	-	2	-	1	2	-	1	2	-	-	-	-	1	7	7	1
	24%	18%	-	67%	-	21%	46%	-	31%	52%	76%	-	-	-	15%	27%	35%	7%
Not very concerned	(2) 9	9	-	-	1	-	1	2	-	-	-	-	5	-	1	8	4	4
	26%	30%	-	-	50%	-	17%	100%	-	-	-	-	75%	-	8%	32%	20%	35%
Not at all concerned	(1) 4	3	1	-	-	2	1	-	1	1	-	-	-	-	4	2	3	3
	13%	12%	100%	-	-	55%	21%	-	48%	24%	-	-	-	-	18%	8%	22%	22%
Net: Concerned	20	16	-	3	1	1	3	-	3	2	-	2	-	7	13	14	5	5
	59%	56%	-	100%	50%	45%	61%	-	100%	52%	76%	-	25%	-	84%	51%	69%	43%
Net: Not concerned	13	12	1	-	1	2	2	2	-	1	1	-	5	-	1	12	6	7
	39%	42%	100%	-	50%	55%	39%	100%	-	48%	24%	-	75%	-	8%	49%	28%	57%
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-
	2%	2%	-	-	-	-	-	-	-	-	-	-	-	8%	-	3%	-	-
Mean score	2.82	2.83	1.00	3.33	3.01	2.14	2.55	2.00	3.69	2.05	2.52	-	2.49	-	3.66	2.57	2.98	2.57
Standard deviation	1.08	1.09	-	0.60	-	1.57	1.13	-	0.58	1.40	1.07	-	0.94	-	0.68	1.05	0.97	1.23
Standard error	0.19	0.21	-	0.35	-	0.78	0.50	-	0.33	0.99	0.62	-	0.38	-	0.26	0.21	0.22	0.34

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	34	33	19	14	-	1
Weighted Base	33*	33*	19**	14**	..	1**
Very concerned	(4) 12 35%	11 33%	5 28%	5 40%	-	1 100%
Fairly concerned	(3) 8 24%	8 25%	6 32%	2 14%	-	-
Not very concerned	(2) 9 26%	9 27%	6 31%	3 21%	-	-
Not at all concerned	(1) 4 13%	4 13%	2 9%	3 20%	-	-
Net: Concerned	20 59%	19 58%	11 61%	7 54%	-	1 100%
Net: Not concerned	13 39%	13 40%	7 39%	6 41%	-	-
Don't know	1 2%	1 2%	-	1 5%	-	-
Mean score	2.82	2.79	2.80	2.78	-	4.00
Standard deviation	1.08	1.07	0.97	1.25	-	-
Standard error	0.19	0.19	0.22	0.35	-	-

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	34	21	-	20	1	-	13
Weighted Base	33*	21**	**	20**	1**	**	13**
Very concerned	(4) 12 35%	6 30%	-	5 27%	1 100%	-	5 43%
Fairly concerned	(3) 8 24%	8 39%	-	8 40%	-	-	-
Not very concerned	(2) 9 26%	4 20%	-	4 21%	-	-	4 35%
Not at all concerned	(1) 4 13%	2 8%	-	2 8%	-	-	3 22%
Net: Concerned	20 59%	14 69%	-	13 67%	1 100%	-	5 43%
Net: Not concerned	13 39%	6 28%	-	6 29%	-	-	7 57%
Don't know	1 2%	1 3%	-	1 3%	-	-	-
<b>Mean score</b>	<b>2.82</b>	<b>2.94</b>	-	<b>2.89</b>	<b>4.00</b>	-	<b>2.63</b>
<b>Standard deviation</b>	<b>1.08</b>	<b>0.94</b>	-	<b>0.93</b>	-	-	<b>1.29</b>
<b>Standard error</b>	<b>0.19</b>	<b>0.21</b>	-	<b>0.21</b>	-	-	<b>0.36</b>

**Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?**  
**Base: All adults who have personally received silent calls on their mobile phone**

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	34	1	2	14	1	12	17	31	19	2	4	-	6	-	3
Weighted Base	33*	1**	2**	15**	1**	13**	15**	31**	18**	1**	4**	**	7**	**	3**
Very concerned	(4) 12 35%	-	-	6 40%	-	5 39%	5 35%	10 34%	6 33%	1 48%	1 23%	-	3 42%	-	1 39%
Fairly concerned	(3) 8 24%	-	1 55%	3 20%	-	3 23%	3 17%	6 21%	4 22%	-	-	-	2 35%	-	2 61%
Not very concerned	(2) 9 26%	-	1 45%	4 27%	-	4 31%	4 24%	9 28%	5 25%	1 52%	3 61%	-	1 10%	-	-
Not at all concerned	(1) 4 13%	1 100%	-	2 13%	1 100%	1 7%	4 24%	4 14%	3 16%	-	1 16%	-	1 12%	-	-
Net: Concerned	20 59%	-	1 55%	9 60%	-	8 62%	8 52%	17 55%	10 55%	1 48%	1 23%	-	5 78%	-	3 100%
Net: Not concerned	13 39%	1 100%	1 45%	6 40%	1 100%	5 38%	7 48%	13 43%	8 41%	1 52%	3 77%	-	1 22%	-	-
Don't know	1 2%	-	-	-	-	-	-	1 2%	1 4%	-	-	-	-	-	-
<b>Mean score</b>	<b>2.82</b>	<b>1.00</b>	<b>2.55</b>	<b>2.88</b>	<b>1.00</b>	<b>2.93</b>	<b>2.63</b>	<b>2.77</b>	<b>2.75</b>	<b>2.96</b>	<b>2.29</b>	<b>-</b>	<b>3.08</b>	<b>-</b>	<b>3.39</b>
<b>Standard deviation</b>	<b>1.08</b>	<b>-</b>	<b>-</b>	<b>1.12</b>	<b>-</b>	<b>1.03</b>	<b>1.23</b>	<b>1.10</b>	<b>1.13</b>	<b>-</b>	<b>1.14</b>	<b>-</b>	<b>1.09</b>	<b>-</b>	<b>0.62</b>
<b>Standard error</b>	<b>0.19</b>	<b>-</b>	<b>-</b>	<b>0.30</b>	<b>-</b>	<b>0.30</b>	<b>0.30</b>	<b>0.20</b>	<b>0.27</b>	<b>-</b>	<b>0.57</b>	<b>-</b>	<b>0.44</b>	<b>-</b>	<b>0.36</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?

Base: All adults who have personally received silent calls on their mobile phone

	SEX		AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD						
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	34	17	17	8	7	7	5	3	4	2	2	7	5	6	16	17	11	6	12	22	4	2	9
Weighted Base	33*	17**	16**	8**	7**	8**	5**	3**	3**	1**	1**	8**	6**	5**	14**	17**	11**	5**	12**	21**	4**	2**	8**
Yes	15	7	8	6	3	4	2	-	1	1	-	6	2	2	6	7	6	2	4	11	1	1	4
	46%	41%	52%	67%	45%	51%	43%	-	25%	49%	-	75%	30%	39%	41%	41%	59%	36%	34%	53%	18%	50%	49%
No	12	7	5	2	2	3	3	2	1	-	1	1	4	1	6	6	4	2	5	7	3	-	2
	37%	44%	30%	25%	31%	39%	57%	69%	25%	-	50%	16%	70%	16%	42%	35%	35%	51%	44%	34%	82%	-	21%
Never checked	5	2	3	1	2	1	-	1	1	1	1	1	-	2	2	4	1	1	3	3	-	1	3
	16%	15%	18%	8%	24%	10%	-	31%	50%	51%	50%	9%	-	45%	17%	24%	8%	14%	21%	14%	-	50%	30%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

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

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?

Base: All adults who have personally received silent calls on their mobile phone

	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)		
	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)	
Unweighted Base	34	29	1	3	2	4	5	1	3	2	3	-	6	-	8	26	21	13
Weighted Base	33*	29**	1**	3**	2**	3**	4**	2**	3**	2**	3**	**	6**	**	8**	25**	21**	13**
Yes	15	14	-	1	-	1	4	2	1	1	1	-	3	-	4	12	10	6
46%	48%	-	26%	-	21%	83%	100%	38%	52%	39%	-	41%	-	45%	47%	47%	45%	
No	12	10	1	2	1	1	1	1	1	2	-	3	-	3	9	9	4	
37%	33%	100%	74%	50%	31%	17%	-	31%	48%	61%	-	48%	-	39%	37%	42%	29%	
Never checked	5	5	-	-	1	2	-	1	-	-	-	1	-	1	4	2	3	
16%	19%	-	-	50%	48%	-	-	31%	-	-	-	11%	-	16%	16%	10%	28%	

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	34	33	19	14	-	1
Weighted Base	33*	33*	19**	14**	..**	1**
Yes	15 46%	15 47%	9 47%	7 48%	-	-
No	12 37%	12 38%	8 45%	4 30%	-	-
Never checked	5 16%	5 15%	2 9%	3 22%	-	1 100%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?  
 Base: All adults who have personally received silent calls on their mobile phone

Total	TYPE OF INTERNET (Q.2a)						
	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)	
Unweighted Base	34	21	-	20	1	-	13
Weighted Base	33*	21**	..	20**	1**	..	13**
Yes	15	10	-	10	-	-	6
	46%	47%	-	49%	-	-	45%
No	12	9	-	8	1	-	4
	37%	42%	-	39%	100%	-	30%
Never checked	5	2	-	2	-	-	3
	16%	11%	-	12%	-	-	25%

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?

Base: All adults who have personally received silent calls on their mobile phone

Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)								
	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Unweighted Base	34	1	2	14	1	12	17	31	19	2	4	-	6	-	3
Weighted Base	33*	1**	2**	15**	1**	13**	15**	31**	18**	1**	4**	**	7**	**	3**
Yes	15	-	1	8	1	6	6	14	10	-	2	-	2	-	2
	46%	-	55%	53%	100%	46%	39%	44%	52%	-	54%	-	28%	-	68%
No	12	1	1	6	-	6	5	12	6	1	2	-	3	-	-
	37%	100%	45%	43%	-	49%	35%	41%	35%	52%	46%	-	50%	-	-
Never checked	5	-	-	1	-	1	4	5	2	1	-	-	1	-	1
	16%	-	-	5%	-	5%	26%	15%	13%	48%	-	-	22%	-	32%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Whether receive silent calls or not  
Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
From landline	213	100	113	16	19	42	36	40	59	33	26	58	68	41	46	131	30	52	61	152	28	16	29
	21%	21%	22%	12%	12%	23%cd	21% <i>d</i>	27% <i>CD</i>	30% <i>CD</i>	31% <i>CD</i>	29% <i>CD</i>	27% <i>N</i>	23%	20%	16%	23% <i>P</i>	13%	29% <i>P</i>	20%	22% <i>u</i>	17%	13%	24% <i>u</i>
From mobile	33	17	16	8	7	8	5	3	3	1	1	8	6	5	14	17	11	5	12	21	4	2	8
	3%	3%	3%	6% <i>hi</i>	4%	4%	3%	2%	1%	1%	1%	4%	2%	3%	5% <i>l</i>	3%	5%	3%	4%	3%	3%	2%	7% <i>Su</i>
Either	230	109	121	21	24	42	40	42	60	34	26	62	68	43	57	139	38	53	64	166	28	18	31
	23%	22%	24%	16%	15%	23%	23%	29% <i>cD</i>	30% <i>CD</i>	32% <i>CD</i>	29% <i>cD</i>	28% <i>n</i>	23%	21%	20%	24% <i>p</i>	16%	29% <i>P</i>	21%	24% <i>tu</i>	17%	15%	26% <i>u</i>
Both	17	8	9	4	2	8	1	-	2	1	1	4	6	3	4	9	4	4	9	8	4	-	6
	2%	2%	2%	3% <i>g</i>	1%	4% <i>fgh</i>	1%	-	1%	1%	1%	2%	2%	1%	1%	2%	2%	2%	3% <i>s</i>	1%	3%	-	5% <i>Su</i>
None	770	377	393	109	138	143	136	106	138	73	66	155	232	159	223	439	202	129	244	527	140	102	89
	77%	76%	76%	84% <i>gH</i>	85% <i>GH</i>	77%	77%	71%	70%	68%	71%	72%	77%	79%	80% <i>k</i>	76%	84% <i>oQ</i>	71%	79%	76%	83% <i>s</i>	85% <i>sv</i>	74%

