

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Which of these devices or services do you have? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	4263
●	18	2	Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]	Base: All with more than one device or service	3737
●	23	3	Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? - [Prompted - Single code]	Base: All Adults 16+ in the UK	4263
●	28	4	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). or a paid for on-demand service (e.g. Netflix, Now TV or Amazon Video). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	3563
●	33	5	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). or a paid for on-demand service (e.g. Netflix, Now TV or Amazon Video). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	4263
●	38	6	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	304
●	53	7	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with some responsibility for communications services	3563
●	68	8	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All Adults 16+ in the UK	4263
●	83	9	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	304

	Page	Table	Title	Base Description	Base
●	98	10	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with some responsibility for communications services	3563
●	113	11	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	4263
	128	12	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All who have had communication debt in the last year	81
●	133	13	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with any difficulties paying for communication services in the last year	304
●	138	14	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	3563
●	143	15	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	4263
●	148	16	Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	304
●	160	17	Q.10A And which, if any, of the following do you not have or have cancelled because of cost? - [Prompted - Multi code]	Base: All with some responsibility for communications services	3563
●	170	18	Q.10A And which, if any, of the following do you not have or have cancelled because of cost? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	4263
●	180	19	Q.10B And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]	Base: All with some responsibility for communications services	3563
●	190	20	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All who don't have service\cancelled a service due to cost	179
	202	21	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All with some responsibility for communications services	3563
	205	22	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	4263
●	208	23	Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	4263

	Page	Table	Title	Base Description	Base
●	213	24	Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Multi code]	Base: All Adults 16+ in the UK	4263
●	218	25	Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]	Base: All Adults 16+ in the UK	4263
●	228	26	Q. Break by Break	Base: All Adults 16+ in the UK	4263
●	250	27	Q. Summary table	Base: All Adults 16+ in the UK	4263
●	255	28	Q. Summary table	Base: All with some responsibility for communications services	3563

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628		1108	1814	1341	1828	2435	820	2009	1434	
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387		1427	2006	830	2120	2143	923	2081	1259	
Laptop/Desktop/Netbook computer	3010	1504	1506	481	617	527	522	465	261	137		1098	1514	398	1773	1237	807	1578	625	
	71%	73%	69%	80%	75%	79%	78%	70%	59%	35%		77%	75%	48%	84%	58%	87%	76%	50%	
		50%b	50%	16%cdgh i	21%hi	18%ghi	17%ghi	15%hi	9%i	5%		36%l	50%l	13%	59%n	41%	27%pq	52%q	21%	
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy tab	1281	612	669	172	258	248	260	198	99	47		429	705	147	726	555	324	671	286	
	30%	30%	30%	29%	31%	37%	39%	30%	22%	12%		30%	35%	18%	34%	26%	35%	32%	23%	
		48%	52%	13%hi	20%hi	19%cdg hi	20%cdg hi	15%hi	8%i	4%		33%l	55%jl	11%	57%n	43%	25%q	52%q	22%	
Tablet that connects to the internet via Wi-Fi only e.g. iPad, Samsung Galaxy tab	1285	624	661	175	265	256	218	189	124	59		441	662	182	794	491	388	669	228	
	30%	30%	30%	29%	32%	38%	32%	28%	28%	15%		31%	33%	22%	37%	23%	42%	32%	18%	
		49%	51%	14%i	21%i	20%cdf ghi	17%i	15%i	10%i	5%		34%l	52%l	14%	62%n	38%	30%pq	52%q	18%	
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2821	1395	1425	482	650	536	496	410	184	63		1132	1441	247	1642	1179	723	1513	585	
	66%	67%	65%	80%	79%	80%	74%	62%	41%	16%		79%	72%	30%	77%	55%	78%	73%	46%	
		49%	51%	17%fgh i	23%fgh i	19%fgh i	18%ghi	15%hi	7%i	2%		40%kl	51%l	9%	58%n	42%	26%pq	54%q	21%	
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	690	345	345	123	155	112	97	119	59	24		278	328	84	281	409	124	299	267	
	16%	17%	16%	21%	19%	17%	14%	18%	13%	6%		19%	16%	10%	13%	19%	13%	14%	21%	
		50%	50%	18%fhi	22%fhi	16%i	14%i	17%hi	9%i	4%		40%kl	48%l	12%	41%	59% m	18%	43%	39% op	
Standard mobile phone (that can't access the internet) - Contract/pay monthly	301	146	154	16	31	28	49	68	66	42		47	146	108	121	180	53	142	106	
	7%	7%	7%	3%	4%	4%	7%	10%	15%	11%		3%	7%	13%	6%	8%	6%	7%	8%	
		49%	51%	5%	10%	9%	16%code	23%code	22%code fgi	14%code f		16%	49%j	36% jkl	40%	60% m	18%	47%	35% oo	
Standard mobile phone (that can't access the internet) - Pay as you go	370	173	197	11	14	19	39	70	86	131		25	128	217	140	230	58	154	158	
	9%	8%	9%	2%	2%	3%	6%	11%	19%	34%		2%	6%	26%	7%	11%	6%	7%	13%	
		47%	53%	3%	4%	5%	10%code	19%code f	23%code fg	35%code gh		7%	35%j	59% kl	38%	62% m	16%	42%	43% op	
An e-reader e.g. Kindle/Kindle Fire or Kobo	593	241	352	64	115	93	123	112	63	22		179	329	85	413	180	229	286	78	
	14%	12%	16%	11%	14%	14%	18%	17%	14%	6%		13%	16%	10%	19%	8%	25%	14%	6%	
		41%	59% a	11%i	19%i	16%i	21%code i	19%ci	11%i	4%		30%	55%jl	14%	70%n	30%	39% pq	48%q	13%	

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	1748	828	921	236	346	259	283	284	220	120	581	827	340	919	829	421	854	473
	41%	40%	42%	39%	42%	39%	42%	43%	50%	31%	41%	41%	41%	43%	39%	46%	41%	38%
		47%	53%	13% i	20% i	15% i	16% i	16% i	13% cdef gi	7%	33%	47%	19%	53% n	47%	24% pq	49%	27%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	1454	749	705	214	316	287	277	240	83	38	530	803	122	904	550	407	814	233
	34%	36%	32%	36%	38%	43%	41%	36%	19%	10%	37%	40%	15%	43%	26%	44%	39%	19%
		52% b	48%	15% hi	22% hi	20% cgh i	19% hi	16% hi	6% i	3%	36% l	55% l	8%	62% n	38%	28% pq	56% q	16%
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	342	177	166	63	72	76	54	54	18	6	135	183	24	197	146	84	193	66
	8%	9%	8%	10%	9%	11%	8%	8%	4%	2%	9%	9%	3%	9%	7%	9%	9%	5%
		52%	48%	18% hi	21% hi	22% hi	16% hi	16% hi	5% i	2%	39% l	54% l	7%	57% n	43%	25% q	56% q	19%
Fixed landline telephone	2695	1277	1418	267	351	404	486	504	361	322	618	1394	683	1422	1274	657	1345	693
	63%	62%	65%	45%	42%	60%	72%	76%	81%	83%	43%	69%	82%	67%	59%	71%	65%	55%
		47%	53%	10%	13%	15% cd	18% cde	19% cde	13% cde fg	12% cde fg	23%	52% j	25% jk	53% n	47%	24% pq	50% q	26%
A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	1998	970	1029	287	374	362	353	333	172	118	660	1048	290	1110	889	477	1072	449
	47%	47%	47%	48%	45%	54%	53%	50%	39%	30%	46%	52%	35%	52%	41%	52%	52%	36%
		49%	51%	14% hi	19% hi	18% dhi	18% dhi	17% hi	9% i	6%	33% l	52% jl	15%	56% n	44%	24% q	54% q	22%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	1122	535	587	221	289	204	200	152	44	12	511	556	56	742	380	367	589	166
	26%	26%	27%	37%	35%	30%	30%	23%	10%	3%	36%	28%	7%	35%	18%	40%	28%	13%
		48%	52%	20% efg hi	26% fgh i	18% ghi	18% ghi	14% hi	4% i	1%	45% kl	50% l	5%	66% n	34%	33% pq	52% q	15%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628		1108	1814	1341	1828	2435	820	2009	1434	
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387		1427	2006	830	2120	2143	923	2081	1259	
SUMMARY CODES																				
ANY MOBILE/SMARTPHONE	3645	1778	1867	582	790	640	599	560	320	154		1371	1799	474	1944	1701	860	1849	936	
	86%	86%	85%	97%	96%	96%	89%	84%	72%	40%		96%	90%	57%	92%	79%	93%	89%	74%	
		49%	51%	16%fgh	22%fgh	18%fgh	16%ghi	15%hi	9%i	4%		38%kl	49%l	13%	53%n	47%	24%pq	51%q	26%	
ANY SMARTPHONE	3068	1511	1558	504	682	561	518	459	239	105		1187	1538	344	1763	1305	784	1625	660	
	72%	73%	71%	84%	83%	84%	77%	69%	54%	27%		83%	77%	41%	83%	61%	85%	78%	52%	
		49%	51%	16%fgh	22%fgh	18%fgh	17%ghi	15%hi	8%i	3%		39%kl	50%l	11%	57%n	43%	26%pq	53%q	21%	
ANY STANDARD PHONE	957	473	483	135	179	135	138	183	122	66		314	455	187	385	572	169	420	368	
	22%	23%	22%	23%	22%	20%	20%	28%	27%	17%		22%	23%	23%	18%	27%	18%	20%	29%	
		49%	51%	14%i	19%i	14%	14%	19%def	13%defi	7%		33%	48%	20%	40%	60%m	18%	44%	38%op	
ANY MOBILE/SMARTPHONE ON CONTRACT	1757	857	900	259	383	329	281	268	165	72		642	878	237	955	802	456	855	446	
	41%	41%	41%	43%	46%	49%	42%	40%	37%	19%		45%	44%	29%	45%	37%	49%	41%	35%	
		49%	51%	15%i	22%ghi	19%fgh	16%i	15%i	9%i	4%		37%l	50%l	13%	54%n	46%	26%pq	49%q	25%	
ANY MOBILE/SMARTPHONE ON PAY AS YOU GO	3550	1735	1815	580	782	634	592	546	289	127		1362	1773	416	1896	1654	835	1812	903	
	83%	84%	83%	97%	95%	95%	88%	82%	65%	33%		95%	88%	50%	89%	77%	90%	87%	72%	
		49%	51%	16%fgh	22%fgh	18%fgh	17%ghi	15%hi	8%i	4%		38%kl	50%l	12%	53%n	47%	24%pq	51%q	25%	
None of these	57	33	25	3	4	2	10	12	9	17		7	24	26	12	45	5	17	34	
	1%	2%	1%	*	*	*	2%	2%	2%	4%		*	1%	3%	1%	2%	1%	1%	3%	
		57%	43%	5%	7%	4%	18%de	20%de	16%cde	29%cde		12%	43%j	46%k	21%	79%m	9%	31%	60%op	
Don't know	33	14	19	2	9	2	5	10	4	2		10	17	6	15	18	6	14	13	
	1%	1%	1%	*	1%	*	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	
		43%	57%	5%	27%	7%	15%	29%	11%	6%		31%	51%	17%	44%	56%	19%	42%	39%	

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Laptop/Desktop/Netbook computer	3010	2595	224	149	41	125	329	221	231	269	294	409	458	259	149	224	41
	71%	72% 86%bd	62% 7% d	70% 5% d	42% 1%	60% 4% p	71% 11% egop	64% 7% p	73% 8% egop	74% 9% egop	70% 10% eop	75% 14% ego p	81% 15% efgh ijklmnop	72% 9% egop	70% 5% p	62% 7% p	42% 1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy tab	1281	1069	115	67	30	61	133	134	106	122	96	157	172	88	67	115	30
	30%	30% 83%	32% 9%	31% 5%	31% 2%	30% 5%	29% 10%	39% 10% efjklm	33% 8% jm	34% 10% jm	23% 7%	29% 12%	30% 13% j	24% 7%	31% 5% j	32% 9% jm	31% 2%
Tablet that connects to the internet via Wi-Fi only e.g. iPad, Samsung Galaxy tab	1285	1091	112	62	20	46	155	59	87	113	140	137	251	104	62	112	20
	30%	30% 85% d	31% 9% d	29% 5%	21% 2%	22% 4%	33% 12% egkp	17% 5%	27% 7% g	31% 9% egp	34% 11% egk p	25% 11% g	44% 20% efgh ijklmnop	29% 8% g	29% 5% g	31% 9% egp	21% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2821	2424	212	127	58	104	298	208	222	235	293	402	417	244	127	212	58
	66%	68% 86% bc	59% 8%	60% 4%	59% 2%	50% 4%	65% 11% e	60% 7% e	70% 8% egnop	65% 8% e	70% 10% egn op	73% 14% efg inop	74% 15% efgi nop	67% 9% eo	60% 4%	59% 8%	59% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	690	565	72	31	23	68	65	59	37	59	51	101	85	39	31	72	23
	16%	16% 82%	20% 10%	15% 4%	23% 3% a	33% 10% fghi jklmno	14% 9%	17% 9% m	12% 5%	16% 9% m	12% 7%	18% 15% hjm	15% 12%	11% 6%	15% 4%	20% 10% fhjm	23% 3% fhjm
Standard mobile phone (that can't access the internet) - Contract/pay monthly	301	254	20	18	8	13	32	33	36	29	22	28	33	28	18	20	8
	7%	7% 84%	6% 7%	9% 6%	9% 3%	6% 4%	7% 11%	9% 11% jk	11% 12% jklo	8% 9%	5% 7%	5% 9%	6% 11%	8% 9%	9% 6%	6% 7%	9% 3%
Standard mobile phone (that can't access the internet) - Pay as you go	370	306	27	21	16	11	47	35	27	42	26	37	48	32	21	27	16
	9%	9% 83%	7% 7%	10% 6%	16% 4% ab	5% 3%	10% 13%	10% 9%	9% 7%	12% 11% ejk	6% 7%	7% 10%	8% 13%	9% 9%	10% 6%	7% 7%	16% 4% ehjklmo

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
An e-reader e.g. Kindle/Kindle Fire or Kobo	593 14%	489 14% 82%	61 17% 10%	33 15% 6%	10 10% 2%	24 12% 4%	61 13% 10%	33 10% 6%	44 14% 7%	61 17% 10%gkm	65 16% 11%gk	52 10% 9%	108 19% 18%efgk mp	39 11% 7%	33 15% 6%k	61 17% 10%gkm	10 10% 2%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	1748 41%	1500 42% 86%bd	120 33% 7%	102 48% 6%bd	27 27% 2%	64 31% 4%	193 42% 11%eop	160 46% 9%ejmop	136 43% 8%eop	155 43% 9%eop	148 35% 8%	258 47% 15%ejm op	255 45% 15%ejmo p	131 36% 7%	102 48% 6%ejmop	120 33% 7%	27 27% 2%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	1454 34%	1241 35% 85%c	114 31% 8%c	48 23% 3%	50 52% 3%abc	55 27% 4%	179 39% 12%egkno	73 21% 5%	105 33% 7%gn	118 33% 8%gn	162 39% 11%egk n	152 28% 10%g	240 42% 17%egh ikno	157 44% 11%eghi kno	48 23% 3%	114 31% 8%gn	50 52% 3%efghijkno
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	342 8%	294 8% 86%	25 7% 7%	16 7% 5%	8 8% 2%	8 4% 2%	49 11% 14%ehjm	29 8% 9%jm	19 6% 6%	24 7% 7%	17 4% 5%	58 11% 17%ehj m	77 14% 22%eghi jmno	12 3% 4%	16 7% 5%nm	25 7% 7%nm	8 8% 2%nm
Fixed landline telephone	2695 63%	2311 64% 86%bd	183 50% 7%	148 70% 6%bd	53 55% 2%	96 46% 4%	316 68% 12%eghjkop	192 56% 7%	192 60% 7%eko	277 76% 10%efghj kop	254 61% 9%eko	287 52% 11%	423 74% 16%efg hjkop	273 76% 10%efgh jkop	148 70% 6%eghjkop	183 50% 7%	53 55% 2%
A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	1998 47%	1707 48% 85%b	137 38% 7%	92 43% 5%	63 64% 3%abc	84 41% 4%	225 49% 11%go	129 37% 6%	133 42% 7%	210 58% 10%efghj kmno	186 45% 9%	260 47% 13%go	329 58% 16%efgh jkmno	151 42% 8%	92 43% 5%	137 38% 7%	63 64% 3%efghjkmno

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	1122 26%	932 26% 83%	124 34% 11%acd	46 22% 4%	20 21% 2%	44 21% 4%	171 37% 15%eghikmnp	51 15% 5%	63 20% 6%	95 26% 8%gkm	131 31% 12%eghkmnp	92 17% 8%	220 39% 20%eghijkmp	64 18% 6%	46 22% 4%	124 34% 11%eghikmnp	20 21% 2%
SUMMARY CODES																	
ANY MOBILE\SMARTPHONE	3645 86%	3097 86% 85%bc	291 80% 8%	169 80% 5%	88 90% 2%bc	184 89% 5%no	388 84% 11%	284 82% 8%	272 85% 7%	316 87% 9%no	356 85% 10%	483 88% 13%gno	505 89% 14%fgno	309 86% 8%	169 80% 5%	291 80% 8%	88 90% 2%gno
ANY SMARTPHONE	3068 72%	2624 73% 86%bd	241 67% 8%	141 66% 5%	63 65% 2%	116 56% 4%	338 73% 11%eg	226 65% 7%e	236 74% 8%ego	264 73% 9%eg	314 75% 10%egn op	419 77% 14%egn op	441 78% 14%egno p	271 75% 9%egno p	141 66% 5%	241 67% 8%e	63 65% 2%
ANY STANDARD PHONE	957 22%	790 22% 83%	92 25% 10%	45 21% 5%	29 30% 3%a	80 39% 8%fgh ijkim no	93 20% 10%	89 26% 9%jm	65 20% 7%	87 24% 9%j	72 17% 7%	125 23% 13%j	115 20% 12%	65 18% 7%	45 21% 5%	92 25% 10%jm	29 30% 3%ijnjm
ANY MOBILE\SMARTPHONE ON CONTRACT	1757 41%	1486 41% 85%	151 42% 9%	80 38% 5%	39 40% 2%	104 50% 6%ghk mn	196 42% 11%ghm	107 31% 6%	110 35% 6%	155 43% 9%ghm	179 43% 10%ghm	212 39% 12%g	300 53% 17%fghi jkmnop	124 34% 7%	80 38% 5%	151 42% 9%g	39 40% 2%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	3550 83%	3015 84% 85%bc	284 78% 8%	165 78% 5%	85 88% 2%bc	181 88% 5%fno	370 80% 10%	279 81% 8%	266 83% 7%	305 84% 9%	348 83% 10%	476 87% 13%fgm no	495 87% 14%fgmn o	296 82% 8%	165 78% 5%	284 78% 8%	85 88% 2%no
None of these	57 1%	39 1% 69%	14 4% 24%ad	4 2% 7%	- - -	7 3% 12%fgilm m	4 1% 7%	2 * 3%	3 1% 5%	1 * 2%	8 2% 14%l	10 2% 18%l	2 * 3%	2 1% 4%	4 2% 7%	14 4% 24%fghilm p	- - -

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Don't know	33	17	7	9	-	1	2	2	-	1	3	-	4	4	9	7	-
	1%	*	2%	4%	-	*	*	1%	-	*	1%	-	1%	1%	4%	2%	-
		51%	20%a	28%ad	-	2%	5%	5%	-	4%	10%	-	11%	14%k	28%efghi jkimp	20%fhk	-

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Laptop/Desktop/Netbook computer	3010	2598	397	369	2554	2307	484	191	187	2640	2864	2604	299	2643	2033	977	1584	1426
	71%	70%	79%	53%	74%	82%	70%	63%	50%	79%	75%	82%	87%	82%	75%	62%	79%	63%
		86%	13%a	12%	85%c	77%fgh	16%gh	6%h	6%	88%j	95%	87%	10%km	88%	68%o	32%	53%q	47%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy tab	1281	1130	146	163	1078	996	247	105	58	1148	1220	1095	182	1115	865	416	719	562
	30%	30%	29%	23%	31%	35%	36%	35%	16%	34%	32%	35%	53%	35%	32%	27%	36%	25%
		88%	11%	13%	84%c	78%h	19%h	8%h	5%	90%j	95%	85%	14%km	87%	67%o	33%	56%q	44%
Tablet that connects to the internet via Wi-Fi only e.g. iPad, Samsung Galaxy tab	1285	1151	130	146	1112	1037	218	78	93	1153	1243	1185	136	1194	927	358	804	481
	30%	31%	26%	21%	32%	37%	32%	26%	25%	35%	32%	37%	40%	37%	34%	23%	40%	21%
		90%b	10%	11%	87%c	81%fgh	17%h	6%	7%	90%	97%	92%	11%	93%	72%o	28%	63%q	37%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2821	2414	393	315	2431	2821	172	74	69	2821	2821	2449	285	2486	1834	986	1558	1262
	66%	65%	78%	45%	71%	100%	25%	24%	19%	84%	74%	77%	83%	77%	68%	63%	78%	56%
		86%	14%a	11%	86%c	100%fgh	6%h	3%	2%	100%j	100%	87%	10%km	88%	65%o	35%	55%q	45%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	690	605	81	115	552	172	690	34	30	690	690	485	74	499	369	321	284	406
	16%	16%	16%	17%	16%	6%	100%	11%	8%	21%	18%	15%	22%	15%	14%	20%	14%	18%
		88%	12%	17%	80%	25%	100%egh	5%e	4%	100%j	100%	70%	11%km	72%	54%	46%an	41%	59%p
Standard mobile phone (that can't access the internet) - Contract/pay monthly	301	276	21	76	217	74	34	301	19	89	301	219	29	223	207	94	158	143
	7%	7%	4%	11%	6%	3%	5%	100%	5%	3%	8%	7%	8%	7%	8%	6%	8%	6%
		92%b	7%	25%cd	72%	24%	11%e	100%efh	6%e	30%	100%j	73%	10%	74%	69%	31%	52%	48%
Standard mobile phone (that can't access the internet) - Pay as you go	370	354	14	116	242	69	30	19	370	80	370	212	19	214	303	67	138	232
	9%	9%	3%	17%	7%	2%	4%	6%	100%	2%	10%	7%	6%	7%	11%	4%	7%	10%
		96%b	4%	31%d	66%	19%	8%e	5%e	100%efg	22%	100%j	57%	5%	58%	82%o	18%	37%	63%p

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
An e-reader e.g. Kindle/Kindle Fire or Kobo	593	562	28	85	495	490	104	29	42	554	582	563	73	566	452	141	355	238
	14%	15%	6%	12%	14%	17%	15%	10%	11%	17%	15%	18%	21%	18%	17%	9%	18%	11%
		95%b	5%	14%	84%	83%gh	17%g	5%	7%	93%	98%	95%	12%	95%	76%o	24%	60%q	40%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	1748	1517	222	255	1443	1270	285	136	153	1452	1657	1748	160	1748	1255	493	879	869
	41%	41%	44%	37%	42%	45%	41%	45%	41%	44%	43%	55%	47%	54%	47%	31%	44%	38%
		87%	73%	15%	83%c	73%	16%	8%	9%	83%	95%	100%l	9%	100%l	72%o	28%	50%q	50%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	1454	1278	168	171	1263	1212	217	88	67	1365	1431	1454	136	1454	1040	414	927	527
	34%	34%	33%	25%	37%	43%	31%	29%	18%	41%	37%	46%	40%	45%	39%	26%	46%	23%
		88%	12%	12%	87%c	83%fgh	15%h	6%h	5%	94%j	98%	100%l	9%	100%	71%o	29%	64%q	36%
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	342	298	43	34	297	285	74	29	19	315	326	286	342	342	212	130	191	152
	8%	8%	9%	5%	9%	10%	11%	10%	5%	9%	9%	9%	100%	11%	8%	8%	10%	7%
		87%	73%	10%	87%c	83%h	22%h	8%h	6%	92%	95%	83%	100%km	100%k	62%	38%	56%q	44%
Fixed landline telephone	2695	2413	274	474	2160	1834	369	207	303	2081	2458	2267	212	2287	2695	-	1525	1171
	63%	65%	54%	68%	63%	65%	54%	69%	82%	62%	64%	72%	62%	71%	100%	-	76%	52%
		90%b	70%	18%cd	80%	68%f	14%	8%f	11%efg	77%	91%	94%l	8%	85%l	100%o	-	57%q	43%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	1998 47%	1726 46%	264 52%	271 39%	1681 49%	1558 55%	284 41%	158 52%	138 37%	1725 52%	1913 50%	1779 56%	191 56%	1799 56%	1525 57%	474 30%	1998 100%	- -
		86%	13%a	14%	84%c	78%fh	14%	8%fh	7%	86%	96%	89%	10%	90%	76%o	24%	100%q	-
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	1122 26%	1003 27%	115 23%	116 17%	984 29%	981 35%	176 26%	46 15%	39 11%	1084 32%	1106 29%	1070 34%	152 44%	1078 33%	782 29%	340 22%	705 35%	418 18%
		89%	10%	10%	88%c	87%lgh	16%gh	4%	3%	97%j	98%	95%	14%km	96%	70%o	30%	63%q	37%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	3645 86%	3164 85%	460 91%	488 70%	3063 89%	2821 100%	690 100%	301 100%	138 37%	3338 100%	3603 94%	2993 95%	327 96%	3043 94%	2304 85%	1341 86%	1872 94%	1773 78%
		87%	13%a	13%	84%c	77%h	19%h	8%h	4%	92%j	99%	82%	9%	83%	63%	37%	51%q	49%
ANY SMARTPHONE	3068 72%	2652 71%	401 80%	358 51%	2629 77%	2821 100%	288 42%	114 38%	130 35%	2937 88%	3026 79%	2657 84%	300 88%	2696 84%	2009 75%	1059 68%	1682 84%	1386 61%
		86%	13%a	12%	86%c	92%lgh	9%h	4%	4%	96%j	99%	87%	10%	88%	65%o	35%	55%q	45%
ANY STANDARD PHONE	957 22%	851 23%	98 20%	186 27%	744 22%	227 8%	690 100%	301 100%	38 10%	745 22%	957 25%	674 21%	93 27%	690 21%	552 20%	405 26%	421 21%	536 24%
		89%	10%	19%cd	78%	24%	72%eh	31%eh	4%	78%	100%j	70%	10%km	72%	58%	42%n	44%	56%
ANY MOBILE/SMARTPHONE ON CONTRACT	1757 41%	1553 42%	197 39%	232 33%	1483 43%	1107 39%	690 100%	93 31%	104 28%	1625 49%	1715 45%	1475 47%	173 51%	1495 46%	1155 43%	602 38%	962 48%	795 35%
		88%	11%	13%	84%c	63%gh	39%egh	5%	6%	92%j	98%	84%	10%	85%	66%o	34%	55%q	45%
ANY MOBILE/SMARTPHONE ON PAY AS YOU GO	3550 83%	3072 82%	458 91%	469 67%	2989 87%	2821 100%	690 100%	301 100%	85 23%	3338 100%	3550 93%	2915 92%	322 94%	2964 92%	2227 83%	1323 84%	1823 91%	1727 76%
		87%	13%a	13%	84%c	79%h	19%h	8%h	2%	94%j	100%	82%	9%	84%	63%	37%	51%q	49%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
None of these	57	50	5	20	35	-	-	-	-	-	-	-	-	-	-	57	-	57
	1%	1%	1%	3%	1%	-	-	-	-	-	-	-	-	-	-	4%	-	3%
		88%	10%	34% ^d	61%	-	-	-	-	-	-	-	-	-	-	100% ⁿ	-	100% ^p
Don't know	33	31	1	5	18	-	-	-	-	-	-	-	-	-	-	33	-	33
	1%	1%	*	1%	1%	-	-	-	-	-	-	-	-	-	-	2%	-	1%
		93%	3%	15%	55%	-	-	-	-	-	-	-	-	-	-	100% ⁿ	-	100% ^p

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Laptop/Desktop/Netbook computer	3010	56	10	24	60	6	4	66	69	22	1606	194	2209	30	35	36
	71%	66%	54%	51%	73%	55%	50%	69%	75%	67%	82%	62%	71%	51%	53%	57%
		2%	*	1%	2%c	*	*	2%c	2%c	1%	53%	6%	73%km	1%	1%	1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy tab	1281	25	5	5	20	1	3	28	20	9	669	83	968	14	12	20
	30%	30%	25%	11%	24%	15%	38%	29%	22%	27%	34%	27%	31%	23%	18%	32%
		2%c	*	*	2%	*	*	2%c	2%	1%	52%	6%	76%	1%	1%	2%
Tablet that connects to the internet via Wi-Fi only e.g. iPad, Samsung Galaxy tab	1285	23	5	11	23	3	2	35	34	13	783	86	936	13	21	13
	30%	27%	27%	23%	27%	29%	30%	36%	37%	39%	40%	28%	30%	22%	31%	21%
		2%	*	1%	2%	*	*	3%	3%	1%	61%	7%	73%	1%	2%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2821	64	6	23	58	6	5	67	66	22	1493	199	2035	36	45	41
	66%	76%	31%	48%	71%	59%	58%	71%	71%	68%	76%	64%	65%	61%	68%	65%
		2%c	*	1%	2%c	*	*	2%c	2%c	1%	53%	7%	72%	1%	2%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	690	20	8	9	24	2	2	19	22	5	294	80	475	12	17	17
	16%	24%	43%	19%	29%	15%	31%	20%	24%	17%	15%	26%	15%	21%	26%	27%
		3%	1%	1%	3%	*	*	3%	3%	1%	43%	12%l	69%	2%	3%	2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	301	4	2	6	5	-	-	6	9	3	141	21	233	2	3	5
	7%	5%	11%	14%	6%	-	-	6%	10%	11%	7%	7%	7%	3%	4%	8%
		1%	1%	2%	2%	-	-	2%	3%	1%	47%	7%	78%	1%	1%	2%
Standard mobile phone (that can't access the internet) - Pay as you go	370	-	4	7	2	1	-	3	6	2	142	16	298	4	5	2
	9%	-	19%	15%	2%	8%	-	3%	7%	6%	7%	5%	10%	7%	7%	4%
		-	1%	2%adg	1%	*	-	1%	2%a	1%	39%	4%	81%k	1%	1%	1%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
An e-reader e.g. Kindle/Kindle Fire or Kobo	593	7	-	2	5	-	1	7	6	1	359	27	463	5	4	7
	14%	8%	-	4%	6%	-	11%	8%	7%	2%	18%	9%	15%	9%	6%	11%
		1%	-	*	1%	-	*	1%	1%	*	60%	5%	78%k	1%	1%	1%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	1748	35	6	19	43	3	3	46	46	15	900	127	1253	21	29	17
	41%	42%	34%	41%	52%	26%	41%	49%	50%	47%	46%	41%	40%	36%	44%	28%
		2%	*	1%	2%	*	*	3%	3%	1%	51%	7%	72%	1%	2%	1%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	1454	20	2	9	26	-	2	27	30	9	907	84	1127	13	17	21
	34%	24%	12%	19%	32%	-	31%	29%	33%	27%	46%	27%	36%	22%	25%	33%
		1%	*	1%	2%	-	*	2%	2%	1%	62%	6%	78%km	1%	1%	1%
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	342	7	-	3	8	-	-	6	7	4	171	19	257	2	4	6
	8%	9%	-	6%	10%	-	-	6%	8%	11%	9%	6%	8%	4%	6%	10%
		2%	-	1%	2%	-	-	2%	2%	1%	50%	6%	75%	1%	1%	2%
Fixed landline telephone	2695	32	7	30	44	3	2	48	46	17	1490	141	2042	20	34	27
	63%	37%	39%	64%	54%	25%	30%	50%	49%	51%	76%	45%	66%	35%	51%	44%
		1%	*	1%a	2%	*	*	2%	2%	1%	55%	5%	76%km	1%	1%	1%
A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	1998	34	3	13	32	3	5	53	41	17	1284	122	1441	23	21	21
	47%	40%	17%	27%	39%	25%	61%	56%	45%	51%	65%	39%	46%	39%	31%	33%
		2%	*	1%	2%	*	*	3%cd	2%	1%	64%	6%	72%k	1%	1%	1%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	1122	32	2	9	27	1	2	29	35	13	640	83	789	14	21	16
	26%	38%	11%	18%	32%	11%	30%	31%	38%	39%	33%	27%	25%	24%	31%	26%
		3%c	*	1%	2%	*	*	3%	3%c	1%	57%	7%	70%	1%	2%	1%
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	3645	84	16	35	81	8	7	90	89	32	1849	284	2641	49	61	58
	86%	100%	86%	75%	98%	81%	89%	94%	96%	97%	94%	91%	85%	82%	91%	92%
		2%cg	*	1%	2%c	*	*	2%c	2%c	1%	51%	8%l	72%	1%	2%	2%
ANY SMARTPHONE	3068	67	7	25	62	7	5	73	71	26	1641	217	2228	38	50	41
	72%	80%	40%	53%	76%	66%	58%	77%	77%	80%	84%	69%	71%	64%	75%	66%
		2%c	*	1%	2%c	*	*	2%c	2%c	1%	53%	7%	73%	1%	2%	1%
ANY STANDARD PHONE	957	24	10	15	28	2	2	24	30	9	415	98	683	14	20	21
	22%	29%	54%	32%	34%	15%	31%	25%	32%	27%	21%	31%	22%	24%	30%	34%
		3%	1%	2%	3%	*	*	3%	3%	1%	43%	10%l	71%	1%	2%	2%
ANY MOBILE/SMARTPHONE ON CONTRACT	1757	41	12	17	41	4	5	49	51	18	960	145	1260	24	33	30
	41%	48%	62%	37%	50%	44%	61%	52%	55%	54%	49%	47%	40%	41%	50%	48%
		2%	1%	1%	2%	*	*	3%	3%	1%	55%	8%l	72%	1%	2%	2%
ANY MOBILE/SMARTPHONE ON PAY AS YOU GO	3550	83	15	34	79	8	7	87	85	28	1787	278	2566	48	59	57
	83%	99%	77%	73%	96%	74%	89%	91%	92%	86%	91%	89%	82%	81%	88%	91%
		2%cgh	*	1%	2%c	*	*	2%c	2%c	1%	50%	8%l	72%	1%	2%	2%
None of these	57	-	-	3	-	1	1	1	1	1	-	7	40	5	1	-
	1%	-	-	7%	-	8%	11%	1%	1%	3%	-	2%	1%	8%l	1%	-
		-	-	6%ad	-	1%	1%	2%	1%	1%	-	12%	69%	8%kl	1%	-
Don't know	33	-	-	-	-	-	-	-	-	-	-	1	12	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	*	*	-	-	-
		-	-	-	-	-	-	-	-	-	-	3%	36%	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Laptop/Desktop/Netbook computer	3010	10	69	70	25	68	56	1462	1547
	71%	34%	68%	76%	45%	72%	73%	69%	72%
		*	2%d	2%d	1%	2%d	2%d	49%	51%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy tab	1281	3	32	32	9	29	25	634	647
	30%	10%	31%	34%	17%	31%	32%	30%	30%
		*	2%	2%d	1%	2%	2%	50%	50%
Tablet that connects to the internet via Wi-Fi only e.g. iPad, Samsung Galaxy tab	1285	6	41	31	10	36	31	661	624
	30%	21%	40%	34%	18%	38%	40%	31%	29%
		*	3%d	2%d	1%	3%d	2%d	51%	49%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2821	-	69	55	22	59	46	1402	1419
	66%	-	68%	59%	40%	62%	60%	66%	66%
		-	2%d	2%d	1%	2%d	2%d	50%	50%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	690	-	21	26	16	17	17	337	353
	16%	-	21%	29%	29%	18%	22%	16%	17%
		-	3%	4%	2%	2%	2%	49%	51%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	301	8	-	5	5	7	5	171	130
	7%	27%	-	6%	8%	7%	7%	8%	6%
		3%	-	2%b	2%b	2%b	2%b	57%	43%
Standard mobile phone (that can't access the internet) - Pay as you go	370	10	-	4	5	10	7	188	182
	9%	34%	-	5%	10%	10%	9%	9%	9%
		3%	-	1%	1%b	3%b	2%b	51%	49%
An e-reader e.g. Kindle/Kindle Fire or Kobo	593	1	14	10	2	17	16	285	308
	14%	2%	14%	11%	4%	18%	21%	13%	14%
		*	2%	2%	*	3%d	3%d	48%	52%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	1748 41%	9 33% 1%	30 29% 2% ^d	24 26% 1% ^d	- - -	38 40% 2% ^d	26 33% 1% ^d	819 38% 47%	929 44% 53%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	1454 34%	3 10% *	40 40% 3% ^d	31 34% 2% ^d	- - -	33 34% 2% ^d	28 36% 2% ^d	718 34% 49%	736 34% 51%
Mobile broadband internet access - Through a dongle or USB stick, or, data-card through a mobile network on a tablet computer	342 8%	2 7% 1%	5 5% 1% ^e	7 8% 2% ^e	3 5% 1% ^e	- - -	5 6% 1% ^e	157 7% 46%	186 9% 54%
Fixed landline telephone	2695 63%	18 62% 1%	53 52% 2% ^{cd}	- - -	13 23% * ^c	60 63% 2% ^{cd}	46 59% 2% ^{cd}	1313 62% 49%	1383 65% 51%
A TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	1998 47%	9 32% *	40 39% 2% ^{cd}	17 19% 1%	7 12% *	45 48% 2% ^{cd}	31 40% 2% ^{cd}	1004 47% 50%	994 47% 50%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	1122 26%	2 6% *	33 33% 3% ^d	29 32% 3% ^d	5 9% *	30 32% 3% ^d	30 39% 3% ^d	517 24% 46%	605 28% 54%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
SUMMARY CODES									
ANY MOBILE\SMARTPHONE	3645	12	92	79	41	78	65	1802	1843
	86%	43%	90%	86%	74%	82%	84%	85%	86%
		*	3% ^d	2%	1%	2%	2%	49%	51%
ANY SMARTPHONE	3068	6	79	63	25	63	51	1521	1548
	72%	21%	78%	68%	45%	67%	66%	71%	72%
		*	3% ^d	2% ^d	1%	2% ^d	2% ^d	50%	50%
ANY STANDARD PHONE	957	8	21	31	21	22	21	487	470
	22%	27%	21%	33%	38%	24%	27%	23%	22%
		1%	2%	3%	2% ^b	2%	2%	51%	49%
ANY MOBILE\SMARTPHONE ON CONTRACT	1757	6	55	49	23	47	42	881	876
	41%	21%	55%	53%	41%	50%	55%	41%	41%
		*	3%	3%	1%	3%	2%	50%	50%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	3550	8	88	79	41	76	64	1760	1790
	83%	27%	87%	86%	74%	80%	84%	83%	84%
		*	2%	2%	1%	2%	2%	50%	50%
None of these	57	3	3	2	3	2	1	36	21
	1%	12%	3%	2%	6%	3%	1%	2%	1%
		6%	5%	4%	6%	4%	1%	64%	36%
Don't know	33	-	1	1	-	-	-	13	20
	1%	-	1%	1%	-	-	-	1%	1%
		-	2%	2%	-	-	-	41%	59%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with more than one device or service

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3737	1749	1988	370	648	529	564	558	623	445	1018	1651	1068	1731	2006	782	1851	1104
Weighted Base	3820	1840	1980	548	766	626	614	600	390	277	1314	1840	666	2021	1800	889	1944	987
Yes	1965	939	1026	237	363	357	359	342	199	107	601	1058	306	1133	832	513	1028	424
	51%	51%	52%	43%	47%	57%	58%	57%	51%	39%	46%	58%	46%	56%	46%	58%	53%	43%
		48%	52%	12%	18% ⁱ	18% ^{cdi}	18% ^{cdh}	17% ^{cdh}	10% ^{ci}	5%	31%	54% ^{jl}	16%	58% ⁿ	42%	26% ^{pq}	52% ^q	22%
No	1747	852	895	261	388	262	245	245	183	162	649	753	345	833	914	353	864	529
	46%	46%	45%	48%	51%	42%	40%	41%	47%	59%	49%	41%	52%	41%	51%	40%	44%	54%
		49%	51%	15% ^{dfg}	22% ^{efg}	15%	14%	14%	10% ^{fg}	9% ^{cde}	37% ^{ck}	43%	20% ^{kl}	48%	52% ^m	20%	49% ^{oo}	30% ^{op}
Don't know	109	49	60	49	14	7	10	13	8	8	64	29	16	55	54	23	52	34
	3%	3%	3%	9%	2%	1%	2%	2%	2%	3%	5%	2%	2%	3%	3%	3%	3%	3%
		45%	55%	46% ^{def}	13%	6%	9%	12%	7%	7% ^{ee}	59% ^{kl}	27%	15%	51%	49%	21%	48%	31%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with more than one device or service

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3737	3161	311	160	105	157	422	311	275	320	318	472	529	357	160	311	105
Weighted Base	3820	3251	304	181	85*	164	417	305	292	335	365	503	537	334	181	304	85*
Yes	1965 51%	1694 52% 86%bc	133 44% 7%	75 42% 4%	62 73% 3%abc	96 59% 5%gjk mno	221 53% 11%gjno	137 45% 7%	152 52% 8%n	194 58% 10%gjkmn o	164 45% 8%	237 47% 12%	331 62% 17%fghj kmno	162 49% 8%	75 42% 4%	133 44% 7%	62 73% 3%efghijklmno
No	1747 46%	1465 45% 84%d	160 53% 9%ad	99 55% 6%ad	23 27% 1%	66 40% 4%p	191 46% 11%ilp	159 52% 9%eilp	133 45% 8%lp	125 37% 7%	186 51% 11%eil p	250 50% 14%ilp	193 36% 11%	163 49% 9%ilp	99 55% 6%eilp	160 53% 9%eilp	23 27% 1%
Don't know	109 3%	92 3% 84%	10 3% 9%	7 4% 6%	- - -	2 1% 2%	4 1% 4%	9 3% 8%	7 2% 6%	16 5% 15%lp	15 4% 14%f	16 3% 15%f	13 2% 12%	9 3% 8%	7 4% 6%	10 3% 9%f	- - -

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with more than one device or service

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3737	3317	401	684	2959	2465	603	320	451	2916	3518	3009	308	3063	2670	1067	1906	1831
Weighted Base	3820	3337	464	573	3145	2744	629	281	338	3201	3645	3162	340	3216	2592	1229	1993	1827
Yes	1965	1722	234	263	1662	1493	294	141	142	1698	1877	1781	171	1799	1490	475	1284	681
	51%	52%	51%	46%	53%	54%	47%	50%	42%	53%	51%	56%	50%	56%	57%	39%	64%	37%
		88%	12%	13%	85% ^c	76% ^{fh}	15%	7% ^h	7%	86%	96%	91%	9%	92%	76% ^o	24%	65% ^q	35%
No	1747	1535	202	300	1391	1173	315	137	185	1408	1665	1305	160	1336	1038	709	646	1101
	46%	46%	44%	52%	44%	43%	50%	49%	55%	44%	46%	41%	47%	42%	40%	58%	32%	60%
		88%	12%	17% ^d	80%	67%	18% ^e	8%	11% ^e	81%	95%	75%	9%	77%	59%	41% ⁿ	37%	63% ^p
Don't know	109	80	27	11	92	77	21	2	10	95	104	76	9	80	64	45	63	46
	3%	2%	6%	2%	3%	3%	3%	1%	3%	3%	3%	2%	3%	3%	2%	4%	3%	3%
		73%	25% ^a	10%	85%	71%	19% ^g	2%	9% ^g	88%	96%	70%	8%	74%	59%	41%	58%	42%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with more than one device or service

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3737	64	13	41	76	7	6	85	82	27	1913	257	2842	43	58	50
Weighted Base	3820	74*	15**	40*	77*	6**	7**	87*	87*	29**	1965	267	2805	44*	58*	53*
Yes	1965	27	4	22	36	3	2	48	40	10	1965	135	1491	21	27	20
	51%	36%	27%	56%	46%	40%	22%	55%	46%	36%	100%	51%	53%	48%	46%	37%
		1%	*	1%	2%	*	*	2%a	2%	1%	100%	7%	76%	1%	1%	1%
No	1747	47	11	18	41	4	6	39	47	19	-	131	1290	23	31	32
	46%	64%	73%	44%	54%	60%	78%	45%	54%	64%	-	49%	46%	52%	54%	61%
		3%g	1%	1%	2%	*	*	2%	3%	1%	-	7%	74%	1%	2%	2%
Don't know	109	-	-	-	-	-	-	-	-	-	-	1	24	-	-	1
	3%	-	-	-	-	-	-	-	-	-	-	*	1%	-	-	2%
		-	-	-	-	-	-	-	-	-	-	1%	22%	-	-	1%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with more than one device or service

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3737	21	79	65	34	81	67	1839	1898
Weighted Base	3820	18**	88*	77*	31**	83*	67*	1885	1935
Yes	1965	5	43	22	5	35	27	974	991
	51%	31%	49%	29%	15%	42%	41%	52%	51%
		*	2% ^c	1%	*	2%	1%	50%	50%
No	1747	12	43	52	26	48	39	857	890
	46%	69%	49%	68%	83%	58%	58%	45%	46%
		1%	2%	3% ^b	2%	3%	2%	49%	51%
Don't know	109	-	2	2	1	1	1	54	54
	3%	-	2%	3%	2%	1%	1%	3%	3%
		-	2%	2%	1%	1%	1%	50%	50%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
I am the primary decision-maker in my household	1743 41%	856 41% 49%	887 40% 51%	86 14% 5%	302 37% 17% ^c	261 39% 15% ^c	307 46% 18% ^{cde}	304 46% 17% ^{cde}	234 53% 13% ^{cde}	249 64% 14% ^{cde}	388 27% 22%	872 43% 50% ^j	483 58% 28% ^{jk}	782 37% 45%	961 45% 55% ^m	338 37% 19%	758 36% 43%	647 51% 37% ^{op}
I share in the responsibility	1714 40%	840 41% 49%	874 40% 51%	178 30% 10% ⁱ	369 45% 22% ^{chi}	332 50% 19% ^{cgh}	303 45% 18% ^{chi}	274 41% 16% ^{ci}	169 38% 10% ^{ci}	89 23% 5%	547 38% 32% ^l	909 45% 53% ^{jl}	258 31% 15%	944 45% 55% ⁿ	770 36% 45%	430 47% 25% ^q	909 44% 53% ^q	375 30% 22%
Others make the decisions	784 18%	363 18% 46%	421 19% 54%	332 55% 42% ^{def} ghi	150 18% 19% ^{efgh} i	74 11% 9%	58 9% 7%	84 13% 11% ^f	41 9% 5%	46 12% 6%	482 34% 61% ^{kl}	216 11% 28%	87 10% 11%	385 18% 49%	399 19% 51%	154 17% 20%	405 19% 52%	225 18% 29%
SUMMARY CODE																		
ANY RESPONSIBILITY	3457 81%	1696 82% 49%	1761 80% 51%	264 44% 8%	671 81% 19% ^c	593 89% 17% ^{cd}	610 91% 18% ^{cdg}	578 87% 17% ^{cd}	402 91% 12% ^{cdg}	338 87% 10% ^{cd}	935 66% 27%	1781 89% 52% ^j	741 89% 21% ^j	1726 81% 50%	1731 81% 50%	767 83% 22%	1667 80% 48%	1022 81% 30%
Don't know	22 1%	10 * 46%	12 1% 54%	5 1% 22%	5 1% 24%	2 * 9%	4 1% 20%	3 * 12%	- - -	3 1% 13% ⁿ	10 1% 46%	9 * 41%	3 * 13%	9 * 39%	14 1% 61%	2 * 7%	9 * 42%	11 1% 51%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
I am the primary decision-maker in my household	1743 41%	1418 40% 81%	170 47% 10%a	98 46% 6%	56 58% 3%a	87 42% 5%	199 43% 11%j	166 48% 10%hijkl	116 36% 7%	133 37% 8%	146 35% 8%	213 39% 12%	211 37% 12%	149 41% 9%	98 46% 6%hjl	170 47% 10%hijkl	56 58% 3%efhijklm
I share in the responsibility	1714 40%	1494 42% 87%bcd	126 35% 7%	70 33% 4%	24 25% 1%	70 34% 4%	159 35% 9%	121 35% 7%	154 48% 9%efgjn	165 46% 10%efgn	164 39% 10%p	236 43% 14%efg	253 45% 15%efg	172 48% 10%efgj	70 33% 4%	126 35% 7%	24 25% 1%
Others make the decisions	784 18%	664 18% 85%	63 17% 8%	40 19% 5%	17 17% 2%	51 24% 6%ghm	104 22% 13%hm	58 17% 7%mn	48 15% 6%	63 17% 8%mn	103 25% 13%ghi klmo	97 18% 12%mn	100 18% 13%mn	39 11% 5%	40 19% 5%mn	63 17% 8%mn	17 17% 2%
SUMMARY CODE																	
ANY RESPONSIBILITY	3457 81%	2913 81% 84%	296 82% 9%	167 79% 5%	80 83% 2%	157 76% 5%	358 78% 10%	287 83% 8%ej	269 85% 8%efj	298 82% 9%j	310 74% 9%	448 82% 13%j	464 82% 13%j	321 89% 9%efgi jklno	167 79% 5%	296 82% 9%j	80 83% 2%
Don't know	22 1%	14 * 65%	3 1% 13%	5 2% 22%a	- - -	- - -	- - -	- - -	1 * 3%	1 * 7%	5 1% 25%lg	2 * 11%	3 1% 14%	1 * 5%	5 2% 22%efghk m	3 1% 13%	- - -

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
I am the primary decision-maker in my household	1743 41%	1555 42% 89% ^b	177 35% 10%	403 58% 23% ^d	1286 37% 74%	1028 36% 59%	272 39% 16%	136 45% 8% ^e	185 50% 11% ^{ef}	1244 37% 71%	1509 39% 87%	1166 37% 67%	123 36% 7%	1185 37% 68%	1062 39% 61%	680 43% 39% ⁿ	670 34% 38%	1072 47% 62% ^p
I share in the responsibility	1714 40%	1516 41% 88%	193 38% 11%	203 29% 12%	1454 42% 85% ^c	1222 43% 71% ^h	288 42% 17% ^h	120 40% 7%	131 35% 8%	1433 43% 84%	1602 42% 93%	1407 44% 82%	155 45% 9%	1432 44% 84%	1130 42% 66% ^o	584 37% 34%	901 45% 53% ^q	813 36% 47%
Others make the decisions	784 18%	651 17% 83%	128 25% 16% ^a	89 13% 11%	676 20% 86% ^c	566 20% 72% ^{gh}	128 19% 16%	44 15% 6%	52 14% 7%	655 20% 83%	716 19% 91%	587 19% 75%	65 19% 8%	600 19% 76%	499 19% 64%	285 18% 36%	425 21% 54% ^q	359 16% 46%
SUMMARY CODE																		
ANY RESPONSIBILITY	3457 81%	3071 82% 89% ^b	369 73% 11%	607 87% 18% ^d	2739 80% 79%	2250 80% 65%	560 81% 16%	256 85% 7% ^e	317 86% 9% ^e	2678 80% 77%	3111 81% 90%	2573 81% 74%	278 81% 8%	2617 81% 76%	2193 81% 63%	1264 81% 37%	1571 79% 45%	1885 83% 55% ^p
Don't know	22 1%	15 + 70%	7 1% 30% ^a	2 + 8%	17 + 76%	4 + 19%	1 + 7%	1 + 3%	2 + 7%	6 + 26%	8 + 36%	4 + 19%	- - -	4 + 19%	4 + 17%	18 1% 83% ⁿ	2 + 10%	20 1% 90% ^p

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficult ties (k)	No Difficult ties (l)	Frequent Difficult ties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
I am the primary decision-maker in my household	1743 41%	43 51% 2%	14 75% 1%	33 71% 2%ag	48 58% 3%	8 79% *	6 80% *	45 47% 3%	52 56% 3%	22 67% 1%	731 37% 42%	171 55% 10%	1558 50% 89%	36 60% 2%	43 64% 2%	34 55% 2%
I share in the responsibility	1714 40%	41 49% 2%c	5 25% *	14 29% 1%	35 42% 2%	2 21% *	2 20% *	51 53% 3%ac	40 44% 2%	11 33% 1%	906 46% 53%	141 45% 8%	1559 50% 91%	23 40% 1%	24 36% 1%	28 45% 2%
Others make the decisions	784 18%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	327 17% 42%	- - -	- - -	- - -	- - -	- - -
SUMMARY CODE																
ANY RESPONSIBILITY	3457 81%	84 100% 2%	19 100% 1%	47 100% 1%	83 100% 2%	10 100% *	8 100% *	95 100% 3%	92 100% 3%	33 100% 1%	1638 83% 47%	312 100% 9%	3117 100% 90%	59 100% 2%	67 100% 2%	63 100% 2%
Don't know	22 1%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
I am the primary decision-maker in my household	1743 41%	20 69%	55 54%	54 59%	36 64%	47 50%	36 46%	878 41%	865 41%
I share in the responsibility	1714 40%	9 31%	47 46%	38 41%	20 36%	48 50%	42 54%	870 41%	844 40%
Others make the decisions	784 18%	- -	- -	- -	- -	- -	- -	369 17%	415 19%
		-	-	-	-	-	-	47%	53%
SUMMARY CODE									
ANY RESPONSIBILITY	3457 81%	28 100%	101 100%	92 100%	56 100%	95 100%	77 100%	1749 82%	1708 80%
		1%	3%	3%	2%	3%	2%	51%	49%
Don't know	22 1%	- -	- -	- -	- -	- -	- -	10 *	12 1%
		-	-	-	-	-	-	48%	52%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
No difficulties being able to afford communications services in the last year	3117 90%	1545 91% 50%	1573 89% 50%	216 82% 7%	593 88% 19% ^c	519 88% 17%	550 90% 18% ^c	532 92% 17% ^c	379 94% 12% ^c	328 97% 11% ^c	809 87% 26%	1601 90% 51% ^j	707 95% 23% ^k	1610 93% 52% ⁿ	1507 87% 48%	720 94% 23% ^q	1535 92% 49% ^q	863 84% 28%
One or two difficulties being able to afford communications services in the last year	253 7%	107 6% 42%	146 8% 58% ^a	38 15% 15% ^{fgh}	62 9% 24% ^{ghi}	56 9% 22% ^{ghi}	40 7% 16% ⁱ	34 6% 14% ⁱ	17 4% 7% ⁱ	5 2% 2%	100 11% 40% ^{kl}	131 7% 52% ^l	22 3% 9%	92 5% 36% ^m	161 9% 64% ^m	37 5% 15%	107 6% 42%	109 11% 43% ^{op}
More frequent difficulties being able to afford communications services in the last year	59 2%	27 2% 46%	32 2% 54%	6 2% 10% ⁱ	12 2% 21% ⁱ	14 2% 23% ⁱ	14 2% 23% ⁱ	9 2% 16% ⁱ	4 1% 7%	1 * 1%	18 2% 31% ^l	36 2% 62% ^l	5 1% 8%	15 1% 25%	44 3% 75% ^m	5 1% 8%	19 1% 31%	36 3% 60% ^{op}
SUMMARY CODE																		
ANY DIFFICULTIES	312 9%	134 8% 43%	178 10% 57% ^a	44 17% 14% ^{fgh}	74 11% 24% ^{ghi}	70 12% 22% ^{ghi}	54 9% 17% ^{hi}	43 8% 14% ⁱ	21 5% 7% ⁱ	6 2% 2%	118 13% 38% ^{kl}	167 9% 54% ^l	27 4% 9%	107 6% 34%	205 12% 66% ^m	42 5% 14%	125 8% 40%	145 14% 46% ^{op}
Don't know	27 1%	17 1% 63%	10 1% 37%	4 2% 15%	3 1% 13%	4 1% 15%	6 1% 23%	3 * 9%	3 1% 10%	4 1% 15%	8 1% 28%	13 1% 47%	7 1% 26%	10 1% 35%	18 1% 65%	5 1% 20%	7 * 24%	15 2% 56% ^p

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
No difficulties being able to afford communications services in the last year	3117 90%	2632 90% 84%	261 88% 8%	153 92% 5%	70 88% 2%	134 85% 4%	310 86% 10%	267 93% 9%efhko	236 88% 8%	276 92% 9%ef	281 90% 9%	397 89% 13%	429 93% 14%efh o	303 94% 10%efhk op	153 92% 5%	261 88% 8%	70 88% 2%
One or two difficulties being able to afford communications services in the last year	253 7%	204 7% 80%	30 10% 12%	10 6% 4%	9 11% 4%	15 10% 6%lm	36 10% 14%ijlm	17 6% 7%	26 10% 10%lm	17 6% 7%	18 6% 7%	36 8% 14%lm	25 5% 10%	13 4% 5%	10 6% 4%	30 10% 12%lm	9 11% 4%lm
More frequent difficulties being able to afford communications services in the last year	59 2%	51 2% 87%	4 1% 7%	3 2% 5%	1 1% 2%	6 4% 11%gl	8 2% 13%	2 1% 3%	4 2% 7%	4 1% 6%	7 2% 12%	9 2% 16%	7 1% 11%	5 1% 8%	3 2% 5%	4 1% 7%	1 1% 2%
SUMMARY CODE																	
ANY DIFFICULTIES	312 9%	255 9% 82%	34 12% 11%	13 8% 4%	10 12% 3%	22 14% 7%gil m	44 12% 14%gilm	19 7% 6%	30 11% 10%lm	20 7% 7%	25 8% 8%	45 10% 14%lm	32 7% 10%	18 6% 6%	13 8% 4%	34 12% 11%lm	10 12% 3%lm
Don't know	27 1%	26 1% 93%	1 * 4%	1 * 3%	- - -	1 1% 3%	5 1% 17%	- - -	3 1% 12%	2 1% 8%	5 2% 18%g	6 1% 22%	3 1% 10%	1 * 3%	1 * 3%	1 * 4%	- - -

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
No difficulties being able to afford communications services in the last year	3117 90%	2781 91% 89% ^b	320 87% 10%	506 83% 16%	2523 92% 81% ^c	2035 90% 65% ^f	475 85% 15%	233 91% 7% ^f	298 94% 10% ^{ef}	2393 89% 77%	2799 90% 90%	2350 91% 75%	257 93% 8%	2391 91% 77%	2042 93% 66% ^o	1075 85% 34%	1441 92% 46% ^q	1676 89% 54%
One or two difficulties being able to afford communications services in the last year	253 7%	223 7% 88%	29 8% 12%	69 11% 27% ^d	171 6% 68%	163 7% 64% ^h	68 12% 27% ^{eh}	20 8% 8% ^h	12 4% 5%	218 8% 86%	238 8% 94%	175 7% 69%	17 6% 7%	178 7% 71%	121 6% 48%	132 10% 52% ⁿ	99 6% 39%	154 8% 61% ^p
More frequent difficulties being able to afford communications services in the last year	59 2%	47 2% 79%	12 3% 21% ^a	27 4% 45% ^d	26 1% 45%	36 2% 61%	12 2% 21%	2 1% 3%	4 1% 7%	46 2% 78%	51 2% 86%	33 1% 56%	2 1% 4%	33 1% 56%	20 1% 35%	39 3% 65% ⁿ	23 1% 39%	36 2% 61%
SUMMARY CODE																		
ANY DIFFICULTIES	312 9%	270 9% 87%	42 11% 13%	96 16% 31% ^d	197 7% 63%	199 9% 64% ^h	80 14% 26% ^{egh}	21 8% 7%	16 5% 5%	264 10% 85%	289 9% 93%	209 8% 67%	19 7% 6%	212 8% 68%	141 6% 45%	170 13% 55% ⁿ	122 8% 39%	190 10% 61% ^p
Don't know	27 1%	20 1% 71%	8 2% 29% ^a	5 1% 18%	19 1% 69%	16 1% 59%	5 1% 19%	1 * 4%	2 1% 9%	21 1% 75%	22 1% 82%	15 1% 53%	2 1% 6%	15 1% 53%	9 * 34%	18 1% 66% ⁿ	8 1% 30%	19 1% 70%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
No difficulties being able to afford communications services in the last year	3117 90%	-	-	-	-	-	-	-	-	-	1491 91% 48%	-	3117 100% 100%km	-	-	-
One or two difficulties being able to afford communications services in the last year	253 7%	64 76% 25%	14 77% 6%	38 81% 15%	62 75% 25%	6 60% 2%	7 89% 3%	75 78% 30%	71 77% 28%	21 63% 8%	114 7% 45%	253 81% 100%lm	- - -	- - -	48 71% 19%	44 70% 17%
More frequent difficulties being able to afford communications services in the last year	59 2%	20 24% 34%	4 23% 7%	9 19% 15%	20 25% 34%	4 40% 7%	1 11% 2%	21 22% 35%	22 23% 37%	12 37% 20%	21 1% 36%	59 19% 100%l	- - -	59 100% 100%kl	19 29% 32%	19 30% 31%
SUMMARY CODE																
ANY DIFFICULTIES	312 9%	84 100% 27%	19 6% 6%	47 100% 15%	83 100% 26%	10 100% 3%	8 100% 3%	95 100% 31%	92 100% 30%	33 100% 10%	135 8% 43%	312 100% 100%l	- - -	59 100% 19%l	67 100% 21%	63 100% 20%
Don't know	27 1%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	11 1% 41%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
No difficulties being able to afford communications services in the last year	3117 90%	24 83% 1%	75 74% 2%	72 78% 2%	40 71% 1%	78 82% 2%	66 86% 2%	1569 90% 50%	1548 91% 50%
One or two difficulties being able to afford communications services in the last year	253 7%	2 7% 1%	18 18% 7%	13 14% 5%	10 19% 4%	11 12% 4%	9 12% 4%	123 7% 49%	130 8% 51%
More frequent difficulties being able to afford communications services in the last year	59 2%	3 9% 4%	8 8% 14%	7 7% 12%	6 10% 9%	4 4% 6%	1 2% 2%	35 2% 60%	24 1% 40%
SUMMARY CODE									
ANY DIFFICULTIES	312 9%	5 17% 1%	26 26% 8%	20 22% 6%	16 29% 5%	15 16% 5%	11 14% 3%	158 9% 51%	154 9% 49%
Don't know	27 1%	- - -	- - -	- - -	- - -	2 2% 8%	- - -	21 1% 76%	6 * 24%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434	
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259	
No difficulties being able to afford communications services in the last year	3117 73%	1545 75% 50%b	1573 72% 50%	216 36% 7%	593 72% 19%cd	519 78% 17%cd	550 82% 18%cd	532 80% 17%cd	379 85% 12%ode	328 85% 11%ode	809 57% 26%	1601 80% 51%j	707 85% 23%k	1610 76% 52%l	1507 70% 48%	720 78% 23%pq	1535 74% 49%q	863 69% 28%	
One or two difficulties being able to afford communications services in the last year	253 6%	107 5% 42%	146 7% 58%	38 6% 15%ei	62 7% 24%hi	56 8% 22%ghi	40 6% 16%ei	34 5% 14%ei	17 4% 7%ei	5 1% 2%	100 7% 40%l	131 7% 52%l	22 3% 9%	92 4% 36%	161 8% 64%lm	37 4% 15%	107 5% 42%	109 9% 43%op	
More frequent difficulties being able to afford communications services in the last year	59 1%	27 1% 46%	32 1% 54%	6 1% 10%	12 1% 21%ei	14 2% 23%ei	14 2% 23%ei	9 1% 16%ei	4 1% 7%	1 * 1%	18 1% 31%	36 2% 62%l	5 1% 8%	15 1% 25%	44 2% 75%lm	5 1% 8%	19 1% 31%	36 3% 60%op	
SUMMARY CODE																			
ANY DIFFICULTIES	312 7%	134 6% 43%	178 8% 57%	44 7% 14%ei	74 9% 24%hi	70 10% 22%ghi	54 8% 17%hi	43 7% 14%ei	21 5% 7%ei	6 1% 2%	118 8% 38%l	167 8% 54%l	27 3% 9%	107 5% 34%	205 10% 66%lm	42 5% 14%	125 6% 40%	145 11% 46%op	
Don't know	27 1%	17 1% 63%	10 * 37%	4 1% 15%	3 * 13%	4 1% 15%	6 1% 23%	3 * 9%	3 1% 10%	4 1% 15%	8 1% 28%	13 1% 47%	7 1% 26%	10 * 35%	18 1% 65%	5 1% 20%	7 * 24%	15 1% 56%op	
Not asked	806 19%	373 18% 46%	433 20% 54%	336 56% 42%def ghi	155 19% 19%efgh i	76 11% 9%	63 9% 8%	86 13% 11%fh	41 9% 5%	49 13% 6%	492 34% 61%kl	225 11% 28%	89 11% 11%	394 19% 49%	413 19% 51%	156 17% 19%	414 20% 51%	237 19% 29%	

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
No difficulties being able to afford communications services in the last year	3117 73%	2632 73% 84%	261 72% 8%	153 72% 5%	70 72% 2%	134 65% 4%	310 67% 10%	267 77% 9%efj	236 74% 8%ef	276 76% 9%efj	281 67% 9%	397 72% 13%	429 76% 14%efj	303 84% 10%efgh ijknop	153 72% 5%	261 72% 8%	70 72% 2%
One or two difficulties being able to afford communications services in the last year	253 6%	204 6% 80%	30 8% 12%	10 5% 4%	9 9% 4%	15 7% 6%	36 8% 14%ilm	17 5% 7%	26 8% 10%ilm	17 5% 7%	18 4% 7%	36 7% 14%	25 4% 10%	13 4% 5%	10 5% 4%	30 8% 12%ilm	9 9% 4%ilm
More frequent difficulties being able to afford communications services in the last year	59 1%	51 1% 87%	4 1% 7%	3 1% 5%	1 1% 2%	6 3% 11%g	8 2% 13%	2 1% 3%	4 1% 7%	4 1% 6%	7 2% 12%	9 2% 16%	7 1% 11%	5 1% 8%	3 1% 5%	4 1% 7%	1 1% 2%
SUMMARY CODE																	
ANY DIFFICULTIES	312 7%	255 7% 82%	34 9% 11%	13 6% 4%	10 10% 3%	22 11% 7%gil m	44 10% 14%ilm	19 6% 6%	30 9% 10%ilm	20 6% 7%	25 8% 8%	45 8% 14%	32 6% 10%	18 5% 6%	13 6% 4%	34 9% 11%ilm	10 10% 3%lm
Don't know	27 1%	26 1% 93%	1 * 4%	1 * 3%	- - -	1 * 3%	5 1% 17%	- - -	3 1% 12%	2 1% 8%	5 1% 18%	6 1% 22%	3 * 10%	1 * 3%	1 * 3%	1 * 4%	- - -
Not asked	806 19%	678 19% 84%	66 18% 8%	45 21% 6%	17 17% 2%	51 24% 6%ghm	104 22% 13%hm	58 17% 7%lm	49 15% 6%	64 18% 8%lm	109 26% 13%ghi klmo	100 18% 12%lm	104 18% 13%lm	40 11% 5%	45 21% 6%lm	66 18% 8%lm	17 17% 2%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
No difficulties being able to afford communications services in the last year	3117	2781	320	506	2523	2035	475	233	298	2393	2799	2350	257	2391	2042	1075	1441	1676
	73%	74%	63%	73%	74%	72%	69%	78%	81%	72%	73%	74%	75%	74%	76%	69%	72%	74%
		89% ^b	10%	16%	81%	65%	15%	7% ^{ef}	10% ^{ef}	77%	90%	75%	8%	77%	66% ^o	34%	46%	54%
One or two difficulties being able to afford communications services in the last year	253	223	29	69	171	163	68	20	12	218	238	175	17	178	121	132	99	154
	6%	6%	6%	10%	5%	6%	10%	7%	3%	7%	6%	6%	5%	6%	4%	8%	5%	7%
		88%	12%	27% ^d	68%	64% ^h	27% ^{eh}	8% ^h	5%	86%	94%	69%	7%	71%	48%	52% ⁿ	39%	61% ^p
More frequent difficulties being able to afford communications services in the last year	59	47	12	27	26	36	12	2	4	46	51	33	2	33	20	39	23	36
	1%	1%	2%	4%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%
		79%	21%	45% ^d	45%	61%	21%	3%	7%	78%	86%	56%	4%	56%	35%	65% ⁿ	39%	61%
SUMMARY CODE																		
ANY DIFFICULTIES	312	270	42	96	197	199	80	21	16	264	289	209	19	212	141	170	122	190
	7%	7%	8%	14%	6%	7%	12%	7%	4%	8%	8%	7%	6%	7%	5%	11%	6%	8%
		87%	13%	31% ^d	63%	64% ^h	26% ^{egh}	7%	5%	85%	93%	67%	6%	68%	45%	55% ⁿ	39%	61% ^p
Don't know	27	20	8	5	19	16	5	1	2	21	22	15	2	15	9	18	8	19
	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	1%	*	*	*	*	1%	*	1%
		71%	29% ^a	18%	69%	59%	19%	4%	9%	75%	82%	53%	6%	53%	34%	66% ⁿ	30%	70%
Not asked	806	666	134	90	693	571	130	45	53	660	724	591	65	604	503	304	427	379
	19%	18%	27%	13%	20%	20%	19%	15%	14%	20%	19%	19%	19%	19%	19%	19%	21%	17%
		83%	17% ^a	11%	86% ^c	71% ^{gh}	16%	6%	7%	82%	90%	73%	8%	75%	62%	38%	53% ^{eq}	47%