Whether receive silent calls or not  
Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
From landline	213	185	15	13	8	27	23	12	19	20	18	20	28	14	24	175	211	3
	21%	22%	25%	13%	18%	23%	28%g K	15%	22%	21%	15%	14%	30%g Ko	27%k	28%jk	20%	24%Q	2%
From mobile	33	29	1	3	2	3	4	2	3	2	3	-	6	-	8	25	21	13
	3%	3%	2%	3%	4%k	3%k	5%K	2%	3%k	2%	2%	-	7%K	-	9%eg mO	3%k	2%	10%P
Either	230	198	16	14	10	29	24	14	21	20	19	20	33	14	27	189	215	15
	23%	24% c	26%	14%	22%	24% k	29% jK	17%	24%	21%	16%	14%	35% Gi JKO	27% k	31% gJK	22% k	25% Q	12%
Both	17	15	-	2	-	1	3	-	1	2	2	-	1	-	6	11	17	-
	2%	2%	-	2%	-	1%	4% ko	-	1%	2%	1%	-	1%	-	6% egKO	1%	2%	-
None	770	638	45	85	35	89	58	67	65	73	98	124	62	38	61	671	656	114
	77%	76%	74%	86% a	78%	76%	71%	83% Ln	76%	79% l	84% L	86% eF LmNo	65%	73%	69%	78% L	75%	88% P

Whether receive silent calls or not  
Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1063	940	461	479	10	123
Weighted Base	1000	905	481	425	10**	95
From landline	213 21%	192 21%	95 20%	96 23%	3 33%	21 22%
From mobile	33 3%	33 4%	19 4%	14 3%	-	1 1%
Either	230 23%	208 23%	103 21%	105 25%	3 33%	22 23%
Both	17 2%	17 2%	11 2%	5 1%	-	-
None	770 77%	696 77%	378 79%	320 75%	7 67%	74 77%



Whether receive silent calls or not  
Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1063	759	8	726	20	5	304
Weighted Base	1000	744	8**	713	20**	4**	256
From landline	213 21%	174 23%F	2 24%	171 24%F	1 4%	1 20%	39 15%
From mobile	33 3%	21 3%	-	20 3%	1 4%	-	13 5%
Either	230 23%	179 24%	2 24%	175 25%	2 8%	1 20%	51 20%
Both	17 2%	16 2%	-	16 2%f	-	-	1 *
None	770 77%	565 76%	6 76%	538 75%	18 92%	3 80%	205 80%

Whether receive silent calls or not  
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1063	39	140	440	41	389	466	905	495	25	89	80	113	103	158
Weighted Base	1000	34*	137	428	40*	377	424	859	462	23**	94*	73*	107	98*	141
From landline	213	4	27	110	7	103	88	190	109	3	23	22	19	14	23
	21%	12%	20%	26%	18%	27%af	21%	22%	24% <i>m</i>	13%	24%	30% <i>mn</i>	18%	14%	16%
From mobile	33	1	2	15	1	13	15	31	18	1	4	-	7	-	3
	3%	2%	1%	4%	2%	4%	4%	4%	4% <i>m</i>	6%	4% <i>m</i>	-	6% <i>km</i>	-	2%
Either	230	4	28	116	8	107	99	206	120	4	25	22	22	14	24
	23%	12%	21%	27% <i>a</i>	20%	28% <i>a</i>	23%	24% <i>m</i>	26% <i>mn</i>	16%	27% <i>m</i>	30% <i>mn</i>	20%	14%	17%
Both	17	1	1	9	-	9	5	15	8	1	2	-	4	-	2
	2%	2%	1%	2%	-	2%	1%	2%	2%	3%	2%	-	4%	-	1%
None	770	30	108	311	32	270	325	653	343	20	69	51	86	84	118
	77%	88% <i>ce</i>	79%	73%	80%	72%	77%	76%	74%	84%	73%	70%	80%	86% <i>ah</i>	83% <i>chk</i>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?  
 Base: All adults who have received silent calls on their landline or mobile phone

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	254	119	135	20	23	39	41	44	87	48	39	65	69	52	68	152	38	64	63	191	26	18	32
Weighted Base	230	109	121	21**	24**	42*	40*	42*	60*	34*	26*	62*	68*	43*	57*	139	38*	53*	64*	166	28**	18**	31**
Yes	139	71	68	2	11	29	27	28	42	25	17	42	46	24	26	95	13	31	37	101	18	11	17
	60%	65%	56%	12%	45%	69%	67%	65%	69%	73%	64%	68%n	67%n	57%	47%	68%P	35%	58%p	59%	61%	67%	62%	56%
No	89	36	53	18	13	13	12	15	18	8	9	18	23	19	30	43	24	22	27	63	9	7	14
	39%	33%	44%	88%	55%	31%	31%	35%	29%	24%	36%	29%	33%	43%	53%K	31%	65%Oq	41%	42%	38%	33%	38%	44%
Don't know	2	2	-	-	-	-	1	-	1	-	-	2	-	-	-	1	-	1	-	2	-	-	-
	1%	2%	-	-	-	-	3%	-	1%	2%	-	3%	-	-	-	1%	-	2%	-	1%	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

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

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?  
 Base: All adults who have received silent calls on their landline or mobile phone

Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)		
	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)	
Unweighted Base	254	221	18	14	11	30	27	15	25	21	20	21	36	19	29	206	238	16
Weighted Base	230	198	16**	14**	10**	29**	24**	14**	21**	20**	19**	20**	33*	14**	27**	189	215	15**
Yes	139	122	12	5	3	18	16	12	13	9	7	13	23	10	15	113	135	4
	60%	62%	73%	32%	31%	62%	67%	84%	62%	46%	37%	63%	69%	74%	56%	60%	63%	26%
No	89	75	4	9	7	11	8	2	8	11	12	7	10	4	11	75	78	11
	39%	38%	27%	61%	69%	38%	33%	16%	38%	54%	63%	32%	31%	26%	40%	40%	36%	74%
Don't know	2	1	-	1	-	-	-	-	-	-	-	1	-	-	1	1	2	-
	1%	-	-	8%	-	-	-	-	-	-	-	4%	-	-	4%	-	1%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 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.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?  
 Base: All adults who have received silent calls on their landline or mobile phone

Total	TYPE OF MOBILE (Q.2)				
	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	254	100	122	3	31
Weighted Base	230	103*	105	3**	22**
Yes	139	59	69	2	11
	60%	57%	66%	66%	50%
No	89	44	34	1	11
	39%	43%	32%	34%	50%
Don't know	2	-	2	-	-
	1%	-	2%	-	-

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?  
 Base: All adults who have received silent calls on their landline or mobile phone

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	254	191	2	186	2	1	63
Weighted Base	230	179	2**	175	2**	1**	51*
Yes	139 60%	118 66%F	1 51%	115 66%F	2 100%	-	21 42%
No	89 39%	60 33%	1 49%	58 33%	-	1 100%	30 58%AC
Don't know	2 1%	2 1%	-	2 1%	-	-	-

**Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?**  
**Base: All adults who have received silent calls on their landline or mobile phone**

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO(Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	254	5	32	124	9	114	111	225	131	5	24	25	24	16	29
Weighted Base	230	4**	28*	116	8**	107	99	206	120	4**	25**	22**	22**	14**	24**
Yes	139	2	18	66	5	61	60	124	70	3	14	13	14	9	14
	60%	43%	62%	57%	66%	57%	61%	60%	58%	61%	57%	60%	66%	68%	61%
No	89	2	10	49	3	46	39	80	48	1	11	9	7	4	9
	39%	57%	35%	42%	34%	42%	39%	39%	40%	19%	43%	40%	34%	32%	39%
Don't know	2	-	1	1	-	1	-	2	2	-	-	-	-	-	-
	1%	-	3%	1%	-	1%	-	1%	2%	-	-	-	-	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?  
 Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	156	77	79	3	10	27	27	28	61	35	26	46	47	31	32	105	14	37	38	118	18	11	19
Weighted Base	139	71*	68*	2**	11**	29**	27**	28**	42*	25*	17**	42*	46*	24**	26*	95*	13**	31*	37*	101	18**	11**	17**
Yes - landline phone registered with Telephone Preference Service	65 47%	27 39%	38 56%a	-	3 26%	15 50%	11 41%	17 60%	20 49%	11 45%	9 55%	22 53%	25 55%a	10 42%	8 29%	48 51%	4 29%	13 43%	18 49%	47 47%	10 51%	4 35%	9 54%
Yes - mobile phone registered with Telephone Preference Service	9 7%	4 6%	5 7%	-	1 7%	5 17%	2 7%	-	1 3%	1 6%	-	6 14%k	1 2%	1 3%	1 5%	8 8%	-	1 4%	4 10%	5 5%	3 15%	-	1 6%
Net: Yes	70 50%	29 41%	41 60%a	-	3 26%	15 53%	13 48%	17 60%	22 53%	13 51%	9 55%	24 57%	26 57%	10 42%	9 35%	51 54%	4 29%	14 47%	19 51%	51 50%	10 56%	4 35%	9 54%
No	64 46%	39 55%b	25 37%	2 71%	7 60%	14 47%	14 52%	11 40%	17 42%	11 44%	6 38%	17 41%	20 43%	13 53%	14 54%	42 44%	7 53%	15 50%	18 47%	46 46%	8 44%	6 58%	8 46%
Don't know	5 3%	3 4%	2 3%	1 29%	2 15%	-	-	-	2 6%	1 5%	1 7%	* 1%	-	1 5%	3 12%kl	2 2%	2 18%	1 2%	1 2%	4 4%	-	1 7%	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?

Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	156	138	13	5	4	19	19	13	16	10	7	14	24	14	16	126	152	4
Weighted Base	139	122	12**	5**	3**	18**	16**	12**	13**	9**	7**	13**	23**	10**	15**	113	135	4**
Yes - landline phone registered with Telephone Preference Service	65 47%	57 47%	6 47%	3 64%	2 59%	10 58%	8 52%	3 22%	5 41%	6 72%	4 59%	5 39%	13 57%	3 25%	6 40%	57 50%	64 48%	1 26%
Yes - mobile phone registered with Telephone Preference Service	9 7%	8 7%	1 8%	- -	1 26%	2 14%	2 11%	- -	1 8%	- -	1 12%	- -	- -	- -	2 15%	7 6%	8 6%	1 19%
Net: Yes	70 50%	60 49%	6 55%	3 64%	2 59%	11 62%	10 62%	3 22%	5 41%	6 72%	5 71%	5 39%	13 57%	3 25%	7 46%	60 53%	68 50%	2 46%
No	64 46%	59 48%	4 33%	2 36%	1 41%	7 38%	6 38%	9 78%	6 47%	3 28%	2 29%	7 55%	9 40%	6 59%	8 54%	50 44%	62 46%	2 54%
Don't know	5 3%	3 3%	1 12%	- -	- -	- -	- -	- -	2 13%	- -	- -	1 6%	1 3%	2 16%	- -	3 3%	5 4%	- -

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

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

## Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?

Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	156	140	59	81	2	16
Weighted Base	139	128	59*	69*	2**	11**
Yes - landline phone registered with Telephone Preference Service	65 47%	60 47%	32 55%	28 40%	2 100%	6 51%
Yes - mobile phone registered with Telephone Preference Service	9 7%	9 7%	5 8%	4 6%	- -	- -
Net: Yes	70 50%	64 50%	33 56%	31 45%	2 100%	6 51%
No	64 46%	60 47%	25 42%	35 51%	- -	4 37%
Don't know	5 3%	4 3%	1 1%	3 4%	- -	1 11%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

**Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?****Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service**

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	156	129	1	126	2	-	27
Weighted Base	139	118	1**	115	2**	-**	21**
Yes - landline phone registered with Telephone Preference Service	65 47%	53 45%	1 100%	52 46%	-	-	12 58%
Yes - mobile phone registered with Telephone Preference Service	9 7%	8 7%	-	8 7%	1 47%	-	1 3%
Net: Yes	70 50%	57 48%	1 100%	55 48%	1 47%	-	13 60%
No	64 46%	57 48%	-	56 49%	1 53%	-	8 36%
Don't know	5 3%	4 3%	-	4 3%	-	-	1 4%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

## Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?

Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	156	2	20	73	6	67	68	139	79	4	13	16	16	11	17
Weighted Base	139	2**	18**	66*	5**	61*	60*	124	70*	3**	14**	13**	14**	9**	14**
Yes - landline phone registered with Telephone Preference Service	65 47%	2 100%	7 41%	29 44%	3 51%	26 44%	31 52%	60 48%	37 53%	1 38%	8 59%	6 41%	4 30%	4 38%	6 41%
Yes - mobile phone registered with Telephone Preference Service	9 7%	-	-	4 6%	-	4 6%	5 9%	8 7%	3 4%	-	-	1 6%	3 19%	2 21%	1 5%
Net: Yes	70 50%	2 100%	7 41%	31 47%	3 51%	28 46%	34 56%	64 51%	38 54%	1 36%	8 59%	6 47%	6 40%	5 49%	6 41%
No	64 46%	-	10 54%	32 49%	3 49%	30 49%	24 40%	56 45%	29 42%	1 48%	6 41%	7 53%	7 50%	5 51%	9 59%
Don't know	5 3%	-	1 4%	3 4%	-	3 4%	2 3%	5 4%	3 4%	-	-	-	1 10%	-	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.  
On average, how many abandoned calls with a recorded message does your household receive on the  
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	212	98	114	9	30	39	40	34	60	37	23	50	71	44	47	135	29	48	63	149	29	25	27
Weighted Base	198	95*	103	10**	32**	42*	39*	33*	41*	25*	15**	50*	69*	39*	39*	125	31**	41*	64*	134	31**	25**	27**
1	34	15	19	1	7	4	7	11	4	3	1	10	14	4	7	19	8	7	9	25	3	6	4
	17%	16%	19%	12%	21%	10%	19%	33% <sup>eh</sup>	11%	14%	5%	20%	21%	9%	17%	15%	26%	17%	15%	19%	10%	23%	13%
2	29	13	15	-	6	6	7	6	5	4	1	10	7	5	7	21	4	4	10	19	4	4	5
	14%	14%	15%	-	18%	13%	17%	17%	12%	14%	7%	20%	10%	12%	17%	17%	12%	10%	15%	14%	14%	15%	17%
3	22	13	9	3	5	5	1	3	5	3	2	5	8	3	5	12	5	4	7	15	5	3	2
	11%	14%	9%	30%	16%	12%	2%	9%	12%	13%	12%	9%	12%	9%	14%	9%	17%	11%	11%	17%	13%	8%	8%
4	17	6	11	2	1	5	4	3	2	1	1	6	7	2	2	10	2	5	6	11	3	4	3
	9%	6%	11%	21%	3%	12%	10%	8%	5%	4%	8%	13%	11%	4%	4%	8%	7%	11%	9%	8%	9%	15%	11%
5	11	7	4	2	1	4	3	1	1	1	-	4	2	5	-	9	2	-	8	3	2	1	6
	6%	8%	4%	24%	3%	8%	7%	3%	1%	2%	-	7%	3%	14% <sup>ln</sup>	-	7%	8%	-	12% <sup>S</sup>	3%	7%	4%	21%
6-10	31	16	15	1	4	7	5	4	9	7	3	3	15	6	7	19	5	7	10	20	5	3	3
	15%	17%	14%	13%	13%	17%	12%	12%	23%	26%	17%	6%	21% <sup>k</sup>	15%	17%	15%	15%	17%	16%	15%	17%	13%	11%
11-20	14	8	7	-	2	3	2	2	5	2	3	2	5	2	5	8	2	5	4	11	1	2	2
	7%	8%	7%	-	7%	8%	5%	6%	12%	7%	20%	5%	7%	5%	12%	6%	7%	11%	6%	8%	3%	7%	7%
21-30	9	1	7	-	2	2	3	-	1	1	1	3	2	3	1	5	-	4	3	5	2	1	1
	4%	1%	7% <sup>a</sup>	-	7%	4%	8%	-	3%	3%	4%	6%	3%	7%	2%	4%	-	9%	5%	4%	8%	5%	3%
31+	14	5	9	-	4	4	1	3	2	1	1	2	3	6	4	12	-	2	5	9	5	1	-
	7%	5%	9%	-	12%	10%	2%	9%	5%	3%	9%	4%	4%	15% <sup>l</sup>	9%	10%	-	6%	8%	7%	16%	3%	-
Don't know	17	11	6	-	-	2	7	1	6	4	3	5	5	4	3	11	3	3	2	14	-	-	2
	8%	12%	5%	-	-	6%	18% <sup>g</sup>	3%	16%	15%	18%	9%	7%	9%	8%	9%	9%	7%	3%	11%	-	-	8%
Mean score	10.05	8.14	11.70	4.32	11.17	13.27	8.30	9.35	9.25	7.23	12.70	7.79	7.70	16.11	11.02	11.28	4.48	10.56	10.25	9.95	14.81	7.57	5.77
Standard deviation	16.03	12.53	18.44	2.60	16.33	21.21	12.05	19.01	10.40	8.83	12.26	13.01	10.45	22.49	18.78	18.30	4.73	13.33	16.03	16.10	20.94	13.38	6.34
Standard error	1.16	1.36	1.78	0.87	2.98	3.49	2.10	3.31	1.47	1.59	2.81	1.96	1.30	3.56	2.86	1.66	0.93	2.01	2.05	1.41	3.89	2.68	1.27

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.  
On average, how many abandoned calls with a recorded message does your household receive on the  
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	212	182	15	15	11	21	22	23	13	23	20	21	22	18	18	176	210	2
Weighted Base	198	170	13**	15**	10**	19**	21**	20**	13**	22**	19**	20**	22**	15**	17**	166	196	2**
1	34	32	1	2	-	4	6	5	4	5	2	2	3	1	3	31	34	-
	17%	19%	7%	11%	-	21%	26%	28%	29%	24%	11%	10%	12%	5%	18%	18%	18%	-
2	29	22	5	2	3	4	2	2	1	1	2	2	4	3	6	20	28	1
	14%	13%	35%	13%	28%	19%	10%	10%	7%	4%	11%	9%	18%	19%	34%	12%	14%	51%
3	22	19	2	1	1	2	1	2	2	1	4	3	4	2	-	20	22	-
	11%	11%	14%	7%	8%	12%	4%	10%	16%	7%	20%	13%	16%	14%	-	12%	11%	-
4	17	16	-	1	-	3	1	2	-	5	-	-	4	1	1	15	17	-
	9%	9%	-	7%	-	14%	4%	12%	-	22%	-	-	19%	7%	5%	9%	9%	-
5	11	10	-	1	2	-	4	1	-	2	1	1	-	1	-	10	10	1
	6%	6%	-	8%	16%	-	19%	3%	-	9%	7%	4%	-	7%	-	6%	5%	49%
6-10	31	25	3	2	2	4	2	5	2	2	2	7	4	1	1	29	31	-
	15%	15%	24%	15%	16%	21%	8%	24%	16%	8%	12%	35%	19%	3%	5%	18%	16%	-
11-20	14	12	1	2	-	-	1	-	-	-	3	1	4	2	8	14	-	
	7%	7%	7%	11%	-	-	4%	-	-	2%	16%	15%	4%	25%	15%	5%	7%	-
21-30	9	6	1	2	1	-	3	1	1	1	1	1	-	-	9	9	-	
	4%	3%	8%	13%	7%	-	13%	5%	8%	5%	5%	5%	-	-	5%	4%	-	
31+	14	13	1	1	2	1	1	1	2	3	1	2	1	-	14	14	-	
	7%	7%	5%	7%	25%	7%	4%	5%	17%	13%	6%	9%	4%	-	9%	7%	-	
Don't know	17	16	-	1	-	1	2	1	1	2	-	2	3	4	10	17	-	
	8%	9%	-	6%	-	6%	9%	3%	7%	5%	13%	-	8%	19%	23%	6%	8%	
Mean score	10.05	10.14	8.33	10.71	13.51	6.89	9.96	9.73	17.77	12.53	9.50	14.27	5.98	6.64	4.75	10.75	10.11	3.47
Standard deviation	16.03	16.79	10.39	11.92	15.39	12.45	14.65	20.34	28.75	20.61	11.00	17.88	8.18	6.00	5.59	17.02	16.09	-
Standard error	1.16	1.31	2.68	3.19	4.64	2.86	3.28	4.34	8.30	4.40	2.67	3.90	1.83	1.60	1.50	1.33	1.17	-

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.  
On average, how many abandoned calls with a recorded message does your household receive on the  
landline each month?  
Base: All adults who have personally received abandoned calls on their landline

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	212	191	99	93	2	21
Weighted Base	198	182	102*	81*	2**	16**
1	34 17%	30 17%	15 15%	15 19%	-	4 27%
2	29 14%	27 15%	14 14%	13 16%	1 52%	2 11%
3	22 11%	20 11%	15 14%	6 7%	-	1 9%
4	17 9%	17 9%	11 11%	7 9%	-	-
5	11 6%	11 6%	8 8%	3 3%	-	1 3%
6-10	31 15%	27 15%	13 13%	15 19%	-	3 21%
11-20	14 7%	12 7%	6 6%	6 7%	-	3 17%
21-30	9 4%	9 5%	7 6%	2 2%	-	-
31+	14 7%	14 7%	8 8%	5 7%	-	1 4%
Don't know	17 8%	15 8%	5 5%	9 11%	1 48%	1 7%
Mean score	10.05	10.27	10.56	9.79	2.00	7.48
Standard deviation	16.03	16.52	16.63	16.26	-	8.57
Standard error	1.16	1.26	1.72	1.81	-	1.97