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
No difficulties being able to afford communications services in the last year	3117 73%	-	-	-	-	-	-	-	-	-	1491 76%	-	3117 100%	-	-	-
One or two difficulties being able to afford communications services in the last year	253 6%	64 76%	14 77%	38 81%	62 75%	6 60%	7 89%	75 78%	71 77%	21 63%	114 6%	253 81%	-	-	48 71%	44 70%
More frequent difficulties being able to afford communications services in the last year	59 1%	20 24%	4 23%	9 19%	20 25%	4 40%	1 11%	21 22%	22 23%	12 37%	21 1%	59 19%	-	59 100%	19 29%	19 30%
		34%	7%	15%	34%	7%	2%	35%	37%	20%	36%	100%l	-	100%kl	32%	31%
SUMMARY CODE																
ANY DIFFICULTIES	312 7%	84 100%	19 27%	47 100%	83 100%	10 100%	8 100%	95 100%	92 100%	33 100%	135 7%	312 100%	-	59 100%	67 100%	63 100%
Don't know	27 1%	-	-	-	-	-	-	-	-	-	11 1%	-	-	-	-	-
Not asked	806 19%	-	-	-	-	-	-	-	-	-	327 17%	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	41%	-	-	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
No difficulties being able to afford communications services in the last year	3117 73%	24 83% 1%	75 74% 2%	72 78% 2%	40 71% 1%	78 82% 2%	66 86% 2%	1569 74% 50%	1548 73% 50%
One or two difficulties being able to afford communications services in the last year	253 6%	2 7% 1%	18 18% 7%	13 14% 5%	10 19% 4%	11 12% 4%	9 12% 4%	123 6% 49%	130 6% 51%
More frequent difficulties being able to afford communications services in the last year	59 1%	3 9% 4%	8 8% 14%	7 7% 12%	6 10% 9%	4 4% 6%	1 2% 2%	35 2% 60%	24 1% 40%
SUMMARY CODE									
ANY DIFFICULTIES	312 7%	5 17% 1%	26 26% 8%	20 22% 6%	16 29% 5%	15 16% 5%	11 14% 3%	158 7% 51%	154 7% 49%
Don't know	27 1%	- - -	- - -	- - -	- - -	2 2% 8%	- - -	21 1% 76%	6 * 24%
Not asked	806 19%	- - -	- - -	- - -	- - -	- - -	- - -	380 18% 47%	427 20% 53%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 27%	38 28% 45%	46 26% 55%	21 47% 24%	26 35% 31%lgh	23 33% 27%lgh	8 14% 9%	5 12% 6%	1 6% 1%	1 9% 1%	47 39% 55%kl	36 21% 43%l	2 7% 2%	32 30% 38%	52 25% 62%	14 33% 16%	39 31% 46%	31 22% 37%
Standard mobile phone (that can't access the internet)	19 6%	10 8% 54%	9 5% 46%	3 7% 16%	4 5% 21%	5 7% 28%	1 2% 5%	4 9% 20%	1 7% 8%	1 10% 3%	7 6% 37%	10 6% 52%	2 8% 11%	8 7% 40%	11 6% 60%	3 7% 15%	6 5% 31%	10 7% 55%
Fixed landline telephone	47 15%	24 18% 52%	23 13% 48%	3 6% 6%	7 9% 14%	13 18% 27%	6 10% 12%	11 25% 24%df	6 29% 13%df	2 36% 4%	10 8% 20%	29 17% 62%j	8 31% 17%	13 12% 27%	34 17% 73%	5 13% 12%	15 12% 32%	27 18% 57%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	50 16%	20 15% 39%	30 17% 61%	8 18% 16%	14 19% 28%	9 13% 18%	6 10% 11%	9 22% 19%	4 18% 7%	1 12% 1%	22 18% 44%	24 14% 48%	4 17% 9%	14 13% 27%	36 18% 73%	4 9% 7%	19 15% 37%	28 19% 55%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	33 11%	9 7% 26%	25 14% 74%	1 2% 3%	16 22% 48%lfg	10 14% 29%	2 3% 5%	1 3% 4%	2 12% 7%	1 18% 3%	17 15% 51%	13 8% 38%	3 13% 10%	8 8% 25%	25 12% 75%	2 6% 7%	13 10% 39%	18 12% 54%
Mobile broadband internet access - Through a dongle or USB stick	10 3%	2 2% 21%	8 4% 79%	2 4% 19%	1 1% 8%	3 5% 32%	2 3% 17%	1 2% 10%	1 7% 14%	- - -	3 2% 27%	6 4% 59%	1 5% 14%	2 2% 19%	8 4% 81%	- - -	5 4% 48%	5 4% 52%
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 3%	5 4% 61%	3 2% 39%	- - -	2 2% 21%	5 7% 57%	1 2% 11%	1 2% 11%	- - -	- - -	2 1% 21%	6 4% 79%	- - -	5 4% 57%	3 2% 43%	2 4% 20%	4 3% 48%	3 2% 32%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95	33	62	5	25	25	24	8	6	2	30	57	8	38	57	15	43	37
	31%	25%	35%	12%	33%	36%	44%	19%	28%	37%	25%	34%	30%	36%	28%	37%	35%	25%
		35%	65%	6%	26%	27%	25%g	9%	6%	2%	32%	60%	8%	40%	60%	16%	46%	38%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15	4	11	3	5	3	3	-	-	-	9	6	-	8	7	3	8	4
	5%	3%	6%	7%	7%	4%	6%	-	-	-	7%	4%	-	8%	3%	7%	6%	3%
		29%	71%	21%	37%	21%	21%	-	-	-	58%	42%	-	55%	45%	21%	53%	26%
Calls using a public payphone	9	7	2	2	1	4	1	-	-	-	3	5	-	6	2	3	4	2
	3%	5%	1%	5%	2%	6%	2%	-	-	-	3%	3%	-	6%	1%	6%	3%	2%
		76%	24%	24%	14%	49%	12%	-	-	-	39%	61%	-	73%n	27%	31%	43%	27%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51	22	29	9	9	12	9	7	5	-	18	28	5	21	30	8	19	24
	16%	17%	16%	19%	13%	17%	17%	17%	22%	-	15%	17%	17%	20%	15%	20%	15%	17%
		44%	56%	17%	18%	24%	18%	14%	9%	-	35%	56%	9%	42%	58%	17%	36%	47%
Other	14	5	9	1	1	3	6	1	1	1	2	10	2	6	7	3	8	2
	4%	3%	5%	3%	1%	4%	10%	3%	5%	9%	2%	6%	6%	6%	3%	7%	7%	2%
		35%	65%	9%	6%	22%	41%d	11%	8%	4%	15%	73%	12%	48%	52%	21%	62%q	17%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	98	45	53	22	29	26	8	9	3	1	51	43	4	37	61	16	42	40
	31%	34%	30%	49%	39%	37%	16%	21%	13%	19%	43%	26%	14%	34%	30%	39%	33%	28%
		46%	54%	22%	30%fgh	26%fh	9%	9%	3%	1%	52%kl	44%	4%	37%	63%	17%	43%	41%
ONLY 1 SERVICE	200	82	118	34	44	39	42	23	13	4	79	104	17	65	135	30	75	94
	64%	61%	66%	78%	60%	56%	78%	52%	65%	70%	67%	62%	66%	61%	66%	72%	60%	65%
		41%	59%	17%	22%	20%	21%deg	11%	7%	2%	39%	52%	9%	32%	68%	15%	38%	47%
2 SERVICES	60	28	32	5	22	13	7	8	3	2	27	28	5	21	39	7	29	25
	19%	21%	18%	12%	29%	19%	13%	17%	16%	30%	23%	17%	19%	20%	19%	15%	23%	17%
		47%	53%	9%	36%l	22%	11%	13%	5%	3%	45%	46%	8%	35%	65%	11%	48%	41%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
3 SERVICES	21	4	17	4	5	5	2	4	*	-	10	11	*	11	10	3	11	8
	7%	3%	10%	10%	7%	7%	4%	9%	2%	-	8%	6%	2%	11%	5%	7%	8%	5%
		18%	82%a	20%	26%	22%	11%	19%	2%	-	46%	52%	2%	54%	46%	13%	51%	36%
4 SERVICES	8	5	3	-	2	5	1	-	1	-	2	6	1	3	5	3	3	3
	3%	4%	2%	-	2%	7%	2%	-	3%	-	1%	4%	3%	3%	2%	6%	2%	2%
		63%	37%	-	20%	58%	13%	-	9%	-	20%	71%	9%	41%	59%	32%	32%	37%
5 OR MORE SERVICES	3	1	2	-	-	3	-	-	1	-	-	3	1	1	2	-	1	2
	1%	1%	1%	-	-	4%	-	-	4%	-	-	1%	3%	1%	1%	-	1%	1%
		34%	66%	-	-	77%	-	-	23%	-	-	77%	23%j	43%	57%	-	43%	57%
ANY COMMUNICATIONS SERVICE	292	120	172	44	73	64	52	34	19	6	117	151	24	102	190	42	119	131
	94%	90%	97%	100%	98%	92%	97%	79%	90%	100%	99%	90%	92%	96%	93%	100%	95%	91%
		41%	59%a	15%	25%gh	22%	18%g	12%	6%	2%	40%kl	52%	8%	35%	65%	14%	41%	45%
Don't know	20	14	6	-	1	5	2	9	2	-	1	17	2	5	15	-	7	13
	6%	10%	3%	-	2%	8%	3%	21%	10%	-	1%	10%	8%	4%	7%	-	5%	9%
		69%b	31%	-	6%	28%	9%	46%df	11%cd	-	6%	83%j	11%j	23%	77%	-	33%	67%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 27%	70 28% 83%	8 24% 10%	3 25% 4%	3 27% 3%	7 32% 8%	10 22% 11%	8 42% 10%	3 10% 3%	7 37% 9%	6 26% 8%	14 32% 17%	7 23% 9%	7 40% 9%	3 25% 4%	8 24% 10%	3 27% 3%
Standard mobile phone (that can't access the internet)	19 6%	12 5% 62%	5 16% 28%a	- - -	2 18% 9%	- - -	3 8% 18%	- - -	2 7% 12%	1 5% 5%	- - -	3 6% 14%	2 6% 10%	1 4% 4%	- - -	5 16% 28%	2 18% 9%
Fixed landline telephone	47 15%	40 16% 85%	6 16% 12%	1 5% 1%	1 7% 1%	5 22% 10%	6 13% 12%	3 14% 6%	7 22% 14%	1 7% 3%	4 18% 9%	6 13% 13%	5 15% 10%	3 19% 7%	1 1% 1%	6 16% 12%	1 7% 1%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	50 16%	43 17% 87%	3 10% 7%	2 17% 4%	1 9% 2%	5 21% 9%	6 13% 11%	4 21% 8%	4 15% 9%	5 26% 11%	6 23% 12%	4 9% 8%	7 23% 15%	2 13% 5%	2 17% 4%	3 10% 7%	1 9% 2%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	33 11%	27 10% 80%	4 13% 13%	1 11% 4%	1 9% 3%	2 10% 7%	6 13% 17%	1 6% 4%	1 4% 3%	1 7% 4%	2 7% 5%	6 14% 19%	4 11% 11%	3 19% 10%	1 11% 4%	4 13% 13%	1 9% 3%
Mobile broadband internet access - Through a dongle or USB stick	10 3%	7 3% 70%	3 9% 30%	- - -	- - -	1 4% 8%	2 4% 17%	1 4% 8%	1 3% 10%	- - -	2 8% 19%	- - -	- - -	1 4% 7%	- - -	3 9% 30%	- - -
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 3%	7 3% 89%	- - -	- - -	1 9% 11%	- - -	3 7% 40%	- - -	- - -	1 4% 11%	1 3% 11%	2 5% 28%	- - -	- - -	- - -	- - -	1 9% 11%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 31%	76 30% 80%	11 33% 12%	5 40% 5%	2 25% 3%	5 22% 5%	19 43% 20%	4 21% 4%	8 28% 9%	4 17% 4%	7 26% 7%	11 23% 11%	10 32% 11%	9 52% 10%	5 40% 5%	11 33% 12%	2 25% 3%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 5%	13 5% 86%	1 3% 8%	- - -	1 9% 6%	1 5% 7%	3 8% 22%	1 6% 7%	- - -	- - -	2 10% 16%	3 7% 20%	- - -	2 11% 13%	- - -	1 3% 8%	1 9% 6%
Calls using a public payphone	9 3%	8 3% 87%	1 3% 13%	- - -	- - -	- - -	3 7% 36%	- - -	- - -	- - -	- - -	2 5% 24%	1 4% 14%	1 6% 12%	- - -	1 3% 13%	- - -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 16%	37 15% 73%	9 26% 17%	1 6% 2%	4 41% 8%	3 13% 6%	7 16% 14%	2 13% 5%	6 21% 12%	2 10% 4%	2 9% 4%	8 18% 16%	3 11% 7%	3 15% 5%	1 6% 2%	9 26% 17%	4 41% 8%
Other	14 4%	10 4% 75%	2 7% 18%	1 7% 7%	- - -	- - -	- - -	- - -	3 10% 23%	- - -	1 6% 10%	1 2% 5%	5 15% 36% ^{nk}	- - -	1 7% 7%	2 7% 18%	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	98 31%	80 32% 82%	11 31% 11%	3 25% 3%	4 36% 4%	7 32% 7%	13 29% 13%	8 42% 8%	5 17% 5%	8 42% 9%	6 26% 7%	15 34% 16%	9 29% 9%	8 44% 8%	3 25% 3%	11 31% 11%	4 36% 4%
ONLY 1 SERVICE	200 64%	159 62% 79%	22 65% 11%	12 89% 6%	7 73% 4%	14 63% 7%	22 50% 11%	12 61% 6%	24 79% 12%	14 68% 7%	17 70% 9%	29 65% 15%	19 59% 9%	8 44% 4%	12 89% 6%	22 65% 11%	7 73% 4%
2 SERVICES	60 19%	51 20% 86%	6 18% 10%	1 11% 2%	1 9% 1%	5 23% 8%	12 28% 21%	5 27% 9%	2 8% 4%	5 23% 8%	5 19% 8%	9 19% 14%	5 17% 9%	3 16% 5%	1 11% 2%	6 18% 10%	1 9% 1%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
3 SERVICES	21	16	4	-	1	-	3	1	1	-	1	2	5	3	-	4	1
	7%	6%	11%	-	9%	-	8%	4%	5%	-	3%	5%	16%	15%	-	11%	9%
		77%	19%	-	4%	-	16%	4%	7%	-	4%	10%	24%	12%	-	19%	4%
4 SERVICES	8	7	-	-	1	1	3	-	1	-	1	-	-	2	-	-	1
	3%	3%	-	-	9%	5%	6%	-	2%	-	4%	-	-	11%	-	-	9%
		89%	-	-	11%	13%	32%	-	9%	-	13%	-	-	23%	-	-	11%
5 OR MORE SERVICES	3	2	1	-	-	-	-	-	-	-	-	1	-	1	-	1	-
	1%	1%	3%	-	-	-	-	-	-	-	-	3%	-	4%	-	3%	-
		66%	34%	-	-	-	-	-	-	-	-	43%	-	23%	-	34%	-
ANY COMMUNICATIONS SERVICE	292	236	33	13	10	20	40	18	28	19	24	42	29	16	13	33	10
	94%	93%	98%	100%	100%	91%	92%	93%	95%	91%	97%	92%	92%	90%	100%	98%	100%
		81%	11%	5%	3%	7%	14%	6%	10%	6%	8%	14%	10%	5%	5%	11%	3%
Don't know	20	19	1	-	-	2	4	1	2	2	1	4	3	2	-	1	-
	6%	7%	2%	-	-	9%	8%	7%	5%	9%	3%	8%	8%	10%	-	2%	-
		96%	4%	-	-	10%	18%	7%	8%	9%	4%	18%	13%	9%	-	4%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 27%	73 27% 86%	12 28% 14%	27 28% 32%	48 24% 57%	64 32% 76%	20 25% 24%	4 20% 5%	- - -	81 31% 96%	83 29% 99%	55 26% 65%	7 39% 9%	56 26% 66%	32 22% 37%	53 31% 63%	34 28% 40%	51 27% 60%
Standard mobile phone (that can't access the internet)	19 6%	16 6% 87%	2 6% 13%	7 7% 37%	10 5% 52%	6 3% 31%	8 10% 43%e	2 9% 11%	4 22% 19%	13 5% 67%	18 6% 96%	9 4% 46%	- - -	9 4% 46%	7 5% 39%	12 7% 61%	3 3% 17%	16 8% 83%
Fixed landline telephone	47 15%	41 15% 88%	5 13% 12%	18 19% 38%	23 12% 49%	23 11% 48%	9 11% 19%	6 30% 14%	7 44% 15%	29 11% 62%	39 14% 84%	28 13% 60%	3 14% 6%	28 13% 60%	30 21% 64%o	17 10% 36%	13 11% 27%	34 18% 73%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	50 16%	45 17% 89%	5 13% 11%	11 11% 21%	36 18% 73%	34 17% 69%	16 20% 32%	2 10% 4%	- - -	47 18% 94%	49 17% 98%	40 19% 81%	6 33% 13%	41 19% 82%	29 21% 58%	21 12% 42%	20 16% 39%	30 16% 61%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	33 11%	25 9% 76%	8 19% 24%	10 11% 31%	22 11% 65%	25 12% 74%	8 10% 23%	2 11% 7%	2 12% 6%	29 11% 86%	32 11% 95%	29 14% 86%	2 10% 6%	29 14% 86%	16 11% 48%	17 10% 52%	14 11% 41%	20 10% 59%
Mobile broadband internet access - Through a dongle or USB stick	10 3%	10 4% 100%	- - -	3 3% 26%	8 4% 74%	6 3% 59%	2 2% 15%	- - -	1 5% 8%	8 3% 74%	8 3% 74%	3 1% 26%	- - -	3 1% 26%	3 2% 25%	8 4% 75%	3 2% 25%	8 4% 75%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 3%	7 2%	1 3%	3 3%	3 2%	5 2%	2 3%	- -	- -	7 3%	7 2%	6 3%	- -	6 3%	2 2%	6 3%	5 4%	3 2%
		82%	18%	39%	41%	58%	31%	-	-	89%	89%	72%	-	72%	30%	70%	61%	39%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 31%	81 30%	15 35%	22 23%	66 33%	67 34%	19 24%	6 28%	3 16%	83 32%	89 31%	74 35%	6 31%	75 36%	48 34%	48 28%	53 44%	42 22%
		84%	16%	23%	69%	71%	20%	6%	3%	87%	93%	77%	6%	79%	50%	50%	56% ^q	44%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 5%	11 4%	3 8%	3 3%	10 5%	9 5%	7 9%	- -	1 7%	14 5%	15 5%	12 6%	1 7%	12 6%	3 2%	12 7%	6 5%	9 5%
		77%	23%	19%	64%	64%	47%	-	7%	93%	100%	82%	9%	82%	21%	79%	42%	58%
Calls using a public payphone	9 3%	9 3%	- -	2 2%	2 1%	4 2%	5 6%	2 7%	3 17%	8 3%	9 3%	6 3%	- -	6 3%	3 2%	6 4%	3 2%	6 3%
		100%	-	27%	18%	49%	57%	18%	31%	88%	100%	63%	-	63%	31%	69%	31%	69%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 16%	41 15%	10 24%	13 13%	35 18%	39 20%	8 10%	5 22%	4 27%	44 17%	48 17%	37 18%	1 5%	37 17%	21 15%	30 17%	20 16%	31 16%
		80%	20%	25%	69%	76%	16%	9%	9%	87%	94%	72%	2%	72%	42%	58%	39%	61%
Other	14 4%	13 5%	1 2%	4 4%	9 5%	8 4%	2 2%	3 14%	- -	9 4%	12 4%	5 2%	2 11%	6 3%	5 3%	9 5%	4 3%	9 5%
		95%	5%	31%	69%	56%	12%	23%	-	69%	92%	35%	16%	46%	35%	65%	30%	70%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	98	85	13	31	56	67	26	6	4	88	96	63	7	63	37	61	36	62
	31%	32%	30%	32%	28%	34%	33%	29%	22%	33%	33%	30%	39%	30%	26%	36%	30%	33%
		87%	73%	32%	57%	68%	27%	6%	4%	90%	98%	64%	8%	65%	38%	62%	37%	63%
ONLY 1 SERVICE	200	174	26	65	129	123	54	10	8	173	185	124	11	126	85	114	71	128
	64%	64%	62%	67%	66%	62%	68%	46%	53%	66%	64%	59%	57%	59%	60%	67%	59%	68%
		87%	73%	32%	65%	62%	27%	5%	4%	86%	93%	62%	6%	63%	43%	57%	36%	64%
2 SERVICES	60	51	9	12	42	44	17	6	4	53	59	50	4	50	29	31	25	35
	19%	19%	21%	12%	21%	22%	21%	27%	27%	20%	20%	24%	18%	23%	21%	18%	20%	18%
		85%	75%	20%	71%	73%	28%	10%	7%	88%	98%	83%	6%	83%	49%	51%	42%	58%
3 SERVICES	21	17	4	5	11	15	4	3	1	17	19	17	4	17	12	9	11	10
	7%	6%	10%	5%	6%	7%	5%	13%	6%	6%	7%	8%	18%	8%	8%	5%	9%	5%
		80%	20%	25%	55%	70%	18%	13%	4%	81%	92%	79%	17%	83%	56%	44%	52%	48%
4 SERVICES	8	8	-	1	5	5	2	1	1	7	8	7	-	7	4	4	6	3
	3%	3%	-	1%	2%	2%	2%	3%	7%	2%	3%	3%	-	3%	3%	2%	5%	1%
		100%	-	11%	58%	59%	19%	9%	13%	78%	100%	87%	-	87%	49%	51%	69%	31%
5 OR MORE SERVICES	3	2	1	3	1	3	-	-	-	3	3	-	-	-	1	3	-	3
	1%	1%	3%	3%	*	1%	-	-	-	1%	1%	-	-	-	1%	1%	-	2%
		57%	43%	77%	23%	77%	-	-	-	77%	77%	-	-	-	23%	77%	-	100%
ANY COMMUNICATIONS SERVICE	292	252	40	85	189	189	76	19	15	252	274	197	18	200	131	161	113	179
	94%	93%	96%	88%	96%	95%	95%	89%	92%	95%	95%	94%	94%	95%	93%	95%	93%	94%
		86%	14%	29%	65%	65%	26%	7%	5%	86%	94%	67%	6%	69%	45%	55%	39%	61%
Don't know	20	18	2	11	9	10	4	2	1	12	15	12	1	12	11	9	9	11
	6%	7%	4%	12%	4%	5%	5%	11%	8%	5%	5%	6%	6%	5%	7%	5%	7%	6%
		92%	8%	56%	44%	49%	18%	11%	7%	61%	75%	58%	6%	58%	53%	47%	46%	54%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	**	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84	84	5	11	24	5	3	22	46	21	27	84	-	20	30	26
	27%	100%	27%	24%	29%	51%	38%	23%	50%	65%	20%	27%	-	34%	45%	41%
		100%cdgh	6%	13%	29%	6%	4%	26%	54%cdg	25%	32%	100%	-	24%	35%	30%
Standard mobile phone (that can't access the internet)	19	5	19	7	6	2	1	5	13	8	4	19	-	4	9	10
	6%	6%	100%	14%	7%	18%	18%	6%	15%	25%	3%	6%	-	7%	14%	15%
		27%	100%	35%	32%	10%	7%	28%	71%	43%	22%	100%	-	23%	48%	50%
Fixed landline telephone	47	11	7	47	17	2	2	12	29	15	22	47	-	9	18	11
	15%	13%	35%	100%	20%	19%	28%	13%	31%	47%	16%	15%	-	15%	27%	18%
		24%	14%	100%adgh	36%	4%	5%	26%	62%ag	32%	47%	100%	-	19%	38%	24%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50	15	3	10	50	1	2	14	30	12	22	50	-	11	18	7
	16%	18%	15%	22%	61%	10%	20%	15%	32%	38%	17%	16%	-	19%	27%	11%
		30%	6%	21%	100%acgh	2%	3%	28%	59%ag	25%	45%	100%	-	23%	35%o	13%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33	9	3	6	33	2	1	14	27	10	14	33	-	9	15	11
	11%	11%	17%	13%	40%	18%	10%	15%	29%	31%	10%	11%	-	15%	23%	17%
		28%	9%	19%	100%acg	6%	2%	42%	81%acg	30%	42%	100%	-	26%	45%	32%
Mobile broadband internet access - Through a dongle or USB stick	10	5	2	2	3	10	1	4	9	6	3	10	-	4	7	6
	3%	6%	10%	4%	4%	100%	11%	4%	9%	18%	2%	3%	-	7%	10%	10%
		51%	18%	19%	29%	100%	8%	39%	85%	56%	25%	100%	-	40%	65%	64%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	**	59*	67*	63*
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8	3	1	2	2	1	8	5	6	4	2	8	-	1	-	4
	3%	4%	7%	5%	3%	8%	100%	5%	7%	12%	1%	3%	-	2%	-	6%
		38%	16%	28%	30%	11%	100%	57%	78%	48%	20%	100%	-	11%	-	49%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95	22	5	12	28	4	5	95	49	23	48	95	-	21	16	28
	31%	26%	28%	26%	34%	39%	57%	100%	53%	71%	35%	31%	-	35%	23%	44%
		23%	6%	13%	29%	4%	5%	100%acdh	51%acd	24%	50%	100%	-	22%	16%	29% ⁿ
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15	3	1	1	3	-	-	4	8	4	7	15	-	2	2	5
	5%	4%	5%	2%	4%	-	-	4%	8%	13%	5%	5%	-	4%	3%	8%
		21%	6%	6%	22%	-	-	24%	52%	28%	48%	100%	-	17%	15%	34%
Calls using a public payphone	9	1	2	1	1	1	-	2	5	2	5	9	-	2	2	1
	3%	1%	12%	2%	1%	11%	-	2%	5%	7%	4%	3%	-	4%	4%	2%
		13%	27%	13%	13%	13%	-	25%	57%	25%	55%	100%	-	25%	27%	13%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51	7	3	3	6	5	-	5	14	10	25	51	-	12	13	10
	16%	8%	18%	5%	7%	45%	-	6%	15%	30%	19%	16%	-	21%	19%	16%
		13%	7%	5%	12%	9%	-	11%	27%g	19%	49%	100%	-	24%	25%	19%
Other	14	-	-	-	-	-	-	-	-	-	5	14	-	2	-	1
	4%	-	-	-	-	-	-	-	-	-	4%	4%	-	3%	-	1%
		-	-	-	-	-	-	-	-	-	40%	100%	-	14%	-	5%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	**	59*	67*	63*
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	98	84	19	15	29	6	3	25	54	26	30	98	-	23	35	33
	31%	100%	100%	32%	35%	59%	38%	26%	59%	80%	22%	31%	-	39%	53%	52%
		86%cdgh	19%	16%	30%	6%	3%	25%	55%cdg	26%	31%	100%	-	24%	36%	33%
ONLY 1 SERVICE	200	38	5	18	27	2	2	47	-	-	90	200	-	33	30	31
	64%	46%	29%	38%	32%	15%	22%	49%	-	-	66%	64%	-	56%	45%	49%
		19%h	3%	9%h	13%h	1%	1%	23%dh	-	-	45%	100%	-	17%	15%	15%
2 SERVICES	60	25	5	14	33	3	2	26	60	-	29	60	-	10	19	13
	19%	29%	28%	30%	40%	29%	30%	27%	65%	-	22%	19%	-	16%	28%	20%
		41%	9%	23%	56%	5%	4%	43%	100%acd	-	49%	100%	-	16%	31%	21%
3 SERVICES	21	12	3	10	14	3	1	14	21	21	6	21	-	6	12	13
	7%	14%	16%	21%	17%	28%	11%	14%	23%	64%	4%	7%	-	11%	19%	20%
		58%	16%	48%	68%	13%	4%	66%	100%	100%	27%	100%	-	31%	59%	60%
4 SERVICES	8	7	2	3	6	1	2	6	8	8	4	8	-	4	3	1
	3%	8%	8%	6%	8%	10%	20%	6%	9%	26%	3%	3%	-	7%	5%	2%
		78%	19%	32%	77%	13%	19%	71%	100%	100%	46%	100%	-	52%	37%	13%
5 OR MORE SERVICES	3	3	3	3	2	2	1	3	3	3	1	3	-	1	2	3
	1%	3%	17%	5%	2%	18%	18%	3%	4%	10%	1%	1%	-	2%	3%	5%
		77%	100%	77%	57%	57%	43%	100%	100%	100%	23%	100%	-	34%	57%	100%
ANY COMMUNICATIONS SERVICE	292	84	19	47	83	10	8	95	92	33	129	292	-	55	66	61
	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	94%	-	93%	99%	97%
		29%	6%	16%	28%	3%	3%	33%	32%	11%	44%	100%	-	19%	23%	21%
Don't know	20	-	-	-	-	-	-	-	-	-	6	20	-	4	*	2
	6%	-	-	-	-	-	-	-	-	-	4%	6%	-	7%	1%	3%
		-	-	-	-	-	-	-	-	-	30%	100%	-	22%	2%	10%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 27%	- -	12 47% 15%	5 28% 7%	5 30% 6%	4 30% 5%	4 38% 5%	43 27% 51%	42 27% 49%
Standard mobile phone (that can't access the internet)	19 6%	1 18% 5%	5 18% 25%	5 24% 25%	2 12% 10%	3 17% 14%	- 5% -	9 5% 45%	10 7% 55%
Fixed landline telephone	47 15%	4 82% 8%	3 12% 7%	3 17% 7%	4 23% 8%	2 16% 5%	2 20% 5%	22 14% 47%	25 16% 53%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50 16%	1 30% 3%	2 9% 5%	3 16% 6%	4 24% 8%	4 28% 8%	2 16% 3%	27 17% 55%	23 15% 45%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33 11%	- -	6 23% 18%	4 18% 11%	4 25% 12%	3 18% 8%	1 10% 3%	14 9% 43%	19 12% 57%
Mobile broadband internet access - Through a dongle or USB stick	10 3%	- -	2 7% 19%	2 11% 21%	2 12% 19%	1 7% 11%	- - -	3 2% 26%	8 5% 74%
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 3%	- -	1 3% 11%	1 7% 18%	- - -	2 11% 20%	- - -	6 4% 79%	2 1% 21%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 31%	- - -	10 38% 11%	10 52% 11%	4 24% 4%	7 47% 7%	4 37% 4%	45 29% 47%	50 33% 53%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 5%	- - -	1 5% 9%	3 17% 22%	- - -	1 8% 7%	1 12% 9%	9 6% 61%	6 4% 39%
Calls using a public payphone	9 3%	- - -	3 10% 31%	1 6% 13%	1 7% 13%	1 7% 13%	- - -	4 3% 49%	4 3% 51%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 16%	- - -	3 10% 5%	5 28% 11%	2 12% 4%	2 14% 4%	2 15% 3%	28 18% 55%	23 15% 45%
Other	14 4%	- - -	1 3% 6%	2 10% 15%	- - -	- - -	- - -	8 5% 62%	5 3% 38%
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	98 31%	1 18% 1%	14 54% 15%	7 35% 7%	6 35% 6%	6 40% 6%	4 38% 4%	50 31% 51%	48 31% 49%
ONLY 1 SERVICE	200 64%	3 70% 2%	14 52% 7%	10 49% 5%	12 77% 6%	9 63% 5%	8 70% 4%	102 65% 51%	98 64% 49%
2 SERVICES	60 19%	1 30% 2%	5 21% 9%	4 22% 7%	2 11% 3%	3 19% 5%	1 12% 2%	26 16% 43%	34 22% 57%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
3 SERVICES	21	-	5	1	1	-	2	9	12
	7%	-	20%	7%	5%	-	18%	6%	8%
		-	25%	7%	3%	-	9%	45%	55%
4 SERVICES	8	-	-	2	-	2	-	7	2
	3%	-	-	10%	-	11%	-	4%	1%
		-	-	23%	-	19%	-	80%	20%
5 OR MORE SERVICES	3	-	1	3	1	1	-	2	1
	1%	-	4%	13%	7%	7%	-	1%	1%
		-	34%	77%	34%	34%	-	66%	34%
ANY COMMUNICATIONS SERVICE	292	5	25	20	16	15	11	146	146
	94%	100%	97%	100%	100%	100%	100%	92%	95%
		2%	9%	7%	5%	5%	4%	50%	50%
Don't know	20	-	1	-	-	-	-	12	8
	6%	-	3%	-	-	-	-	8%	5%
		-	4%	-	-	-	-	61%	39%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	38 2%	46 3%	21 8%	26 4%	23 4%	8 1%	5 1%	1 *	1 *	47 5%	36 2%	2 *	32 2%	52 3%	14 2%	39 2%	31 3%
		45%	55%	24% ghi	31% fghi	27% fghi	9%	6%	1%	1%	55% kl	43% l	2%	38%	62% m	16%	46%	37%
Standard mobile phone (that can't access the internet)	19 1%	10 1%	9 *	3 1%	4 1%	5 1%	1 *	4 1%	1 *	1 *	7 1%	10 1%	2 *	8 *	11 1%	3 *	6 *	10 1%
		54%	46%	16%	21%	28%	5%	20%	8%	3%	37%	52%	11%	40%	60%	15%	31%	55% p
Fixed landline telephone	47 1%	24 1%	23 1%	3 1%	7 1%	13 2%	6 1%	11 2%	6 2%	2 1%	10 1%	29 2%	8 1%	13 1%	34 2%	5 1%	15 1%	27 3%
		52%	48%	6%	14%	27%	12%	24%	13%	4%	20%	62%	17%	27%	73% m	12%	32%	57% op
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50 1%	20 1%	30 2%	8 3%	14 2%	9 1%	6 1%	9 2%	4 1%	1 *	22 2%	24 1%	4 1%	14 1%	36 2%	4 *	19 1%	28 3%
		39%	61%	16% i	28% i	18% i	11%	19% i	7%	1%	44% l	48%	9%	27%	73% m	7%	37%	55% op
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33 1%	9 1%	25 1%	1 *	16 2%	10 2%	2 *	1 *	2 1%	1 3%	17 2%	13 1%	3 1%	8 *	25 1%	2 *	13 1%	18 2%
		26%	74% a	3%	48% fghi	29% fghi	5%	4%	7%	3%	51% kl	38%	10%	25%	75% m	7%	39%	54% op
Mobile broadband internet access - Through a dongle or USB stick	10 *	2 *	8 *	2 1%	1 *	3 1%	2 *	1 *	1 *	-	3 *	6 *	1 *	2 *	8 *	-	5 *	5 1%
		21%	79%	19%	8%	32%	17%	10%	14%	-	27%	59%	14%	19%	81%	-	48%	52%
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	5 *	3 *	-	2 *	5 1%	1 *	1 *	-	-	2 *	6 *	-	5 *	3 *	2 *	4 *	3 *
		61%	39%	-	21%	57%	11%	11%	-	-	21%	79%	-	57%	43%	20%	48%	32%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 3%	33 2% 35%	62 4% 65%a	5 2% 6%	25 4% 26%ghi	25 4% 27%ghi	24 4% 25%ghi	8 1% 9%	6 1% 6%	2 1% 2%	30 3% 32%l	57 3% 60%l	8 1% 8%	38 2% 40%	57 3% 60%	15 2% 16%	43 3% 46%	37 4% 38%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 *	4 * 29%	11 1% 71%	3 1% 21%gh	5 1% 37%g	3 1% 21%	3 1% 21%	- - -	- - -	- - -	9 1% 58%l	6 * 42%	- - -	8 * 55%	7 * 45%	3 * 21%	8 * 53%	4 * 26%
Calls using a public payphone	9 *	7 * 76%	2 * 24%	2 1% 24%	1 * 14%	4 1% 49%	1 * 12%	- - -	- - -	- - -	3 * 39%	5 * 61%	- - -	6 * 73%	2 * 27%	3 * 31%	4 * 43%	2 * 27%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 1%	22 1% 44%	29 2% 56%	9 3% 17%i	9 1% 18%i	12 2% 24%i	9 2% 18%i	7 1% 14%i	5 1% 9%i	- - -	18 2% 35%l	28 2% 56%l	5 1% 9%	21 1% 42%	30 2% 58%	8 1% 17%	19 1% 36%	24 2% 47%p
Other	14 *	5 * 35%	9 1% 65%	1 * 9%	1 * 6%	3 * 22%	6 1% 41%	1 * 11%	1 * 8%	1 * 4%	2 * 15%	10 1% 73%	2 * 12%	6 * 48%	7 * 52%	3 * 21%	8 1% 62%	2 * 17%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	98 3%	45 3% 46%	53 3% 54%	22 8% 22%fghi	29 4% 30%fghi	26 4% 26%fghi	8 1% 9%	9 2% 9%	3 1% 3%	1 * 1%	51 5% 52%kl	43 2% 44%l	4 1% 4%	37 2% 37%	61 4% 63%lm	16 2% 17%	42 3% 43%	40 4% 41%op
ONLY 1 SERVICE	200 6%	82 5% 41%	118 7% 59%a	34 13% 17%defghi	44 7% 22%hi	39 7% 20%hi	42 7% 21%ghi	23 4% 11%i	13 3% 7%i	4 1% 2%	79 8% 39%kl	104 6% 52%l	17 2% 9%	65 4% 32%	135 8% 68%lm	30 4% 15%	75 5% 38%	94 9% 47%op

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
2 SERVICES	60	28	32	5	22	13	7	8	3	2	27	28	5	21	39	7	29	25
	2%	2%	2%	2%	3%	2%	1%	1%	1%	1%	3%	2%	1%	1%	2%	1%	2%	2%
		47%	53%	9%	36% i	22% i	11%	13%	5%	3%	45% kl	46% l	8%	35%	65% m	11%	48%	41% o
3 SERVICES	21	4	17	4	5	5	2	4	*	-	10	11	*	11	10	3	11	8
	1%	*	1%	2%	1%	1%	*	1%	*	-	1%	1%	*	1%	1%	*	1%	1%
		18%	82% a	20% hi	26%	22%	11%	19%	2%	-	46% l	52% l	2%	54%	46%	13%	51%	36%
4 SERVICES	8	5	3	-	2	5	1	-	1	-	2	6	1	3	5	3	3	3
	*	*	*	-	*	1%	*	-	*	-	*	*	*	*	*	*	*	*
		63%	37%	-	20%	58% g	13%	-	9%	-	20%	71%	9%	41%	59%	32%	32%	37%
5 OR MORE SERVICES	3	1	2	-	-	3	-	-	1	-	-	3	1	1	2	-	1	2
	*	*	*	-	-	*	-	-	*	-	-	*	*	*	*	-	*	*
		34%	66%	-	-	77%	-	-	23%	-	-	77%	23%	43%	57%	-	43%	57%
ANY COMMUNICATIONS SERVICE	292	120	172	44	73	64	52	34	19	6	117	151	24	102	190	42	119	131
	8%	7%	10%	17%	11%	11%	9%	6%	5%	2%	13%	8%	3%	6%	11%	5%	7%	13%
		41%	59% a	15% dfg hi	25% ghi	22% ghi	18% hi	12% i	6% i	2%	40% kl	52% l	8%	35%	65% m	14%	41%	45% op
Don't know	20	14	6	-	1	5	2	9	2	-	1	17	2	5	15	-	7	13
	1%	1%	*	-	*	1%	*	2%	1%	-	*	1%	*	*	1%	-	*	1%
		69%	31%	-	6%	28%	9%	46% dfi	11%	-	6%	83% j	11%	23%	77% m	-	33%	67% op
Not asked	3145	1562	1583	220	597	523	556	534	382	332	817	1614	714	1619	1525	725	1542	878
	91%	92%	90%	83%	89%	88%	91%	92%	95%	98%	87%	91%	96%	94%	88%	95%	92%	86%
		50% b	50%	7%	19%	17%	18% c	17% cde f	12% cde fgh	11% cde fgh	26%	51% j	23% k	51% n	49%	23% q	49% q	28%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	70 2% 83%	8 3% 10%	3 2% 4%	3 3% 3%	7 4% 8%hl	10 3% 11%	8 3% 10%	3 1% 3%	7 3% 9%	6 2% 8%	14 3% 17%	7 2% 9%	7 2% 9%	3 2% 4%	8 3% 10%	3 3% 3%
Standard mobile phone (that can't access the internet)	19 1%	12 * 62%	5 2% 28%a	- - -	2 2% 9%a	- - -	3 1% 18%	- - -	2 1% 12%	1 * 5%	- - -	3 1% 14%	2 * 10%	1 * 4%	- - -	5 2% 28%gj	2 2% 9%glm
Fixed landline telephone	47 1%	40 1% 85%	6 2% 12%	1 * 1%	1 1% 1%	5 3% 10%l	6 2% 12%	3 1% 6%	7 2% 14%	1 * 3%	4 1% 9%	6 1% 13%	5 1% 10%	3 1% 7%	1 * 1%	6 2% 12%	1 1% 1%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50 1%	43 1% 87%	3 1% 7%	2 1% 4%	1 1% 2%	5 3% 9%	6 2% 11%	4 1% 8%	4 2% 9%	5 2% 11%	6 2% 12%	4 1% 8%	7 2% 15%	2 1% 5%	2 1% 4%	3 1% 7%	1 1% 2%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33 1%	27 1% 80%	4 2% 13%	1 1% 4%	1 1% 3%	2 1% 7%	6 2% 17%	1 * 4%	1 * 3%	1 * 4%	2 1% 5%	6 1% 19%	4 1% 11%	3 1% 10%	1 1% 4%	4 2% 13%	1 1% 3%
Mobile broadband internet access - Through a dongle or USB stick	10 *	7 * 70%	3 1% 30%a	- - -	- - -	1 1% 8%	2 * 17%	1 * 8%	1 * 10%	- - -	2 1% 19%	- - -	- - -	1 * 7%	- - -	3 1% 30%kl	- - -
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	7 * 89%	- - -	- - -	1 1% 11%	- - -	3 1% 40%l	- - -	- - -	1 * 11%	1 * 11%	2 * 28%	- - -	- - -	- - -	- - -	1 1% 11%lm

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 3%	76 3%	11 4%	5 3%	2 3%	5 3%	19 5%	4 1%	8 3%	4 1%	7 2%	11 2%	10 2%	9 3%	5 3%	11 4%	2 3%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 *	13 *	1 *	- -	1 1%	1 1%	3 1%	1 *	- -	- -	2 1%	3 1%	- -	2 1%	- -	1 *	1 1%
Calls using a public payphone	9 *	8 *	1 *	- -	- -	- -	3 1%	- -	- -	- -	- -	2 24%	1 14%	1 12%	- -	1 13%	- -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 1%	37 1%	9 3%	1 *	4 5%	3 2%	7 2%	2 1%	6 2%	2 1%	2 1%	8 2%	3 1%	3 1%	1 *	9 3%	4 5%
Other	14 *	10 *	2 1%	1 1%	- -	- -	- -	- -	3 1%	- -	1 *	1 *	5 1%	- -	1 1%	2 1%	- -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	98 3%	80 3%	11 4%	3 2%	4 4%	7 4%	13 4%	8 3%	5 2%	8 3%	6 2%	15 3%	9 2%	8 2%	3 2%	11 4%	4 4%
ONLY 1 SERVICE	200 6%	159 5%	22 8%	12 7%	7 9%	14 9%	22 6%	12 4%	24 9%	14 5%	17 6%	29 7%	19 4%	8 2%	12 7%	22 8%	7 9%
		79%	11%	6%	4%	7%lm	11%lm	6%	12%glm	7%	9%	15%lm	9%	4%	6%lm	11%lm	4%lm

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
2 SERVICES	60 2%	51 2%	6 2%	1 1%	1 1%	5 3%	12 3%	5 2%	2 1%	5 2%	5 2%	9 2%	5 1%	3 1%	1 1%	6 2%	1 1%
		86%	10%	2%	1%	8%	21%hlm	9%	4%	8%	8%	14%	9%	5%	2%	10%	1%
3 SERVICES	21 1%	16 1%	4 1%	- -	1 1%	- -	3 1%	1 *	1 1%	- -	1 *	2 *	5 1%	3 1%	- -	4 1%	1 1%
		77%	19%	-	4%	-	16%	4%	7%	-	4%	10%	24%	12%	-	19%	4%
4 SERVICES	8 *	7 *	- -	- -	1 1%	1 1%	3 1%	- -	1 *	- -	1 *	- -	- -	2 1%	- -	- -	1 1%
		89%	-	-	11%	13%	32%	-	9%	-	13%	-	-	23%	-	-	11%kd
5 OR MORE SERVICES	3 *	2 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- *	1 *	- -	1 *	- -
		66%	34%	-	-	-	-	-	-	-	-	43%	-	23%	-	34%	-
ANY COMMUNICATIONS SERVICE	292 8%	236 8%	33 11%	13 8%	10 12%	20 13%	40 11%	18 6%	28 11%	19 6%	24 8%	42 9%	29 6%	16 5%	13 8%	33 11%	10 12%
		81%	11%	5%	3%	7%gil	14%gilm	6%	10%lm	6%	8%	14%lm	10%	5%	5%	11%gilm	3%lm
Don't know	20 1%	19 1%	1 *	- -	- -	2 1%	4 1%	1 *	2 1%	2 1%	1 *	4 1%	3 1%	2 1%	- -	1 *	- -
		96%	4%	-	-	10%	18%	7%	8%	9%	4%	18%	13%	9%	-	4%	-
Not asked	3145 91%	2658 91%	262 88%	154 92%	70 88%	135 86%	314 88%	267 93%	239 89%	278 93%	286 92%	403 90%	432 93%	303 94%	154 92%	262 88%	70 88%
		85%	8%	5%	2%	4%	10%	9%ef	8%	9%ef	9%	13%	14%efo op	10%efhk	5%	8%	2%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	73 2%	12 3%	27 5%	48 2%	64 3%	20 4%	4 2%	- -	81 3%	83 3%	55 2%	7 3%	56 2%	32 1%	53 4%	34 2%	51 3%
		86%	14%	32% ^d	57%	76% ^h	24% ^h	5% ^h	-	96%	99%	65%	9%	66%	37%	63% ⁿ	40%	60%
Standard mobile phone (that can't access the internet)	19 1%	16 1%	2 1%	7 1%	10 *	6 *	8 1%	2 1%	4 1%	13 *	18 1%	9 *	- -	9 *	7 *	12 1%	3 *	16 1%
		87%	13%	37% ^d	52%	31%	43% ^e	11%	19% ^e	67%	96%	46%	-	46%	39%	61% ⁿ	17%	83% ^p
Fixed landline telephone	47 1%	41 1%	5 1%	18 3%	23 1%	23 1%	9 2%	6 2%	7 2%	29 1%	39 1%	28 1%	3 1%	28 1%	30 1%	17 1%	13 1%	34 2%
		88%	12%	38% ^d	49%	48%	19%	14% ^e	15% ^e	62%	84%	60%	6%	60%	64%	36%	27%	73% ^p
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	50 1%	45 1%	5 1%	11 2%	36 1%	34 2%	16 3%	2 1%	- -	47 2%	49 2%	40 2%	6 2%	41 2%	29 1%	21 2%	20 1%	30 2%
		89%	11%	21%	73%	69% ^h	32% ^{eh}	4%	-	94%	98%	81%	13%	82%	58%	42%	39%	61%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	33 1%	25 1%	8 2%	10 2%	22 1%	25 1%	8 1%	2 1%	2 1%	29 1%	32 1%	29 1%	2 1%	29 1%	16 1%	17 1%	14 1%	20 1%
		76%	24% ^a	31% ^d	65%	74%	23%	7%	6%	86%	95%	86%	6%	86%	48%	52%	41%	59%
Mobile broadband internet access - Through a dongle or USB stick	10 *	10 *	- -	3 *	8 *	6 *	2 *	- -	1 *	8 *	8 *	3 *	- -	3 *	3 *	8 1%	3 *	8 *
		100%	-	26%	74%	59%	15%	-	8%	74%	74%	26%	-	26%	25%	75% ⁿ	25%	75%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	7 *	1 *	3 1%	3 *	5 *	2 *	-	-	7 *	7 *	6 *	-	6 *	2 *	6 *	5 *	3 *
		82%	18%	39% ^d	41%	58%	31%	-	-	89%	89%	72%	-	72%	30%	70%	61%	39%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 3%	81 3%	15 4%	22 4%	66 2%	67 3%	19 3%	6 2%	3 1%	83 3%	89 3%	74 3%	6 2%	75 3%	48 2%	48 4%	53 3%	42 2%
		84%	16%	23%	69%	71% ^h	20% ^h	6%	3%	87%	93%	77%	6%	79%	50%	50% ⁿ	56% ^q	44%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 *	11 *	3 1%	3 *	10 *	9 *	7 1%	-	1 *	14 1%	15 *	12 *	1 *	12 *	3 *	12 1%	6 *	9 *
		77%	23%	19%	64%	64%	47% ^e	-	7%	93%	100%	82%	9%	82%	21%	79% ⁿ	42%	58%
Calls using a public payphone	9 *	9 *	-	2 *	2 *	4 *	5 1%	2 1%	3 1%	8 *	9 *	6 *	-	6 *	3 *	6 *	3 *	6 *
		100%	-	27% ^d	18%	49%	57% ^e	18%	31% ^e	88%	100%	63%	-	63%	31%	69%	31%	69%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 1%	41 1%	10 3%	13 2%	35 1%	39 2%	8 1%	5 2%	4 1%	44 2%	48 2%	37 1%	1 *	37 1%	21 1%	30 2%	20 1%	31 2%
		80%	20%	25%	69%	76%	16%	9%	9%	87%	94%	72%	2%	72%	42%	58% ⁿ	39%	61%
Other	14 *	13 *	1 *	4 1%	9 *	8 *	2 *	3 1%	-	9 *	12 *	5 *	2 1%	6 *	5 *	9 1%	4 *	9 1%
		95%	5%	31%	69%	56%	12%	23% ^{eh}	-	69%	92%	35%	16%	46%	35%	65% ⁿ	30%	70%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	98 3%	85 3%	13 3%	31 5%	56 2%	67 3%	26 5%	6 2%	4 1%	88 3%	96 3%	63 2%	7 3%	63 2%	37 2%	61 5%	36 2%	62 3%
		87%	13%	32% ^d	57%	68% ^h	27% ^h	6%	4%	90%	98%	64%	8%	65%	38%	62% ⁿ	37%	63%
ONLY 1 SERVICE	200 6%	174 6%	26 7%	65 11%	129 5%	123 5%	54 10%	10 4%	8 3%	173 6%	185 6%	124 5%	11 4%	126 5%	85 4%	114 9%	71 5%	128 7%
		87%	13%	32% ^d	65%	62% ^h	27% ^{egh}	5%	4%	86%	93%	62%	6%	63%	43%	57% ⁿ	36%	64% ^p
2 SERVICES	60 2%	51 2%	9 2%	12 2%	42 2%	44 2%	17 3%	6 2%	4 1%	53 2%	59 2%	50 2%	4 1%	50 2%	29 1%	31 2%	25 2%	35 2%
		85%	15%	20%	71%	73%	28%	10%	7%	88%	98%	83%	6%	83%	49%	51% ⁿ	42%	58%
3 SERVICES	21 1%	17 1%	4 1%	5 1%	11 *	15 1%	4 1%	3 1%	1 *	17 1%	19 1%	17 1%	4 1%	17 1%	12 1%	9 1%	11 1%	10 1%
		80%	20%	25%	55%	70%	18%	13%	4%	81%	92%	79%	17%	83%	56%	44%	52%	48%
4 SERVICES	8 *	8 *	-	1 *	5 *	5 *	2 *	1 *	1 *	7 *	8 *	7 *	-	7 *	4 *	4 *	6 *	3 *
		100%	-	11%	58%	59%	19%	9%	13%	78%	100%	87%	-	87%	49%	51%	69%	31%
5 OR MORE SERVICES	3 *	2 *	1 *	3 *	1 *	3 *	-	-	-	3 *	3 *	-	-	-	1 *	3 *	-	3 *
		57%	43%	77% ^d	23%	77%	-	-	-	77%	77%	-	-	-	23%	77%	-	100%
ANY COMMUNICATIONS SERVICE	292 8%	252 8%	40 11%	85 14%	189 7%	189 8%	76 14%	19 7%	15 5%	252 9%	274 9%	197 8%	18 7%	200 8%	131 6%	161 13%	113 7%	179 10%
		86%	14%	29% ^d	65%	65% ^h	26% ^{egh}	7%	5%	86%	94%	67%	6%	69%	45%	55% ⁿ	39%	61% ^p
Don't know	20 1%	18 1%	2 *	11 2%	9 *	10 *	4 1%	2 1%	1 *	12 *	15 *	12 *	1 *	12 *	11 *	9 1%	9 1%	11 1%
		92%	8%	56% ^d	44%	49%	18%	11%	7%	61%	75%	58%	6%	58%	53%	47%	46%	54%
Not asked	3145 91%	2800 91%	328 89%	511 84%	2542 93%	2051 91%	480 86%	235 92%	301 95%	2414 90%	2822 91%	2364 92%	259 93%	2406 92%	2051 94%	1093 87%	1449 92%	1695 90%
		89%	10%	16%	81% ^c	65% ^f	15%	7% ^f	10% ^{ef}	77%	90%	75%	8%	76%	65% ^o	35%	46% ^q	54%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84	84	5	11	24	5	3	22	46	21	27	84	-	20	30	26
	2%	100%	27%	24%	29%	51%	38%	23%	50%	65%	2%	27%	-	34%	45%	41%
		100%cdgh	6%	13%	29%	6%	4%	26%	54%cdg	25%	32%	100%l	-	24%l	35%	30%
Standard mobile phone (that can't access the internet)	19	5	19	7	6	2	1	5	13	8	4	19	-	4	9	10
	1%	6%	100%	14%	7%	18%	18%	6%	15%	25%	*	6%	-	7%	14%	15%
		27%	100%	35%	32%	10%	7%	28%	71%	43%	22%	100%l	-	23%l	48%	50%
Fixed landline telephone	47	11	7	47	17	2	2	12	29	15	22	47	-	9	18	11
	1%	13%	35%	100%	20%	19%	28%	13%	31%	47%	1%	15%	-	15%	27%	18%
		24%	14%	100%adgh	36%	4%	5%	26%	62%ag	32%	47%	100%l	-	19%l	38%	24%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50	15	3	10	50	1	2	14	30	12	22	50	-	11	18	7
	1%	18%	15%	22%	61%	10%	20%	15%	32%	38%	1%	16%	-	19%	27%	11%
		30%	6%	21%	100%acgh	2%	3%	28%	59%ag	25%	45%	100%l	-	23%l	35%o	13%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33	9	3	6	33	2	1	14	27	10	14	33	-	9	15	11
	1%	11%	17%	13%	40%	18%	10%	15%	29%	31%	1%	11%	-	15%	23%	17%
		28%	9%	19%	100%acg	6%	2%	42%	81%acg	30%	42%	100%l	-	26%l	45%	32%
Mobile broadband internet access - Through a dongle or USB stick	10	5	2	2	3	10	1	4	9	6	3	10	-	4	7	6
	*	6%	10%	4%	4%	100%	11%	4%	9%	18%	*	3%	-	7%	10%	10%
		51%	18%	19%	29%	100%	8%	39%	85%	56%	25%	100%l	-	40%l	65%	64%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8	3	1	2	2	1	8	5	6	4	2	8	-	1	-	4
	*	4%	7%	5%	3%	8%	100%	5%	7%	12%	*	3%	-	2%	-	6%
		38%	16%	28%	30%	11%	100%	57%	78%	48%	20%	100%l	-	11%l	-	49%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95	22	5	12	28	4	5	95	49	23	48	95	-	21	16	28
	3%	26%	28%	26%	34%	39%	57%	100%	53%	71%	3%	31%	-	35%	23%	44%
		23%	6%	13%	29%	4%	5%	100%acdh	51%acd	24%	50%	100%l	-	22%l	16%	29% ⁿ
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15	3	1	1	3	-	-	4	8	4	7	15	-	2	2	5
	*	4%	5%	2%	4%	-	-	4%	8%	13%	*	5%	-	4%	3%	8%
		21%	6%	6%	22%	-	-	24%	52%	28%	48%	100%l	-	17%l	15%	34%
Calls using a public payphone	9	1	2	1	1	1	-	2	5	2	5	9	-	2	2	1
	*	1%	12%	2%	1%	11%	-	2%	5%	7%	*	3%	-	4%	4%	2%
		13%	27%	13%	13%	13%	-	25%	57%	25%	55%	100%l	-	25%l	27%	13%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51	7	3	3	6	5	-	5	14	10	25	51	-	12	13	10
	1%	8%	18%	5%	7%	45%	-	6%	15%	30%	2%	16%	-	21%	19%	16%
		13%	7%	5%	12%	9%	-	11%	27%g	19%	49%	100%l	-	24%l	25%	19%
Other	14	-	-	-	-	-	-	-	-	-	5	14	-	2	-	1
	*	-	-	-	-	-	-	-	-	-	*	4%	-	3%	-	1%
		-	-	-	-	-	-	-	-	-	40%	100%l	-	14%l	-	5%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	98	84	19	15	29	6	3	25	54	26	30	98	-	23	35	33
	3%	100%	100%	32%	35%	59%	38%	26%	59%	80%	2%	31%	-	39%	53%	52%
		86%cdgh	19%	16%	30%	6%	3%	25%	55%cdg	26%	31%	100%l	-	24%l	36%	33%
ONLY 1 SERVICE	200	38	5	18	27	2	2	47	-	-	90	200	-	33	30	31
	6%	46%	29%	38%	32%	15%	22%	49%	-	-	5%	64%	-	56%	45%	49%
		19%h	3%	9%h	13%h	1%	1%	23%dh	-	-	45%	100%l	-	17%l	15%	15%
2 SERVICES	60	25	5	14	33	3	2	26	60	-	29	60	-	10	19	13
	2%	29%	28%	30%	40%	29%	30%	27%	65%	-	2%	19%	-	16%	28%	20%
		41%	9%	23%	56%	5%	4%	43%	100%acd	-	49%	100%l	-	16%l	31%	21%
3 SERVICES	21	12	3	10	14	3	1	14	21	21	6	21	-	6	12	13
	1%	14%	16%	21%	17%	28%	11%	14%	23%	64%	*	7%	-	11%	19%	20%
		58%	16%	48%	68%	13%	4%	66%	100%	100%	27%	100%l	-	31%l	59%	60%
4 SERVICES	8	7	2	3	6	1	2	6	8	8	4	8	-	4	3	1
	*	8%	8%	6%	8%	10%	20%	6%	9%	26%	*	3%	-	7%	5%	2%
		78%	19%	32%	77%	13%	19%	71%	100%	100%	46%	100%l	-	52%l	37%	13%
5 OR MORE SERVICES	3	3	3	3	2	2	1	3	3	3	1	3	-	1	2	3
	*	3%	17%	5%	2%	18%	18%	3%	4%	10%	*	1%	-	2%	3%	5%
		77%	100%	77%	57%	57%	43%	100%	100%	100%	23%	100%l	-	34%l	57%	100%
ANY COMMUNICATIONS SERVICE	292	84	19	47	83	10	8	95	92	33	129	292	-	55	66	61
	8%	100%	100%	100%	100%	100%	100%	100%	100%	100%	8%	94%	-	93%	99%	97%
		29%	6%	16%	28%	3%	3%	33%	32%	11%	44%	100%l	-	19%l	23%	21%
Don't know	20	-	-	-	-	-	-	-	-	-	6	20	-	4	*	2
	1%	-	-	-	-	-	-	-	-	-	*	6%	-	7%	1%	3%
		-	-	-	-	-	-	-	-	-	30%	100%l	-	22%l	2%	10%
Not asked	3145	-	-	-	-	-	-	-	-	-	1502	-	3117	-	-	-
	91%	-	-	-	-	-	-	-	-	-	92%	-	100%	-	-	-
		-	-	-	-	-	-	-	-	-	48%	-	99%km	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	- -	12 15%	5 7%	5 6%	4 5%	4 5%	43 51%	42 49%
Standard mobile phone (that can't access the internet)	19 1%	1 3% 5%	5 5% 25%	5 5% 25%	2 4% 10%	3 3% 14%	- - -	9 * 45%	10 1% 55%
Fixed landline telephone	47 1%	4 13% 8%	3 3% 7%	3 4% 7%	4 7% 8%	2 3% 5%	2 3% 5%	22 1% 47%	25 1% 53%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50 1%	1 5% 3%	2 2% 5%	3 3% 6%	4 7% 8%	4 4% 8%	2 2% 3%	27 2% 55%	23 1% 45%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33 1%	- - -	6 6% 18%	4 4% 11%	4 7% 12%	3 3% 8%	1 1% 3%	14 1% 43%	19 1% 57%
Mobile broadband internet access - Through a dongle or USB stick	10 *	- - -	2 2% 19%	2 2% 21%	2 3% 19%	1 1% 11%	- - -	3 * 26%	8 * 74%
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	- - -	1 1% 11%	1 2% 18%	- - -	2 2% 20%	- - -	6 * 79%	2 * 21%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 3%	-	10 10%	10 11%	4 7%	7 7%	4 5%	45 3%	50 3%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 *	-	1 1%	3 4%	-	1 1%	1 2%	9 1%	6 *
Calls using a public payphone	9 *	-	3 3%	1 1%	1 2%	1 1%	-	4 *	4 *
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 1%	-	3 2%	5 6%	2 3%	2 2%	2 2%	28 2%	23 1%
Other	14 *	-	1 1%	2 2%	-	-	-	8 *	5 *
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	98 3%	1 3%	14 14%	7 8%	6 10%	6 6%	4 5%	50 3%	48 3%
ONLY 1 SERVICE	200 6%	3 12%	14 13%	10 11%	12 22%	9 10%	8 10%	102 6%	98 6%
2 SERVICES	60 2%	1 5%	5 5%	4 5%	2 3%	3 3%	1 2%	26 1%	34 2%
		2%	9%	7%	3%	5%	2%	43%	57%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
3 SERVICES	21	-	5	1	1	-	2	9	12
	1%	-	5%	2%	1%	-	2%	1%	1%
		-	25%e	7%	3%	-	9%	45%	55%
4 SERVICES	8	-	-	2	-	2	-	7	2
	*	-	-	2%	-	2%	-	-	-
		-	-	23%	-	19%	-	80%	20%
5 OR MORE SERVICES	3	-	1	3	1	1	-	2	1
	*	-	1%	3%	2%	1%	-	*	*
		-	34%	77%	34%	34%	-	66%	34%
ANY COMMUNICATIONS SERVICE	292	5	25	20	16	15	11	146	146
	8%	17%	25%	22%	29%	16%	14%	8%	9%
		2%	9%	7%	5%	5%	4%	50%	50%
Don't know	20	-	1	-	-	-	-	12	8
	1%	-	1%	-	-	-	-	1%	*
		-	4%	-	-	-	-	61%	39%
Not asked	3145	24	75	72	40	80	66	1590	1554
	91%	83%	74%	78%	71%	84%	86%	91%	91%
		1%	2%	2%	1%	3%	2%	51%	49%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	38 2%	46 2%	21 3%	26 3%	23 3%	8 1%	5 1%	1 *	1 *	47 3%	36 2%	2 *	32 2%	52 2%	14 1%	39 2%	31 2%
		45%	55%	24% i	31% fgh i	27% fghi	9% i	6%	1%	1%	55% kl	43% l	2%	38%	62% m	16%	46%	37%
Standard mobile phone (that can't access the internet)	19 *	10 *	9 *	3 *	4 *	5 1%	1 *	4 1%	1 *	1 *	7 *	10 *	2 *	8 *	11 1%	3 *	6 *	10 1%
		54%	46%	16%	21%	28%	5%	20%	8%	3%	37%	52%	11%	40%	60%	15%	31%	55% p
Fixed landline telephone	47 1%	24 1%	23 1%	3 *	7 1%	13 2%	6 1%	11 2%	6 1%	2 1%	10 1%	29 1%	8 1%	13 1%	34 2%	5 1%	15 1%	27 2%
		52%	48%	6%	14%	27%	12%	24%	13%	4%	20%	62%	17%	27%	73% m	12%	32%	57% op
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50 1%	20 1%	30 1%	8 1%	14 2%	9 1%	6 1%	9 1%	4 1%	1 *	22 2%	24 1%	4 1%	14 1%	36 2%	4 *	19 1%	28 2%
		39%	61%	16%	28% i	18% i	11%	19% i	7%	1%	44% l	48%	9%	27%	73% m	7%	37%	55% op
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33 1%	9 *	25 1%	1 *	16 2%	10 1%	2 *	1 *	2 1%	1 3%	17 1%	13 1%	3 1%	8 *	25 1%	2 *	13 1%	18 1%
		26%	74% a	3%	48% c fgh hi	29% c fghi	5%	4%	7%	3%	51% l	38%	10%	25%	75% m	7%	39%	54% op
Mobile broadband internet access - Through a dongle or USB stick	10 *	2 *	8 *	2 *	1 *	3 *	2 *	1 *	1 *	-	3 *	6 *	1 *	2 *	8 *	-	5 *	5 *
		21%	79%	19%	8%	32%	17%	10%	14%	-	27%	59%	14%	19%	81%	-	48%	52%
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	5 *	3 *	-	2 *	5 1%	1 *	1 *	-	-	2 *	6 *	-	5 *	3 *	2 *	4 *	3 *
		61%	39%	-	21%	57%	11%	11%	-	-	21%	79%	-	57%	43%	20%	48%	32%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 2%	33 2%	62 3%	5 1%	25 3%	25 4%	24 4%	8 1%	6 1%	2 1%	30 2%	57 3%	8 1%	38 2%	57 3%	15 2%	43 2%	37 3%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 *	4 *	11 *	3 1%	5 1%	3 *	3 *	- -	- -	- -	9 1%	6 *	- -	8 *	7 *	3 *	8 *	4 *
Calls using a public payphone	9 *	7 *	2 *	2 *	1 *	4 1%	1 *	- -	- -	- -	3 *	5 *	- -	6 *	2 *	3 *	4 *	2 *
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 1%	22 1%	29 1%	9 1%	9 1%	12 2%	9 1%	7 1%	5 1%	- -	18 1%	28 1%	5 1%	21 1%	30 1%	8 1%	19 1%	24 2%
Other	14 *	5 *	9 *	1 *	1 *	3 *	6 1%	1 *	1 *	1 *	2 *	10 *	2 *	6 *	7 *	3 *	8 *	2 *
SUMMARY CODES		35%	65%	9%	6%	22%	41% ^d	11%	8%	4%	15%	73%	12%	48%	52%	21%	62%	17%
ANY MOBILE/SMARTPHONE	98 2%	45 2%	53 2%	22 4%	29 4%	26 4%	8 1%	9 1%	3 1%	1 *	51 4%	43 2%	4 *	37 2%	61 3%	16 2%	42 2%	40 3%
ONLY 1 SERVICE	200 5%	82 4%	118 5%	34 6%	44 5%	39 6%	42 6%	23 3%	13 3%	4 1%	79 6%	104 5%	17 2%	65 3%	135 6%	30 3%	75 4%	94 7%
2 SERVICES	60 1%	28 1%	32 1%	5 1%	22 3%	13 2%	7 1%	8 1%	3 1%	2 *	27 2%	28 1%	5 1%	21 1%	39 2%	7 1%	29 1%	25 2%
		47%	53%	9%	36% ^c ^h	22% ⁱ	11%	13%	5%	3%	45% ^l	46% ^l	8%	35%	65% ^m	11%	48%	41% ^o

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
3 SERVICES	21	4	17	4	5	5	2	4	*	-	10	11	*	11	10	3	11	8
	*	*	1%	1%	1%	1%	*	1%	*	-	1%	1%	*	1%	*	*	1%	1%
		18%	82%a	20%	26%	22%	11%	19%	2%	-	46%l	52%l	2%	54%	46%	13%	51%	36%
4 SERVICES	8	5	3	-	2	5	1	-	1	-	2	6	1	3	5	3	3	3
	*	*	*	-	*	1%	*	-	*	-	*	*	*	*	*	*	*	*
		63%	37%	-	20%	58%g	13%	-	9%	-	20%	71%	9%	41%	59%	32%	32%	37%
5 OR MORE SERVICES	3	1	2	-	-	3	-	-	1	-	-	3	1	1	2	-	1	2
	*	*	*	-	-	*	-	-	*	-	-	*	*	*	*	-	*	*
		34%	66%	-	-	77%	-	-	23%	-	-	77%	23%	43%	57%	-	43%	57%
ANY COMMUNICATIONS SERVICE	292	120	172	44	73	64	52	34	19	6	117	151	24	102	190	42	119	131
	7%	6%	8%	7%	9%	10%	8%	5%	4%	1%	8%	8%	3%	5%	9%	5%	6%	10%
		41%	59%a	15%hi	25%ghi	22%ghi	18%hi	12%i	6%i	2%	40%l	52%l	8%	35%	65% ^m	14%	41%	45% ^{op}
Don't know	20	14	6	-	1	5	2	9	2	-	1	17	2	5	15	-	7	13
	*	1%	*	-	*	1%	*	1%	*	-	*	1%	*	*	1%	-	*	1%
		69%	31%	-	6%	28%	9%	46% ^{cdf}	11%	-	6%	83% ^j	11%	23%	77% ^m	-	33%	67% ^{op}
								i										
Not asked	3951	1935	2016	556	752	599	619	621	423	381	1309	1839	804	2013	1938	881	1955	1114
	93%	94%	92%	93%	91%	90%	92%	93%	95%	99%	92%	92%	97%	95%	90%	95%	94%	89%
		49%	51%	14%	19%	15%	16%	16% ^e	11% ^{def}	10% ^{cde}	33%	47%	20% ^k	51% ⁿ	49%	22% ^q	49% ^q	28%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	70 2% 83%	8 2% 10%	3 2% 4%	3 3% 3%	7 3% 8%	10 2% 11%	8 2% 10%	3 2% 3%	7 2% 9%	6 2% 8%	14 3% 17%	7 1% 9%	7 2% 9%	3 2% 4%	8 2% 10%	3 3% 3%
Standard mobile phone (that can't access the internet)	19 *	12 * 62%	5 1% 28%a	- - -	2 2% 9%a	- - -	3 1% 18%	- - -	2 1% 12%	1 * 5%	- - -	3 * 14%	2 * 10%	1 * 4%	- - -	5 1% 28%gj	2 2% 9%egjm
Fixed landline telephone	47 1%	40 1% 85%	6 2% 12%	1 * 1%	1 1% 1%	5 2% 10%	6 1% 12%	3 1% 6%	7 2% 14%	1 * 3%	4 1% 9%	6 1% 13%	5 1% 10%	3 1% 7%	1 * 1%	6 2% 12%	1 1% 1%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50 1%	43 1% 87%	3 1% 7%	2 1% 4%	1 1% 2%	5 2% 9%	6 1% 11%	4 1% 8%	4 1% 9%	5 1% 11%	6 1% 12%	4 1% 8%	7 1% 15%	2 1% 5%	2 1% 4%	3 1% 7%	1 1% 2%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33 1%	27 1% 80%	4 1% 13%	1 1% 4%	1 1% 3%	2 1% 7%	6 1% 17%	1 * 4%	1 * 3%	1 * 4%	2 * 5%	6 1% 19%	4 1% 11%	3 1% 10%	1 1% 4%	4 1% 13%	1 1% 3%
Mobile broadband internet access - Through a dongle or USB stick	10 *	7 * 70%	3 1% 30%a	- - -	- - -	1 * 8%	2 * 17%	1 * 8%	1 * 10%	- - -	2 * 19%	- - -	- - -	1 * 7%	- - -	3 1% 30%kl	- - -
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	7 * 89%	- - -	- - -	1 1% 11%	- - -	3 1% 40%	- - -	- - -	1 * 11%	1 * 11%	2 * 28%	- - -	- - -	- - -	- - -	1 1% 11%l

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS												
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123	
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97	
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 2%	76 2% 80%	11 3% 12%	5 2% 5%	2 3% 3%	5 2% 5%	19 4% 20%gijl	4 1% 4%	8 3% 9%	4 1% 4%	7 2% 7%	11 2% 11%	10 2% 11%	9 3% 10%	5 2% 5%	11 3% 12%	2 3% 3%	
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 *	13 * 86%	1 * 8%	- - -	1 1% 6%	1 1% 7%	3 1% 22%	1 * 7%	- - -	- - -	2 1% 16%	3 1% 20%	- - -	2 1% 13%	- - -	1 * 8%	1 1% 6%	
Calls using a public payphone	9 *	8 * 87%	1 * 13%	- - -	- - -	- - -	3 1% 36%	- - -	- - -	- - -	- - -	2 * 24%	1 * 14%	1 * 12%	- - -	1 * 13%	- - -	
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 1%	37 1% 73%	9 2% 17%a	1 * 2%	4 4% 8%ac	3 1% 6%	7 2% 14%	2 1% 5%	6 2% 12%	2 1% 4%	2 1% 4%	8 2% 16%	3 1% 7%	3 1% 5%	1 * 2%	9 2% 17%gj	4 4% 8%gijlmn	
Other	14 *	10 * 75%	2 1% 18%	1 * 7%	- - -	- - -	- - -	- - -	3 1% 23%f	- - -	1 * 10%	1 * 5%	5 1% 36%	- - -	1 * 7%	2 1% 18%	- - -	
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	98 2%	80 2% 82%	11 3% 11%	3 2% 3%	4 4% 4%	7 3% 7%	13 3% 13%	8 2% 8%	5 2% 5%	8 2% 9%	6 2% 7%	15 3% 16%	9 2% 9%	8 2% 8%	3 2% 3%	11 3% 11%	4 4% 4%	
ONLY 1 SERVICE	200 5%	159 4% 79%	22 6% 11%	12 5% 6%	7 7% 4%	14 7% 7%am	22 5% 11%	12 3% 6%	24 7% 12%glm	14 4% 7%	17 4% 9%	29 5% 15%am	19 3% 9%	8 2% 4%	12 5% 6%	22 6% 11%am	7 7% 4%lm	

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
2 SERVICES	60 1%	51 1%	6 2%	1 1%	1 1%	5 2%	12 3%	5 2%	2 1%	5 1%	5 1%	9 2%	5 1%	3 1%	1 1%	6 2%	1 1%
		86%	10%	2%	1%	8%	21% ^{lm}	9%	4%	8%	8%	14%	9%	5%	2%	10%	1%
3 SERVICES	21 *	16 *	4 1%	- -	1 1%	- -	3 1%	1 *	1 *	- -	1 *	2 *	5 1%	3 1%	- -	4 1%	1 1%
		77%	19%	-	4%	-	16%	4%	7%	-	4%	10%	24%	12%	-	19%	4%
4 SERVICES	8 *	7 *	- -	- -	1 1%	1 1%	3 1%	- -	1 *	- -	1 *	- -	- -	2 1%	- -	- -	1 1%
		89%	-	-	11%	13%	32%	-	9%	-	13%	-	-	23%	-	-	11% ^{kd}
5 OR MORE SERVICES	3 *	2 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- *	1 *	- -	1 *	- -
		66%	34%	-	-	-	-	-	-	-	-	43%	-	23%	-	34%	-
ANY COMMUNICATIONS SERVICE	292 7%	236 7%	33 9%	13 6%	10 10%	20 10%	40 9%	18 5%	28 9%	19 5%	24 6%	42 8%	29 5%	16 4%	13 6%	33 9%	10 10%
		81%	11%	5%	3%	7% ^{lm}	14% ^{lm}	6%	10% ^{lm}	6%	8%	14%	10%	5%	5%	11% ^{gilm}	3% ^{lm}
Don't know	20 *	19 1%	1 *	- -	- -	2 1%	4 1%	1 *	2 *	2 1%	1 *	4 1%	3 *	2 *	- -	1 *	- -
		96%	4%	-	-	10%	18%	7%	8%	9%	4%	18%	13%	9%	-	4%	-
Not asked	3951 93%	3336 93%	328 91%	200 94%	87 90%	185 89%	418 90%	326 94%	288 91%	342 94%	394 94%	503 92%	536 94%	344 95%	200 94%	328 91%	87 90%
		84%	8%	5%	2%	5%	11%	8% ^e	7%	9% ^e	10%	13%	14% ^{efho} p	9% ^{efho}	5%	8%	2%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	73 2%	12 2%	27 4%	48 1%	64 2%	20 3%	4 1%	- -	81 2%	83 2%	55 2%	7 2%	56 2%	32 1%	53 3%	34 2%	51 2%
		86%	14%	32% ^d	57%	76% ^h	24% ^h	5% ^h	-	96%	99%	65%	9%	66%	37%	63% ⁿ	40%	60%
Standard mobile phone (that can't access the internet)	19 *	16 *	2 *	7 1%	10 *	6 *	8 1%	2 1%	4 1%	13 *	18 *	9 *	- -	9 *	7 *	12 1%	3 *	16 1%
		87%	13%	37% ^d	52%	31%	43% ^e	11%	19% ^e	67%	96%	46%	-	46%	39%	61% ⁿ	17%	83% ^p
Fixed landline telephone	47 1%	41 1%	5 1%	18 3%	23 1%	23 1%	9 1%	6 2%	7 2%	29 1%	39 1%	28 1%	3 1%	28 1%	30 1%	17 1%	13 1%	34 2%
		88%	12%	38% ^d	49%	48%	19%	14% ^e	15% ^e	62%	84%	60%	6%	60%	64%	36%	27%	73% ^p
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	50 1%	45 1%	5 1%	11 2%	36 1%	34 1%	16 2%	2 1%	- -	47 1%	49 1%	40 1%	6 2%	41 1%	29 1%	21 1%	20 1%	30 1%
		89%	11%	21%	73%	69% ^h	32% ^{eh}	4%	-	94%	98%	81%	13%	82%	58%	42%	39%	61%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	33 1%	25 1%	8 2%	10 1%	22 1%	25 1%	8 1%	2 1%	2 1%	29 1%	32 1%	29 1%	2 1%	29 1%	16 1%	17 1%	14 1%	20 1%
		76%	24%	31% ^d	65%	74%	23%	7%	6%	86%	95%	86%	6%	86%	48%	52%	41%	59%
Mobile broadband internet access - Through a dongle or USB stick	10 *	10 *	- -	3 *	8 *	6 *	2 *	- -	1 *	8 *	8 *	3 *	- -	3 *	3 *	8 *	3 *	8 *
		100%	-	26%	74%	59%	15%	-	8%	74%	74%	26%	-	26%	25%	75% ⁿ	25%	75%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	7 *	1 *	3 *	3 *	5 *	2 *	-	-	7 *	7 *	6 *	-	6 *	2 *	6 *	5 *	3 *
		82%	18%	39% ^d	41%	58%	31%	-	-	89%	89%	72%	-	72%	30%	70%	61%	39%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95 2%	81 2%	15 3%	22 3%	66 2%	67 2%	19 3%	6 2%	3 1%	83 2%	89 2%	74 2%	6 2%	75 2%	48 2%	48 3%	53 3%	42 2%
		84%	16%	23% ^d	69%	71% ^h	20% ^h	6%	3%	87%	93%	77%	6%	79%	50%	50% ⁿ	56%	44%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15 *	11 *	3 1%	3 *	10 *	9 *	7 1%	-	1 *	14 *	15 *	12 *	1 *	12 *	3 *	12 1%	6 *	9 *
		77%	23%	19%	64%	64%	47% ^e	-	7%	93%	100%	82%	9%	82%	21%	79% ⁿ	42%	58%
Calls using a public payphone	9 *	9 *	-	2 *	2 *	4 *	5 1%	2 1%	3 1%	8 *	9 *	6 *	-	6 *	3 *	6 *	3 *	6 *
		100%	-	27% ^d	18%	49%	57% ^e	18%	31% ^e	88%	100%	63%	-	63%	31%	69%	31%	69%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51 1%	41 1%	10 2%	13 2%	35 1%	39 1%	8 1%	5 2%	4 1%	44 1%	48 1%	37 1%	1 *	37 1%	21 1%	30 2%	20 1%	31 1%
		80%	20%	25%	69%	76%	16%	9%	9%	87%	94%	72%	2%	72%	42%	58% ⁿ	39%	61%
Other	14 *	13 *	1 *	4 1%	9 *	8 *	2 *	3 1%	-	9 *	12 *	5 *	2 1%	6 *	5 *	9 1%	4 *	9 *
		95%	5%	31%	69%	56%	12%	23% ^{eh}	-	69%	92%	35%	16%	46%	35%	65% ⁿ	30%	70%

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	98	85	13	31	56	67	26	6	4	88	96	63	7	63	37	61	36	62
	2%	2%	2%	4%	2%	2%	4%	2%	1%	3%	3%	2%	2%	2%	1%	4%	2%	3%
		87%	13%	32% ^d	57%	68%	27% ^{eh}	6%	4%	90%	98%	64%	8%	65%	38%	62% ⁿ	37%	63%
ONLY 1 SERVICE	200	174	26	65	129	123	54	10	8	173	185	124	11	126	85	114	71	128
	5%	5%	5%	9%	4%	4%	8%	3%	2%	5%	5%	4%	3%	4%	3%	7%	4%	6%
		87%	13%	32% ^d	65%	62% ^h	27% ^{egh}	5%	4%	86%	93%	62%	6%	63%	43%	57% ⁿ	36%	64% ^p
2 SERVICES	60	51	9	12	42	44	17	6	4	53	59	50	4	50	29	31	25	35
	1%	1%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	2%	1%	2%
		85%	15%	20%	71%	73%	28%	10%	7%	88%	98%	83%	6%	83%	49%	51% ⁿ	42%	58%
3 SERVICES	21	17	4	5	11	15	4	3	1	17	19	17	4	17	12	9	11	10
	*	*	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	*
		80%	20%	25%	55%	70%	18%	13%	4%	81%	92%	79%	17%	83%	56%	44%	52%	48%
4 SERVICES	8	8	-	1	5	5	2	1	1	7	8	7	-	7	4	4	6	3
	*	*	-	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*
		100%	-	11%	58%	59%	19%	9%	13%	78%	100%	87%	-	87%	49%	51%	69%	31%
5 OR MORE SERVICES	3	2	1	3	1	3	-	-	-	3	3	-	-	-	1	3	-	3
	*	*	*	*	*	*	-	-	-	*	*	-	-	-	*	*	-	*
		57%	43%	77% ^d	23%	77%	-	-	-	77%	77%	-	-	-	23%	77%	-	100%
ANY COMMUNICATIONS SERVICE	292	252	40	85	189	189	76	19	15	252	274	197	18	200	131	161	113	179
	7%	7%	8%	12%	5%	7%	11%	6%	4%	8%	7%	6%	5%	6%	5%	10%	6%	8%
		86%	14%	29% ^d	65%	65% ^h	26% ^{egh}	7%	5%	86%	94%	67%	6%	69%	45%	55% ⁿ	39%	61% ^p
Don't know	20	18	2	11	9	10	4	2	1	12	15	12	1	12	11	9	9	11
	*	*	*	2%	*	*	1%	1%	*	*	*	*	*	*	*	1%	*	*
		92%	8%	56% ^d	44%	49%	18%	11%	7%	61%	75%	58%	6%	58%	53%	47%	46%	54%
Not asked	3951	3467	462	601	3235	2622	610	280	354	3074	3546	2956	323	3009	2554	1397	1876	2075
	93%	93%	92%	86%	94%	93%	88%	96%	96%	92%	92%	93%	94%	93%	95%	89%	94%	92%
		88%	12%	15%	82% ^c	66% ^f	15%	7% ^f	9% ^{ef}	78%	90%	75%	8%	76%	65% ^o	35%	47% ^q	53%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84	84	5	11	24	5	3	22	46	21	27	84	-	20	30	26
	2%	100%cdgh	27%	24%	29%	51%	38%	23%	50%	65%	1%	27%	-	34%	45%	41%
		100%cdgh	6%	13%	29%	6%	4%	26%	54%cdg	25%	32%	100%l	-	24%l	35%	30%
Standard mobile phone (that can't access the internet)	19	5	19	7	6	2	1	5	13	8	4	19	-	4	9	10
	*	6%	100%	14%	7%	18%	18%	6%	15%	25%	*	6%	-	7%	14%	15%
		27%	100%	35%	32%	10%	7%	28%	71%	43%	22%	100%l	-	23%l	48%	50%
Fixed landline telephone	47	11	7	47	17	2	2	12	29	15	22	47	-	9	18	11
	1%	13%	35%	100%	20%	19%	28%	13%	31%	47%	1%	15%	-	15%	27%	18%
		24%	14%	100%adgh	36%	4%	5%	26%	62%ag	32%	47%	100%l	-	19%l	38%	24%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	50	15	3	10	50	1	2	14	30	12	22	50	-	11	18	7
	1%	18%	15%	22%	61%	10%	20%	15%	32%	38%	1%	16%	-	19%	27%	11%
		30%	6%	21%	100%acgh	2%	3%	28%	59%ag	25%	45%	100%l	-	23%l	35%o	13%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	33	9	3	6	33	2	1	14	27	10	14	33	-	9	15	11
	1%	11%	17%	13%	40%	18%	10%	15%	29%	31%	1%	11%	-	15%	23%	17%
		28%	9%	19%	100%acg	6%	2%	42%	81%acg	30%	42%	100%l	-	26%l	45%	32%
Mobile broadband internet access - Through a dongle or USB stick	10	5	2	2	3	10	1	4	9	6	3	10	-	4	7	6
	*	6%	10%	4%	4%	100%	11%	4%	9%	18%	*	3%	-	7%	10%	10%
		51%	18%	19%	29%	100%	8%	39%	85%	56%	25%	100%l	-	40%l	65%	64%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8	3	1	2	2	1	8	5	6	4	2	8	-	1	-	4
	*	4%	7%	5%	3%	8%	100%	5%	7%	12%	*	3%	-	2%	-	6%
		38%	16%	28%	30%	11%	100%	57%	78%	48%	20%	100%l	-	11%l	-	49%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	95	22	5	12	28	4	5	95	49	23	48	95	-	21	16	28
	2%	26%	28%	26%	34%	39%	57%	100%	53%	71%	2%	31%	-	35%	23%	44%
		23%	6%	13%	29%	4%	5%	100%acdh	51%acd	24%	50%	100%l	-	22%l	16%	29% ⁿ
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	15	3	1	1	3	-	-	4	8	4	7	15	-	2	2	5
	*	4%	5%	2%	4%	-	-	4%	8%	13%	*	5%	-	4%	3%	8%
		21%	6%	6%	22%	-	-	24%	52%	28%	48%	100%l	-	17%l	15%	34%
Calls using a public payphone	9	1	2	1	1	1	-	2	5	2	5	9	-	2	2	1
	*	1%	12%	2%	1%	11%	-	2%	5%	7%	*	3%	-	4%	4%	2%
		13%	27%	13%	13%	13%	-	25%	57%	25%	55%	100%l	-	25%l	27%	13%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	51	7	3	3	6	5	-	5	14	10	25	51	-	12	13	10
	1%	8%	18%	5%	7%	45%	-	6%	15%	30%	1%	16%	-	21%	19%	16%
		13%	7%	5%	12%	9%	-	11%	27%g	19%	49%	100%l	-	24%l	25%	19%
Other	14	-	-	-	-	-	-	-	-	-	5	14	-	2	-	1
	*	-	-	-	-	-	-	-	-	-	*	4%	-	3%	-	1%
		-	-	-	-	-	-	-	-	-	40%	100%l	-	14%l	-	5%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	98	84	19	15	29	6	3	25	54	26	30	98	-	23	35	33
	2%	100%	100%	32%	35%	59%	38%	26%	59%	80%	2%	31%	-	39%	53%	52%
		86%cdgh	19%	16%	30%	6%	3%	25%	55%cdg	26%	31%	100%l	-	24%l	36%	33%
ONLY 1 SERVICE	200	38	5	18	27	2	2	47	-	-	90	200	-	33	30	31
	5%	46%	29%	38%	32%	15%	22%	49%	-	-	5%	64%	-	56%	45%	49%
		19%h	3%	9%h	13%h	1%	1%	23%dh	-	-	45%	100%l	-	17%l	15%	15%
2 SERVICES	60	25	5	14	33	3	2	26	60	-	29	60	-	10	19	13
	1%	29%	28%	30%	40%	29%	30%	27%	65%	-	1%	19%	-	16%	28%	20%
		41%	9%	23%	56%	5%	4%	43%	100%acd	-	49%	100%l	-	16%l	31%	21%
3 SERVICES	21	12	3	10	14	3	1	14	21	21	6	21	-	6	12	13
	*	14%	16%	21%	17%	28%	11%	14%	23%	64%	*	7%	-	11%	19%	20%
		58%	16%	48%	68%	13%	4%	66%	100%	100%	27%	100%l	-	31%l	59%	60%
4 SERVICES	8	7	2	3	6	1	2	6	8	8	4	8	-	4	3	1
	*	8%	8%	6%	8%	10%	20%	6%	9%	26%	*	3%	-	7%	5%	2%
		78%	19%	32%	77%	13%	19%	71%	100%	100%	46%	100%l	-	52%l	37%	13%
5 OR MORE SERVICES	3	3	3	3	2	2	1	3	3	3	1	3	-	1	2	3
	*	3%	17%	5%	2%	18%	18%	3%	4%	10%	*	1%	-	2%	3%	5%
		77%	100%	77%	57%	57%	43%	100%	100%	100%	23%	100%l	-	34%l	57%	100%
ANY COMMUNICATIONS SERVICE	292	84	19	47	83	10	8	95	92	33	129	292	-	55	66	61
	7%	100%	100%	100%	100%	100%	100%	100%	100%	100%	7%	94%	-	93%	99%	97%
		29%	6%	16%	28%	3%	3%	33%	32%	11%	44%	100%l	-	19%l	23%	21%
Don't know	20	-	-	-	-	-	-	-	-	-	6	20	-	4	*	2
	*	-	-	-	-	-	-	-	-	-	*	6%	-	7%	1%	3%
		-	-	-	-	-	-	-	-	-	30%	100%l	-	22%l	2%	10%
Not asked	3951	-	-	-	-	-	-	-	-	-	1830	-	3117	-	-	-
	93%	-	-	-	-	-	-	-	-	-	93%	-	100%	-	-	-
		-	-	-	-	-	-	-	-	-	46%	-	79%km	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	84 2%	- -	12 15%	5 7%	5 6%	4 5%	4 5%	43 51%	42 49%
Standard mobile phone (that can't access the internet)	19 *	1 3%	5 5%	5 5%	2 4%	3 3%	- -	9 *	10 *
Fixed landline telephone	47 1%	4 13%	3 3%	3 4%	4 7%	2 3%	2 3%	22 1%	25 1%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB\second	50 1%	1 5%	2 2%	3 3%	4 7%	4 4%	2 2%	27 1%	23 1%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB\second or higher	33 1%	- -	6 6%	4 4%	4 7%	3 3%	1 1%	14 1%	19 1%
Mobile broadband internet access - Through a dongle or USB stick	10 *	- -	2 2%	2 2%	2 3%	1 1%	- -	3 *	8 *
Tablet with dedicated internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via home Wi-Fi)	8 *	- -	1 1%	1 2%	- -	2 2%	- -	6 *	2 *