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.  
On average, how many abandoned calls with a recorded message does your household receive on the  
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	212	171	2	169	-	-	41
Weighted Base	198	168	1**	166	-**	-**	30*
1	34 17%	31 19%	-	31 19%	-	-	3 11%
2	29 14%	25 15%	-	25 15%	-	-	3 11%
3	22 11%	16 10%	*	16 9%	-	-	6 19%
4	17 9%	15 9%	-	15 9%	-	-	2 7%
5	11 6%	10 6%	-	10 6%	-	-	1 3%
6-10	31 15%	26 16%	-	26 16%	-	-	4 15%
11-20	14 7%	11 6%	1 68%	10 6%	-	-	4 13%
21-30	9 4%	9 5%	-	9 5%	-	-	-
31+	14 7%	12 7%	-	12 7%	-	-	2 8%
Don't know	17 8%	12 7%	-	12 7%	-	-	4 14%
Mean score	10.05	10.27	9.10	10.28	-	-	8.71
Standard deviation	16.03	16.74	-	16.82	-	-	10.94
Standard error	1.16	1.34	-	1.35	-	-	1.85



Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.  
On average, how many abandoned calls with a recorded message does your household receive on the  
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	212	6	35	99	10	89	82	187	112	3	20	18	18	16	25
Weighted Base	198	5**	32*	95*	9**	86*	77*	176	104	2**	22**	17**	15**	15**	22**
1	34 17%	2 34%	2 7%	13 13%	2 26%	10 12%	15 19%	29 17%	21 20%	1 27%	2 9%	3 19%	2 12%	1 6%	5 23%
2	29 14%	- -	3 10%	13 13%	- -	13 15%	14 18%	28 16%	13 13%	- -	3 15%	3 16%	4 30%	4 28%	1 3%
3	22 11%	2 35%	5 14%	11 12%	2 18%	9 11%	9 12%	20 11%	14 13%	- -	1 5%	2 13%	- 3%	2 13%	2 10%
4	17 9%	- -	3 10%	8 8%	- -	8 9%	8 11%	16 9%	8 7%	- -	3 14%	4 24%	- -	1 6%	1 6%
5	11 6%	- -	2 5%	8 9%	2 22%	6 7%	3 4%	10 6%	7 7%	- -	- -	2 14%	- -	1 6%	1 4%
6-10	31 15%	1 19%	6 21%	16 16%	3 33%	13 15%	8 10%	30 17%	17 16%	1 37%	6 27%	2 9%	4 24%	1 8%	1 3%
11-20	14 7%	- -	3 9%	7 8%	- -	7 9%	6 8%	10 6%	6 6%	- -	1 5%	- -	2 12%	1 6%	5 21%
21-30	9 4%	- -	2 7%	3 3%	- -	3 3%	4 5%	6 3%	4 4%	1 35%	1 5%	- -	- -	- -	3 12%
31+	14 7%	- -	5 15%	6 7%	- -	6 7%	3 4%	12 7%	3 2%	- -	3 15%	- -	2 12%	4 27%	3 12%
Don't know	17 8%	1 12%	1 3%	10 10%	- -	10 12%	7 9%	15 9%	12 12%	- -	1 5%	1 5%	1 7%	- -	1 7%
Mean score	10.05	3.74	16.56cf	9.25	4.47	9.84	8.09	9.68	7.21	13.14	13.72	3.59	10.22	24.26	13.00
Standard deviation	16.03	3.86	22.44	14.19	2.99	14.91	13.61	16.37	10.98	17.31	18.64	2.38	12.82	34.89	12.98
Standard error	1.16	1.73	3.85	1.51	0.94	1.69	1.59	1.26	1.11	9.99	4.28	0.58	3.21	8.72	2.71

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	341	153	188	19	38	57	53	60	114	64	50	84	110	70	77	215	45	81	88	253	42	29	38
Weighted Base	311	142	169	20**	41*	63*	52*	58*	77	44*	33*	80*	108	60*	63*	198	46*	67*	91*	220	45*	29**	38*
1	31	16	16	2	4	4	4	9	8	5	3	8	12	3	8	16	6	9	6	25	2	2	4
	10%	11%	9%	10%	11%	6%	8%	15%	10%	11%	10%	10%	11%	6%	13%	8%	13%	7%	11%	11%	4%	8%	11%
2	38	15	22	2	5	7	8	8	9	4	5	11	14	5	7	28	5	5	11	27	4	5	4
	12%	11%	13%	10%	11%	10%	15%	13%	12%	9%	16%	14%	13%	8%	12%	14%	11%	8%	12%	12%	9%	17%	12%
3	33	19	14	2	8	9	3	3	9	5	4	8	13	6	5	24	7	2	7	25	6	3	2
	11%	13%	8%	12%	19%fg	14%	5%	5%	11%	11%	11%	10%	12%	10%	9%	12%q	15%q	3%	8%	12%	13%	10%	6%
4	31	12	19	2	3	5	6	7	8	7	1	9	14	3	6	19	2	10	8	23	4	6	3
	10%	9%	11%	9%	8%	8%	11%	12%	10%	16%j	2%	11%	13%	5%	10%	10%	5%	14%	9%	10%	9%	19%	7%
5	15	9	6	2	2	4	2	2	3	2	1	8	3	2	2	10	2	3	6	9	3	2	3
	5%	6%	4%	12%	4%	7%	4%	4%	3%	5%	2%	10%	3%	4%	2%	5%	5%	4%	7%	4%	7%	5%	8%
6-10	53	27	26	5	5	11	9	11	12	8	5	15	22	9	6	29	12	11	17	36	8	4	8
	17%	19%	15%	24%	12%	17%	17%	19%	16%	17%	14%	19%	20%	16%	10%	15%	26%	16%	18%	16%	18%	14%	20%
11-20	41	21	21	4	5	12	3	7	10	5	6	8	12	8	13	24	6	11	15	26	7	5	5
	13%	15%	12%	20%	12%	19%df	5%	12%	13%	10%	18%kl	10%	11%	14%	20%	12%	13%	16%	17%	12%	15%	17%	14%
21-30	15	7	8	-	4	2	5	-	4	1	2	5	4	6	1	13	1	1	7	8	3	1	4
	5%	5%	5%	-	11%g	3%	9%g	-	5%	3%	8%g	6%	3%	10%an	2%	7%	2%	1%	8%	4%	7%	4%	10%
31+	35	10	25	-	5	9	9	7	5	3	2	6	11	10	8	24	2	9	12	23	7	1	5
	11%	7%	15%aa	-	11%	14%	17%hh	12%	7%	7%	7%	7%	10%	17%	12%	12%	4%	13%	13%	10%	15%	3%	13%
Don't know	19	6	13	1	-	1	4	5	9	5	4	3	3	6	7	10	2	7	2	17	1	1	-
	6%	4%	8%	4%	-	1%	7%	8%	12%de	11%de	13%de	3%	3%	10%dl	11%dl	5%	5%	10%	2%	8%	2%	3%	-
<b>Mean score</b>	<b>14.04</b>	<b>12.27</b>	<b>15.58</b>	<b>6.39</b>	<b>16.72</b>	<b>15.80</b>	<b>19.40</b>	<b>11.19</b>	<b>11.44</b>	<b>11.97</b>	<b>10.71</b>	<b>12.29</b>	<b>10.76</b>	<b>22.73</b>	<b>14.32</b>	<b>15.12</b>	<b>7.78</b>	<b>15.27</b>	<b>16.70</b>	<b>12.87</b>	<b>20.48</b>	<b>11.25</b>	<b>13.53</b>
<b>Standard deviation</b>	<b>22.75</b>	<b>21.29</b>	<b>23.91</b>	<b>4.54</b>	<b>27.87</b>	<b>23.18</b>	<b>30.55</b>	<b>17.25</b>	<b>18.46</b>	<b>22.15</b>	<b>12.08</b>	<b>22.79</b>	<b>14.35</b>	<b>31.65</b>	<b>23.87</b>	<b>24.23</b>	<b>9.41</b>	<b>24.36</b>	<b>24.95</b>	<b>21.67</b>	<b>32.13</b>	<b>25.01</b>	<b>14.87</b>
<b>Standard error</b>	<b>1.28</b>	<b>1.77</b>	<b>1.82</b>	<b>1.07</b>	<b>4.52</b>	<b>3.10</b>	<b>4.36</b>	<b>2.33</b>	<b>1.84</b>	<b>2.93</b>	<b>1.82</b>	<b>2.53</b>	<b>1.39</b>	<b>4.02</b>	<b>2.89</b>	<b>1.70</b>	<b>1.45</b>	<b>2.85</b>	<b>2.69</b>	<b>1.43</b>	<b>5.02</b>	<b>4.73</b>	<b>2.41</b>

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	341	292	24	25	15	36	35	26	30	34	36	28	38	30	33	278	337	4
Weighted Base	311	264	21**	26**	13**	34*	32*	23**	26**	32*	34*	27**	35*	23**	31**	257	308	3**
1	31	30	2	-	1	3	8	3	2	5	3	-	2	2	3	27	30	1
10%	11%	11%	7%	-	5%	9%	26%lo	13%	7%	16%	9%	-	5%	7%	9%	10%	10%	29%
2	38	32	5	1	3	3	3	3	4	1	3	4	3	5	6	27	37	1
12%	12%	12%	23%	4%	25%	9%	10%	12%	14%	3%	9%	15%	10%	21%	19%	11%	12%	25%
3	33	29	2	2	2	6	3	2	3	1	4	2	5	2	3	28	33	-
11%	11%	11%	10%	8%	13%	17%	10%	7%	12%	4%	12%	6%	16%	9%	9%	11%	11%	-
4	31	24	4	2	-	3	4	3	4	5	3	2	2	1	4	26	31	-
10%	9%	9%	21%	6%	-	9%	13%	12%	16%	15%	9%	7%	5%	4%	13%	10%	10%	-
5	15	12	-	3	-	2	1	3	2	-	2	-	2	2	1	13	15	-
5%	5%	5%	-	12%	-	7%	4%	12%	9%	-	7%	-	6%	7%	2%	5%	5%	-
6-10	53	45	1	6	3	6	3	4	4	9	6	5	8	1	4	48	53	-
17%	17%	17%	7%	25%	20%	17%	10%	19%	16%	27%	19%	17%	22%	5%	13%	19%	17%	-
11-20	41	33	2	7	2	5	-	3	2	3	5	8	5	4	4	34	40	1
13%	12%	12%	10%	25%	13%	16%l	-	15%	9%	10%	15%l	28%	14%l	16%	13%	13%l	13%	24%
21-30	15	13	-	2	1	1	3	-	-	2	1	2	2	2	1	12	15	-
5%	5%	5%	-	8%	5%	3%	9%	-	2%	6%	3%	7%	5%	9%	4%	5%	5%	-
31+	35	29	5	1	2	3	4	2	3	4	1	5	4	2	3	29	35	-
11%	11%	11%	21%	4%	19%	10%	13%	9%	12%	13%	3%	20%	10%	9%	11%	11%	11%	-
Don't know	19	17	-	2	-	1	2	1	1	2	5	-	3	3	2	14	18	1
6%	6%	6%	-	7%	-	4%	6%	2%	3%	5%	14%o	-	7%	13%	7%	5%	6%	22%
Mean score	14.04	14.34	13.52	11.40	14.41	13.10	17.16	13.34	16.23	16.59	8.06	20.93	11.66	12.44	10.88	14.55	14.12	5.63
Standard deviation	22.75	23.90	19.81	9.48	17.95	20.92	33.70	23.92	29.98	27.42	8.63	28.04	13.13	16.06	15.43	23.94	22.83	7.86
Standard error	1.28	1.45	4.04	1.98	4.64	3.59	5.87	4.78	5.57	4.85	1.58	5.30	2.22	3.15	2.82	1.48	1.29	4.54