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
3 SERVICES	21*	-	5	1	1	-	2	9	12
		-	5%	2%	1%	-	2%	*	1%
		-	25%e	7%	3%	-	9%	45%	55%
4 SERVICES	8*	-	-	2	-	2	-	7	2
		-	-	2%	-	2%	-	*	*
		-	-	23%	-	19%	-	80%	20%
5 OR MORE SERVICES	3*	-	1	3	1	1	-	2	1
		-	1%	3%	2%	1%	-	*	*
		-	34%	77%	34%	34%	-	66%	34%
ANY COMMUNICATIONS SERVICE	292	5	25	20	16	15	11	146	146
	7%	17%	25%	22%	29%	16%	14%	7%	7%
		2%	9%	7%	5%	5%	4%	50%	50%
Don't know	20*	-	1	-	-	-	-	12	8
		-	1%	-	-	-	-	1%	*
		-	4%	-	-	-	-	61%	39%
Not asked	3951	24	75	72	40	80	66	1970	1981
	93%	83%	74%	78%	71%	84%	86%	93%	93%
		1%	2%	2%	1%	2%	2%	50%	50%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 10%	10 8% 33%	21 12% 67%	6 14% 19%	10 13% 31%h	9 12% 28%	3 6% 11%	3 7% 9%	- - -	1 9% 2%	16 13% 50%	15 9% 48%	1 2% 2%	10 9% 31%	22 10% 69%	- - -	17 14% 55%o	14 10% 45%
Standard mobile phone (that can't access the internet)	3 1%	2 2% 68%	1 1% 32%	- - -	- - -	3 5% 100%	- - -	- - -	- - -	- - -	- - -	3 2% 100%	- - -	- - -	3 2% 100%	- - -	- - -	3 2% 100%
Fixed landline phone at home	16 5%	7 5% 41%	10 5% 59%	1 2% 6%	1 1% 7%	4 6% 25%	4 7% 23%	3 8% 21%	3 15% 18% ^d	- - -	2 2% 13%	11 7% 69%	3 11% 18% ^g	3 3% 16%	14 7% 84%	- - -	7 5% 41%	10 7% 59%
Standard Speed Fixed broadband	15 5%	5 3% 31%	10 6% 69%	3 8% 23%	4 6% 29%	1 2% 7%	1 2% 8%	5 11% 33% ^e	- - -	- - -	8 7% 52%	7 4% 48%	- - -	1 1% 8%	14 7% 92%	- - -	5 4% 32%	10 7% 68%
Superfast Fixed broadband	15 5%	5 3% 31%	10 6% 69%	- - -	7 9% 47% ^g	5 8% 36%	2 3% 11%	- - -	1 4% 5%	- - -	7 6% 47%	7 4% 48%	1 3% 5%	1 1% 6%	14 7% 94% ^m	- - -	3 2% 18%	12 8% 82% ^o
Mobile broadband	10 3%	2 2% 22%	8 4% 78%	4 8% 38%	2 2% 17%	3 5% 35%	1 1% 7%	- - -	* 2% 4%	- - -	5 4% 54%	4 2% 42%	* 2% 4%	2 2% 20%	8 4% 80%	- - -	4 3% 43%	6 4% 57%
3G or 4G enabled Tablet	2 1%	2 1% 100%	- - -	- - -	1 1% 43%	1 2% 57%	- - -	- - -	- - -	- - -	1 1% 43%	1 1% 57%	- - -	- - -	2 1% 100%	- - -	1 1% 43%	1 1% 57%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 9%	7 5% 25%	21 12% 75%	2 5% 8%	9 12% 33%	9 13% 33%	5 10% 19%	2 4% 6%	- - -	- - -	11 10% 41%	16 10% 59% ^l	- - -	5 5% 19%	22 11% 81%	1 3% 5%	7 5% 24%	19 13% 71% ^o
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 1%	- - -	4 2% 100%	- - -	1 2% 40%	2 3% 60%	- - -	- - -	- - -	- - -	1 1% 40%	2 1% 60%	- - -	3 2% 75%	1 * 25%	- - -	3 2% 75%	1 1% 25%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	304	123	181	32	71	62	51	45	33	10		103	158	43	84	220	33	119	152	
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**		118*	167	27*	107*	205	42*	125	145	
Gas	34	16	18	4	7	16	2	4	2	-		11	22	2	13	21	3	15	16	
	11%	12%	10%	9%	9%	22%	4%	9%	9%	-		9%	13%	7%	12%	10%	7%	12%	11%	
		47%	53%	11%	20%	46%df	6%	12%	5%	-		31%	64%	5%	38%	62%	8%	44%	48%	
Electricity	43	17	26	5	12	18	2	4	2	-		17	24	2	15	28	1	20	22	
	14%	12%	15%	11%	17%	25%	4%	9%	10%	-		14%	14%	8%	14%	14%	3%	16%	15%	
		39%	61%	11%	29%fg	41%fg	5%	9%	5%	-		40%	56%	5%	34%	66%	3%	46%	51%	
Water	34	11	22	1	11	10	6	4	1	-		12	20	1	9	25	3	12	19	
	11%	9%	12%	2%	15%	14%	12%	10%	5%	-		10%	12%	4%	9%	12%	7%	10%	13%	
		34%	66%	3%	34%	28%	19%	13%	3%	-		37%	60%	3%	27%	73%	8%	36%	56%	
SUMMARY CODES																				
ANY MOBILE/SMARTPHONE	34	12	22	6	10	11	3	3	-	1		16	17	1	10	24	-	17	16	
	11%	9%	12%	14%	13%	16%	6%	7%	-	9%		13%	10%	2%	9%	12%	-	14%	11%	
		35%	65%	18%	29%h	33%h	10%	9%	-	1%		47%	52%	1%	29%	71%	-	51%o	49%o	
ONLY 1 COMMUNICATIONS SERVICE	56	22	34	7	17	14	8	6	4	1		24	27	5	12	44	1	24	31	
	18%	16%	19%	16%	23%	20%	14%	14%	20%	9%		20%	16%	18%	12%	21%	3%	19%	22%	
		39%	61%	12%	31%	24%	14%	11%	7%	1%		43%	49%	8%	22%	78%	2%	42%o	55%o	
2 COMMS SERVICES	18	4	14	3	6	5	3	1	-	-		9	9	-	5	13	-	8	10	
	6%	3%	8%	7%	8%	8%	5%	2%	-	-		7%	6%	-	4%	6%	-	6%	7%	
		24%	76%	17%	32%	31%	16%	5%	-	-		49%	51%	-	26%	74%	-	45%	55%	
3 COMMS SERVICES	7	1	6	1	2	1	1	2	-	-		3	4	-	1	6	-	2	5	
	2%	1%	4%	3%	3%	2%	2%	4%	-	-		3%	2%	-	1%	3%	-	2%	4%	
		12%	88%	17%	29%	17%	12%	25%	-	-		46%	54%	-	12%	88%	-	27%	73%	
4 COMMS SERVICES	1	-	1	-	-	1	-	-	-	-		-	1	-	-	1	-	-	1	
	*	-	-	-	-	1%	-	-	-	-		-	1%	-	-	-	-	-	1%	
		-	100%	-	-	100%	-	-	-	-		-	100%	-	-	100%	-	-	100%	
5 OR MORE COMMS SERVICES	1	1	-	-	-	1	-	-	-	-		-	1	-	-	1	-	-	1	
	*	1%	-	-	-	2%	-	-	-	-		-	1%	-	-	1%	-	-	1%	
		100%	-	-	-	100%	-	-	-	-		-	100%	-	-	100%	-	-	100%	
GAS, ELEC OR WATER	63	24	39	8	17	19	9	6	3	-		26	34	3	21	42	4	27	32	
	20%	18%	22%	19%	23%	27%	16%	14%	15%	-		22%	20%	12%	20%	20%	10%	21%	22%	
		38%	62%	13%	28%	31%	14%	9%	5%	-		41%	54%	5%	34%	66%	7%	43%	51%	

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
ANY COMMUNICATIONS SERVICE	82 26%	28 21% 34%	54 30% 66%	11 25% 13%	25 34% 31%	21 30% 26%	11 21% 14%	9 20% 20%	4 20% 5%	1 9% 1%	36 31% 44%	41 25% 50%	5 18% 6%	17 16% 20%	65 32% 80% ^m	1 3% 2%	33 26% 40% ^o	48 33% 59% ^o
None of these	177 57%	78 59% 44%	98 55% 56%	27 61% 15%	38 51% 22%	33 48% 19%	33 61% 19%	28 64% 16%	13 65% 8%	5 81% 3%	65 55% 37%	94 56% 53%	18 68% 10%	72 67% 41% ⁿ	105 51% 59%	37 87% 21% ^{pq}	68 55% 39%	72 50% 41%
Don't know	16 5%	12 9% 76% ^b	4 2% 24%	2 5% 13%	3 5% 21%	2 3% 12%	4 8% 26%	2 4% 12%	2 9% 11%	1 10% 4%	6 5% 34%	8 5% 51%	2 9% 15%	4 3% 22%	13 6% 78%	- - -	8 6% 49%	8 6% 51%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 10%	23 9% 73%	7 20% 22%	- - -	2 18% 6%	2 9% 6%	5 12% 17%	3 15% 9%	1 3% 3%	3 16% 10%	2 8% 7%	2 5% 7%	2 6% 7%	2 12% 7%	- - -	7 20% 22%	2 18% 6%
Standard mobile phone (that can't access the internet)	3 1%	1 * 36%	2 6% 64%a	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 3% 36%	- - -	- - -	- - -	2 6% 64%	- - -
Fixed landline phone at home	16 5%	11 5% 70%	4 11% 23%	1 9% 7%	- - -	- - -	3 8% 21%	3 16% 18%	- - -	1 3% 4%	1 4% 6%	1 3% 8%	1 3% 6%	1 6% 6%	1 9% 7%	4 11% 23%	- - -
Standard Speed Fixed broadband	15 5%	12 5% 80%	2 7% 15%	- - -	1 7% 4%	2 9% 13%	4 9% 26%	- - -	- - -	2 8% 11%	1 4% 7%	1 2% 5%	1 3% 6%	2 10% 12%	- - -	2 7% 15%	1 7% 4%
Superfast Fixed broadband	15 5%	11 4% 74%	3 9% 21%	- - -	1 9% 6%	- - -	6 13% 37%	- - -	- - -	1 5% 7%	- - -	3 6% 19%	1 2% 5%	1 4% 5%	- - -	3 9% 21%	1 9% 6%
Mobile broadband	10 3%	3 1% 34%	2 6% 20%	3 22% 30%	2 16% 16%	- - -	1 2% 11%	- - -	* 1% 4%	- - -	1 4% 11%	- - -	1 2% 7%	- - -	3 22% 30%	2 6% 20%	2 16% 16%
3G or 4G enabled Tablet	2 1%	1 * 43%	1 3% 57%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 3% 43%	- - -	- - -	1 3% 57%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 9%	21 8% 76%	2 6% 8%	3 20% 10%	2 18% 6%	1 6% 5%	8 18% 29%	- - -	2 7% 8%	1 7% 5%	2 9% 8%	3 8% 13%	2 6% 7%	1 4% 3%	3 20% 10%	2 6% 8%	2 18% 6%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 1%	3 1% 75%	- - -	- - -	1 9% 25%	- - -	- - -	- - -	- - -	- - -	1 5% 35%	1 3% 40%	- - -	- - -	- - -	- - -	1 9% 25%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
Gas	34	28	6	-	-	-	9	2	3	1	-	8	2	2	-	6	-
	11%	11%	19%	-	-	-	22%	11%	8%	7%	-	19%	5%	13%	-	19%	-
		81%	19%	-	-	-	28%	6%	7%	4%	-	25%	5%	7%	-	19%	-
Electricity	43	33	7	1	2	-	9	3	2	3	3	7	2	3	1	7	2
	14%	13%	21%	9%	18%	-	22%	15%	7%	15%	11%	15%	8%	17%	9%	21%	16%
		76%	17%	3%	4%	-	22%	7%	5%	7%	6%	16%	6%	7%	3%	17%	4%
Water	34	28	2	3	1	1	4	-	4	4	1	5	8	2	3	2	1
	11%	11%	6%	20%	9%	4%	8%	-	12%	21%	5%	11%	24%	10%	20%	6%	9%
		83%	6%	8%	3%	3%	10%	-	10%	13%	3%	15%	23%	5%	8%	6%	3%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	34	24	8	-	2	2	5	3	1	3	2	3	2	2	-	8	2
	11%	9%	23%	-	18%	9%	12%	15%	3%	16%	8%	8%	6%	12%	-	23%	16%
		71%	23%a	-	5%	6%	16%	8%	3%	10%	6%	10%	6%	6%	-	23%	5%
ONLY 1 COMMUNICATIONS SERVICE	56	47	4	3	2	5	9	3	3	8	3	7	5	3	3	4	2
	18%	18%	13%	23%	23%	24%	20%	13%	11%	39%	14%	17%	17%	16%	23%	13%	23%
		83%	8%	5%	4%	9%	15%	5%	6%	14%	6%	13%	9%	5%	5%	8%	4%
2 COMMS SERVICES	18	14	3	-	1	-	6	2	-	-	1	3	-	2	-	3	1
	6%	5%	9%	-	9%	-	15%	8%	-	-	4%	6%	-	10%	-	9%	9%
		77%	18%	-	5%	-	36%l	9%	-	-	6%	16%	-	10%	-	18%	5%
3 COMMS SERVICES	7	4	2	1	-	-	2	-	-	-	1	-	1	-	1	2	-
	2%	2%	6%	9%	-	-	5%	-	-	-	4%	-	3%	-	9%	6%	-
		55%	28%	17%	-	-	28%	-	-	-	14%	-	13%	-	17%	28%	-
4 COMMS SERVICES	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	9%	-	-	-	-	-	-	-	-	-	-	-	9%
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
5 OR MORE COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	-
		-	100%a	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
GAS, ELEC OR WATER	63	50	8	3	2	1	11	3	5	5	4	10	9	4	3	8	2
	20%	20%	24%	20%	18%	4%	24%	15%	15%	24%	16%	21%	27%	23%	20%	24%	18%
		80%	13%	4%	3%	1%	17%	5%	7%	8%	6%	15%	14%	7%	4%	13%	3%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
ANY COMMUNICATIONS SERVICE	82	63	11	4	4	5	17	4	3	8	4	10	6	5	4	11	4
	26%	25%	31%	33%	41%	24%	39%	22%	11%	39%	17%	23%	19%	26%	33%	31%	41%
		77%	13%	5%	5%	6%	21%	5%	4%	10%	5%	13%	8%	6%	5%	13%	5%
None of these	177	147	18	8	4	15	21	12	17	11	16	25	18	11	8	18	4
	57%	58%	52%	62%	41%	67%	49%	61%	58%	54%	67%	56%	57%	60%	62%	52%	41%
		83%	10%	5%	2%	8%	12%	7%	10%	6%	9%	14%	10%	6%	5%	10%	2%
Don't know	16	14	1	1	-	1	1	1	5	-	-	3	2	2	1	1	-
	5%	6%	4%	6%	-	5%	2%	3%	17%	-	-	6%	6%	10%	6%	4%	-
		87%	8%	5%	-	7%	5%	4%	31%	-	-	17%	12%	11%	5%	8%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31	27	4	8	20	21	8	2	-	28	29	20	3	20	12	19	8	24
	10%	10%	10%	9%	10%	11%	9%	9%	-	10%	10%	10%	14%	9%	9%	11%	6%	12%
		87%	13%	27%	63%	69%	24%	6%	-	88%	94%	64%	9%	64%	40%	60%	24%	76%
Standard mobile phone (that can't access the internet)	3	3	-	2	-	1	-	-	1	1	2	1	1	1	1	2	-	3
	1%	1%	-	2%	-	1%	-	-	8%	*	1%	1%	6%	1%	1%	1%	-	2%
		100%	-	64%cd	-	32%	-	-	36%	32%	68%	32%	32%	32%	36%	64%	-	100%
Fixed landline phone at home	16	15	1	7	8	12	5	1	1	13	15	10	-	10	14	3	8	8
	5%	6%	3%	8%	4%	6%	6%	3%	5%	5%	5%	5%	-	5%	10%	2%	7%	4%
		92%	8%	44%	46%	72%	29%	4%	5%	81%	90%	62%	-	62%	84%o	16%	49%	51%
Standard Speed Fixed broadband	15	14	1	4	11	10	7	-	1	15	15	12	-	12	8	7	5	10
	5%	5%	2%	4%	6%	5%	9%	-	5%	6%	5%	6%	-	6%	6%	4%	4%	5%
		94%	6%	27%	73%	69%	45%	-	6%	100%	100%	81%	-	81%	55%	45%	32%	68%
Superfast Fixed broadband	15	12	3	5	10	12	3	1	1	12	13	11	2	11	9	6	5	10
	5%	4%	7%	5%	5%	6%	4%	4%	8%	5%	5%	5%	10%	5%	7%	3%	4%	5%
		81%	19%	34%	66%	79%	20%	5%	8%	84%	89%	75%	13%	75%	62%	38%	34%	66%
Mobile broadband	10	10	-	3	7	9	-	-	*	9	10	7	-	7	3	7	6	4
	3%	4%	-	3%	4%	5%	-	-	3%	4%	3%	3%	-	3%	2%	4%	5%	2%
		100%	-	28%	72%	96%	-	-	4%	96%	100%	69%	-	69%	28%	72%	58%	42%
3G or 4G enabled Tablet	2	2	-	2	-	2	1	-	-	2	2	-	-	-	-	2	-	2
	1%	1%	-	2%	-	1%	1%	-	-	1%	1%	-	-	-	-	1%	-	1%
		100%	-	100%	-	100%	43%	-	-	100%	100%	-	-	-	-	100%	-	100%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27	24	3	11	16	20	8	-	-	26	26	21	4	21	11	16	16	12
	9%	9%	7%	12%	8%	10%	10%	-	-	10%	9%	10%	22%	10%	8%	9%	13%	6%
		89%	11%	42%	58%	73%	28%	-	-	93%	93%	78%	15%	78%	42%	58%	57%	43%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4	1	3	1	1	1	3	-	-	3	3	4	1	4	-	4	-	4
	1%	*	6%	1%	1%	1%	3%	-	-	1%	1%	2%	5%	2%	-	2%	-	2%
		25%	75%a	25%	35%	40%	75%	-	-	75%	75%	100%	25%	100%	-	100%	-	100%
Gas	34	29	6	12	19	20	11	1	2	28	31	20	5	21	13	21	11	24
	11%	11%	13%	13%	9%	10%	13%	6%	10%	11%	11%	9%	25%	10%	9%	12%	9%	12%
		84%	16%	35%	55%	59%	31%	4%	5%	82%	90%	57%	14%	62%	39%	61%	31%	69%
Electricity	43	36	7	13	26	28	11	2	2	36	39	22	6	24	18	25	16	27
	14%	13%	16%	14%	13%	14%	13%	9%	13%	14%	14%	11%	29%	11%	12%	15%	13%	14%
		85%	15%	31%	61%	66%	25%	4%	5%	85%	92%	52%	13%	56%	41%	59%	37%	63%
Water	34	28	6	13	18	22	10	5	*	29	32	21	4	21	16	18	8	25
	11%	10%	14%	14%	9%	11%	12%	22%	3%	11%	11%	10%	19%	10%	11%	10%	7%	13%
		83%	17%	39%	52%	65%	29%	14%	1%	88%	95%	64%	11%	64%	47%	53%	24%	76%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	34	29	4	9	20	21	8	2	1	28	31	21	4	21	14	20	8	26
	11%	11%	10%	10%	10%	11%	9%	9%	8%	10%	11%	10%	20%	10%	10%	12%	6%	14%
		87%	13%	28%	59%	64%	22%	6%	4%	82%	92%	62%	11%	62%	41%	59%	22%	78%b
ONLY 1 COMMUNICATIONS SERVICE	56	46	11	19	36	33	17	2	5	47	51	39	4	39	24	33	17	39
	18%	17%	25%	20%	18%	17%	22%	9%	29%	18%	18%	19%	21%	18%	17%	19%	14%	21%
		81%	19%	35%	63%	59%	31%	3%	8%	83%	91%	69%	7%	69%	42%	58%	31%	69%
2 COMMS SERVICES	18	16	2	2	12	17	5	1	-	17	18	13	-	13	10	8	7	11
	6%	6%	5%	3%	6%	9%	6%	4%	-	6%	6%	6%	-	6%	7%	4%	6%	6%
		88%	12%	14%	69%	96%	26%	4%	-	96%	100%	70%	-	70%	57%	43%	41%	59%
3 COMMS SERVICES	7	7	-	3	4	5	2	-	-	7	7	6	1	6	5	2	5	2
	2%	3%	-	3%	2%	2%	3%	-	-	3%	2%	3%	6%	3%	3%	1%	4%	1%
		100%	-	45%	55%	69%	31%	-	-	100%	100%	86%	15%	86%	69%	31%	69%	31%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contract (e)	Smartph one pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
4 COMMS SERVICES	1	1	-	1	-	-	-	-	-	-	-	1	1	1	-	1	-	1
	*	*	-	1%	-	-	-	-	-	-	-	*	5%	*	-	1%	-	*
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	-	100%	-	100%
5 OR MORE COMMS SERVICES	1	1	-	1	-	1	-	-	-	1	1	-	-	-	-	1	-	1
	*	*	-	1%	-	1%	-	-	-	*	*	-	-	-	-	1%	-	1%
		100%	-	100%	-	100%	-	-	-	100%	100%	-	-	-	-	100%	-	100%
GAS, ELEC OR WATER	63	54	9	21	37	41	17	5	2	54	59	37	6	39	27	35	21	42
	20%	20%	21%	22%	19%	20%	21%	25%	15%	21%	20%	18%	34%	18%	19%	21%	17%	22%
		86%	14%	34%	58%	65%	27%	8%	4%	87%	94%	59%	10%	62%	44%	56%	33%	67%
ANY COMMUNICATIONS SERVICE	82	71	12	27	51	57	23	3	5	71	76	57	6	57	39	43	30	53
	26%	26%	28%	28%	26%	28%	29%	12%	29%	27%	26%	28%	32%	27%	28%	25%	24%	28%
		86%	14%	33%	62%	69%	28%	3%	6%	86%	93%	70%	7%	70%	47%	53%	36%	64%
None of these	177	155	22	47	119	116	39	12	9	149	164	125	11	127	81	95	75	102
	57%	57%	52%	49%	60%	59%	49%	57%	58%	57%	57%	60%	56%	60%	57%	56%	61%	54%
		88%	12%	27%	67%	66%	22%	7%	5%	84%	93%	71%	6%	72%	46%	54%	42%	58%
Don't know	16	13	3	8	7	7	5	2	1	12	15	5	-	5	7	9	5	11
	5%	5%	7%	8%	3%	3%	6%	10%	9%	5%	5%	3%	-	3%	5%	5%	4%	6%
		83%	17%	50%	42%	41%	32%	13%	9%	74%	95%	33%	-	33%	44%	56%	31%	69%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	**	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31	25	7	5	14	5	-	8	25	12	9	31	-	11	31	10
	10%	29%	38%	11%	17%	51%	-	8%	27%	37%	7%	10%	-	19%	47%	16%
		79%cg	23%	16%	44%	17%	-	25%	79%cg	38%	30%	100%	-	36%	100%o	32%
Standard mobile phone (that can't access the internet)	3	1	2	3	1	1	-	1	2	1	1	3	-	2	3	2
	1%	1%	12%	7%	1%	11%	-	1%	3%	3%	1%	1%	-	4%	5%	4%
		32%	68%	100%	32%	32%	-	32%	68%	32%	32%	100%	-	68%	100%	68%
Fixed landline phone at home	16	4	1	11	8	2	-	5	10	4	9	16	-	5	16	4
	5%	4%	6%	24%	10%	17%	-	5%	10%	12%	7%	5%	-	8%	25%	6%
		22%	7%	67%adg	50%	11%	-	31%	58%	24%	57%	100%	-	28%	100%o	24%
Standard Speed Fixed broadband	15	2	1	6	12	-	-	7	8	5	6	15	-	4	15	3
	5%	2%	6%	13%	14%	-	-	7%	8%	14%	5%	5%	-	6%	23%	5%
		11%	8%	39%a	78%a	-	-	47%	52%	31%	43%	100%	-	24%	100%o	20%
Superfast Fixed broadband	15	6	2	2	10	2	-	5	9	5	8	15	-	4	15	6
	5%	7%	10%	5%	12%	18%	-	5%	9%	15%	6%	5%	-	7%	22%	10%
		39%	12%	15%	67%	12%	-	32%	57%	33%	52%	100%	-	28%	100%	41%
Mobile broadband	10	7	1	-	3	4	-	1	6	4	5	10	-	3	10	4
	3%	9%	5%	-	4%	40%	-	1%	6%	12%	4%	3%	-	6%	15%	7%
		76%g	9%	-	31%	42%	-	11%	59%	40%	50%	100%	-	35%	100%	44%
3G or 4G enabled Tablet	2	2	1	1	1	1	-	1	1	1	-	2	-	1	2	2
	1%	2%	6%	2%	1%	11%	-	1%	1%	3%	-	1%	-	2%	3%	3%
		100%	57%	57%	57%	57%	-	57%	57%	57%	-	100%	-	57%	100%	100%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27	6	2	3	12	1	-	20	11	8	14	27	-	9	12	12
	9%	7%	12%	6%	15%	11%	-	21%	12%	24%	10%	9%	-	15%	18%	18%
		22%	8%	10%	44%	4%	-	74%ac	41%	29%	50%	100%	-	32%	44%	42%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	-**	59*	67*	63*
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4	2	-	-	2	-	-	-	2	2	1	4	-	1	2	1
	1%	3%	-	-	3%	-	-	-	2%	7%	1%	1%	-	2%	3%	2%
		65%	-	-	65%	-	-	-	65%	65%	25%	100%	-	40%	65%	40%
Gas	34	17	9	7	11	3	3	18	20	12	9	34	-	9	11	34
	11%	20%	46%	16%	13%	28%	38%	19%	22%	38%	7%	11%	-	16%	16%	55%
		48%	25%	22%	31%	8%	9%	52%	58%	36%	27%	100%	-	28%	31%	100%
Electricity	43	19	10	9	14	6	4	20	26	14	12	43	-	15	15	43
	14%	23%	50%	19%	16%	55%	49%	21%	28%	44%	9%	14%	-	25%	23%	68%
		45%	22%	21%	32%	13%	9%	46%	60%	34%	29%	100%	-	35%	35%	100%
Water	34	14	4	8	12	3	2	14	14	10	10	34	-	11	13	34
	11%	17%	20%	17%	15%	29%	29%	15%	15%	29%	8%	11%	-	19%	19%	54%
		42%	11%	23%	37%	9%	7%	43%	41%	28%	31%	100%	-	34%	37%	100%
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	34	25	8	7	14	5	-	8	26	12	11	34	-	13	34	11
	11%	29%	45%	16%	17%	51%	-	8%	28%	37%	8%	11%	-	21%	50%	18%
		74%g	25%	22%	41%	16%	-	24%	77%g	35%	31%	100%	-	38%k	100%o	34%
ONLY 1 COMMUNICATIONS SERVICE	56	14	6	11	13	1	-	16	13	3	22	56	-	9	40	17
	18%	17%	32%	22%	16%	14%	-	16%	14%	9%	16%	18%	-	16%	60%	27%
		25%	11%	19%	24%	3%	-	28%	24%	5%	39%	100%	-	17%	70%o	30%
2 COMMS SERVICES	18	11	1	5	10	4	-	7	16	8	8	18	-	6	18	6
	6%	13%	5%	10%	13%	40%	-	7%	17%	25%	6%	6%	-	10%	27%	9%
		59%	5%	26%	58%	23%	-	40%	89%	46%	47%	100%	-	35%	100%o	31%
3 COMMS SERVICES	7	3	1	2	6	-	-	4	6	4	4	7	-	4	7	3
	2%	4%	6%	4%	8%	-	-	4%	6%	12%	3%	2%	-	7%	11%	6%
		42%	17%	25%	88%	-	-	56%	83%	56%	54%	100%	-	59%	100%	49%
4 COMMS SERVICES	1	1	-	-	1	-	-	-	1	1	1	1	-	-	1	-
	*	1%	-	-	1%	-	-	-	1%	3%	1%	*	-	-	1%	-
		100%	-	-	100%	-	-	-	100%	100%	100%	100%	-	-	100%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	-**	59*	67*	63*
5 OR MORE COMMS SERVICES	1	1	1	1	1	1	-	1	1	1	-	1	-	1	1	1
	*	1%	6%	2%	1%	11%	-	1%	1%	3%	-	*	-	2%	2%	2%
		100%	100%	100%	100%	100%	-	100%	100%	100%	-	100%	-	100%	100%	100%
GAS, ELEC OR WATER	63	26	10	11	17	6	4	28	30	17	20	63	-	19	21	63
	20%	30%	50%	24%	21%	64%	49%	29%	32%	52%	14%	20%	-	31%	31%	100%
		41%	15%	18%	27%	10%	6%	44%	47%	27%	31%	100%	-	30%	34%	100%
ANY COMMUNICATIONS SERVICE	82	30	9	18	32	7	-	28	37	17	35	82	-	21	67	27
	26%	35%	48%	38%	39%	65%	-	29%	40%	53%	26%	26%	-	35%	100%	43%
		36%	11%	22%	39%	8%	-	34%	45%	21%	43%	100%	-	25%	81%	33%
None of these	177	36	4	22	44	1	4	52	39	10	84	177	-	29	-	-
	57%	43%	21%	47%	53%	8%	51%	55%	42%	32%	62%	57%	-	48%	-	-
		21%	2%	12%	25%	*	2%	30%	22%	6%	48%	100%	-	16%	-	-
Don't know	16	4	1	2	2	-	-	1	3	-	5	16	-	1	-	-
	5%	5%	3%	4%	2%	-	-	2%	3%	-	4%	5%	-	2%	-	-
		25%	4%	13%	9%	-	-	9%	17%	-	31%	100%	-	6%	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 10%	- -	8 32% 27%	3 15% 10%	3 21% 11%	1 7% 3%	2 18% 6%	10 6% 32%	21 14% 68%
Standard mobile phone (that can't access the internet)	3 1%	- -	1 4% 32%	1 6% 32%	1 7% 32%	1 7% 32%	- - -	1 1% 32%	2 2% 68%
Fixed landline phone at home	16 5%	1 14% 4%	2 6% 10%	1 6% 7%	2 11% 11%	4 29% 25%	1 14% 9%	9 6% 56%	7 5% 44%
Standard Speed Fixed broadband	15 5%	- -	- -	- -	3 18% 19%	2 16% 15%	1 8% 6%	7 5% 48%	8 5% 52%
Superfast Fixed broadband	15 5%	- -	2 8% 15%	2 11% 14%	3 19% 20%	1 7% 7%	1 10% 7%	5 3% 33%	10 7% 67%
Mobile broadband	10 3%	- -	- -	2 10% 20%	- -	1 8% 13%	- -	4 3% 41%	6 4% 59%
3G or 4G enabled Tablet	2 1%	- -	2 7% 100%	1 6% 57%	1 7% 57%	1 7% 57%	- -	1 1% 43%	1 1% 57%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 9%	- -	4 16% 15%	4 22% 16%	5 30% 18%	2 16% 8%	3 30% 12%	15 9% 54%	13 8% 46%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 1%	- -	1 5% 40%	- -	- -	- -	- -	3 2% 75%	1 1% 25%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
Gas	34	-	6	4	1	2	5	19	15
	11%	-	25%	19%	7%	14%	44%	12%	10%
		-	19%	11%	3%	6%	14%	55%	45%
Electricity	43	1	8	4	3	4	4	22	20
	14%	14%	31%	19%	16%	26%	36%	14%	13%
		2%	19%	9%	6%	9%	9%	52%	46%
Water	34	-	8	6	3	2	1	21	13
	11%	-	31%	29%	19%	16%	10%	13%	8%
		-	24%	17%	9%	7%	3%	62%	38%
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	34	-	8	3	3	1	2	11	22
	11%	-	32%	15%	21%	7%	18%	7%	15%
		-	25%	9%	10%	3%	6%	33%	67%
ONLY 1 COMMUNICATIONS SERVICE	56	1	8	4	7	2	3	25	31
	18%	14%	31%	22%	44%	12%	26%	16%	20%
		1%	15%	8%	12%	3%	5%	44%	56%
2 COMMS SERVICES	18	-	1	2	1	1	-	10	7
	6%	-	5%	10%	5%	9%	-	7%	5%
		-	8%	11%	4%	7%	-	58%	42%
3 COMMS SERVICES	7	-	1	-	1	1	2	3	4
	2%	-	4%	-	6%	8%	18%	2%	3%
		-	15%	-	14%	17%	27%	42%	58%
4 COMMS SERVICES	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	1%
		-	-	-	-	-	-	-	100%
5 OR MORE COMMS SERVICES	1	-	1	1	1	1	-	-	1
	*	-	4%	6%	7%	7%	-	-	1%
		-	100%	100%	100%	100%	-	-	100%
GAS, ELEC OR WATER	63	1	11	7	4	4	5	34	29
	20%	14%	41%	35%	28%	26%	50%	21%	19%
		1%	17%	11%	7%	6%	9%	54%	46%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
ANY COMMUNICATIONS SERVICE	82	1	12	7	10	5	5	37	45
	26%	14%	45%	37%	61%	36%	44%	23%	29%
		1%	14%	9%	12%	6%	6%	45%	55%
None of these	177	4	10	9	5	8	4	89	87
	57%	86%	38%	48%	29%	58%	34%	56%	57%
		2%	6%	5%	3%	5%	2%	51%	49%
Don't know	16	-	-	1	-	-	-	9	7
	5%	-	-	3%	-	-	-	6%	4%
		-	-	4%	-	-	-	58%	42%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208	
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	10 1% 33%	21 1% 67%	6 2% 19%ghi	10 1% 31%hi	9 1% 28%hi	3 1% 11%	3 * 9%	- - -	1 * 2%	16 2% 50%l	15 1% 48%l	1 * 2%	10 1% 31%	22 1% 69% m	- - -	17 1% 55% o	14 1% 45% o	
Standard mobile phone (that can't access the internet)	3 *	2 * 68%	1 * 32%	- - -	- - -	3 1% 100%	- - -	- - -	- - -	- - -	- - -	3 * 100%	- - -	- - -	3 * 100%	- - -	- - -	3 * 100% p	
Fixed landline phone at home	16 *	7 * 41%	10 1% 59%	1 * 6%	1 * 7%	4 1% 25%	4 1% 23%	3 1% 21%	3 1% 18% l	- - -	2 * 13%	11 1% 69%	3 * 18%	3 * 16%	14 1% 84% m	- - -	7 * 41%	10 1% 59% o	
Standard Speed Fixed broadband	15 *	5 * 31%	10 1% 69%	3 1% 23% hi	4 1% 29%	1 * 7%	1 * 8%	5 1% 33% h	- - -	- - -	8 1% 52% l	7 * 48%	- - -	1 * 8%	14 1% 92% m	- - -	5 * 32%	10 1% 68% op	
Superfast Fixed broadband	15 *	5 * 31%	10 1% 69%	- - -	7 1% 47% gi	5 1% 36% g	2 * 11%	- - -	1 * 5%	- - -	7 1% 47% l	7 * 48%	1 * 5%	1 * 6%	14 1% 94% m	- - -	3 * 18%	12 1% 82% op	
Mobile broadband	10 *	2 * 22%	8 * 78%	4 1% 38% lgi	2 * 17%	3 1% 35%	1 * 7%	- - -	* - 4%	- - -	5 1% 54%	4 * 42%	* * 4%	2 * 20%	8 * 80%	- - -	4 * 43%	6 1% 57%	
3G or 4G enabled Tablet	2 *	2 * 100%	- - -	- - -	1 * 43%	1 * 57%	- - -	- - -	- - -	- - -	1 * 43%	1 * 57%	- - -	- - -	2 * 100%	- - -	1 * 43%	1 * 57%	
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	7 * 25%	21 1% 75% a	2 1% 8%	9 1% 33% hi	9 2% 33% ghi	5 1% 19% h	2 * 6%	- - -	- - -	11 1% 41% l	16 1% 59% l	- - -	5 * 19%	22 1% 81% m	1 * 5%	7 * 24%	19 2% 71% op	
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 *	- - -	4 * 100%	- - -	1 * 40%	2 * 60%	- - -	- - -	- - -	- - -	1 * 40%	2 * 60%	- - -	3 * 75%	1 * 25%	- - -	3 * 75%	1 * 25%	

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550		754	1612	1197	1535	2028	703	1652	1208	
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338		935	1781	741	1726	1731	767	1667	1022	
Gas	34	16	18	4	7	16	2	4	2	-		11	22	2	13	21	3	15	16	
	1%	1%	1%	1%	1%	3%	*	1%	*	-		1%	1%	*	1%	1%	*	1%	2%	
		47%	53%	11% <i>i</i>	20% <i>i</i>	46% <i>d</i> fgh	6%	12%	5%	-		31% <i>l</i>	64% <i>l</i>	5%	38%	62%	8%	44%	48% <i>o</i>	
Electricity	43	17	26	5	12	18	2	4	2	-		17	24	2	15	28	1	20	22	
	1%	1%	1%	2%	2%	3%	*	1%	1%	-		2%	1%	*	1%	2%	*	1%	2%	
		39%	61%	11% <i>i</i>	29% <i>f</i> i	41% <i>f</i> ghi	5%	9%	5%	-		40% <i>l</i>	56% <i>l</i>	5%	34%	66% <i>m</i>	3%	46% <i>o</i>	51% <i>o</i> p	
Water	34	11	22	1	11	10	6	4	1	-		12	20	1	9	25	3	12	19	
	1%	1%	1%	*	2%	2%	1%	1%	*	-		1%	1%	*	1%	1%	*	1%	2%	
		34%	66%	3%	34% <i>h</i> i	28% <i>h</i> i	19% <i>i</i>	13%	3%	-		37% <i>l</i>	60% <i>l</i>	3%	27%	73% <i>m</i>	8%	36%	56% <i>o</i> p	
SUMMARY CODES																				
ANY MOBILE/SMARTPHONE	34	12	22	6	10	11	3	3	-	1		16	17	1	10	24	-	17	16	
	1%	1%	1%	2%	1%	2%	1%	*	-	*		2%	1%	*	1%	1%	-	1%	2%	
		35%	65%	18% <i>g</i> hi	29% <i>h</i> i	33% <i>g</i> hi	10%	9%	-	1%		47% <i>l</i>	52% <i>l</i>	1%	29%	71% <i>m</i>	-	51% <i>o</i>	49% <i>o</i>	
ONLY 1 COMMUNICATIONS SERVICE	56	22	34	7	17	14	8	6	4	1		24	27	5	12	44	1	24	31	
	2%	1%	2%	3%	3%	2%	1%	1%	1%	*		3%	2%	1%	1%	3%	*	1%	3%	
		39%	61%	12% <i>i</i>	31% <i>i</i>	24% <i>i</i>	14% <i>i</i>	11%	7%	1%		43% <i>l</i>	49% <i>l</i>	8%	22%	78% <i>m</i>	2%	42% <i>o</i>	55% <i>o</i> p	
2 COMMS SERVICES	18	4	14	3	6	5	3	1	-	-		9	9	-	5	13	-	8	10	
	1%	*	1%	1%	1%	1%	*	*	-	-		1%	1%	-	*	1%	-	*	1%	
		24%	76% <i>a</i>	17% <i>h</i>	32% <i>h</i>	31% <i>h</i>	16%	5%	-	-		49% <i>l</i>	51% <i>l</i>	-	26%	74%	-	45%	55% <i>o</i>	
3 COMMS SERVICES	7	1	6	1	2	1	1	2	-	-		3	4	-	1	6	-	2	5	
	*	*	*	*	*	*	*	*	-	-		*	*	-	*	*	-	*	1%	
		12%	88%	17%	29%	17%	12%	25%	-	-		46%	54%	-	12%	88%	-	27%	73%	
4 COMMS SERVICES	1	-	1	-	-	1	-	-	-	-		-	1	-	-	1	-	-	1	
	*	-	*	-	-	*	-	-	-	-		-	*	-	-	*	-	-	*	
		-	100%	-	-	100%	-	-	-	-		-	100%	-	-	100%	-	-	100%	
5 OR MORE COMMS SERVICES	1	1	-	-	-	1	-	-	-	-		-	1	-	-	1	-	-	1	
	*	*	-	-	-	*	-	-	-	-		-	*	-	-	*	-	-	*	
		100%	-	-	-	100%	-	-	-	-		-	100%	-	-	100%	-	-	100%	
GAS, ELEC OR WATER	63	24	39	8	17	19	9	6	3	-		26	34	3	21	42	4	27	32	
	2%	1%	2%	3%	3%	3%	1%	1%	1%	-		3%	2%	*	1%	2%	1%	2%	3%	
		38%	62%	13% <i>h</i> i	28% <i>h</i> i	31% <i>g</i> hi	14% <i>i</i>	9% <i>i</i>	5% <i>i</i>	-		41% <i>l</i>	54% <i>l</i>	5%	34%	66% <i>m</i>	7%	43%	51% <i>o</i> p	

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
ANY COMMUNICATIONS SERVICE	82	28	54	11	25	21	11	9	4	1	36	41	5	17	65	1	33	48
	2%	2%	3%	4%	4%	4%	2%	1%	1%	*	4%	2%	1%	1%	4%	*	2%	5%
		34%	66%a	13%ghi	31%ghi	26%ghi	14%i	11%i	5%	1%	44%kl	50%l	6%	20%	80%lm	2%	40%o	59%op
None of these	177	78	98	27	38	33	33	28	13	5	65	94	18	72	105	37	68	72
	5%	5%	6%	10%	6%	6%	5%	5%	3%	1%	7%	5%	2%	4%	6%	5%	4%	7%
		44%	56%	15%def	22%i	19%i	19%i	16%i	8%i	3%	37%l	53%l	10%	41%	59%lm	21%	39%	41%op
				ghi														
Don't know	16	12	4	2	3	2	4	2	2	1	6	8	2	4	13	-	8	8
	*	1%	*	1%	1%	*	1%	*	*	*	1%	*	*	*	1%	-	*	1%
		76%b	24%	13%	21%	12%	26%	12%	11%	4%	34%	51%	15%	22%	78%lm	-	49%	51%op
Not asked	3145	1562	1583	220	597	523	556	534	382	332	817	1614	714	1619	1525	725	1542	878
	91%	92%	90%	83%	89%	88%	91%	92%	95%	98%	87%	91%	96%	94%	88%	95%	92%	86%
		50%b	50%	7%	19%	17%	18%c	17%cde	12%cde	11%cde	26%	51%j	23%ik	51%n	49%	23%q	49%q	28%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	23 1%	7 2%	- -	2 2%	2 1%	5 2%	3 1%	1 *	3 1%	2 1%	2 *	2 *	2 1%	- -	7 2%	2 2%
Standard mobile phone (that can't access the internet)	3 *	1 *	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- *	- *	- -	2 1%	- -
Fixed landline phone at home	16 *	11 *	4 1%	1 1%	- -	- -	3 1%	3 1%	- -	1 *	1 *	1 *	1 *	1 *	1 1%	4 1%	- -
Standard Speed Fixed broadband	15 *	12 *	2 1%	- -	1 1%	2 13%	4 26%	- -	- -	2 11%	1 7%	1 5%	1 6%	2 12%	- -	2 15%	1 4%
Superfast Fixed broadband	15 *	11 *	3 1%	- -	1 1%	- -	6 2%	- -	- -	1 *	- -	3 1%	1 *	1 *	- -	3 1%	2 1%
Mobile broadband	10 *	3 *	2 1%	3 2%	2 2%	- -	1 *	- -	* -	- -	1 *	- *	1 *	- -	3 2%	2 1%	2 2%
3G or 4G enabled Tablet	2 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 43%	- -	- -	1 57%	- -
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	21 1%	2 1%	3 2%	2 2%	1 5%	8 29%glm	- -	2 8%	1 5%	2 8%	3 13%	2 7%	1 3%	3 10%	2 8%	2 6%gm
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 *	3 *	- -	- -	1 1%	- -	- -	- -	- -	- -	1 35%	1 40%	- -	- -	- -	- -	1 25%flm

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
Gas	34	28	6	-	-	-	9	2	3	1	-	8	2	2	-	6	-
	1%	1%	2%	-	-	-	3%	1%	1%	*	-	2%	*	1%	-	2%	-
		81%	19%	-	-	-	28% ^{eijn}	6%	7%	4%	-	25% ^l	5%	7%	-	19% ^l	-
Electricity	43	33	7	1	2	-	9	3	2	3	3	7	2	3	1	7	2
	1%	1%	2%	1%	2%	-	3%	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%
		76%	17%	3%	4%	-	22% ^{el}	7%	5%	7%	6%	16%	6%	7%	3%	17% ^l	4%
Water	34	28	2	3	4	1	4	-	4	4	1	5	8	2	3	2	1
	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	*	1%	2%	1%	2%	1%	1%
		83%	6%	8%	3%	3%	10%	-	10%	13%	3%	15%	23% ^g	5%	8%	6%	3%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	34	24	8	-	2	2	5	3	1	3	2	3	2	2	-	8	2
	1%	1%	3%	-	2%	1%	2%	1%	*	1%	1%	1%	*	1%	-	3%	2%
		71%	23% ^{ac}	-	5%	6%	16%	8%	3%	10%	6%	10%	6%	6%	-	23% ^{hklm}	5%
ONLY 1 COMMUNICATIONS SERVICE	56	47	4	3	2	5	9	3	3	8	3	7	5	3	3	4	2
	2%	2%	2%	2%	3%	3%	2%	1%	1%	3%	1%	2%	1%	1%	2%	2%	3%
		83%	8%	5%	4%	9%	15%	5%	6%	14%	6%	13%	9%	5%	5%	8%	4%
2 COMMS SERVICES	18	14	3	-	1	-	6	2	-	-	1	3	-	2	-	3	1
	1%	*	1%	-	1%	-	2%	1%	-	*	1%	-	-	1%	-	1%	1%
		77%	18%	-	5%	-	36% ^{hil}	9%	-	-	6%	16%	-	10%	-	18% ^l	5% ^l
3 COMMS SERVICES	7	4	2	1	-	-	2	-	-	-	1	-	1	-	1	2	-
	*	*	1%	1%	-	-	1%	-	-	-	*	-	*	-	1%	1%	-
		55%	28% ^a	17%	-	-	28%	-	-	-	14%	-	13%	-	17%	28%	-
4 COMMS SERVICES	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		-	-	-	100% ^a	-	-	-	-	-	-	-	-	-	-	-	100% ^{klm}
5 OR MORE COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
		-	100% ^a	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
GAS, ELEC OR WATER	63	50	8	3	2	1	11	3	5	5	4	10	9	4	3	8	2
	2%	2%	3%	2%	2%	1%	3%	1%	2%	2%	1%	2%	2%	1%	2%	3%	2%
		80%	13%	4%	3%	1%	17%	5%	7%	8%	6%	15%	14%	7%	4%	13%	3%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
ANY COMMUNICATIONS SERVICE	82 2%	63 2%	11 4%	4 3%	4 5%	5 3%	17 5%	4 1%	3 1%	8 3%	4 1%	10 2%	6 1%	5 1%	4 3%	11 4%	4 5%
		77%	13%	5%	5%	6%	21% ghilm	5%	4%	10%	5%	13%	8%	6%	5%	13% l	5% ghilm
None of these	177 5%	147 5%	18 6%	8 5%	4 5%	15 9% gil m	21 6%	12 4%	17 6%	11 4%	16 5%	25 6%	18 4%	11 3%	8 5%	18 6%	4 5%
		83%	10%	5%	2%	8%	12%	7%	10%	6%	9%	14%	10%	6%	5%	10%	2%
Don't know	16 *	14 *	1 *	1 *	-	1 1%	1 *	1 *	5 2%	-	-	3 1%	2 *	2 1%	1 *	1 *	-
		87%	8%	5%	-	7%	5%	4%	31% fij	-	-	17%	12%	11%	5%	8%	-
Not asked	3145 91%	2658 91%	262 88%	154 92%	70 88%	135 86%	314 88%	267 93%	239 89%	278 93%	286 92%	403 90%	432 93%	303 94%	154 92%	262 88%	70 88%
		85%	8%	5%	2%	4%	10%	9% ef	8%	9% ef	9%	13%	14% efo op	10% efhk	5%	8%	2%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	27 1%	4 1%	8 1%	20 1%	21 1%	8 1%	2 1%	- -	28 1%	29 1%	20 1%	3 1%	20 1%	12 1%	19 1%	8 24%	24 76%
Standard mobile phone (that can't access the internet)	3 *	3 *	- -	2 *	- -	1 *	- -	- -	1 *	1 *	2 *	1 *	1 *	1 *	1 *	2 *	- -	3 *
Fixed landline phone at home	16 *	15 *	1 *	7 1%	8 *	12 1%	5 1%	1 *	1 *	13 *	15 *	10 *	- -	10 *	14 1%	3 *	8 1%	8 *
Standard Speed Fixed broadband	15 *	14 *	1 *	4 1%	11 *	10 *	7 1%	- -	1 *	15 1%	15 *	12 *	- -	12 *	8 *	7 1%	5 *	10 1%
Superfast Fixed broadband	15 *	12 *	3 1%	5 1%	10 *	12 1%	3 1%	1 *	1 *	12 *	13 *	11 *	2 1%	11 *	9 *	6 *	5 *	10 1%
Mobile broadband	10 *	10 *	- -	3 *	7 *	9 *	- -	- -	- -	9 *	10 *	7 *	- -	7 *	3 *	7 1%	6 58%	4 42%
3G or 4G enabled Tablet	2 *	2 *	- -	2 *	- -	2 *	1 *	- -	- -	2 *	2 *	- -	- -	- -	- -	2 *	- -	2 *
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	24 1%	3 1%	11 2%	16 1%	20 1%	8 1%	- -	- -	26 1%	26 1%	21 1%	4 2%	21 1%	11 1%	16 1%	16 1%	12 1%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4	1	3	1	1	1	3	-	-	3	3	4	1	4	-	4	-	4
	*	*	1%	*	*	*	*	-	-	*	*	*	*	*	-	*	-	*
		25%	75%a	25%	35%	40%	75%e	-	-	75%	75%	100%	25%	100%	-	100%n	-	100%
Gas	34	29	6	12	19	20	11	1	2	28	31	20	5	21	13	21	11	24
	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%
		84%	16%	35%cd	55%	59%	31%	4%	5%	82%	90%	57%	14%	62%	39%	61%n	31%	69%
Electricity	43	36	7	13	26	28	11	2	2	36	39	22	6	24	18	25	16	27
	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%
		85%	15%	31%cd	61%	66%	25%	4%	5%	85%	92%	52%	13%	56%	41%	59%n	37%	63%
Water	34	28	6	13	18	22	10	5	*	29	32	21	4	21	16	18	8	25
	1%	1%	2%	2%	1%	1%	2%	2%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
		83%	17%	39%cd	52%	65%	29%h	14%h	1%	88%	95%	64%	11%	64%	47%	53%	24%	76%p
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	34	29	4	9	20	21	8	2	1	28	31	21	4	21	14	20	8	26
	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	*	1%
		87%	13%	28%cd	59%	64%	22%	6%	4%	82%	92%	62%	11%	62%	41%	59%n	22%	78%p
ONLY 1 COMMUNICATIONS SERVICE	56	46	11	19	36	33	17	2	5	47	51	39	4	39	24	33	17	39
	2%	1%	3%	3%	1%	1%	3%	1%	1%	2%	2%	2%	1%	1%	1%	3%	1%	2%
		81%	19%	35%cd	63%	59%	31%eg	3%	8%	83%	91%	69%	7%	69%	42%	58%n	31%	69%p
2 COMMS SERVICES	18	16	2	2	12	17	5	1	-	17	18	13	-	13	10	8	7	11
	1%	1%	1%	*	*	1%	1%	*	-	1%	1%	*	-	*	*	1%	*	1%
		88%	12%	14%	69%	96%	26%	4%	-	96%	100%	70%	-	70%	57%	43%	41%	59%
3 COMMS SERVICES	7	7	-	3	4	5	2	-	-	7	7	6	1	6	5	2	5	2
	*	*	-	1%	*	*	*	-	-	*	*	*	*	*	*	*	*	*
		100%	-	45%	55%	69%	31%	-	-	100%	100%	86%	15%	86%	69%	31%	69%	31%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
4 COMMS SERVICES	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	1 *	- -	1 *	- -	1 *
		100%	-	100% ^d	-	-	-	-	-	-	-	100%	100%	100%	-	100%	-	100%
5 OR MORE COMMS SERVICES	1 *	1 *	- -	1 *	- -	1 *	- -	- -	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	1 *
		100%	-	100% ^d	-	100%	-	-	-	100%	100%	-	-	-	-	100%	-	100%
GAS, ELEC OR WATER	63 2%	54 2%	9 2%	21 3%	37 1%	41 2%	17 3%	5 2%	2 1%	54 2%	59 2%	37 1%	6 3%	39 1%	27 1%	35 3%	21 1%	42 2%
		86%	14%	34% ^d	58%	65%	27% ^h	8%	4%	87%	94%	59%	10%	62%	44%	56% ⁿ	33%	67%
ANY COMMUNICATIONS SERVICE	82 2%	71 2%	12 3%	27 4%	51 2%	57 3%	23 4%	3 1%	5 1%	71 3%	76 2%	57 2%	6 2%	57 2%	39 2%	43 3%	30 2%	53 3%
		86%	14%	33% ^d	62%	69%	28% ^{gh}	3%	6%	86%	93%	70%	7%	70%	47%	53% ⁿ	36%	64%
None of these	177 5%	155 5%	22 6%	47 8%	119 4%	116 5%	39 7%	12 5%	9 3%	149 6%	164 5%	125 5%	11 4%	127 5%	81 4%	95 8%	75 5%	102 5%
		88%	12%	27% ^d	67%	66%	22% ^h	7%	5%	84%	93%	71%	6%	72%	46%	54% ⁿ	42%	58%
Don't know	16 *	13 *	3 1%	8 1%	7 *	7 *	5 1%	2 1%	1 *	12 *	15 *	5 *	- *	5 *	7 *	9 1%	5 *	11 1%
		83%	17%	50% ^d	42%	41%	32%	13%	9%	74%	95%	33%	-	33%	44%	56%	31%	69%
Not asked	3145 91%	2800 91%	328 89%	511 84%	2542 93%	2051 91%	480 86%	235 92%	301 95%	2414 90%	2822 91%	2364 92%	259 93%	2406 92%	2051 94%	1093 87%	1449 92%	1695 90%
		89%	10%	16%	81% ^c	65% ^f	15%	7% ^f	10% ^{ef}	77%	90%	75%	8%	76%	65% ^o	35%	46% ^q	54%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31	25	7	5	14	5	-	8	25	12	9	31	-	11	31	10
	1%	29%	38%	11%	17%	51%	-	8%	27%	37%	1%	10%	-	19%	47%	16%
		79%cg	23%	16%	44%	17%	-	25%	79%cg	38%	30%	100%l	-	36%l	100%o	32%
Standard mobile phone (that can't access the internet)	3	1	2	3	1	1	-	1	2	1	1	3	-	2	3	2
	*	1%	12%	7%	1%	11%	-	1%	3%	3%	*	1%	-	4%	5%	4%
		32%	68%	100%	32%	32%	-	32%	68%	32%	32%	100%l	-	68%l	100%o	68%
Fixed landline phone at home	16	4	1	11	8	2	-	5	10	4	9	16	-	5	16	4
	*	4%	6%	24%	10%	17%	-	5%	10%	12%	1%	5%	-	8%	25%	6%
		22%	7%	67%adg	50%	11%	-	31%	58%	24%	57%	100%l	-	28%l	100%o	24%
Standard Speed Fixed broadband	15	2	1	6	12	-	-	7	8	5	6	15	-	4	15	3
	*	2%	6%	13%	14%	-	-	7%	8%	14%	*	5%	-	6%	23%	5%
		11%	8%	39%a	78%a	-	-	47%	52%	31%	43%	100%l	-	24%l	100%o	20%
Superfast Fixed broadband	15	6	2	2	10	2	-	5	9	5	8	15	-	4	15	6
	*	7%	10%	5%	12%	18%	-	5%	9%	15%	*	5%	-	7%	22%	10%
		39%	12%	15%	67%	12%	-	32%	57%	33%	52%	100%l	-	28%l	100%	41%
Mobile broadband	10	7	1	-	3	4	-	1	6	4	5	10	-	3	10	4
	*	9%	5%	-	4%	40%	-	1%	6%	12%	*	3%	-	6%	15%	7%
		76%g	9%	-	31%	42%	-	11%	59%	40%	50%	100%l	-	35%l	100%	44%
3G or 4G enabled Tablet	2	2	1	1	1	1	-	1	1	1	-	2	-	1	2	2
	*	2%	6%	2%	1%	11%	-	1%	1%	3%	-	1%	-	2%	3%	3%
		100%	57%	57%	57%	57%	-	57%	57%	57%	-	100%l	-	57%l	100%	100%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27	6	2	3	12	1	-	20	11	8	14	27	-	9	12	12
	1%	7%	12%	6%	15%	11%	-	21%	12%	24%	1%	9%	-	15%	18%	18%
		22%	8%	10%	44%	4%	-	74%ac	41%	29%	50%	100%l	-	32%l	44%	42%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4	2	-	-	2	-	-	-	2	2	1	4	-	1	2	1
	*	3%	-	-	3%	-	-	-	2%	7%	*	1%	-	2%	3%	2%
		65%	-	-	65%	-	-	-	65%	65%	25%	100%l	-	40%l	65%	40%
Gas	34	17	9	7	11	3	3	18	20	12	9	34	-	9	11	34
	1%	20%	46%	16%	13%	28%	38%	19%	22%	38%	1%	11%	-	16%	16%	55%
		48%	25%	22%	31%	8%	9%	52%	58%	36%	27%	100%l	-	28%l	31%	100%l
Electricity	43	19	10	9	14	6	4	20	26	14	12	43	-	15	15	43
	1%	23%	50%	19%	16%	55%	49%	21%	28%	44%	1%	14%	-	25%	23%	68%
		45%	22%	21%	32%	13%	9%	46%	60%	34%	29%	100%l	-	35%kl	35%	100%l
Water	34	14	4	8	12	3	2	14	14	10	10	34	-	11	13	34
	1%	17%	20%	17%	15%	29%	29%	15%	15%	29%	1%	11%	-	19%	19%	54%
		42%	11%	23%	37%	9%	7%	43%	41%	28%	31%	100%l	-	34%l	37%	100%l
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	34	25	8	7	14	5	-	8	26	12	11	34	-	13	34	11
	1%	29%	45%	16%	17%	51%	-	8%	28%	37%	1%	11%	-	21%	50%	18%
		74%g	25%	22%	41%	16%	-	24%	77%g	35%	31%	100%l	-	38%kl	100%o	34%
ONLY 1 COMMUNICATIONS SERVICE	56	14	6	11	13	1	-	16	13	3	22	56	-	9	40	17
	2%	17%	32%	22%	16%	14%	-	16%	14%	9%	1%	18%	-	16%	60%	27%
		25%	11%	19%	24%	3%	-	28%	24%	5%	39%	100%l	-	17%l	70%o	30%
2 COMMS SERVICES	18	11	1	5	10	4	-	7	16	8	8	18	-	6	18	6
	1%	13%	5%	10%	13%	40%	-	7%	17%	25%	1%	6%	-	10%	27%	9%
		59%	5%	26%	58%	23%	-	40%	89%	46%	47%	100%l	-	35%l	100%o	31%
3 COMMS SERVICES	7	3	1	2	6	-	-	4	6	4	4	7	-	4	7	3
	*	4%	6%	4%	8%	-	-	4%	6%	12%	*	2%	-	7%	11%	6%
		42%	17%	25%	88%	-	-	56%	83%	56%	54%	100%l	-	59%l	100%	49%
4 COMMS SERVICES	1	1	-	-	1	-	-	-	1	1	1	1	-	-	1	-
	*	1%	-	-	1%	-	-	-	1%	3%	*	*	-	-	1%	-
		100%	-	-	100%	-	-	-	100%	100%	100%	100%l	-	-	100%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
5 OR MORE COMMS SERVICES	1	1	1	1	1	1	-	1	1	1	-	1	-	1	1	1
	*	1%	6%	2%	1%	11%	-	1%	1%	3%	-	*	-	2%	2%	2%
		100%	100%	100%	100%	100%	-	100%	100%	100%	-	100%l	-	100%l	100%	100%
GAS, ELEC OR WATER	63	26	10	11	17	6	4	28	30	17	20	63	-	19	21	63
	2%	30%	50%	24%	21%	64%	49%	29%	32%	52%	1%	20%	-	31%	31%	100%
		41%	15%	18%	27%	10%	6%	44%	47%	27%	31%	100%l	-	30%	34%	100%l
ANY COMMUNICATIONS SERVICE	82	30	9	18	32	7	-	28	37	17	35	82	-	21	67	27
	2%	35%	48%	38%	39%	65%	-	29%	40%	53%	2%	26%	-	35%	100%	43%
		36%	11%	22%	39%	8%	-	34%	45%	21%	43%	100%l	-	25%l	81%o	33%
None of these	177	36	4	22	44	1	4	52	39	10	84	177	-	29	-	-
	5%	43%	21%	47%	53%	8%	51%	55%	42%	32%	5%	57%	-	48%	-	-
		21%	2%	12%	25%	*	2%	30%	22%	6%	48%	100%l	-	16%l	-	-
Don't know	16	4	1	2	2	-	-	1	3	-	5	16	-	1	-	-
	*	5%	3%	4%	2%	-	-	2%	3%	-	*	5%	-	2%	-	-
		25%	4%	13%	9%	-	-	9%	17%	-	31%	100%l	-	6%l	-	-
Not asked	3145	-	-	-	-	-	-	-	-	-	1502	-	3117	-	-	-
	91%	-	-	-	-	-	-	-	-	-	92%	-	100%	-	-	-
		-	-	-	-	-	-	-	-	-	48%	-	99%km	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	- -	8 8% 27%e	3 3% 10%	3 6% 11%	1 1% 3%	2 2% 6%	10 1% 32%	21 1% 68%
Standard mobile phone (that can't access the internet)	3 *	- -	1 1% 32%	1 1% 32%	1 2% 32%	1 1% 32%	- - -	1 * 32%	2 * 68%
Fixed landline phone at home	16 *	1 2% 4%	2 2% 10%	1 1% 7%	2 3% 11%	4 4% 25%	1 2% 9%	9 1% 56%	7 * 44%
Standard Speed Fixed broadband	15 *	- -	- -	- -	3 5% 19%bc	2 2% 15%	1 1% 6%	7 * 48%	8 * 52%
Superfast Fixed broadband	15 *	- -	2 2% 15%	2 2% 14%	3 5% 20%	1 1% 7%	1 1% 7%	5 * 33%	10 1% 67%
Mobile broadband	10 *	- -	- -	2 2% 20%	- - -	1 1% 13%	- - -	4 * 41%	6 * 59%
3G or 4G enabled Tablet	2 *	- -	2 2% 100%	1 1% 57%	1 2% 57%	1 1% 57%	- - -	1 * 43%	1 * 57%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	- -	4 4% 15%	4 5% 16%	5 9% 18%	2 2% 8%	3 4% 12%	15 1% 54%	13 1% 46%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 *	- -	1 1% 40%	- - -	- - -	- - -	- - -	3 * 75%	1 * 25%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
Gas	34	-	6	4	1	2	5	19	15
	1%	-	6%	4%	2%	2%	6%	1%	1%
		-	19%	11%	3%	6%	14%	55%	45%
Electricity	43	1	8	4	3	4	4	22	20
	1%	2%	8%	4%	5%	4%	5%	1%	1%
		2%	19%	9%	6%	9%	9%	52%	48%
Water	34	-	8	6	3	2	1	21	13
	1%	-	8%	6%	5%	2%	1%	1%	1%
		-	24%	17%	9%	7%	3%	62%	38%
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	34	-	8	3	3	1	2	11	22
	1%	-	8%	3%	6%	1%	2%	1%	1%
		-	25%e	9%	10%	3%	6%	33%	67%
ONLY 1 COMMUNICATIONS SERVICE	56	1	8	4	7	2	3	25	31
	2%	2%	8%	5%	13%	2%	4%	1%	2%
		1%	15%	8%	12%e	3%	5%	44%	56%
2 COMMS SERVICES	18	-	1	2	1	1	-	10	7
	1%	-	1%	2%	1%	1%	-	1%	*
		-	8%	11%	4%	7%	-	58%	42%
3 COMMS SERVICES	7	-	1	-	1	1	2	3	4
	*	-	1%	-	2%	1%	2%	*	*
		-	15%	-	14%	17%	27%	42%	58%
4 COMMS SERVICES	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	*
		-	-	-	-	-	-	-	100%
5 OR MORE COMMS SERVICES	1	-	1	1	1	1	-	-	1
	*	-	1%	1%	2%	1%	-	-	*
		-	100%	100%	100%	100%	-	-	100%
GAS, ELEC OR WATER	63	1	11	7	4	4	5	34	29
	2%	2%	11%	8%	8%	4%	7%	2%	2%
		1%	17%	11%	7%	6%	9%	54%	46%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
ANY COMMUNICATIONS SERVICE	82	1	12	7	10	5	5	37	45
	2%	2%	12%	8%	18%	6%	6%	2%	3%
		1%	14%	9%	12%e	6%	6%	45%	55%
None of these	177	4	10	9	5	8	4	89	87
	5%	14%	10%	10%	8%	9%	5%	5%	5%
		2%	6%	5%	3%	5%	2%	51%	49%
Don't know	16	-	-	1	-	-	-	9	7
	*	-	-	1%	-	-	-	1%	*
		-	-	4%	-	-	-	58%	42%
Not asked	3145	24	75	72	40	80	66	1590	1554
	91%	83%	74%	78%	71%	84%	86%	91%	91%
		1%	2%	2%	1%	3%	2%	51%	49%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	10 1% 33%	21 1% 67%	6 1% 19%h	10 1% 31%hi	9 1% 28%hi	3 1% 11%	3 * 9%	- - 2%	1 * -	16 1% 50%l	15 1% 48%l	1 * 2%	10 * 31%	22 1% 69% <i>m</i>	- - -	17 1% 55% <i>o</i>	14 1% 45% <i>o</i>
Standard mobile phone (that can't access the internet)	3 *	2 * 68%	1 * 32%	- - -	- - -	3 1% 100%	- - -	- - -	- - -	- - -	- - -	3 * 100%	- - -	- - -	3 * 100%	- - -	- - -	3 * 100% <i>o</i>
Fixed landline phone at home	16 *	7 * 41%	10 * 59%	1 * 6%	1 * 7%	4 1% 25%	4 1% 23%	3 1% 21%	3 1% 18% <i>l</i>	- - -	2 * 13%	11 1% 69%	3 * 18%	3 * 16%	14 1% 84% <i>m</i>	- - -	7 * 41%	10 1% 59% <i>o</i>
Standard Speed Fixed broadband	15 *	5 * 31%	10 * 69%	3 1% 23%	4 1% 29%	1 * 7%	1 * 8%	5 1% 33% <i>h</i>	- - -	- - -	8 1% 52% <i>l</i>	7 * 48%	- - -	1 * 8%	14 1% 92% <i>m</i>	- - -	5 * 32%	10 1% 68% <i>o</i>
Superfast Fixed broadband	15 *	5 * 31%	10 * 69%	- - -	7 1% 47% <i>gi</i>	5 1% 36% <i>g</i>	2 * 11%	- - -	1 * 5%	- - -	7 * 47%	1 * 48%	1 * 5%	1 * 6%	14 1% 94% <i>m</i>	- - -	3 * 18%	12 1% 82% <i>o</i>
Mobile broadband	10 *	2 * 22%	8 * 78%	4 1% 38%	2 * 17%	3 1% 35%	1 * 7%	- - -	* - 4%	- - -	5 * 54%	4 * 42%	* * 4%	2 * 20%	8 * 80%	- - -	4 * 43%	6 * 57%
3G or 4G enabled Tablet	2 *	2 * 100%	- - -	- - -	1 * 43%	1 * 57%	- - -	- - -	- - -	- - -	1 * 43%	1 * 57%	- - -	- - -	2 * 100%	- - -	1 * 43%	1 * 57%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	7 * 25%	21 1% 75% <i>a</i>	2 * 8%	9 1% 33% <i>hi</i>	9 1% 33% <i>ghi</i>	5 1% 19% <i>h</i>	2 * 6%	- - -	- - -	11 1% 41% <i>l</i>	16 1% 59% <i>l</i>	- - -	5 * 19%	22 1% 81% <i>m</i>	1 * 5%	7 * 24%	19 2% 71% <i>o</i>
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 *	- - -	4 * 100%	- - -	1 * 40%	2 * 60%	- - -	- - -	- - -	- - -	1 * 40%	2 * 60%	- - -	3 * 75%	1 * 25%	- - -	3 * 75%	1 * 25%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
Gas	34	16	18	4	7	16	2	4	2	-	11	22	2	13	21	3	15	16
	1%	1%	1%	1%	1%	2%	*	1%	*	-	1%	1%	*	1%	1%	*	1%	1%
		47%	53%	11%	20%	46%cd	6%	12%	5%	-	31%	64%l	5%	38%	62%	8%	44%	48%o
Electricity	43	17	26	5	12	18	2	4	2	-	17	24	2	15	28	1	20	22
	1%	1%	1%	1%	1%	3%	*	1%	*	-	1%	1%	*	1%	1%	*	1%	2%
		39%	61%	11%	29%fi	41%cfgh	5%	9%	5%	-	40%l	56%l	5%	34%	66%	3%	46%o	51%op
Water	34	11	22	1	11	10	6	4	1	-	12	20	1	9	25	3	12	19
	1%	1%	1%	*	1%	1%	1%	1%	*	-	1%	1%	*	*	1%	*	1%	1%
		34%	66%	3%	34%chi	28%chi	19%l	13%	3%	-	37%l	60%l	3%	27%	73%lm	8%	36%	56%op
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	34	12	22	6	10	11	3	3	-	1	16	17	1	10	24	-	17	16
	1%	1%	1%	1%	1%	2%	1%	*	-	*	1%	1%	*	*	1%	-	1%	1%
		35%	65%	18%h	29%hi	33%ghi	10%	9%	-	1%	47%l	52%l	1%	29%	71%lm	-	51%o	49%o
ONLY 1 COMMUNICATIONS SERVICE	56	22	34	7	17	14	8	6	4	1	24	27	5	12	44	1	24	31
	1%	1%	2%	1%	2%	2%	1%	1%	1%	*	2%	1%	1%	1%	2%	*	1%	2%
		39%	61%	12%	31%l	24%l	14%l	11%	7%	1%	43%l	49%l	8%	22%	78%lm	2%	42%o	55%op
2 COMMS SERVICES	18	4	14	3	6	5	3	1	-	-	9	9	-	5	13	-	8	10
	*	*	1%	*	1%	1%	*	*	-	-	1%	*	-	*	1%	-	*	1%
		24%	76%	17%	32%	31%h	16%	5%	-	-	49%l	51%l	-	26%	74%	-	45%	55%o
3 COMMS SERVICES	7	1	6	1	2	1	1	2	-	-	3	4	-	1	6	-	2	5
	*	*	*	*	*	*	*	*	-	-	*	*	-	*	*	-	*	*
		12%	88%	17%	29%	17%	12%	25%	-	-	46%	54%	-	12%	88%	-	27%	73%
4 COMMS SERVICES	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
	*	*	*	-	-	*	-	-	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
5 OR MORE COMMS SERVICES	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
GAS, ELEC OR WATER	63	24	39	8	17	19	9	6	3	-	26	34	3	21	42	4	27	32
	1%	1%	2%	1%	2%	3%	1%	1%	1%	-	2%	2%	*	1%	2%	*	1%	3%
		38%	62%	13%l	28%hi	31%ghi	14%l	9%l	5%l	-	41%l	54%l	5%	34%	66%lm	7%	43%	51%op

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
ANY COMMUNICATIONS SERVICE	82	28	54	11	25	21	11	9	4	1	36	41	5	17	65	1	33	48
	2%	1%	2%	2%	3%	3%	2%	1%	1%	*	3%	2%	1%	1%	3%	*	2%	4%
		34%	66%a	13%i	31%ghi	26%ghi	14%i	11%i	5%	1%	44%l	50%l	6%	20%	80%m	2%	40%o	59%op
None of these	177	78	98	27	38	33	33	28	13	5	65	94	18	72	105	37	68	72
	4%	4%	4%	4%	5%	5%	5%	4%	3%	1%	5%	5%	2%	3%	5%	4%	3%	6%
		44%	56%	15%i	22%i	19%i	19%i	16%i	8%i	3%	37%l	53%l	10%	41%	59%m	21%	39%	41%op
Don't know	16	12	4	2	3	2	4	2	2	1	6	8	2	4	13	-	8	8
	*	1%	*	*	*	*	1%	*	*	*	*	*	*	*	1%	-	*	1%
		76%b	24%	13%	21%	12%	26%	12%	11%	4%	34%	51%	15%	22%	78%m	-	49%	51%o
Not asked	3951	1935	2016	556	752	599	619	621	423	381	1309	1839	804	2013	1938	881	1955	1114
	93%	94%	92%	93%	91%	90%	92%	93%	95%	99%	92%	92%	97%	95%	90%	95%	94%	89%
		49%	51%	14%	19%	15%	16%	16%e	11%def	10%cd	33%	47%	20%ik	51%n	49%	22%q	49%q	28%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	23 1% 73%	7 2% 22%a	- - -	2 2% 6%	2 1% 6%	5 1% 17%	3 1% 9%	1 * 3%	3 1% 10%	2 * 7%	2 * 7%	2 * 7%	2 1% 7%	- - -	7 2% 22%kl	2 2% 6%
Standard mobile phone (that can't access the internet)	3 *	1 * 36%	2 1% 64%a	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 36%	- * -	- * -	- - -	2 1% 64%	- - -
Fixed landline phone at home	16 *	11 * 70%	4 1% 23%a	1 1% 7%	- - -	- - -	3 1% 21%	3 1% 18%	- - -	1 * 4%	1 * 6%	1 * 8%	1 * 6%	1 * 6%	1 1% 7%	4 1% 23%	- - -
Standard Speed Fixed broadband	15 *	12 * 80%	2 1% 15%	- - -	1 1% 4%	2 1% 13%	4 1% 26%	- - -	- - -	2 * 11%	1 * 7%	1 * 5%	1 * 6%	2 1% 12%	- - -	2 1% 15%	1 1% 4%
Superfast Fixed broadband	15 *	11 * 74%	3 1% 21%	- - -	1 1% 6%	- - -	6 1% 37%jl	- - -	- - -	1 * 7%	- - -	3 1% 19%	1 * 5%	1 * 5%	- - -	3 1% 21%	1 1% 6%
Mobile broadband	10 *	3 * 34%	2 1% 20%a	3 1% 30%a	2 2% 16%a	- - -	1 * 11%	- - -	* - 4%	- - -	1 * 11%	- - -	1 * 7%	- - -	3 1% 30%giklm	2 1% 20%	2 2% 16%giklm
3G or 4G enabled Tablet	2 *	1 * 43%	1 * 57%a	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 43%	- - -	- - -	1 * 57%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	21 1% 76%	2 1% 8%	3 1% 10%	2 2% 6%	1 1% 5%	8 2% 29%glm	- - -	2 1% 8%	1 * 5%	2 1% 8%	3 1% 13%	2 * 7%	1 * 3%	3 1% 10%	2 1% 8%	2 2% 6%g
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 *	3 * 75%	- - -	- - -	1 1% 25%a	- - -	- - -	- - -	- - -	- - -	1 * 35%	1 * 40%	- - -	- - -	- - -	- - -	1 1% 25%fl