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 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.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	341	305	146	159	3	36
Weighted Base	311	286	150	136	3**	25*
1	31 10%	28 10%	14 10%	13 10%	-	4 15%
2	38 12%	36 13%	18 12%	17 13%	1 31%	2 8%
3	33 11%	31 11%	19 13%	12 9%	-	2 8%
4	31 10%	29 10%	18 12%	11 8%	-	2 9%
5	15 5%	14 5%	12 8% <sup>c</sup>	2 2%	-	1 5%
6-10	53 17%	50 18%	29 19%	21 16%	1 34%	2 9%
11-20	41 13%	35 12%	13 9%	22 16%	-	7 27% <sup>aB</sup>
21-30	15 5%	14 5%	5 3%	9 7%	-	1 4%
31+	35 11%	33 12%	21 14%	13 10%	1 36%	2 6%
Don't know	19 6%	17 6% <sup>b</sup>	2 1%	15 11% <sup>B</sup>	-	2 8% <sup>b</sup>
Mean score	14.04	14.37	14.62	14.34	14.43	10.18
Standard deviation	22.75	23.47	25.17	21.32	16.08	11.15
Standard error	1.28	1.39	2.10	1.80	9.29	1.94

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e

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

## Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	341	271	3	266	1	1	70
Weighted Base	311	258	2**	255	1**	1**	53*
1	31	28	-	28	-	-	3
	10%	11%	-	11%	-	-	6%
2	38	32	1	31	-	-	6
	12%	12%	40%	12%	-	-	11%
3	33	28	*	28	-	-	4
	11%	11%	19%	11%	-	-	8%
4	31	25	-	25	-	-	5
	10%	10%	-	10%	-	-	10%
5	15	15	-	15	-	-	1
	5%	6%	-	6%	-	-	2%
6-10	53	42	-	42	-	-	10
	17%	16%	-	17%	-	-	19%
11-20	41	32	-	32	-	-	9
	13%	12%	-	13%	-	-	17%
21-30	15	15	-	15	-	-	*
	5%	6%	-	6%	-	-	1%
31+	35	30	1	29	-	-	5
	11%	11%	41%	11%	-	-	10%
Don't know	19	11	-	9	1	1	8
	6%	4%	-	4%	100%	100%	15%AC
Mean score	14.04	14.50	18.52	14.46	-	-	11.49
Standard deviation	22.75	23.88	25.70	23.92	-	-	14.87
Standard error	1.28	1.49	14.84	1.50	-	-	1.94

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	341	10	50	163	13	150	136	297	172	6	31	33	30	25	44
Weighted Base	311	8**	46*	152	12**	140	122	274	157	4**	33**	30*	27**	23**	37*
1	31 10%	3 40%	-	9 6%	1 9%	8 6%	16 13% <sup>abc</sup>	26 9%	15 9%	1 24%	3 8%	3 10%	3 13%	1 3%	6 16%
2	38 12%	1 10%	5 11%	20 13%	- 4%	20 14%	14 12%	36 13%	20 13%	- -	6 17%	4 13%	2 6%	5 20%	2 5%
3	33 11%	1 12%	5 11%	19 13%	3 22%	17 12%	11 9%	30 11%	20 12%	- -	1 3%	3 11%	3 11%	3 13%	3 8%
4	31 10%	- -	7 15%	14 9%	2 17%	12 9%	16 13%	29 11%	16 10%	1 15%	2 5%	4 13%	3 10%	4 16%	2 5%
5	15 5%	- -	2 5%	6 4%	1 10%	4 3%	6 5%	15 6%	8 5%	- -	2 7%	3 11% <sup>n</sup>	1 2%	1 5%	-
6-10	53 17%	1 11%	7 16%	27 18%	1 8%	26 19%	22 18%	49 18%	29 18%	2 43%	6 18%	5 17%	5 19%	2 11%	4 10%
11-20	41 13%	1 10%	6 13%	20 13%	2 18%	18 13%	15 12%	34 12%	19 12%	- -	4 13%	3 12%	4 17%	3 11%	7 20%
21-30	15 5%	- -	3 7%	10 6%	1 7%	9 6%	5 4%	11 4%	8 5%	- -	2 5%	1 5%	1 4%	- -	4 10%
31+	35 11%	- -	8 17%	17 11%	- -	17 12%	12 10%	29 11%	12 8%	1 18%	8 24%	1 3%	3 13%	4 18%	6 15%
Don't know	19 6%	1 17%	3 5%	10 6%	1 6%	9 7%	5 4%	14 5%	11 7%	- -	- -	2 6%	1 6%	1 3%	4 12%
Mean score	14.04	3.78	19.91	14.46	7.16	15.10	12.15	13.53	11.79	10.69	20.85	7.75	13.47	22.09	18.11
Standard deviation	22.75	4.25	29.57	22.45	6.73	23.23	19.55	22.51	19.94	15.61	29.79	8.01	18.00	37.30	24.55
Standard error	1.28	1.50	4.31	1.83	1.94	1.98	1.72	1.35	1.58	6.37	5.35	1.44	3.40	7.61	3.98

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	Total	SEX		AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	108	54	54	6	10	21	24	15	32	20	12	28	30	23	27	63	15	30	35	73	13	12	18
Weighted Base	100	53*	47*	7**	10**	22**	24**	14**	23*	14**	8**	27**	30**	21**	22**	58*	16**	26**	35*	65*	14**	11**	17**
1	1	1	-	-	-	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-	-	-
1%	2%	-	-	-	-	-	-	-	5%	4%	-	4%	-	-	-	2%	-	-	-	2%	-	-	-
2	4	2	3	-	-	1	2	1	-	-	-	1	1	1	1	3	1	1	2	3	-	1	-
4%	3%	3%	6%	-	-	6%	9%	5%	2%	3%	-	5%	4%	6%	3%	5%	6%	3%	4%	5%	-	9%	3%
3	7	5	2	-	2	2	2	-	2	1	1	2	3	1	2	5	2	-	-	7	-	-	-
7%	7%	10%	4%	-	16%	8%	8%	-	8%	7%	10%	7%	9%	4%	7%	8%	16%	-	-	11%	-	-	-
4	11	6	6	1	1	2	2	3	3	3	-	4	2	1	4	6	1	5	4	8	2	2	2
11%	11%	11%	12%	11%	12%	8%	9%	21%	11%	16%	-	16%	7%	3%	20%	10%	5%	19%	11%	12%	15%	21%	10%
5	6	2	3	-	2	2	1	-	1	1	-	1	1	2	2	4	-	1	4	2	2	2	2
6%	6%	5%	7%	-	16%	9%	5%	-	3%	5%	-	4%	2%	12%	7%	8%	-	4%	11%	3%	13%	13%	12%
6-10	22	11	12	4	1	5	4	3	6	4	2	8	8	4	2	11	7	5	7	15	3	2	5
22%	22%	20%	25%	56%	9%	23%	17%	20%	25%	26%	22%	30%	28%	19%	8%	18%	43%	19%	21%	23%	20%	16%	27%
11-20	20	11	8	2	1	5	2	4	6	2	3	3	6	4	7	9	3	8	6	14	1	4	2
20%	20%	21%	18%	33%	12%	22%	7%	27%	25%	16%	41%	9%	19%	19%	33%	15%	19%	29%	17%	21%	9%	34%	11%
21-30	6	5	1	-	-	1	3	-	2	1	1	2	1	2	1	5	1	-	4	2	-	-	4
6%	6%	9%	2%	-	-	4%	12%	-	8%	7%	10%	7%	3%	8%	4%	8%	6%	-	11%	3%	-	-	22%
31+	22	9	13	-	4	4	7	4	3	2	1	4	8	6	4	15	1	6	9	13	6	1	3
22%	22%	17%	27%	-	35%	20%	30%	27%	14%	15%	11%	15%	28%	29%	17%	25%	5%	25%	25%	21%	43%	7%	16%
Don't know	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-
1%	1%	2%	-	-	-	-	5%	-	-	-	-	4%	-	-	-	2%	-	-	-	2%	-	-	-
Mean score	22.66	21.93	23.47	9.85	36.15	20.35	31.22	16.63	17.79	19.27	15.24	21.38	19.56	31.52	20.08	25.35	10.11	24.30	26.60	20.54	41.67	18.86	17.78
Standard deviation	31.28	30.92	31.99	4.36	48.23	27.11	39.83	16.96	25.67	31.11	13.28	35.19	19.38	40.50	30.16	34.08	8.71	32.50	34.07	29.73	48.72	37.68	15.71
Standard error	3.02	4.25	4.35	1.78	15.25	5.92	8.31	4.38	4.54	6.96	3.83	6.77	3.54	8.44	5.81	4.33	2.25	5.93	5.76	3.50	13.51	10.88	3.70

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	108	97	8	3	5	13	13	11	6	10	3	14	15	7	11	90	107	1
Weighted Base	100	90*	7**	3**	5**	12**	12**	9**	6**	9**	3**	13**	15**	6**	10**	84*	99*	1**
1	1	1	-	-	-	1	-	-	-	-	-	-	-	*	-	1	1	-
1%	1%	1%	-	-	-	5%	-	-	-	-	-	-	-	8%	-	1%	1%	-
2	4	4	-	-	-	-	2	-	-	1	1	-	-	-	1	3	4	-
4%	5%	5%	-	-	-	-	16%	-	-	8%	5%	-	-	13%	4%	5%	5%	-
3	7	7	-	-	1	2	1	-	2	-	1	1	-	-	-	7	7	-
7%	8%	8%	-	-	17%	15%	8%	-	28%	-	7%	6%	-	-	8%	7%	7%	-
4	11	8	2	1	-	1	2	1	2	1	2	-	-	2	10	11	11	-
11%	9%	9%	34%	36%	-	9%	16%	9%	32%	10%	30%	14%	-	16%	12%	11%	-	
5	6	4	-	2	-	1	1	2	-	-	-	-	-	1	5	6	-	
6%	4%	4%	-	64%	-	11%	11%	22%	-	-	-	-	-	8%	6%	6%	-	
6-10	22	21	1	-	2	2	1	1	1	5	2	-	6	1	3	19	22	-
22%	24%	24%	13%	-	33%	20%	7%	6%	9%	52%	70%	-	41%	9%	30%	22%	23%	-
11-20	20	19	1	-	2	2	-	3	1	2	-	4	3	2	2	16	19	1
20%	21%	21%	11%	-	33%	15%	-	36%	14%	19%	-	28%	23%	29%	16%	19%	19%	100%
21-30	6	6	-	-	-	1	2	-	-	-	-	1	1	-	4	6	6	-
6%	6%	6%	-	-	-	8%	14%	-	-	-	-	7%	6%	19%	5%	6%	6%	-
31+	22	19	3	-	1	2	4	1	1	2	-	4	3	2	2	18	22	-
22%	21%	21%	41%	-	16%	16%	34%	11%	18%	19%	-	35%	19%	35%	18%	22%	22%	-
Don't know	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1	1	1	-
1%	1%	1%	-	-	-	-	9%	-	-	-	-	-	-	-	1%	1%	1%	-
Mean score	22.66	23.07	24.40	4.64	17.87	20.19	39.42	16.82	25.58	26.82	6.05	28.82	16.54	28.03	11.80	23.56	22.73	15.00
Standard deviation	31.28	31.98	27.98	0.61	22.04	29.75	48.79	24.70	48.43	40.63	1.93	36.75	15.26	21.34	11.46	33.27	31.41	-
Standard error	3.02	3.26	9.89	0.35	9.85	8.25	14.08	7.45	19.77	12.85	1.12	9.82	3.94	8.07	3.45	3.53	3.05	-