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Gas	34	28	6	-	-	-	9	2	3	1	-	8	2	2	-	6	-
	1%	1%	2%	-	-	-	2%	1%	1%	*	-	2%	*	1%	-	2%	-
		81%	19%	-	-	-	28% ^{ij}	6%	7%	4%	-	25% ^{ijl}	5%	7%	-	19% ^{ijl}	-
Electricity	43	33	7	1	2	-	9	3	2	3	3	7	2	3	1	7	2
	1%	1%	2%	1%	2%	-	2%	1%	1%	1%	1%	1%	*	1%	1%	2%	2%
		76%	17%	3%	4%	-	22% ^{kl}	7%	5%	7%	6%	16%	6%	7%	3%	17% ^l	4% ^{ac}
Water	34	28	2	3	1	1	4	-	4	4	1	5	8	2	3	2	1
	1%	1%	1%	1%	1%	*	1%	-	1%	1%	*	1%	1%	1%	1%	1%	1%
		83%	6%	8%	3%	3%	10%	-	10%	13%	3%	15%	23% ^g	5%	8%	6%	3%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	34	24	8	-	2	2	5	3	1	3	2	3	2	2	-	8	2
	1%	1%	2%	-	2%	1%	1%	1%	*	1%	*	1%	*	1%	-	2%	2%
		71%	23% ^{ac}	-	5%	6%	16%	8%	3%	10%	6%	10%	6%	6%	-	23% ^{hln}	5%
ONLY 1 COMMUNICATIONS SERVICE	56	47	4	3	2	5	9	3	3	8	3	7	5	3	3	4	2
	1%	1%	1%	1%	2%	3%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
		83%	8%	5%	4%	9%	15%	5%	6%	14%	6%	13%	9%	5%	5%	8%	4%
2 COMMS SERVICES	18	14	3	-	1	-	6	2	-	-	1	3	-	2	-	3	1
	*	*	1%	-	1%	-	1%	*	-	-	*	1%	-	1%	-	1%	1%
		77%	18%	-	5%	-	36% ^{hil}	9%	-	-	6%	16%	-	10%	-	18% ^l	5% ^l
3 COMMS SERVICES	7	4	2	1	-	-	2	-	-	-	1	-	1	-	1	2	-
	*	*	1%	1%	-	-	*	-	-	-	*	-	*	-	1%	1%	-
		55%	28%	17%	-	-	28%	-	-	-	14%	-	13%	-	17%	28%	-
4 COMMS SERVICES	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		-	-	-	100% ^a	-	-	-	-	-	-	-	-	-	-	-	100% ^{ijkl}
5 OR MORE COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
		-	100% ^a	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
GAS, ELEC OR WATER	63	50	8	3	2	1	11	3	5	5	4	10	9	4	3	8	2
	1%	1%	2%	1%	2%	*	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	2%
		80%	13%	4%	3%	1%	17%	5%	7%	8%	6%	15%	14%	7%	4%	13%	3%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
ANY COMMUNICATIONS SERVICE	82 2%	63 2%	11 3%	4 2%	4 4%	5 3%	17 4%	4 1%	3 1%	8 2%	4 1%	10 2%	6 1%	5 1%	4 2%	11 3%	4 4%
		77%	13%	5%	5%	6%	21% ^{ghilm}	5%	4%	10%	5%	13%	8%	6%	5%	13% ^l	5% ^{hjl}
None of these	177 4%	147 4%	18 5%	8 4%	4 4%	15 7%	21 5%	12 3%	17 5%	11 3%	16 4%	25 5%	18 3%	11 3%	8 4%	18 5%	4 4%
		83%	10%	5%	2%	8% ^{ilm}	12%	7%	10%	6%	9%	14%	10%	6%	5%	10%	2%
Don't know	16 *	14 *	1 *	1 *	-	1 1%	1 *	1 *	5 2%	-	-	3 1%	2 *	2 *	1 *	1 *	-
		87%	8%	5%	-	7%	5%	4%	31% ^{fij}	-	-	17%	12%	11%	5%	8%	-
Not asked	3951 93%	3336 93%	328 91%	200 94%	87 90%	185 89%	418 90%	326 94%	288 91%	342 94%	394 92%	503 92%	536 94%	344 95%	200 94%	328 91%	87 90%
		84%	8%	5%	2%	5%	11%	8% ^e	7%	9% ^e	10%	13%	14% ^{efho}	9% ^{efho}	5%	8%	2%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	27 1%	4 1%	8 1%	20 1%	21 1%	8 1%	2 1%	- -	28 1%	29 1%	20 1%	3 1%	20 1%	12 *	19 1%	8 *	24 1%
		87%	13%	27%	63%	69%	24%h	6%	-	88%	94%	64%	9%	64%	40%	60%an	24%	76%p
Standard mobile phone (that can't access the internet)	3 *	3 *	- -	2 *	- -	1 *	- -	- -	1 *	1 *	2 *	1 *	1 *	1 *	1 *	2 *	- -	3 *
		100%	-	64% ^d	-	32%	-	-	36% ^{ee}	32%	68%	32%	32%	32%	36%	64%	-	100%
Fixed landline phone at home	16 *	15 *	1 *	7 *	8 *	12 *	5 *	1 *	1 *	13 *	15 *	10 *	- -	10 *	14 *	3 *	8 *	8 *
		92%	8%	44% ^d	46%	72%	29%	4%	5%	81%	90%	62%	-	62%	84%	16%	49%	51%
Standard Speed Fixed broadband	15 *	14 *	1 *	4 *	11 *	10 *	7 *	- -	1 *	15 *	15 *	12 *	- -	12 *	8 *	7 *	5 *	10 *
		94%	6%	27%	73%	69%	45%	-	6%	100%	100%	81%	-	81%	55%	45%	32%	68%
Superfast Fixed broadband	15 *	12 *	3 1%	5 1%	10 *	12 *	3 *	1 *	1 *	12 *	13 *	11 *	2 1%	11 *	9 *	6 *	5 *	10 *
		81%	19%	34%	66%	79%	20%	5%	8%	84%	89%	75%	13%	75%	62%	38%	34%	66%
Mobile broadband	10 *	10 *	- -	3 *	7 *	9 *	- -	- -	- -	9 *	10 *	7 *	- -	7 *	3 *	7 *	6 *	4 *
		100%	-	28%	72%	96%	-	-	4%	96%	100%	69%	-	69%	28%	72% ^{an}	58%	42%
3G or 4G enabled Tablet	2 *	2 *	- -	2 *	- -	2 *	1 *	- -	- -	2 *	2 *	- -	- -	- -	- -	2 *	- -	2 *
		100%	-	100% ^d	-	100%	43%	-	-	100%	100%	-	-	-	-	100%	-	100%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	24 1%	3 1%	11 2%	16 *	20 1%	8 1%	- -	- -	26 1%	26 1%	21 1%	4 1%	21 1%	11 *	16 1%	16 1%	12 1%
		89%	11%	42% ^d	58%	73%	28% ^h	-	-	93%	93%	78%	15%	78%	42%	58% ^{an}	57%	43%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4	1	3	1	1	1	3	-	-	3	3	4	1	4	-	4	-	4
	*	*	1%	*	*	*	*	-	-	*	*	*	*	*	-	*	-	*
		25%	75%a	25%	35%	40%	75%e	-	-	75%	75%	100%	25%	100%	-	100%n	-	100%
Gas	34	29	6	12	19	20	11	1	2	28	31	20	5	21	13	21	11	24
	1%	1%	1%	2%	1%	1%	2%	*	*	1%	1%	1%	1%	1%	*	1%	1%	1%
		84%	16%	35%cd	55%	59%	31%	4%	5%	82%	90%	57%	14%	62%	39%	61%n	31%	69%
Electricity	43	36	7	13	26	28	11	2	2	36	39	22	6	24	18	25	16	27
	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%
		85%	15%	31%cd	61%	66%	25%	4%	5%	85%	92%	52%	13%	56%	41%	59%n	37%	63%
Water	34	28	6	13	18	22	10	5	*	29	32	21	4	21	16	18	8	25
	1%	1%	1%	2%	1%	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	1%	*	1%
		83%	17%	39%cd	52%	65%	29%h	14%h	1%	88%	95%	64%	11%	64%	47%	53%	24%	76%p
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	34	29	4	9	20	21	8	2	1	28	31	21	4	21	14	20	8	26
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%
		87%	13%	28%cd	59%	64%	22%	6%	4%	82%	92%	62%	11%	62%	41%	59%n	22%	78%p
ONLY 1 COMMUNICATIONS SERVICE	56	46	11	19	36	33	17	2	5	47	51	39	4	39	24	33	17	39
	1%	1%	2%	3%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%
		81%	19%	35%cd	63%	59%	31%e	3%	8%	83%	91%	69%	7%	69%	42%	58%n	31%	69%p
2 COMMS SERVICES	18	16	2	2	12	17	5	1	-	17	18	13	-	13	10	8	7	11
	*	*	*	*	*	1%	1%	*	-	1%	*	*	-	*	*	*	*	*
		88%	12%	14%	69%	96%	26%	4%	-	96%	100%	70%	-	70%	57%	43%	41%	59%
3 COMMS SERVICES	7	7	-	3	4	5	2	-	-	7	7	6	1	6	5	2	5	2
	*	*	-	*	*	*	*	-	-	*	*	*	*	*	*	*	*	*
		100%	-	45%cd	55%	69%	31%	-	-	100%	100%	86%	15%	86%	69%	31%	69%	31%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
4 COMMS SERVICES	1	1	-	1	-	-	-	-	-	-	-	1	1	1	-	1	-	1
	*	*	-	*	-	-	-	-	-	-	-	*	*	*	-	*	-	*
		100%	-	100% ^d	-	-	-	-	-	-	-	100%	100%	100%	-	100%	-	100%
5 OR MORE COMMS SERVICES	1	1	-	1	-	1	-	-	-	1	1	-	-	-	-	1	-	1
	*	*	-	*	-	*	-	-	-	*	*	-	-	-	-	*	-	*
		100%	-	100% ^d	-	100%	-	-	-	100%	100%	-	-	-	-	100%	-	100%
GAS, ELEC OR WATER	63	54	9	21	37	41	17	5	2	54	59	37	6	39	27	35	21	42
	1%	1%	2%	3%	1%	1%	2%	2%	1%	2%	2%	1%	2%	1%	1%	2%	1%	2%
		86%	14%	34% ^d	58%	65%	27% ^h	8%	4%	87%	94%	59%	10%	62%	44%	56% ⁿ	33%	67% ^p
ANY COMMUNICATIONS SERVICE	82	71	12	27	51	57	23	3	5	71	76	57	6	57	39	43	30	53
	2%	2%	2%	4%	1%	2%	3%	1%	1%	2%	2%	2%	2%	2%	1%	3%	1%	2%
		86%	14%	33% ^d	62%	69%	28% ^{gh}	3%	6%	86%	93%	70%	7%	70%	47%	53% ⁿ	36%	64%
None of these	177	155	22	47	119	116	39	12	9	149	164	125	11	127	81	95	75	102
	4%	4%	4%	7%	3%	4%	6%	4%	2%	4%	4%	4%	3%	4%	3%	6%	4%	5%
		88%	12%	27% ^d	67%	66%	22% ^h	7%	5%	84%	93%	71%	6%	72%	46%	54% ⁿ	42%	58%
Don't know	16	13	3	8	7	7	5	2	1	12	15	5	-	5	7	9	5	11
	*	*	1%	1%	*	*	1%	1%	*	*	*	*	-	*	*	1%	*	*
		83%	17%	50% ^d	42%	41%	32%	13%	9%	74%	95%	33%	-	33%	44%	56%	31%	69%
Not asked	3951	3467	462	601	3235	2622	610	280	354	3074	3546	2956	323	3009	2554	1397	1876	2075
	93%	93%	92%	86%	94%	93%	88%	93%	96%	92%	92%	93%	94%	93%	95%	89%	94%	92%
		88%	12%	15%	82% ^c	66% ^f	15%	7% ^f	9% ^{ef}	78%	90%	75%	8%	76%	65% ^o	35%	47% ^q	53%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31	25	7	5	14	5	-	8	25	12	9	31	-	11	31	10
	1%	29%	38%	11%	17%	51%	-	8%	27%	37%	*	10%	-	19%	47%	16%
		79%cg	23%	16%	44%	17%	-	25%	79%cg	38%	30%	100%l	-	36%l	100%o	32%
Standard mobile phone (that can't access the internet)	3	1	2	3	1	1	-	1	2	1	1	3	-	2	3	2
	*	1%	12%	7%	1%	11%	-	1%	3%	3%	*	1%	-	4%	5%	4%
		32%	68%	100%	32%	32%	-	32%	68%	32%	32%	100%l	-	68%l	100%o	68%
Fixed landline phone at home	16	4	1	11	8	2	-	5	10	4	9	16	-	5	16	4
	*	4%	6%	24%	10%	17%	-	5%	10%	12%	*	5%	-	8%	25%	6%
		22%	7%	67%adg	50%	11%	-	31%	58%	24%	57%	100%l	-	28%l	100%o	24%
Standard Speed Fixed broadband	15	2	1	6	12	-	-	7	8	5	6	15	-	4	15	3
	*	2%	6%	13%	14%	-	-	7%	8%	14%	*	5%	-	6%	23%	5%
		11%	8%	39%a	78%a	-	-	47%	52%	31%	43%	100%l	-	24%l	100%o	20%
Superfast Fixed broadband	15	6	2	2	10	2	-	5	9	5	8	15	-	4	15	6
	*	7%	10%	5%	12%	18%	-	5%	9%	15%	*	5%	-	7%	22%	10%
		39%	12%	15%	67%	12%	-	32%	57%	33%	52%	100%l	-	28%l	100%	41%
Mobile broadband	10	7	1	-	3	4	-	1	6	4	5	10	-	3	10	4
	*	9%	5%	-	4%	40%	-	1%	6%	12%	*	3%	-	6%	15%	7%
		76%g	9%	-	31%	42%	-	11%	59%	40%	50%	100%l	-	35%l	100%	44%
3G or 4G enabled Tablet	2	2	1	1	1	1	-	1	1	1	-	2	-	1	2	2
	*	2%	6%	2%	1%	11%	-	1%	1%	3%	-	1%	-	2%	3%	3%
		100%	57%	57%	57%	57%	-	57%	57%	57%	-	100%l	-	57%l	100%	100%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27	6	2	3	12	1	-	20	11	8	14	27	-	9	12	12
	1%	7%	12%	6%	15%	11%	-	21%	12%	24%	1%	9%	-	15%	18%	18%
		22%	8%	10%	44%	4%	-	74%ac	41%	29%	50%	100%l	-	32%l	44%	42%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4	2	-	-	2	-	-	-	2	2	1	4	-	1	2	1
	*	3%	-	-	3%	-	-	-	2%	7%	*	1%	-	2%	3%	2%
		65%	-	-	65%	-	-	-	65%	65%	25%	100%l	-	40%l	65%	40%
Gas	34	17	9	7	11	3	3	18	20	12	9	34	-	9	11	34
	1%	20%	46%	16%	13%	28%	38%	19%	22%	38%	*	11%	-	16%	16%	55%
		48%	25%	22%	31%	8%	9%	52%	58%	36%	27%	100%l	-	28%l	31%	100%l
Electricity	43	19	10	9	14	6	4	20	26	14	12	43	-	15	15	43
	1%	23%	50%	19%	16%	55%	49%	21%	28%	44%	1%	14%	-	25%	23%	68%
		45%	22%	21%	32%	13%	9%	46%	60%	34%	29%	100%l	-	35%kl	35%	100%l
Water	34	14	4	8	12	3	2	14	14	10	10	34	-	11	13	34
	1%	17%	20%	17%	15%	29%	29%	15%	15%	29%	1%	11%	-	19%	19%	54%
		42%	11%	23%	37%	9%	7%	43%	41%	28%	31%	100%l	-	34%l	37%	100%l
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	34	25	8	7	14	5	-	8	26	12	11	34	-	13	34	11
	1%	29%	45%	16%	17%	51%	-	8%	28%	37%	1%	11%	-	21%	50%	18%
		74%g	25%	22%	41%	16%	-	24%	77%g	35%	31%	100%l	-	38%kl	100%o	34%
ONLY 1 COMMUNICATIONS SERVICE	56	14	6	11	13	1	-	16	13	3	22	56	-	9	40	17
	1%	17%	32%	22%	16%	14%	-	16%	14%	9%	1%	18%	-	16%	60%	27%
		25%	11%	19%	24%	3%	-	28%	24%	5%	39%	100%l	-	17%l	70%o	30%
2 COMMS SERVICES	18	11	1	5	10	4	-	7	16	8	8	18	-	6	18	6
	*	13%	5%	10%	13%	40%	-	7%	17%	25%	*	6%	-	10%	27%	9%
		59%	5%	26%	58%	23%	-	40%	89%	46%	47%	100%l	-	35%l	100%o	31%
3 COMMS SERVICES	7	3	1	2	6	-	-	4	6	4	4	7	-	4	7	3
	*	4%	6%	4%	8%	-	-	4%	6%	12%	*	2%	-	7%	11%	6%
		42%	17%	25%	88%	-	-	56%	83%	56%	54%	100%l	-	59%l	100%	49%
4 COMMS SERVICES	1	1	-	-	1	-	-	-	1	1	1	1	-	-	1	-
	*	1%	-	-	1%	-	-	-	1%	3%	*	*	-	-	1%	-
		100%	-	-	100%	-	-	-	100%	100%	100%	100%l	-	-	100%	-

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
5 OR MORE COMMS SERVICES	1	1	1	1	1	1	-	1	1	1	-	1	-	1	1	1
	*	1%	6%	2%	1%	11%	-	1%	1%	3%	-	*	-	2%	2%	2%
		100%	100%	100%	100%	100%	-	100%	100%	100%	-	100%l	-	100%l	100%	100%
GAS, ELEC OR WATER	63	26	10	11	17	6	4	28	30	17	20	63	-	19	21	63
	1%	30%	50%	24%	21%	64%	49%	29%	32%	52%	1%	20%	-	31%	31%	100%
		41%	15%	18%	27%	10%	6%	44%	47%	27%	31%	100%l	-	30%	34%	100%l
ANY COMMUNICATIONS SERVICE	82	30	9	18	32	7	-	28	37	17	35	82	-	21	67	27
	2%	35%	48%	38%	39%	65%	-	29%	40%	53%	2%	26%	-	35%	100%	43%
		36%	11%	22%	39%	8%	-	34%	45%	21%	43%	100%l	-	25%l	81%o	33%
None of these	177	36	4	22	44	1	4	52	39	10	84	177	-	29	-	-
	4%	43%	21%	47%	53%	8%	51%	55%	42%	32%	4%	57%	-	48%	-	-
		21%	2%	12%	25%	*	2%	30%	22%	6%	48%	100%l	-	16%l	-	-
Don't know	16	4	1	2	2	-	-	1	3	-	5	16	-	1	-	-
	*	5%	3%	4%	2%	-	-	2%	3%	-	*	5%	-	2%	-	-
		25%	4%	13%	9%	-	-	9%	17%	-	31%	100%l	-	6%l	-	-
Not asked	3951	-	-	-	-	-	-	-	-	-	1830	-	3117	-	-	-
	93%	-	-	-	-	-	-	-	-	-	93%	-	100%	-	-	-
		-	-	-	-	-	-	-	-	-	46%	-	79%km	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	31 1%	- -	8 8% 27%e	3 3% 10%	3 6% 11%	1 1% 3%	2 2% 6%	10 * 32%	21 1% 68%
Standard mobile phone (that can't access the internet)	3 *	- -	1 1% 32%	1 1% 32%	1 2% 32%	1 1% 32%	- - -	1 * 32%	2 * 68%
Fixed landline phone at home	16 *	1 2% 4%	2 2% 10%	1 1% 7%	2 3% 11%	4 4% 25%	1 2% 9%	9 * 56%	7 * 44%
Standard Speed Fixed broadband	15 *	- -	- -	- -	3 5% 19%bc	2 2% 15%	1 1% 6%	7 * 48%	8 * 52%
Superfast Fixed broadband	15 *	- -	2 2% 15%	2 2% 14%	3 5% 20%	1 1% 7%	1 1% 7%	5 * 33%	10 * 67%
Mobile broadband	10 *	- -	- -	2 2% 20%	- - -	1 1% 13%	- - -	4 * 41%	6 * 59%
3G or 4G enabled Tablet	2 *	- -	2 2% 100%	1 1% 57%	1 2% 57%	1 1% 57%	- - -	1 * 43%	1 * 57%
TV service with additional channels you pay to receive (e.g. Sky, BT TV, Virgin Media, EE TV, Talk Talk TV, etc.)	27 1%	- -	4 4% 15%	4 5% 16%	5 9% 18%	2 2% 8%	3 4% 12%	15 1% 54%	13 1% 46%
Any on-demand and streaming TV and video services that you pay to receive (e.g. Netflix, NOW TV, or Amazon Prime Video)	4 *	- -	1 1% 40%	- - -	- - -	- - -	- - -	3 * 75%	1 * 25%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Gas	34	-	6	4	1	2	5	19	15
	1%	-	6%	4%	2%	2%	6%	1%	1%
		-	19%	11%	3%	6%	14%	55%	45%
Electricity	43	1	8	4	3	4	4	22	20
	1%	2%	8%	4%	5%	4%	5%	1%	1%
		2%	19%	9%	6%	9%	9%	52%	48%
Water	34	-	8	6	3	2	1	21	13
	1%	-	8%	6%	5%	2%	1%	1%	1%
		-	24%	17%	9%	7%	3%	62%	38%
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	34	-	8	3	3	1	2	11	22
	1%	-	8%	3%	6%	1%	2%	1%	1%
		-	25%e	9%	10%	3%	6%	33%	67%
ONLY 1 COMMUNICATIONS SERVICE	56	1	8	4	7	2	3	25	31
	1%	2%	8%	5%	13%	2%	4%	1%	1%
		1%	15%	8%	12%e	3%	5%	44%	56%
2 COMMS SERVICES	18	-	1	2	1	1	-	10	7
	*	-	1%	2%	1%	1%	*	*	*
		-	8%	11%	4%	7%	-	58%	42%
3 COMMS SERVICES	7	-	1	-	1	1	2	3	4
	*	-	1%	-	2%	1%	2%	*	*
		-	15%	-	14%	17%	27%	42%	58%
4 COMMS SERVICES	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	*
		-	-	-	-	-	-	-	100%
5 OR MORE COMMS SERVICES	1	-	1	1	1	1	-	-	1
	*	-	1%	1%	2%	1%	-	-	*
		-	100%	100%	100%	100%	-	-	100%
GAS, ELEC OR WATER	63	1	11	7	4	4	5	34	29
	1%	2%	11%	8%	8%	4%	7%	2%	1%
		1%	17%	11%	7%	6%	9%	54%	46%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
ANY COMMUNICATIONS SERVICE	82	1	12	7	10	5	5	37	45
	2%	2%	12%	8%	18%	6%	6%	2%	2%
		1%	14%	9%	12%e	6%	6%	45%	55%
None of these	177	4	10	9	5	8	4	89	87
	4%	14%	10%	10%	8%	9%	5%	4%	4%
		2%	6%	5%	3%	5%	2%	51%	49%
Don't know	16	-	-	1	-	-	-	9	7
	*	-	-	1%	-	-	-	*	*
		-	-	4%	-	-	-	58%	42%
Not asked	3951	24	75	72	40	80	66	1970	1981
	93%	83%	74%	78%	71%	84%	86%	93%	93%
		1%	2%	2%	1%	2%	2%	50%	50%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	81	28	53	8	25	19	11	10	7	1	33	40	8	13	68	1	31	49
Weighted Base	82*	28**	54*	11**	25**	21**	11**	9**	4**	1**	36*	41*	5**	17**	65*	1**	33**	48*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61	24	36	9	18	15	8	9	2	1	26	32	3	15	46	1	26	34
	74%	87%	68%	78%	70%	71%	70%	100%	56%	100%	73%	77%	61%	91%	70%	100%	79%	70%
		40%	60%	14%	29%	25%	13%	14%	4%	1%	43%	52%	5%	25%	75%	2%	42%	56%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20	4	16	2	7	6	3	-	1	-	9	10	1	1	19	-	6	14
	24%	13%	30%	22%	27%	29%	30%	-	30%	-	25%	23%	27%	5%	29%	-	19%	28%
		19%	81%	12%	34%	31%	17%	-	6%	-	45%	48%	6%	4%	96%	-	32%	68%
Don't know	1	-	1	-	1	-	-	-	1	-	1	-	1	1	1	-	1	1
	2%	-	3%	-	3%	-	-	-	14%	-	2%	-	12%	3%	1%	-	2%	2%
		-	100%	-	58%	-	-	-	42%	-	58%	-	42%	42%	58%	-	42%	58%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	81	64	9	3	5	5	16	4	4	8	4	11	7	5	3	9	5
Weighted Base	82*	63*	11**	4**	4**	5**	17**	4**	3**	8**	4**	10**	6**	5**	4**	11**	4**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 74%	47 74% 76%	8 76% 13%	3 72% 5%	3 78% 5%	4 77% 7%	14 82% 23%	3 61% 4%	3 100% 6%	6 75% 10%	2 51% 3%	8 78% 13%	3 41% 4%	4 83% 6%	3 72% 5%	8 76% 13%	3 78% 5%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 24%	16 25% 80%	2 18% 10%	1 28% 6%	1 22% 4%	1 23% 6%	3 18% 15%	2 39% 8%	- - -	2 25% 10%	2 49% 10%	1 14% 8%	4 59% 18%	1 17% 4%	1 28% 6%	2 18% 10%	1 22% 4%
Don't know	1 2%	1 1% 58%	1 5% 42%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 8% 58%	- - -	- - -	- - -	1 5% 42%	- - -

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	81	69	12	30	48	53	22	3	5	67	73	57	6	57	39	42	29	52
Weighted Base	82*	71*	12**	27**	51*	57*	23**	3**	5**	71*	76*	57*	6**	57*	39*	43*	30**	53*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61	52	9	16	42	43	16	3	5	53	58	45	4	45	32	29	24	37
	74%	73%	78%	60%	82%	76%	72%	100%	100%	74%	76%	79%	72%	79%	82%	67%	80%	71%
		85%	15%	27%	69%	71%	27%	4%	8%	86%	95%	74%	7%	74%	53%	47%	39%	61%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20	17	3	10	8	13	6	-	-	18	18	11	2	11	6	14	5	15
	24%	25%	22%	37%	16%	22%	25%	-	-	25%	23%	19%	28%	19%	16%	31%	16%	29%
		87%	13%	51%	41%	63%	29%	-	-	88%	88%	54%	8%	54%	32%	68%	24%	76%
Don't know	1	1	-	1	1	1	1	-	-	1	1	1	-	1	1	1	1	-
	2%	2%	-	2%	2%	1%	3%	-	-	1%	1%	2%	-	2%	1%	2%	5%	-
		100%	-	42%	58%	58%	58%	-	-	58%	58%	100%	-	100%	42%	58%	100%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	81	27	8	19	32	6	-	26	34	16	34	81	-	21	67	25
Weighted Base	82*	30**	9**	18**	32*	7**	-**	28**	37*	17**	35*	82*	-**	21**	67*	27**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61	19	6	14	20	4	-	22	25	11	29	61	-	10	47	19
	74%	65%	61%	77%	62%	57%	-	78%	68%	65%	83%	74%	-	49%	71%	69%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20	10	4	4	12	3	-	5	12	6	5	20	-	11	19	8
	24%	35%	39%	19%	38%	43%	-	19%	32%	35%	16%	24%	-	51%	28%	31%
Don't know	1	-	-	1	-	-	-	1	-	-	1	1	-	-	1	-
	2%	-	-	3%	-	-	-	3%	-	-	2%	2%	-	-	1%	-
		-	-	42%	-	-	-	58%	-	-	42%	100%	-	-	42%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	81	1	11	7	10	5	5	36	45
Weighted Base	82*	1**	12**	7**	10**	5**	5**	37*	45*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 74%	1 100% 1%	10 84% 16%	3 45% 5%	5 49% 8%	3 56% 5%	5 100% 8%	28 76% 47%	33 72% 53%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 24%	- - -	2 16% 10%	4 55% 21%	5 51% 25%	2 44% 12%	- - -	7 20% 37%	13 28% 63%
Don't know	1 2%	- - -	- - -	- - -	- - -	- - -	- - -	1 4% 100%	- - -

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 20%	24 18% 40%	36 20% 60%	9 20% 14%	18 24% 29%	15 22% 25%	8 15% 13%	9 20% 14%	2 11% 4%	1 9% 1%	26 22% 43%	32 19% 52%	3 11% 5%	15 14% 25%	46 22% 75%	1 3% 2%	26 21% 42% o	34 23% 56% o
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 6%	4 3% 19%	16 9% 81% a	2 5% 12%	7 9% 34% g	6 9% 31%	3 6% 17%	- - -	1 6% 6%	- - -	9 8% 45%	10 6% 48%	1 5% 6%	1 1% 4%	19 9% 96% m	- - -	6 5% 32%	14 9% 68%
Don't know	1 *	- - -	1 1% 100%	- - -	1 1% 58%	- - -	- - -	- - -	1 3% 42%	- - -	1 1% 58%	- - -	1 2% 42% k	1 1% 42%	1 * 58%	- - -	1 * 42%	1 1% 58%
Not asked	230 74%	106 79% 46%	124 70% 54%	33 75% 14%	49 66% 21%	49 70% 21%	42 79% 18%	35 80% 15%	17 80% 7%	5 91% 2%	82 69% 36%	126 75% 55%	22 82% 10%	90 84% 39% n	140 68% 61%	41 97% 18% p q	93 74% 40%	96 67% 42%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 20%	47 18% 76%	8 24% 13%	3 23% 5%	3 32% 5%	4 19% 7%	14 32% 23% ^l	3 13% 4%	3 11% 6%	6 29% 10%	2 9% 3%	8 18% 13%	3 8% 4%	4 22% 6%	3 23% 5%	8 24% 13%	3 32% 5%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 6%	16 6% 80%	2 6% 10%	1 9% 6%	1 9% 4%	1 5% 6%	3 7% 15%	2 8% 8%	- - -	2 10% 10%	2 8% 10%	1 3% 8%	4 11% 18%	1 4% 4%	1 9% 6%	2 6% 10%	1 9% 4%
Don't know	1 *	1 *	1 2% 42%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 2% 58%	- - -	- - -	- - -	1 2% 42%	- - -
Not asked	230 74%	192 75% 83%	24 69% 10%	9 67% 4%	6 59% 3%	17 76% 7%	27 61% 12%	15 78% 7%	27 89% 12%	12 61% 5%	20 83% 9%	35 77% 15%	26 81% 11%	13 74% 6%	9 67% 4%	24 69% 10%	6 59% 3%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 20%	52 19% 85%	9 22% 15%	16 17% 27%	42 21% 69%	43 22% 71%	16 21% 27%	3 12% 4%	5 29% 8%	53 20% 86%	58 20% 95%	45 22% 74%	4 23% 7%	45 21% 74%	32 23% 53%	29 17% 47%	24 19% 39%	37 20% 61%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 6%	17 6% 87%	3 6% 13%	10 11% 51% ^d	8 4% 41%	13 6% 63%	6 7% 29%	- - -	- - -	18 7% 88%	18 6% 88%	11 5% 54%	2 9% 8%	11 5% 54%	6 4% 32%	14 8% 68%	5 4% 24%	15 8% 76%
Don't know	1 *	1 1% 100%	- - -	1 1% 42%	1 * 58%	1 * 58%	1 1% 58%	- - -	- - -	1 * 58%	1 * 58%	1 1% 100%	- - -	1 1% 100%	1 * 42%	1 * 58%	1 1% 100%	- - -
Not asked	230 74%	200 74% 87%	30 72% 13%	69 72% 30%	147 74% 64%	142 72% 62%	57 71% 25%	19 88% 8%	11 71% 5%	193 73% 84%	213 74% 93%	151 72% 66%	13 68% 6%	154 73% 67%	103 72% 45%	127 75% 55%	92 76% 40%	137 72% 60%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	**	59*	67*	63*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 20%	19 23%	6 30%	14 30%	20 24%	4 37%	- -	22 23%	25 27%	11 34%	29 21%	61 20%	- -	10 17%	47 71%	19 30%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 6%	10 12%	4 19%	4 7%	12 15%	3 28%	- -	5 6%	12 13%	6 19%	5 4%	20 6%	- -	11 18%	19 28%	8 13%
Don't know	1 *	- -	- -	1 1%	- -	- -	- -	1 1%	- -	- -	1 *	1 +	- -	- -	1 1%	- -
Not asked	230 74%	54 65%	10 52%	29 62%	50 61%	4 35%	8 100%	68 71%	55 60%	15 47%	100 74%	230 74%	- -	38 65%	- -	36 57%
		24%	4%	13%	22%	2%	3%	29%	24%	7%	44%	100%	-	17%	-	16% ⁿ

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

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

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 20%	1 14% 1%	10 38% 16%	3 17% 5%	5 30% 8%	3 20% 5%	5 44% 8%	28 18% 47%	33 21% 53%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 6%	- - -	2 7% 10%	4 21% 21%	5 31% 25%	2 16% 12%	- - -	7 5% 37%	13 8% 63%
Don't know	1 *	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 100%	- - -
Not asked	230 74%	4 86% 2%	14 55% 6%	12 63% 5%	6 39% 3%	9 64% 4%	6 56% 3%	121 77% 53%	109 71% 47%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 2%	24 1% 40%	36 2% 60%	9 3% 14%hi	18 3% 29%hi	15 3% 25%hi	8 1% 13%i	9 1% 14%i	2 1% 4%	1 * 1%	26 3% 43%l	32 2% 52%l	3 * 5%	15 1% 25%	46 3% 75% m	1 * 2%	26 2% 42% o	34 3% 56% op
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 1%	4 * 19%	16 1% 81% a	2 1% 12%	7 1% 34% gi	6 1% 31% gi	3 1% 17%	- - -	1 * 6%	- - -	9 1% 45% l	10 1% 48%	1 * 6%	1 * 4%	19 1% 96% m	- - -	6 * 32%	14 1% 68% op
Don't know	1 *	- - -	1 * 100%	- - -	1 * 58%	- - -	- - -	- - -	1 * 42%	- - -	1 * 58%	- - -	1 * 42%	1 * 42%	1 * 58%	- - -	1 * 42%	1 * 58%
Not asked	3374 98%	1668 98% 49% b	1707 97% 51%	253 96% 7%	646 96% 19%	572 96% 17%	598 98% 18%	569 99% 17% cde	398 99% 12% cde	338 100% 10% cde fg	899 96% 27%	1740 98% 52% j	736 99% 22% k	1709 99% 51% n	1665 96% 49%	766 100% 23% pq	1634 98% 48% q	974 95% 29%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 2%	47 2% 76%	8 3% 13%	3 2% 5%	3 4% 5%	4 3% 7% ^l	14 4% 23% ^g ^{jlm}	3 1% 4%	3 1% 6%	6 2% 10%	2 1% 3%	8 2% 13%	3 1% 4%	4 1% 6%	3 2% 5%	8 3% 13% ^l	3 4% 5% ^{gjl}
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 1%	16 1% 80%	2 1% 10%	1 1% 6%	1 1% 4%	1 1% 6%	3 1% 15%	2 1% 8%	- - -	2 1% 10%	2 1% 10%	1 * 8%	4 1% 18%	1 * 4%	1 1% 6%	2 1% 10%	1 1% 4%
Don't know	1 *	1 * 58%	1 * 42%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 58%	- - -	- - -	- - -	1 * 42%	- - -
Not asked	3374 98%	2850 98% 84%	286 96% 8%	163 97% 5%	76 95% 2%	151 97% 4%	341 95% 10%	283 99% 8% ^f	266 99% 8% ^{fp}	290 97% 9%	306 99% 9% ^{lp}	438 98% 13%	458 99% 14% ^{fop}	317 99% 9% ^{fp}	163 97% 5%	286 96% 8%	76 95% 2%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 2%	52 2% 85%	9 2% 15%	16 3% 27% ^d	42 2% 69%	43 2% 71%	16 3% 27%	3 1% 4%	5 1% 8%	53 2% 86%	58 2% 95%	45 2% 74%	4 2% 7%	45 2% 74%	32 1% 53%	29 2% 47%	24 2% 39%	37 2% 61%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 1%	17 1% 87%	3 1% 13%	10 2% 51% ^d	8 * 41%	13 1% 63%	6 1% 29%	- - -	- - -	18 1% 88%	18 1% 88%	11 * 54%	2 1% 8%	11 * 54%	6 * 32%	14 1% 68% ⁿ	5 * 24%	15 1% 76%
Don't know	1 *	1 * 100%	- - -	1 * 42%	1 * 58%	1 * 58%	1 * 58%	- - -	- - -	1 * 58%	1 * 58%	1 * 100%	- - -	1 * 100%	1 * 42%	1 * 58%	1 * 100%	- - -
Not asked	3374 98%	3000 98% 89%	358 97% 11%	580 96% 17%	2689 98% 80% ^c	2193 97% 65%	537 96% 16%	253 99% 8% ^f	312 99% 9% ^f	2607 97% 77%	3035 98% 90%	2515 98% 75%	272 98% 8%	2560 96% 76%	2154 98% 64% ^o	1221 97% 36%	1542 98% 46%	1833 97% 54%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 2%	19 23% 32%	6 30% 9%	14 30% 23%	20 24% 33%	4 37% 6%	- - -	22 23% 35%	25 27% 42%	11 34% 18%	29 2% 48%	61 20% 100%l	- - -	10 17% 17%l	47 71% 77%o	19 30% 31%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 1%	10 12% 52%	4 19% 18%	4 7% 18%	12 15% 61%	3 28% 14%	- - -	5 6% 27%	12 13% 60%	6 19% 31%	5 * 27%	20 6% 100%l	- - -	11 18% 53%kl	19 28% 95%o	8 13% 41%
Don't know	1 *	- - -	- - -	1 1% 42%	- - -	- - -	- - -	1 1% 58%	- - -	- - -	1 * 42%	1 * 100%l	- - -	- - -	1 1% 42%	- - -
Not asked	3374 98%	54 65% 2%	10 52% *	29 62% 1%	50 61% 1%	4 35% *	8 100% *	68 71% 2%	55 60% 2%	15 47% *	1603 98% 47%	230 74% 7%	3117 100% 92%km	38 65% 1%	- -	36 57% 1% ⁿ