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 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.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	108	93	46	47	2	15
Weighted Base	100	89*	48*	41*	2**	11**
1	1	-	-	-	-	1
	1%	1%	-	1%	-	5%
2	4	4	1	3	-	-
	4%	5%	3%	7%	-	4%
3	7	6	3	3	-	1
	7%	7%	7%	6%	-	9%
4	11	10	6	4	-	2
	11%	11%	12%	9%	-	14%
5	6	6	4	2	-	-
	6%	6%	8%	4%	-	-
6-10	22	21	12	8	1	2
	22%	23%	25%	19%	48%	15%
11-20	20	16	5	11	-	4
	20%	18%	10%	26%	-	36%
21-30	6	5	-	5	-	1
	6%	5%	-	11%b	-	9%
31+	22	21	15	7	1	1
	22%	24%	32%	16%	52%	9%
Don't know	1	1	1	-	-	-
	1%	1%	2%	-	-	-
Mean score	22.66	23.81	27.60	20.15	19.89	13.66
Standard deviation	31.28	32.77	37.22	26.72	16.97	12.77
Standard error	3.02	3.42	5.55	3.90	12.00	3.30

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	108	86	1	85	-	-	22
Weighted Base	100	83*	1**	82*	**	**	17**
1	1	1	-	1	-	-	-
	1%	1%	-	1%	-	-	-
2	4	4	-	4	-	-	1
	4%	4%	-	4%	-	-	6%
3	7	6	-	6	-	-	1
	7%	7%	-	7%	-	-	5%
4	11	8	-	8	-	-	3
	11%	10%	-	10%	-	-	18%
5	6	6	-	6	-	-	-
	6%	7%	-	7%	-	-	-
6-10	22	18	-	18	-	-	5
	22%	21%	-	21%	-	-	29%
11-20	20	14	-	14	-	-	6
	20%	16%	-	17%	-	-	36%
21-30	6	6	-	6	-	-	-
	6%	7%	-	7%	-	-	-
31+	22	21	1	20	-	-	1
	22%	25%	100%	24%	-	-	6%
Don't know	1	1	-	1	-	-	-
	1%	1%	-	1%	-	-	-
Mean score	22.66	25.05	42.00	24.85	-	-	10.77
Standard deviation	31.28	33.52	-	33.67	-	-	10.07
Standard error	3.02	3.64	-	3.67	-	-	2.15

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

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

## Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	108	1	16	54	5	49	46	99	61	1	11	10	9	7	9
Weighted Base	100	1**	13**	53*	4**	48*	43*	92*	56*	1**	12**	9**	8**	6**	8**
1	1	-	-	-	-	-	1	1	1	-	-	-	-	-	-
1%	1%	-	-	-	-	-	2%	1%	2%	-	-	-	-	-	-
2	4	-	-	4	-	3	1	4	4	-	-	-	-	-	-
4%	4%	-	-	7%	10%	6%	2%	5%	8%	-	-	-	-	-	-
3	7	-	1	3	-	3	3	7	6	-	-	-	-	1	-
7%	7%	-	7%	6%	-	7%	6%	8%	11%	-	-	-	-	15%	-
4	11	-	3	4	1	3	7	11	5	-	1	1	3	2	1
11%	11%	-	24%	8%	22%	6%	16%	12%	8%	-	4%	10%	35%	30%	8%
5	6	-	1	2	-	2	2	6	3	-	-	2	1	-	-
6%	6%	-	5%	3%	-	3%	5%	6%	5%	-	-	23%	9%	-	-
6-10	22	-	1	12	-	12	13	21	14	-	3	4	1	-	1
22%	22%	-	8%	23%	-	25%	29%	23%	24%	-	25%	41%	13%	-	12%
11-20	20	1	3	11	2	8	8	17	10	-	3	1	1	3	3
20%	20%	100%	21%	20%	49%	17%	18%	18%	17%	-	25%	7%	11%	41%	36%
21-30	6	-	-	4	1	3	3	5	4	-	-	1	-	-	1
6%	6%	-	-	7%	19%	6%	6%	5%	7%	-	-	9%	-	-	11%
31+	22	-	5	13	-	13	7	19	9	1	6	1	2	1	3
22%	22%	-	34%	25%	-	27%	15%	21%	16%	100%	46%	11%	32%	13%	33%
Don't know	1	-	-	1	-	1	-	1	1	-	-	-	-	-	-
1%	1%	-	-	2%	-	2%	-	1%	2%	-	-	-	-	-	-
Mean score	22.66	11.00	32.48	24.07	12.59	25.15	17.44	21.55	18.42	40.00	38.58	11.90	22.19	26.15	35.55
Standard deviation	31.28	-	42.50	31.37	8.40	32.55	24.29	30.45	27.92	-	39.19	9.91	27.71	48.91	39.88
Standard error	3.02	-	10.63	4.31	3.76	4.70	3.58	3.08	3.60	-	11.82	3.13	9.24	18.49	13.29

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

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

Breaks by Breaks

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1063	496	567	122	146	175	181	154	285	154	131	219	295	222	327	608	235	220	301	762	161	119	121
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
<b>SEX</b>																							
Male	486	486	-	69	79	92	87	77	81	49	32	101	152	105	128	299	135	53	127	359	56	49	60
	49%	100%B	-	53%hJ	49%j	50%k	49%k	52%hJ	41%	46%	35%	47%	50%	52%	46%	52%Q	56%Q	29%	41%	52%RTu	33%	41%	50%T
Female	514	-	514	61	83	93	89	71	117	57	60	116	149	97	152	279	105	130	181	333	112	70	60
	51%	-	100%A	47%	51%	50%	51%	48%	59%cg	54%	65%Cd eFG	53%	50%	48%	54%	48%	44%	71%OP	59%S	48%	67%SV	59%S	50%
<b>AGE</b>																							
16-24	130	69	61	130	-	-	-	-	-	-	-	19	41	26	44	15	115	-	50	80	24	15	22
	13%	14%	12%	100%DEF GHU	-	-	-	-	-	-	-	9%	14%	13%	16%k	3%q	48%OO	-	16%S	12%	15%	13%	18%S
25-34	162	79	83	-	162	-	-	-	-	-	-	45	48	36	33	118	42	2	78	84	64	29	11
	16%	16%	16%	-	100%CEF GHU	-	-	-	-	-	-	21%N	16%	18%	12%	20%Q	18%Q	1%	25%SV	12%	38%RSuV	24%SV	9%
35-44	186	92	93	-	-	186	-	-	-	-	-	48	62	33	43	137	25	24	121	65	68	58	47
	19%	19%	18%	-	-	100%CDF GHU	-	-	-	-	-	22%n	21%	18%	15%	24%PQ	10%	13%	39%S	9%	41%S	49%S	39%S
45-54	176	87	89	-	-	-	176	-	-	-	-	46	60	37	33	123	28	25	50	126	7	15	37
	18%	18%	17%	-	-	-	100%CDE GHU	-	-	-	-	21%N	20%N	18%un	12%	21%Pq	12%	14%	16%T	18%T	4%	13%t	30%RSTU
55-64	148	77	71	-	-	-	-	148	-	-	-	25	42	37	44	94	15	39	8	140	4	1	3
	15%	16%	14%	-	-	-	-	100%CDE FHU	-	-	-	11%	14%	18%k	16%	16%P	6%	21%P	2%	20%RTUV	2%	1%	2%
65+	198	81	117	-	-	-	-	-	198	106	92	35	47	33	84	91	16	92	1	197	-	1	-
	20%	17%	23%a	-	-	-	-	-	100%C DEFG	100%C DEFG	100%CD EFG	16%	16%	16%	30%KL M	16%P	6%	50%OP	*	28%RTUV	-	1%	-
65-74	106	49	57	-	-	-	-	-	106	106	-	21	30	14	42	60	7	38	1	105	-	1	-
	11%	10%	11%	-	-	-	-	-	54%C DEFG	100%CDE FGHI	-	10%	10%	7%	15%M	10%P	3%	21%OP	*	15%RTUV	-	1%	-
75+	92	32	60	-	-	-	-	-	92	-	92	14	17	19	42	30	8	53	-	92	-	-	-
	9%	7%	12%A	-	-	-	-	-	46%CDE FGI	-	100%CDE FGHI	6%	6%	9%	15%KL	5%	3%	29%OP	-	13%RTUV	-	-	-
<b>SOCIAL CLASS</b>																							
AB	217	101	116	19	45	48	46	25	35	21	14	217	-	-	-	157	41	19	73	144	40	27	26
	22%	21%	23%	14%	28%cg hj	26%cg hj	26%cg hj	17%	17%	19%	15%	100%LMN	-	-	-	27%PQ	17%q	11%	24%	21%	24%	23%	22%

Breaks by Breaks

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
C1	301	152	149	41	48	62	60	42	47	30	17	-	301	-	-	180	65	55	88	213	52	35	28
C2	202	105	97	26	36	33	37	37	33	14	19	-	-	202	-	138	42	22	64	138	35	22	34
DE	280	128	152	24	33	43	33	44	84	42	42	-	-	-	280	103	92	85	83	197	41	36	33
<b>MARITAL STATUS</b>																							
Married	578	299	279	15	118	137	123	94	91	60	30	157	180	138	103	578	-	-	232	346	135	88	86
Single	240	135	105	115	42	25	28	15	16	7	8	41	65	42	92	-	240	-	63	177	28	24	27
Separated/Widow/divorced	182	53	130	-	2	24	25	39	92	38	53	19	55	22	85	-	-	182	13	169	4	8	6
<b>CHILDREN IN HOUSEHOLD</b>																							
Any	308	127	181	50	78	121	50	8	1	1	-	73	88	64	83	232	63	13	308	-	167	119	120
None	692	359	333	80	84	65	126	140	197	105	92	144	213	138	197	346	177	169	-	692	-	-	-
0-5 years	167	56	112	24	64	68	7	4	-	-	-	40	52	35	41	135	28	4	167	-	167	53	22
6-10 years	119	49	70	15	29	58	15	1	1	1	-	27	35	22	36	88	24	8	119	-	53	119	41
11-15 years	120	60	60	22	11	47	37	3	*	*	-	26	28	34	33	86	27	6	120	-	22	41	120
<b>ETHNICITY</b>																							
White British	837	411	426	109	113	151	146	132	185	99	87	172	246	179	240	474	196	167	238	599	124	95	90

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

Breaks by Breaks

	SEX		AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
White other	61	23	38	6	16	11	11	8	9	6	3	17	18	12	15	39	12	10	20	41	14	7	9
BME	100	51	48	5	33	24	19	7	4	1	2	27	37	11	24	64	32	4	50	49	29	18	21
<b>GOVERNMENT REGION</b>																							
North East	45	21	24	9	6	6	6	7	10	4	6	10	11	7	17	26	12	7	14	30	5	4	7
North West	117	57	60	14	26	18	14	15	30	19	11	28	32	16	42	63	30	24	36	81	18	12	18
Yorkshire and Humber	82	41	42	8	12	12	25	13	13	5	8	17	21	26	18	49	14	19	22	60	11	5	12
East Mids	80	40	41	12	16	16	10	11	15	7	7	14	20	15	32	47	17	16	32	48	17	13	9
West Mids	85	38	47	9	11	14	16	17	18	11	8	14	25	24	22	48	18	19	20	65	9	10	10
East of England	92	45	48	14	9	23	16	13	18	8	9	20	32	18	23	54	24	15	32	61	18	13	13
London	117	57	60	10	26	25	21	21	14	9	5	25	38	23	32	67	33	17	45	73	28	16	14
South East	144	70	74	21	27	32	26	18	21	9	11	36	57	23	28	87	35	22	50	94	33	26	14
South West	96	48	48	13	12	14	18	11	28	17	11	24	31	22	18	59	18	18	23	73	15	5	8
Wales	52	26	26	5	4	5	8	12	17	7	10	17	13	9	14	34	8	11	15	37	5	6	7
Scotland	88	43	44	13	13	21	16	10	14	10	4	13	22	19	34	42	31	15	18	70	8	9	9
England	860	417	443	111	145	160	152	125	167	89	78	187	266	174	232	502	201	157	275	585	154	104	105

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

Breaks by Breaks

	Total	SEX		AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	486	514	130	162	186	176	148	198	106	92	217	301	202	280	578	240	182	308	692	167	119	120
<b>LANDLINE AT HOME (Q.1)</b>																							
Yes	871 87%	418 86%	453 88%	101 78%	121 75%	162 87% <sup>cD</sup>	158 90% <sup>CD</sup>	135 91% <sup>CD</sup>	193 97% <sup>CD</sup>	103 97% <sup>CD</sup>	90 98% <sup>CD</sup>	209 96% <sup>M</sup>	274 91% <sup>N</sup>	180 89% <sup>N</sup>	208 74%	528 91% <sup>P</sup>	179 75%	163 89% <sup>P</sup>	262 85%	609 88% <sup>t</sup>	136 81%	102 85%	108 90%
No	129 13%	69 14%	61 12%	29 22% <sup>eF</sup> GHU	41 25% <sup>EF</sup> GHU	24 13% <sup>HI</sup> J	18 10% <sup>HU</sup>	13 9% <sup>Hj</sup>	5 3%	3 3%	2 2%	8 4%	27 9% <sup>k</sup>	23 11% <sup>K</sup>	72 26% <sup>KLM</sup>	49 9%	60 25% <sup>OO</sup>	20 11%	46 15%	84 12%	31 19% <sup>s</sup>	18 15%	13 10%

Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1063	900	63	97	48	125	88	83	94	99	122	148	101	61	94	908	934	129
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
<b>SEX</b>																		
Male	486	411	23	51	21	57	41	40	38	45	57	70	48	26	43	417	418	69
	49%	49%	38%	51%	46%	49%	49%	49%	45%	48%	49%	49%	50%	50%	49%	48%	48%	53%
Female	514	426	38	48	24	60	42	41	47	48	60	74	48	26	44	443	453	61
	51%	51%	62%	49%	54%	51%	51%	51%	55%	52%	51%	51%	50%	50%	51%	52%	52%	47%
<b>AGE</b>																		
16-24	130	109	6	14	9	14	8	12	9	14	10	21	13	5	13	111	101	29
	13%	13%	10%	14%	21% <sub>j</sub>	12%	10%	14%	11%	16%	9%	15%	13%	10%	15%	13%	12%	22% <sub>P</sub>
25-34	162	113	16	33	6	26	12	16	11	9	26	27	12	4	13	145	121	41
	16%	13%	25% <sub>ka</sub>	33% <sub>LA</sub>	14%	22% <sub>im</sub>	14%	20% <sub>i</sub>	13%	10%	22% <sub>im</sub>	18%	12%	8%	15%	17%	14%	32% <sub>P</sub>
35-44	186	151	11	24	6	18	12	16	14	23	25	32	14	5	21	160	162	24
	19%	18%	18%	24%	14%	15%	15%	20%	16%	25% <sub>im</sub>	21%	22%	14%	10%	24% <sub>im</sub>	19%	19%	18%
45-54	176	146	11	19	6	14	25	10	16	16	21	26	18	8	16	152	158	18
	18%	17%	17%	19%	13%	12%	30% <sub>dE</sub> GijKO	13%	19%	17%	18%	18%	19%	16%	18%	16%	18%	14%
55-64	148	132	8	7	7	15	13	11	17	13	21	18	11	12	10	125	135	13
	15%	16% <sub>c</sub>	14%	7%	15%	12%	16%	13%	20%	14%	18%	12%	12%	23%	12%	15%	16%	10%
65+	198	185	9	4	10	30	13	15	18	18	14	21	28	17	14	167	193	5
	20%	22% <sub>C</sub>	15% <sub>c</sub>	4%	23%	26% <sub>Jk</sub>	16%	18%	21%	19%	12%	15%	30% <sub>J</sub> Kno	33% <sub>J</sub> Kno	16%	19% <sub>j</sub>	22% <sub>Q</sub>	4%
65-74	106	99	6	1	4	19	5	7	11	8	9	9	17	7	10	89	103	3
	11%	12% <sub>C</sub>	11% <sub>c</sub>	1%	9%	16% <sub>fk</sub>	6%	9%	12%	9%	7%	7%	18% <sub>lj</sub> Ko	13%	11%	10%	12% <sub>Q</sub>	3%
75+	92	87	3	2	6	11	8	7	8	9	5	11	11	10	4	78	90	2
	9%	10% <sub>c</sub>	5%	2%	14% <sub>j</sub>	10%	10%	9%	9%	10%	4%	8%	11%	19% <sub>JkN</sub> o	4%	9%	10% <sub>Q</sub>	1%
<b>SOCIAL CLASS</b>																		
AB	217	172	17	27	10	28	17	14	14	20	25	36	24	17	13	187	209	8
	22%	21%	27%	28%	22%	24%	21%	17%	16%	21%	21%	25%	26%	33% <sub>gh</sub> n	14%	22%	24% <sub>Q</sub>	6%
C1	301	246	18	37	11	32	21	20	25	32	38	57	31	13	22	266	274	27
	30%	29%	29%	38%	24%	27%	25%	24%	29%	35%	32%	39% <sub>ef</sub> gmo	33%	24%	25%	31%	31% <sub>q</sub>	21%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
 \* small base



## Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
C2	202 20%	179 21% <sup>c</sup>	12 20%	11 11%	7 16%	16 14%	26 31% <sup>EK</sup> o	15 19%	24 28% <sup>ek</sup>	18 19%	23 20%	23 16%	22 23%	9 17%	19 21%	174 20%	180 21%	23 18%
DE	280 28%	240 29%	15 24%	24 24%	17 38% <sup>kl</sup>	42 36% <sup>fK</sup> Lo	18 22%	32 40% <sup>fi</sup> KLo	22 26%	23 25%	32 27%	28 20%	18 18%	14 26%	34 39% <sup>fIKL</sup> o	232 27%	208 24%	72 56% <sup>P</sup>
<b>MARITAL STATUS</b>																		
Married	578 58%	474 57%	39 63%	64 64%	26 58%	63 54%	49 60%	47 58%	48 57%	54 58%	67 57%	87 61%	59 62%	34 65%	42 48%	502 58%	528 61% <sup>Q</sup>	49 38%
Single	240 24%	196 23%	12 20%	32 32%	12 27%	30 26%	14 17%	17 21%	18 21%	24 26%	33 28%	35 24%	18 19%	8 15%	31 35% <sup>Fhlm</sup> o	201 23%	179 21%	60 47% <sup>P</sup>
Separated/Widow/divorced	182 18%	167 20% <sup>C</sup>	10 16% <sup>C</sup>	4 4%	7 15%	24 20%	19 24%	16 20%	19 22%	15 16%	17 14%	22 15%	18 19%	11 21%	15 17%	157 18%	163 19%	20 15%
<b>CHILDREN IN HOUSEHOLD</b>																		
Any	308 31%	238 28%	20 33%	50 50% <sup>Ab</sup>	14 32%	36 31%	22 27%	32 40% <sup>hln</sup> N	20 23%	32 34% <sup>ln</sup>	45 38% <sup>hl</sup> N	50 35% <sup>ln</sup>	23 24%	15 29%	18 20%	275 32% <sup>ln</sup>	262 30%	46 35%
None	692 69%	599 72% <sup>C</sup>	41 67% <sup>c</sup>	49 50%	30 68%	81 69%	60 73%	48 60%	65 77% <sup>gj</sup>	61 68%	73 62%	94 65%	73 76% <sup>gj</sup>	37 71%	70 80% <sup>Guk</sup> o	585 68%	609 70%	84 65%
0-5 years	167 17%	124 15%	14 24%	29 29% <sup>A</sup>	5 11%	18 15%	11 14%	17 21% <sup>n</sup>	9 10%	18 20%	28 24% <sup>hm</sup> N	33 23% <sup>hn</sup>	15 16%	5 10%	8 9%	154 18% <sup>n</sup>	136 16%	31 24% <sup>p</sup>
6-10 years	119 12%	95 11%	7 11%	18 18%	4 8%	12 11%	5 7%	13 17% <sup>l</sup>	10 12%	13 14% <sup>l</sup>	16 14% <sup>l</sup>	26 18% <sup>L</sup>	5 12%	6 10%	9 10%	104 12% <sup>l</sup>	102 12%	18 14%
11-15 years	120 12%	90 11%	9 15%	21 21% <sup>A</sup>	7 16%	18 15%	12 14%	9 11%	10 12%	13 14%	14 12%	14 10%	8 8%	7 13%	9 10%	105 12%	108 12%	13 10%
<b>ETHNICITY</b>																		
White British	837 84%	837 100% <sup>BC</sup>	-	-	44 99% <sup>eh</sup> JkNO	102 87% <sup>J</sup>	78 95% <sup>hJ</sup> NO	72 90% <sup>J</sup>	73 86% <sup>J</sup>	82 89% <sup>J</sup>	53 45%	127 88% <sup>J</sup>	88 92% <sup>ln</sup> o	47 90% <sup>J</sup>	70 79% <sup>J</sup>	720 84% <sup>J</sup>	726 83%	110 85%
White other	61 6%	-	61 100% <sup>AC</sup>	-	1 1%	4 3%	1 1%	5 6%	4 5%	2 2%	16 13% <sup>dEF</sup> hkiO	7 5%	5 5%	5 10% <sup>fi</sup>	13 14% <sup>dEFhl</sup> kiO	44 5%	49 6%	12 9%

Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129
BME	100 10%	-	-	100 100%AB	-	10 9%dm	3 4%	3 4%	8 10%dm	8 9%dm	46 40%DEF GHIKLM NO	11 8%lm	3 4%	-	6 6%	94 11%df IM	92 11%	7 5%
<b>GOVERNMENT REGION</b>																		
North East	45 4%	44 5%c	1 1%	-	45 100%EFG HUKLMN O	-	-	-	-	-	-	-	-	-	-	45 5%efg hijkl n	38 4%	7 5%
North West	117 12%	102 12%	4 6%	10 10%	-	117 100%DFG HUKLMN O	-	-	-	-	-	-	-	-	-	117 14%DF GHUK LMN	96 11%	22 17%
Yorkshire and Humber	82 8%	78 9%bc	1 2%	3 3%	-	-	82 100%DEG HUKLMN O	-	-	-	-	-	-	-	-	82 10%dEG HUKLM N	75 9%	7 6%
East Mids	80 8%	72 9%	5 8%	3 3%	-	-	-	80 100%DEF HUKLMN O	-	-	-	-	-	-	-	80 9%dEF HUKL mN	63 7%	17 13%p
West Mids	85 9%	73 9%	4 7%	8 8%	-	-	-	-	85 100%DEF GUKLMN O	-	-	-	-	-	-	85 10%dEF GJKLm N	71 8%	14 11%
East of England	92 9%	82 10%	2 3%	8 8%	-	-	-	-	-	92 100%DEF GHJKLMN O	-	-	-	-	-	92 11%dE FGHJK LmN	86 10%	7 5%
London	117 12%	53 6%	16 26%A	46 47%Ab	-	-	-	-	-	-	117 100%DEF GHJKLMN O	-	-	-	-	117 14%DE FGHIK LMN	111 13%q	7 5%
South East	144 14%	127 15%	7 11%	11 11%	-	-	-	-	-	-	-	144 100%DEF GHULMN O	-	-	-	144 17%DE FGHU LMN	127 15%	17 13%

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
 \* small base

Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)	
Weighted Base	1000	837	61*	100*	45*	117	82*	80*	85*	92*	117	144	96*	52*	88*	860	871	129	
South West	96 10%	88 10% <sup>c</sup>	5 7%	3 3%	-	-	-	-	-	-	-	-	-	96 100% <sup>DEF</sup> GHJKMN O	-	-	96 11% <sup>dE</sup> FGHIJ KMN	88 10%	8 6%
Wales	52 5%	47 6% <sup>c</sup>	5 8% <sup>C</sup>	-	-	-	-	-	-	-	-	-	-	52 100% <sup>DEF</sup> GHJKLN O	-	-	-	49 6%	3 3%
Scotland	88 9%	70 8%	13 21% <sup>AC</sup>	6 6%	-	-	-	-	-	-	-	-	-	-	88 100% <sup>DEFGH</sup> LJKLMO	-	-	67 8%	20 16% <sup>P</sup>
England	860 86%	720 86% <sup>B</sup>	44 71%	94 94% <sup>a</sup> B	45 100% <sup>M</sup> N	117 100% <sup>M</sup> N	82 100% <sup>M</sup> N	80 100% <sup>M</sup> N	85 100% <sup>M</sup> N	92 100% <sup>M</sup> N	117 100% <sup>M</sup> N	144 100% <sup>M</sup> N	96 100% <sup>MN</sup>	-	-	860 100% <sup>MN</sup>	754 87%	105 82%	
<b>LANDLINE AT HOME (Q.1)</b>																			
Yes	871 87%	726 87%	49 80%	92 93% <sup>b</sup>	38 84%	96 82%	75 91% <sup>gn</sup>	63 79%	71 83%	86 93% <sup>ea</sup> hN	111 94% <sup>dE</sup> GhNo	127 88% <sup>n</sup>	88 92% <sup>eg</sup> n	49 93% <sup>eg</sup>	67 77%	754 88% <sup>g</sup> N	871 100% <sup>Q</sup>	-	
No	129 13%	110 13%	12 20% <sup>c</sup>	7 7%	7 16% <sup>j</sup>	22 18% <sup>jl</sup> m	7 9%	17 21% <sup>fi</sup> Jlmo	14 17% <sup>ij</sup>	7 7%	7 6%	17 12%	8 8%	3 7%	20 23% <sup>lUK</sup> LmO	105 12% <sup>j</sup>	-	129 100% <sup>P</sup>	

Fieldwork : 02/09/2011 - 06/09/2011 (Week 35)  
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q  
 \* small base

**Sample profiles**  
**Base: All adults**

	Weighted	Unweighted
Unweighted Base	1063	1063
Weighted Base	1000	1063
<b>Sex</b>		
Male	486 49%	496 47%
Female	514 51%	567 53%
<b>Age</b>		
16-24	130 13%	122 11%
25-34	162 16%	146 14%
35-44	186 19%	175 16%
45-54	176 18%	181 17%
55+	346 35%	439 41%
<b>Class</b>		
AB	217 22%	219 21%
C1	301 30%	295 28%
C2	202 20%	222 21%
DE	280 28%	327 31%
<b>Working status</b>		
Full time	390 39%	362 34%
Part time (8-29 hrs)	122 12%	124 12%
Part time (under 8 hrs)	5 1%	6 1%
Retired	248 25%	334 31%
Still at school	9 1%	8 1%

**Sample profiles**  
**Base: All adults**

	Weighted	Unweighted
Weighted Base	1000	1063
Full time higher education	51 5%	46 4%
Unemployed (seeking)	72 7%	72 7%
Unemployed (not seeking)	102 10%	111 10%
Male chief income earner	361 36%	378 36%
Female chief income earner	252 25%	291 27%
Male main shopper	316 32%	322 30%
Female main shopper	455 46%	507 48%
<b>Household size</b>		
1	206 21%	241 23%
2	345 35%	383 36%
3	184 18%	180 17%
4	169 17%	164 15%
5+	96 10%	95 9%
<b>Government region</b>		
North East	45 4%	48 5%
North West	117 12%	125 12%
Yorkshire & Humber	82 8%	88 8%
East Midlands	80 8%	83 8%
West Midlands	85 9%	94 9%

**Sample profiles**  
**Base: All adults**

	Weighted	Unweighted
Weighted Base	1000	1063
East of England	92 9%	99 9%
London	117 12%	122 11%
South East	144 14%	148 14%
South West	96 10%	101 10%
Wales	52 5%	61 6%
Scotland	88 9%	94 9%

**Weighting matrix - weighted respondents**  
**Base: All adults**

	Total	North	Midlands	South
Total	1000.00	332.19	310.56	357.24
Men ABC1 : 16-24	31.15 3%	11.48 3%	8.22 3%	11.44 3%
Men ABC1 : 25-44	100.60 10%	28.97 9%	26.44 9%	45.19 13%
Men ABC1 : 45-64	86.18 9%	26.59 8%	29.22 9%	30.37 9%
Men ABC1 : 65+	35.06 4%	9.30 3%	10.54 3%	15.21 4%
Men C2 : 16-24	16.96 2%	5.29 2%	4.92 2%	6.76 2%
Men C2 : 25-44	34.10 3%	15.37 5%	9.10 3%	9.63 3%
Men C2 : 45-64	37.64 4%	13.39 4%	10.08 3%	14.17 4%
Men C2 : 65+	16.36 2%	4.33 1%	7.04 2%	5.00 1%
Men DE : 16-24	21.03 2%	9.55 3%	7.15 2%	4.33 1%
Men DE : 25-44	36.93 4%	13.31 4%	9.72 3%	13.90 4%
Men DE : 45-64	40.39 4%	13.48 4%	14.64 5%	12.28 3%
Men DE : 65+	29.77 3%	10.74 3%	11.61 4%	7.42 2%
Female ABC1 : 16-24	29.09 3%	7.89 2%	9.55 3%	11.66 3%
Female ABC1 : 25-44	101.97 10%	28.78 9%	29.83 10%	43.37 12%
Female ABC1 : 45-64	86.90 9%	25.89 8%	25.10 8%	35.90 10%
Female ABC1 : 65+	46.75 5%	13.96 4%	14.72 5%	18.07 5%
Female C2 : 16-24	8.89 1%	1.61 *	4.49 1%	2.79 1%
Female C2 : 25-44	35.50 4%	10.18 3%	11.67 4%	13.65 4%
Female C2 : 45-64	36.50 4%	12.03 4%	10.70 3%	13.77 4%

Weighting matrix - weighted respondents  
Base: All adults

	Total	North	Midlands	South
Total	1000.00	332.19	310.56	357.24
Female C2 : 65+	16.22 2%	5.47 2%	7.93 3%	2.81 1%
Female DE : 16-24	22.56 2%	9.37 3%	6.25 2%	6.93 2%
Female DE : 25-44	38.69 4%	17.44 5%	11.83 4%	9.42 3%
Female DE : 45-64	36.73 4%	14.27 4%	13.78 4%	8.69 2%
Female DE : 65+	54.03 5%	23.52 7%	16.04 5%	14.48 4%



Weighting matrix - unweighted respondents  
Base: All adults

	Total	North	Midlands	South
Total	1063	355	337	371
Men ABC1 : 16-24	26 2%	9 3%	6 2%	11 3%
Men ABC1 : 25-44	77 7%	16 5%	25 7%	36 10%
Men ABC1 : 45-64	78 7%	25 7%	26 8%	27 7%
Men ABC1 : 65+	57 5%	16 5%	23 7%	18 5%
Men C2 : 16-24	15 1%	3 1%	4 1%	8 2%
Men C2 : 25-44	27 3%	12 3%	8 2%	7 2%
Men C2 : 45-64	42 4%	16 5%	9 3%	17 5%
Men C2 : 65+	26 2%	8 2%	10 3%	8 2%
Men DE : 16-24	25 2%	14 4%	5 1%	6 2%
Men DE : 25-44	35 3%	14 4%	6 2%	15 4%
Men DE : 45-64	45 4%	14 4%	17 5%	14 4%
Men DE : 65+	43 4%	18 5%	14 4%	11 3%
Female ABC1 : 16-24	26 2%	8 2%	9 3%	9 2%
Female ABC1 : 25-44	94 9%	23 6%	31 9%	40 11%
Female ABC1 : 45-64	88 8%	27 8%	24 7%	37 10%
Female ABC1 : 65+	68 6%	21 6%	28 8%	19 5%
Female C2 : 16-24	8 1%	1 *	3 1%	4 1%
Female C2 : 25-44	37 3%	13 4%	10 3%	14 4%
Female C2 : 45-64	42 4%	15 4%	12 4%	15 4%

Weighting matrix - unweighted respondents  
Base: All adults

	Total	North	Midlands	South
Total	1063	355	337	371
Female C2 : 65+	25 2%	8 2%	13 4%	4 1%
Female DE : 16-24	22 2%	10 3%	4 1%	8 2%
Female DE : 25-44	51 5%	23 6%	16 5%	12 3%
Female DE : 45-64	40 4%	14 4%	14 4%	12 3%
Female DE : 65+	66 6%	27 8%	20 6%	19 5%

**Weighting matrix - weights**  
**Base: All adults**

	Total	North	Midlands	South
Total	0.94	0.94	0.92	0.96
Men ABC1 : 16-24	1.20	1.28	1.37	1.04
Men ABC1 : 25-44	1.31	1.81	1.06	1.26
Men ABC1 : 45-64	1.10	1.06	1.12	1.12
Men ABC1 : 65+	0.62	0.58	0.46	0.85
Men C2 : 16-24	1.13	1.76	1.23	0.84
Men C2 : 25-44	1.26	1.28	1.14	1.38
Men C2 : 45-64	0.90	0.84	1.12	0.83
Men C2 : 65+	0.63	0.54	0.70	0.62
Men DE : 16-24	0.84	0.68	1.43	0.72
Men DE : 25-44	1.06	0.95	1.62	0.93
Men DE : 45-64	0.90	0.96	0.86	0.88
Men DE : 65+	0.69	0.60	0.83	0.67
Female ABC1 : 16-24	1.12	0.99	1.06	1.30
Female ABC1 : 25-44	1.08	1.25	0.96	1.08
Female ABC1 : 45-64	0.99	0.96	1.05	0.97
Female ABC1 : 65+	0.69	0.66	0.53	0.95
Female C2 : 16-24	1.11	1.61	1.50	0.70
Female C2 : 25-44	0.96	0.78	1.17	0.97
Female C2 : 45-64	0.87	0.80	0.89	0.92
Female C2 : 65+	0.65	0.68	0.61	0.70
Female DE : 16-24	1.03	0.94	1.56	0.87
Female DE : 25-44	0.76	0.76	0.74	0.79
Female DE : 45-64	0.92	1.02	0.98	0.72
Female DE : 65+	0.82	0.87	0.80	0.76