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 2%	1 2% 1%	10 10% 16%	3 4% 5%	5 9% 8%	3 3% 5%	5 6% 8%	28 2% 47%	33 2% 53%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 1%	- - -	2 2% 10%	4 4% 21%	5 9% 25% ^f	2 2% 12%	- - -	7 * 37%	13 1% 63%
Don't know	1 *	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -
Not asked	3374 98%	28 98% 1%	90 88% 3%	85 92% 3%	46 82% 1%	89 94% 3% ^d	72 94% 2%	1711 98% 51%	1663 97% 49%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 1%	24 1%	36 2%	9 1%	18 2%	15 2%	8 1%	9 1%	2 1%	1 *	26 2%	32 2%	3 *	15 1%	46 2%	1 *	26 1%	34 3%
		40%	60%	14% _{ai}	29% _{hi}	25% _{hi}	13% _{li}	14% _{li}	4%	1%	43% _{li}	52% _{li}	5%	25%	75% _{mi}	2%	42% _{oi}	56% _{op}
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 *	4 *	16 1%	2 *	7 1%	6 1%	3 1%	-	1 *	-	9 1%	10 *	1 *	1 *	19 1%	-	6 *	14 1%
		19%	81% _{ai}	12%	34% _{gi}	31% _{gi}	17%	-	6%	-	45%	48%	6%	4%	96% _{mi}	-	32%	68% _{op}
Don't know	1 *	-	1 *	-	1 *	-	-	-	1 *	-	1 *	-	1 *	1 *	1 *	-	1 *	1 *
		-	100%	-	58%	-	-	-	42%	-	58%	-	42%	42%	58%	-	42%	58%
Not asked	4181 98%	2041 99%	2140 98%	589 98%	801 97%	648 97%	661 98%	656 99%	439 99%	386 100%	1391 97%	1965 98%	825 99%	2103 99%	2078 97%	922 100%	2048 98%	1211 96%
		49% _b	51%	14%	19%	15%	16%	16% _{de}	11% _{de}	9% _{cde} fg	33%	47%	20% _{ik}	50% _{kn}	50%	22% _{epq}	49% _q	29%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 1%	47 1% 76%	8 2% 13%	3 1% 5%	3 3% 5%	4 2% 7%	14 3% 23%gjl	3 1% 4%	3 1% 6%	6 2% 10%	2 1% 3%	8 1% 13%	3 * 4%	4 1% 6%	3 1% 5%	8 2% 13%jl	3 3% 5%jl
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 *	16 * 80%	2 1% 10%	1 1% 6%	1 1% 4%	1 1% 6%	3 1% 15%	2 * 8%	- - -	2 1% 10%	2 * 10%	1 * 8%	4 1% 18%	1 * 4%	1 1% 6%	2 1% 10%	1 1% 4%
Don't know	1 *	1 * 58%	1 * 42%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 58%	- - -	- - -	- - -	1 * 42%	- - -
Not asked	4181 98%	3528 98% 84%	352 97% 8%	208 98% 5%	93 96% 2%	202 97% 5%	445 96% 11%	341 99% 8%l	315 99% 8%lp	354 98% 8%	415 99% 10%lp	538 98% 13%	561 99% 13%lfp	357 99% 9%l	208 98% 5%	352 97% 8%	93 96% 2%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 1%	52 1% 85%	9 2% 15%	16 2% 27% ^d	42 1% 69%	43 2% 71%	16 2% 27%	3 1% 4%	5 1% 8%	53 2% 86%	58 2% 95%	45 1% 74%	4 1% 7%	45 1% 74%	32 1% 53%	29 2% 47%	24 1% 39%	37 2% 61%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 *	17 * 87%	3 * 13%	10 1% 51% ^d	8 * 41%	13 * 63%	6 1% 29%	- - -	- - -	18 1% 88%	18 * 88%	11 * 54%	2 * 8%	11 * 54%	6 * 32%	14 1% 68% ⁿ	5 * 24%	15 1% 76%
Don't know	1 *	1 * 100%	- - -	1 * 42%	1 * 58%	1 * 58%	1 * 58%	- - -	- - -	1 * 58%	1 * 58%	1 * 100%	- - -	1 * 100%	1 * 42%	1 * 58%	1 * 100%	- - -
Not asked	4181 98%	3666 98% 88%	492 98% 12%	670 96% 16%	3382 99% 81% ^c	2764 98% 66%	667 97% 16%	298 99% 7% ^f	365 99% 9% ^f	3267 98% 78%	3759 98% 90%	3107 98% 74%	336 98% 8%	3164 96% 76%	2656 99% 64% ^o	1524 97% 36%	1969 99% 47%	2212 98% 53%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 1%	19 23% 32%	6 30% 9%	14 30% 23%	20 24% 33%	4 37% 6%	- - -	22 23% 35%	25 27% 42%	11 34% 18%	29 1% 48%	61 20% 100%l	- - -	10 17% 17%l	47 71% 77%o	19 30% 31%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 *	10 12% 52%	4 19% 18%	4 7% 18%	12 15% 61%	3 28% 14%	- - -	5 6% 27%	12 13% 60%	6 19% 31%	5 * 27%	20 6% 100%l	- - -	11 18% 53%kl	19 28% 95%o	8 13% 41%
Don't know	1 *	- - -	- - -	1 1% 42%	- - -	- - -	- - -	1 1% 58%	- - -	- - -	1 * 42%	1 * 100%l	- - -	- - -	1 1% 42%	- - -
Not asked	4181 98%	54 65% 1%	10 52% *	29 62% 1%	50 61% 1%	4 35% *	8 100% *	68 71% 2%	55 60% 1%	15 47% *	1930 98% 46%	230 74% 5%	3117 100% 75%km	38 65% 1%	- -	36 57% 1% ⁿ

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
I am/have been behind with payment for this/ these services but can manage and cope with the payment	61 1%	1 2% 1%	10 10% 16%	3 4% 5%	5 9% 8%	3 3% 5%	5 6% 8%	28 1% 47%	33 2% 53%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	20 *	- - -	2 2% 10%	4 4% 21%	5 9% 25% ^f	2 2% 12%	- - -	7 * 37%	13 1% 63%
Don't know	1 *	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -
Not asked	4181 98%	28 98% 1%	90 88% 2%	85 92% 2%	46 82% 1%	89 94% 2% ^d	72 94% 2%	2091 98% 50%	2090 98% 50%

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
I have decided to cancel one of my other communications services	38 12%	12 9%	26 15%	5 12%	14 19%	7 11%	6 11%	3 7%	2 10%	*	19 16%	16 10%	3 10%	14 13%	25 12%	9 22%	11 9%	18 12%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	14 4%	7 5%	6 4%	2 4%	4 5%	3 4%	2 4%	1 2%	2 9%	1 9%	6 5%	6 3%	2 9%	3 3%	11 5%	2 6%	3 2%	9 6%
I am careful about what I buy/spend	117 38%	46 34%	71 40%	20 45%	32 43%	24 35%	15 29%	15 35%	8 39%	2 41%	52 44%	55 33%	10 39%	45 42%	72 35%	17 40%	48 38%	52 36%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	56 18%	20 15%	36 20%	12 27%	13 18%	12 18%	9 18%	5 12%	2 9%	2 31%	25 22%	27 16%	4 14%	23 21%	33 16%	12 29%	19 15%	24 17%
I go without certain smaller goods/services - e.g. making clothes last longer	47 15%	16 12%	31 17%	7 17%	12 16%	11 16%	10 18%	4 9%	2 9%	1 20%	19 16%	25 15%	3 11%	20 18%	27 13%	10 23%	14 11%	23 16%
I cut back on luxuries e.g. going out less	85 27%	32 24%	53 30%	15 34%	22 30%	19 27%	17 32%	5 11%	4 21%	2 41%	37 32%	41 25%	7 26%	33 31%	53 26%	9 22%	40 32%	36 25%
I buy cheaper goods/services e.g. branded to value range of foods	81 26%	33 24%	49 27%	19 43%	20 26%	17 24%	13 24%	7 15%	3 16%	3 48%	39 33%	36 22%	6 23%	27 26%	54 26%	11 26%	28 23%	42 29%
I borrowed from family/friends	45 14%	15 12%	29 16%	14 32%	13 18%	10 14%	6 12%	- -	1 3%	1 10%	27 23%	16 10%	1 5%	10 9%	35 17%	4 9%	18 14%	24 16%
I have asked family/friends to pay the bill/accepted gifts from family and friends	28 9%	9 6%	19 11%	9 20%	5 7%	7 9%	4 8%	2 4%	1 7%	- -	14 12%	13 8%	1 5%	7 7%	20 10%	5 12%	7 6%	16 11%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	304	123	181	32	71	62	51	45	33	10	103	158	43	84	220	33	119	152
Weighted Base	312	134	178	44**	74*	70*	54*	43*	21*	6**	118*	167	27*	107*	205	42*	125	145
I have taken out a loan from a bank or another company (e.g. payday loan company)	17 5%	6 4% 34%	11 6% 66%	5 11% 28%	9 11% 51%fg	2 3% 12%	- - -	- - -	2 8% 10%fg	- - -	13 11% 78%k	2 1% 12%	2 6% 10%k	6 6% 37%	11 5% 63%	2 4% 9%	8 7% 48%	7 5% 42%
I have sold items (e.g. through a pawn shop, eBay, etc.)	30 10%	12 9% 40%	18 10% 60%	4 10% 15%	8 11% 28%	9 13% 30%	6 11% 20%	2 4% 6%	- - -	1 12% 2%	13 11% 42%	17 10% 55%	1 3% 2%	9 9% 30%	21 10% 70%	4 9% 12%	10 8% 34%	16 11% 54%
I can manage to pay my communications services without making changes to the way I spend my money	15 5%	9 6% 56%	7 4% 44%	- - -	4 5% 25%	5 7% 33%	- - -	4 9% 25%l	3 12% 17%l	- - -	4 3% 25%	9 5% 58%	3 10% 17%	7 6% 45%	8 4% 55%	3 8% 21%	7 6% 47%	5 3% 31%
Other	1 *	1 1% 100%	- - -	- - -	- - -	- - -	- - -	1 3% 100%	- - -	- - -	- - -	1 1% 100%	- - -	1 1% 100%	- - -	- - -	1 1% 100%	- - -
SUMMARY CODES																		
USED COMMS LESS OR CANCELLED SERVICE	51 16%	19 14% 36%	33 18% 64%	7 16% 13%	18 24% 35%g	10 15% 20%	8 15% 15%	3 7% 6%	4 19% 8%	1 16% 2%	25 21% 49%	21 13% 42%	5 18% 10%	17 16% 33%	34 17% 67%	12 28% 23%p	14 11% 27%	25 18% 50%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	200 64%	81 60% 40%	120 67% 60%	32 73% 16%	52 70% 26%	43 62% 22%	33 61% 16%	25 57% 12%	13 63% 7%	3 48% 1%	84 71% 42%	100 60% 50%	16 60% 8%	78 74% 39%n	122 59% 61%	31 74% 16%	81 65% 41%	88 61% 44%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	81 26%	29 21% 35%	53 30% 65%	20 46% 25%	22 30% 27%g	21 30% 26%g	11 21% 14%g	3 6% 3%	3 14% 4%	1 22% 2%	42 36% 52%kl	35 21% 43%	4 16% 5%	22 21% 27%	60 29% 73%	7 17% 9%	31 25% 38%	43 30% 53%
None of these	39 12%	23 17% 58%	16 9% 42%	2 5% 6%	7 10% 19%	9 12% 22%	9 17% 24%	7 17% 19%	2 9% 5%	2 42% 6%	9 8% 24%	25 15% 65%	4 16% 11%	10 9% 25%	29 14% 75%	6 13% 14%	13 10% 33%	21 14% 53%
Don't know	17 5%	9 7% 53%	8 5% 47%	3 6% 15%	2 2% 9%	1 1% 5%	5 10% 32%e	6 13% 32%de	1 6% 7%	- - -	4 3% 24%	12 7% 69%	1 4% 7%	4 4% 26%	13 6% 74%	- - -	8 6% 47%	9 6% 53%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
I have decided to cancel one of my other communications services	38 12%	28 11%	7 21%	2 18%	1 9%	3 13%	6 14%	-	4 13%	7 33%	1 5%	3 8%	3 10%	-	2 18%	7 21%	1 9%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	14 4%	12 5%	1 2%	-	1 9%	2 10%	2 4%	-	-	-	3 12%	3 6%	* 1%	2 12%	-	1 2%	1 9%
I am careful about what I buy/spend	117 38%	97 38%	12 36%	5 35%	3 32%	7 31%	12 28%	10 54%	8 27%	2 9%	8 34%	25 55%	15 47%	9 52%	5 35%	12 36%	3 32%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	56 18%	44 17%	7 20%	4 29%	2 18%	4 18%	9 21%	3 17%	4 14%	3 15%	6 24%	4 9%	3 10%	7 40%	4 29%	7 20%	2 18%
I go without certain smaller goods/services - e.g. making clothes last longer	47 15%	34 13%	7 20%	2 17%	4 36%	3 13%	4 10%	2 9%	3 10%	5 22%	2 9%	6 14%	6 18%	4 20%	2 17%	7 20%	4 36%
I cut back on luxuries e.g. going out less	85 27%	68 27%	12 35%	2 15%	3 34%	4 18%	10 24%	7 35%	5 17%	4 21%	8 33%	13 29%	9 29%	7 41%	2 15%	12 35%	3 34%
I buy cheaper goods/services e.g. branded to value range of foods	81 26%	63 25%	11 31%	5 35%	3 27%	4 18%	14 31%	3 15%	10 33%	5 26%	3 14%	12 27%	7 23%	5 26%	5 35%	11 31%	3 27%
I borrowed from family/friends	45 14%	36 14%	6 19%	1 9%	1 9%	6 27%	8 18%	-	2 8%	3 17%	4 16%	5 12%	5 15%	2 13%	1 9%	6 19%	1 9%
I have asked family/friends to pay the bill/accepted gifts from family and friends	28 9%	26 10%	-	1 9%	1 3%	3 15%	7 15%	1 6%	3 9%	2 8%	4 15%	3 6%	2 8%	2 9%	1 9%	-	1 9%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	304	246	35	11	12	20	41	20	26	20	22	44	35	18	11	35	12
Weighted Base	312	255	34*	13**	10**	22**	44*	19**	30**	20**	25**	45*	32*	18**	13**	34*	10**
I have taken out a loan from a bank or another company (e.g. payday loan company)	17 5%	13 5% 76%	2 6% 12%	1 9% 7%	1 9% 5%	2 7% 9%	1 3% 7%	2 11% 12%	* 1% 2%	1 5% 6%	2 6% 9%	1 3% 8%	3 9% 17%	1 4% 4%	1 9% 7%	2 6% 12%	1 9% 5%
I have sold items (e.g. through a pawn shop, eBay, etc.)	30 10%	25 10% 84%	3 8% 10%	1 9% 4%	1 9% 3%	1 4% 3%	5 10% 15%	2 8% 5%	4 13% 13%	1 4% 3%	2 6% 5%	5 10% 16%	5 16% 17%	2 13% 8%	1 9% 4%	3 8% 10%	1 9% 3%
I can manage to pay my communications services without making changes to the way I spend my money	15 5%	14 6% 94%	1 2% 6%	- - -	- - -	- - -	1 1% 4%	1 4% 6%	2 6% 12%	3 15% 21%	1 4% 7%	2 5% 16%	4 11% 24%	1 5% 6%	- - -	1 2% 6%	- - -
Other	1 *	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 5% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODES																	
USED COMMS LESS OR CANCELLED SERVICE	51 16%	39 15% 76%	8 23% 16%	2 18% 5%	2 18% 3%	5 23% 10%	7 16% 14%	- - -	4 13% 8%	7 33% 13%	4 17% 8%	6 14% 12%	4 11% 7%	2 12% 4%	2 18% 5%	8 23% 16%	2 18% 3%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	200 64%	160 63% 80%	23 67% 11%	11 81% 5%	7 68% 3%	8 36% 4%	27 61% 13%	15 77% 7%	20 66% 10%	10 49% 5%	17 68% 8%	29 64% 14%	23 71% 11%	13 73% 6%	11 81% 5%	23 67% 11%	7 68% 3%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	81 26%	69 27% 85%	8 24% 10%	1 9% 1%	3 27% 3%	9 39% 10%	13 30% 16%	4 21% 5%	8 27% 10%	5 24% 6%	5 20% 6%	11 24% 13%	9 30% 12%	5 31% 7%	1 9% 1%	8 24% 10%	3 27% 3%
None of these	39 12%	28 11% 71%	7 21% 18%	3 19% 7%	1 14% 4%	5 25% 14%	5 12% 13%	2 9% 5%	2 7% 5%	2 10% 5%	3 13% 9%	6 13% 15%	1 4% 3%	1 6% 3%	3 19% 7%	7 21% 18%	1 14% 4%
Don't know	17 5%	17 7% 100%	- - -	- - -	- - -	3 14% 17%	2 4% 10%	1 3% 3%	4 12% 21%	- - -	- - -	5 12% 32%	1 2% 4%	2 12% 12%	- - -	- - -	- - -

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
I have decided to cancel one of my other communications services	38 12%	32 12%	7 16%	11 11%	25 12%	31 16%	8 10%	3 13%	1 8%	36 14%	37 13%	28 14%	3 13%	30 14%	16 11%	23 13%	15 13%	23 12%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	14 4%	11 4%	2 6%	3 3%	10 5%	6 3%	7 9%	- -	- -	14 5%	14 5%	8 4%	- -	8 4%	5 4%	8 5%	4 4%	9 5%
I am careful about what I buy/spend	117 38%	96 35%	21 51%	28 29%	79 40%	78 39%	26 32%	7 35%	7 42%	101 38%	112 39%	86 41%	7 37%	87 41%	45 32%	72 42%	36 30%	81 43%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	56 18%	52 19%	4 9%	16 17%	34 17%	43 22%	11 14%	1 3%	5 30%	51 19%	55 19%	40 19%	4 19%	42 20%	30 21%	26 15%	25 20%	31 16%
I go without certain smaller goods/services - e.g. making clothes last longer	47 15%	42 16%	4 10%	14 14%	28 14%	36 18%	13 17%	1 7%	3 16%	44 17%	46 16%	35 17%	6 31%	36 17%	23 16%	23 14%	20 16%	27 14%
I cut back on luxuries e.g. going out less	85 27%	72 26%	14 33%	22 23%	54 28%	57 29%	27 33%	3 12%	4 27%	75 29%	81 28%	61 29%	6 32%	61 29%	38 27%	47 28%	27 22%	58 31%
I buy cheaper goods/services e.g. branded to value range of foods	81 26%	72 27%	9 21%	27 28%	52 26%	56 28%	21 26%	4 21%	6 40%	71 27%	79 27%	63 30%	4 23%	64 30%	41 29%	40 23%	31 25%	50 26%
I borrowed from family/friends	45 14%	40 15%	4 10%	19 20%	24 12%	32 16%	12 15%	1 4%	3 21%	41 16%	44 15%	34 16%	1 5%	34 16%	20 14%	24 14%	20 16%	25 13%
		90%	10%	42%	53%	71%	26%	2%	8%	92%	99%	76%	2%	76%	45%	55%	44%	56%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
I have asked family/friends to pay the bill/accepted gifts from family and friends	28 9%	23 9%	5 12%	12 12%	14 7%	18 9%	7 8%	4 18%	- -	23 9%	24 8%	18 9%	2 9%	18 8%	11 8%	17 10%	8 6%	20 11%
I have taken out a loan from a bank or another company (e.g. payday loan company)	17 5%	13 5%	4 9%	5 6%	10 5%	12 6%	5 6%	1 4%	* 3%	15 6%	16 6%	10 5%	1 4%	11 5%	4 3%	12 7%	6 5%	11 6%
I have sold items (e.g. through a pawn shop, eBay, etc.)	30 10%	28 10%	3 6%	11 11%	15 8%	25 12%	9 12%	1 7%	3 18%	29 11%	30 10%	19 9%	2 8%	20 10%	16 11%	14 8%	14 12%	16 8%
I can manage to pay my communications services without making changes to the way I spend my money	15 5%	11 4%	4 9%	5 5%	9 5%	11 5%	3 4%	1 6%	1 9%	13 5%	15 5%	10 5%	1 6%	10 5%	11 73%o	4 2%	9 8%	6 3%
Other	1 *	1 1%	- -	- -	1 1%	- -	- -	1 7%	- -	- -	1 *	1 1%	- -	1 1%	1 1%	- -	- -	1 1%
		100%	-	-	100%	-	-	100%	-	-	100%	100%	-	100%	100%	-	-	100%
SUMMARY CODES																		
USED COMMS LESS OR CANCELLED SERVICE	51 16%	42 16%	9 22%	14 14%	33 17%	36 18%	15 19%	3 13%	1 8%	49 19%	50 17%	35 17%	3 13%	37 17%	20 14%	31 18%	19 16%	32 17%
		82%	18%	27%	65%	71%	29%	5%	2%	95%	98%	69%	5%	71%	39%	61%	37%	63%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	200 64%	176 65%	25 59%	55 57%	132 67%	135 68%	51 64%	13 59%	10 62%	175 66%	191 66%	145 69%	14 73%	147 69%	90 64%	110 65%	77 63%	123 65%
		88%	12%	27%	66%	67%	25%	6%	5%	87%	95%	72%	7%	73%	45%	55%	39%	61%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	304	265	39	104	186	186	74	23	18	247	277	200	19	203	146	158	118	186
Weighted Base	312	270	42*	96*	197	199	80*	21**	16**	264	289	209	19**	212	141	170	122	190
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	81 26%	71 26%	11 26%	30 31%	46 23%	57 29%	22 27%	4 18%	5 29%	73 28%	77 27%	56 27%	4 22%	58 27%	38 27%	43 25%	32 26%	49 26%
None of these	39 12%	36 13%	3 8%	16 17%	20 10%	22 11%	11 14%	3 15%	4 24%	31 12%	34 12%	24 11%	1 5%	24 11%	20 14%	19 11%	16 14%	22 12%
Don't know	17 5%	14 5%	3 7%	7 8%	10 5%	7 4%	3 4%	2 10%	1 6%	10 4%	13 4%	5 3%	1 6%	5 2%	4 3%	13 7%	5 4%	12 6%
		82%	18%	43%	57%	41%	17%	12%	5%	58%	76%	31%	6%	31%	26%	74%	29%	71%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	**	59*	67*	63*
I have decided to cancel one of my other communications services	38 12%	11 13% 29%	4 21% 10%	3 7% 9%	14 17% 37%	- - -	- - -	16 16% 41%	15 16% 38%	5 15% 13%	16 12% 43%	38 12% 100%	- - -	8 13% 20%	16 23% 41%	13 21% 35%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	14 4%	6 7% 43%	- - -	3 7% 24%	3 4% 25%	- - -	- - -	5 5% 36%	5 6% 39%	1 4% 9%	5 3% 34%	14 4% 100%	- - -	- - -	2 4% 17%	3 6% 25%
I am careful about what I buy/spend	117 38%	33 39% 28%	9 47% 8%	23 48% 19%	40 49% 35%	1 8% 1%	3 41% 3%	35 36% 30%	49 53% 42%g	17 52% 14%	48 35% 41%	117 38% 100%	- - -	23 38% 19%	28 42% 24%	24 38% 20%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	56 18%	30 36% 54%dg	5 27% 9%	14 29% 24%	17 20% 30%	2 16% 3%	1 11% 1%	16 16% 28%	30 33% 54%g	8 25% 14%	24 18% 43%	56 18% 100%	- - -	17 29% 31%	19 28% 33%	19 30% 34%
I go without certain smaller goods/services - e.g. making clothes last longer	47 15%	20 24% 43%	5 27% 11%	10 22% 22%	18 22% 40%	- - -	- - -	17 18% 36%	26 28% 56%	8 25% 17%	17 13% 37%	47 15% 100%	- - -	12 21% 26%	16 25% 35%	19 30% 41%
I cut back on luxuries e.g. going out less	85 27%	30 36% 35%	6 30% 7%	15 32% 17%	29 35% 33%	1 11% 1%	1 10% 1%	30 31% 35%	36 39% 42%	10 32% 12%	37 27% 43%	85 27% 100%	- - -	22 37% 26%	28 41% 32%	23 37% 27%
I buy cheaper goods/services e.g. branded to value range of foods	81 26%	29 34% 35%	8 42% 10%	16 33% 19%	27 33% 34%	2 19% 2%	1 11% 1%	24 25% 29%	34 36% 41%	14 43% 17%	35 26% 43%	81 26% 100%	- - -	20 34% 25%	26 39% 32%	28 44% 34%
I borrowed from family/friends	45 14%	20 23% 44%g	4 22% 9%	4 9% 10%	13 15% 28%	4 34% 8%	- - -	10 10% 21%	14 15% 31%	7 22% 16%	20 15% 44%	45 14% 100%	- - -	13 22% 29%	16 24% 36%	15 24% 33%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	**	59*	67*	63*
I have asked family/friends to pay the bill/accepted gifts from family and friends	28 9%	13 16% 47%	3 18% 12%	9 19% 32%	9 10% 31%	2 18% 6%	1 18% 5%	11 11% 38%	13 14% 45%	8 23% 27%	12 9% 42%	28 9% 100%	- - -	9 15% 31%	9 14% 33%	12 19% 42%
I have taken out a loan from a bank or another company (e.g. payday loan company)	17 5%	11 13% 66% ^c	2 10% 11%	1 1% 3%	6 8% 38%	3 27% 16%	1 11% 5%	6 6% 36%	10 11% 62% ^c	6 19% 36%	3 2% 19%	17 5% 100%	- - -	8 14% 50% ^k	9 13% 52%	14 22% 83%
I have sold items (e.g. through a pawn shop, eBay, etc.)	30 10%	13 15% 43%	5 26% 16%	6 14% 21%	8 10% 27%	- - -	- - -	8 9% 27%	11 12% 36%	6 19% 20%	15 11% 50%	30 10% 100%	- - -	7 13% 25%	11 16% 35%	17 27% 55%
I can manage to pay my communications services without making changes to the way I spend my money	15 5%	1 2% 9%	1 4% 6%	1 3% 10%	3 4% 22%	- - -	- - -	6 6% 37%	1 2% 9%	1 4% 9%	11 8% 70%	15 5% 100%	- - -	1 2% 6%	1 1% 5%	1 1% 6%
Other	1 *	- - -	- - -	1 3% 100%	1 2% 100%	- - -	- - -	- - -	1 2% 100%	- - -	1 1% 100%	1 * 100%	- - -	- - -	- - -	- - -
SUMMARY CODES																
USED COMMS LESS OR CANCELLED SERVICE	51 16%	17 20% 33%	4 21% 8%	6 12% 11%	17 20% 33%	- - -	- - -	20 21% 38%	19 21% 37%	5 16% 10%	20 15% 39%	51 16% 100%	- - -	8 13% 15%	17 26% 33%	17 27% 43%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	200 64%	65 78% 33% ^g	13 69% 6%	35 75% 18%	60 73% 30%	5 46% 2%	4 51% 2%	58 61% 29%	74 80% 37% ^g	26 79% 13%	88 65% 44%	200 64% 100%	- - -	42 72% 21%	50 75% 25%	47 76% 24%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	81 26%	35 42% 43% ^g	10 50% 12%	17 36% 21%	22 26% 27%	5 52% 7%	2 29% 3%	25 26% 30%	32 34% 39%	16 50% 20%	38 28% 47%	81 26% 100%	- - -	23 38% 28%	26 40% 32%	33 52% 40%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	304	73	18	49	82	10	7	95	87	30	133	304	-	58	67	59
Weighted Base	312	84*	19**	47*	83*	10**	8**	95*	92*	33**	135	312	-**	59*	67*	63*
None of these	39	7	2	4	10	2	2	13	9	2	12	39	-	7	4	5
	12%	8%	10%	8%	12%	21%	20%	13%	10%	7%	9%	12%	-	11%	5%	7%
		17%	5%	9%	26%	5%	4%	33%	23%	6%	31%	100%	-	17%	9%	12%
Don't know	17	1	-	-	-	-	-	4	-	-	3	17	-	3	1	-
	5%	1%	-	-	-	-	-	5%	-	-	2%	5%	-	6%	1%	-
		4%	-	-	-	-	-	26%	-	-	17%	100%	-	20%	3%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
I have decided to cancel one of my other communications services	38 12%	- -	6 24%	2 12%	3 19%	1 10%	1 8%	22 14%	16 11%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	14 4%	- -	- -	2 11%	2 13%	1 8%	2 22%	7 4%	7 5%
I am careful about what I buy/spend	117 38%	1 18%	8 29%	9 43%	5 32%	4 25%	3 28%	55 35%	62 40%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	56 18%	1 32%	7 25%	2 12%	3 21%	5 31%	1 6%	27 17%	29 19%
I go without certain smaller goods/services - e.g. making clothes last longer	47 15%	- -	6 23%	4 22%	- -	3 23%	2 22%	21 13%	26 17%
I cut back on luxuries e.g. going out less	85 27%	1 14%	8 32%	8 42%	4 23%	5 37%	3 28%	38 24%	47 31%
I buy cheaper goods/services e.g. branded to value range of foods	81 26%	1 14%	6 24%	7 37%	3 20%	4 25%	6 56%	38 24%	44 28%
I borrowed from family/friends	45 14%	1 18%	4 13%	2 9%	2 10%	1 8%	- -	22 14%	23 15%
I have asked family/friends to pay the bill/accepted gifts from family and friends	28 9%	2 51%	2 7%	2 12%	3 17%	2 13%	1 6%	14 9%	14 9%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	304	4	25	19	17	13	11	154	150
Weighted Base	312	5**	26**	20**	16**	15**	11**	158	154
I have taken out a loan from a bank or another company (e.g. payday loan company)	17 5%	- - -	4 14% 21%	- - -	1 5% 5%	1 8% 7%	- - -	8 5% 50%	8 5% 50%
I have sold items (e.g. through a pawn shop, eBay, etc.)	30 10%	1 18% 3%	5 19% 17%	3 14% 9%	1 5% 3%	4 25% 12%	1 7% 3%	15 9% 49%	16 10% 51%
I can manage to pay my communications services without making changes to the way I spend my money	15 5%	- - -	1 5% 9%	- - -	1 4% 4%	1 4% 4%	1 6% 4%	7 4% 45%	8 5% 55%
Other	1 *	1 30% 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 100%
SUMMARY CODES									
USED COMMS LESS OR CANCELLED SERVICE	51 16%	- - -	6 24% 13%	5 24% 9%	5 33% 10%	3 18% 5%	2 22% 5%	28 17% 54%	24 15% 46%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	200 64%	1 32% 1%	17 66% 9%	13 67% 7%	9 59% 5%	12 81% 6%	8 73% 4%	96 61% 48%	105 68% 52%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	81 26%	3 70% 4%	9 35% 11%	5 26% 6%	4 22% 4%	4 29% 5%	1 13% 2%	41 26% 50%	40 26% 50%
None of these	39 12%	- - -	3 10% 7%	1 6% 3%	3 19% 8%	1 7% 3%	1 13% 4%	23 15% 60%	15 10% 40%
Don't know	17 5%	- - -	- - -	2 10% 12%	1 6% 5%	- - -	- - -	7 4% 42%	10 6% 58%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208	
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28	19	9	2	3	3	3	6	6	6	4	12	12	9	19	5	6	17	
	1%	1%	1%	1%	*	1%	1%	1%	1%	2%	*	1%	2%	1%	1%	1%	*	2%	
		67%	33%	6%	9%	12%	11%	20%	20%	21%	16%	43%	41%	33%	67%	18%	22%	61%	
Mobile phone (that can't access the internet)	101	48	54	18	30	17	16	9	9	3	48	42	12	46	56	17	50	34	
	3%	3%	3%	7%	4%	3%	3%	2%	2%	1%	5%	2%	2%	3%	3%	2%	3%	3%	
		47%	53%	18%efg	29%ghi	17%i	15%	9%	9%	3%	47%kl	41%	12%	45%	55%	17%	50%	33%	
Fixed Landline	92	46	46	11	27	18	12	15	6	2	38	46	8	49	43	20	42	30	
	3%	3%	3%	4%	4%	3%	2%	3%	2%	1%	4%	3%	1%	3%	2%	3%	3%	3%	
		50%	50%	12%i	30%fhi	20%i	13%	17%i	7%	2%	42%i	49%i	9%	53%	47%	22%	46%	33%	
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56	26	30	13	10	7	6	7	7	5	23	21	12	19	36	10	18	28	
	2%	2%	2%	5%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	3%	
		47%	53%	24%def	18%ghi	13%	12%	13%	13%	9%	42%k	37%	21%	35%	65%lm	17%	32%	51%op	
Mobile broadband - Through a dongle or USB stick	95	48	46	13	16	17	19	13	10	7	29	49	17	41	54	18	41	35	
	3%	3%	3%	5%	2%	3%	3%	2%	2%	2%	3%	3%	2%	2%	3%	2%	2%	3%	
		51%	49%	13%	17%	18%	20%	14%	10%	7%	31%	52%	18%	43%	57%	20%	43%	38%	
Calls using a public payphone	77	50	27	12	9	13	10	15	10	6	22	38	17	34	43	19	28	29	
	2%	3%	2%	5%	1%	2%	2%	3%	3%	2%	2%	2%	2%	2%	2%	3%	2%	3%	
		65%b	35%	16%df	12%	17%	13%	20%	13%	8%	28%	50%	22%	44%	56%	25%	37%	38%p	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	124	63	62	20	31	19	19	13	13	9	51	51	22	54	70	21	55	47	
	4%	4%	4%	8%	5%	3%	3%	2%	3%	3%	5%	3%	3%	3%	4%	3%	3%	5%	
		50%	50%	16%efg	25%g	16%	15%	11%	11%	7%	41%kl	41%	17%	43%	57%	17%	45%	38%	
ONLY 1 SERVICE	214	105	109	26	57	42	33	35	13	8	83	110	21	92	122	33	111	69	
	6%	6%	6%	10%	9%	7%	5%	6%	3%	2%	9%	6%	3%	5%	7%	4%	7%	7%	
		49%	51%	12%hi	27%fhi	19%hi	16%i	16%hi	6%	4%	39%kl	51%l	10%	43%	57%lm	16%	52%lo	32%	

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
2 SERVICES	47	25	21	3	12	4	14	8	5	1	15	25	6	22	25	9	20	18
	1%	2%	1%	1%	2%	1%	2%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	2%
		54%	46%	7%	26% ^{ci}	8%	30% ^{ei}	16%	10%	3%	33%	54%	13%	47%	53%	19%	42%	39%
3 OR MORE SERVICES	40	23	17	10	4	8	2	5	6	5	14	14	12	18	22	10	10	20
	1%	1%	1%	4%	1%	1%	*	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%	2%
		57%	43%	24% ^{cdfg}	11%	20%	4%	12%	16% ^{fi}	13%	35%	36%	29%	44%	56%	26%	25%	49% ^{op}
ANY COMMUNICATIONS SERVICE	301	153	148	39	74	53	49	47	25	14	112	150	39	131	170	52	141	107
	9%	9%	8%	15%	11%	9%	8%	8%	6%	4%	12%	8%	5%	8%	10%	7%	8%	10%
		51%	49%	13% ^{efgh}	24% ^{hi}	18% ^{ci}	16% ^{ei}	16% ^{ei}	8%	5%	37% ^{kli}	50% ^{li}	13%	44%	56% ^m	17%	47%	36% ^{oo}
None of these	3111	1517	1594	221	589	529	555	527	372	319	810	1611	690	1584	1527	713	1507	891
	90%	89%	91%	84%	88%	89%	91%	91%	92%	94%	87%	90%	93%	92%	88%	93%	90%	87%
		49%	51%	7%	19%	17%	18% ^c	17% ^c	12% ^{cd}	10% ^{cde}	26%	52% ^j	22% ^{kl}	51% ⁿ	49%	23% ^q	48% ^q	29%
Don't know	45	26	19	4	9	10	6	4	6	6	13	21	12	11	34	2	19	24
	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	2%	*	1%	2%
		59%	41%	9%	19%	23%	14%	8%	13%	12%	29%	46%	26%	25%	75% ^m	4%	42% ^{oo}	54% ^{op}

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28 1%	24 1% 85%	4 1% 15%	- 1% -	- - -	2 1% 6%	4 1% 13%	2 1% 9%	5 2% 17%cm	3 1% 10%	3 1% 9%	2 * 7%	4 1% 14%	- - -	- - -	4 1% 15%cm	- - -
Mobile phone (that can't access the internet)	101 3%	69 2% 68%	25 8% 24%ac	4 2% 3%	4 6% 4%	1 1% 1%	14 4% 14%e	8 3% 8%	9 3% 9%	6 2% 6%	6 2% 6%	10 2% 10%	11 2% 11%	5 2% 5%	4 2% 3%	25 8% 24%efghij klmn	4 6% 4%cm
Fixed Landline	92 3%	65 2% 71%	20 7% 21%a	4 2% 4%	4 5% 4%	2 1% 2%	9 3% 10%cm	5 2% 6%	6 2% 7%cm	7 2% 8%cm	9 3% 10%cm	20 4% 21%cm	6 1% 6%	1 * 1%	4 2% 4%	20 7% 21%efghij lm	4 5% 4%cm
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56 2%	37 1% 67%	15 5% 27%ad	3 2% 6%	- - -	2 2% 4%cm	3 1% 5%	5 2% 8%cm	4 2% 7%cm	6 2% 11%cm	7 2% 13%lm	7 2% 12%cm	3 1% 5%	- - -	3 2% 6%cm	15 5% 27%fghikl mp	- - -
Mobile broadband - Through a dongle or USB stick	95 3%	70 2% 74%	23 8% 25%acd	1 1% 1%	- - -	4 2% 4%cm	12 3% 13%gkm	2 1% 2%	21 8% 23%efgij klmnp	9 3% 10%gkm	9 3% 9%cm	4 1% 4%	8 2% 9%	1 * 1%	1 1% 1%	23 8% 25%efgijk lmnp	- - -
Calls using a public payphone	77 2%	54 2% 70%	22 7% 28%acd	1 * 1%	1 1% 1%	1 1% 1%	9 3% 12%cm	3 1% 3%	16 6% 21%efgijk lmn	6 2% 8%cm	3 1% 4%	9 2% 12%cm	6 1% 8%	1 * 1%	1 1% 1%	22 7% 28%efgijk lmnp	1 1% 1%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	124 4%	88 3% 71%	28 10% 23%ac	4 2% 3%	4 6% 4%	3 2% 2%	17 5% 14%cm	10 3% 8%	14 5% 11%jm	8 3% 6%	6 2% 5%	12 3% 10%	15 3% 12%	5 2% 4%	4 2% 3%	28 10% 23%efgijk lmn	4 6% 4%cm

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
ONLY 1 SERVICE	214	163	33	9	9	9	38	11	16	8	19	31	24	6	9	33	9
	6%	6%	11%	6%	11%	6%	11%	4%	6%	3%	6%	7%	5%	2%	6%	11%	11%
		76%	15%a	4%	4%a	4%a	18%gijlm	5%	8%a	4%	9%a	15%a	11%a	3%	4%a	15%ghijlm	4%gilm
2 SERVICES	47	37	8	2	-	1	3	3	4	7	4	9	5	1	2	8	-
	1%	1%	3%	1%	-	1%	1%	1%	1%	2%	1%	2%	1%	*	1%	3%	-
		79%	17%a	3%	-	2%	6%	7%	8%	15%a	8%	20%a	11%	2%	3%	17%a	-
3 OR MORE SERVICES	40	24	17	-	-	-	2	2	11	4	3	1	1	-	-	17	-
	1%	1%	6%	-	-	-	1%	1%	4%	1%	1%	*	*	-	-	6%	-
		59%	41%acd	-	-	-	5%	5%	28%efgjk lmn	10%a	7%	1%	3%	-	-	41%efgijk lmnp	-
ANY COMMUNICATIONS SERVICE	301	223	57	11	9	10	43	16	31	19	25	41	30	7	11	57	9
	9%	8%	19%	7%	11%	7%	12%	6%	12%	6%	8%	9%	6%	2%	7%	19%	11%
		74%	19%ac	4%	3%	3%a	14%gilm	5%a	10%gilm	6%a	8%a	14%a	10%a	2%	4%a	19%efghij klmn	3%a
None of these	3111	2653	239	149	71	140	302	270	234	279	278	407	433	310	149	239	71
	90%	91%	81%	89%	89%	89%	84%	94%	87%	94%	90%	91%	93%	96%	89%	81%	89%
		85%b	8%	5%b	2%	4%o	10%	9%fho	8%o	9%fho	9%o	13%o	14%fho	10%efhj knop	5%o	8%	2%
Don't know	45	36	1	8	-	6	13	1	4	-	6	1	1	4	8	1	-
	1%	1%	*	5%	-	4%	4%	*	1%	-	2%	*	*	1%	5%	*	-
		81%	1%	18%abd	-	14%gik lo	28%giklo	3%	8%	-	14%iklo	1%	3%	9%k	18%ghiklm op	1%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28 1%	26 1%	1 *	8 1%	19 1%	- -	- -	8 3%	10 3%	- -	17 1%	12 *	2 1%	12 *	18 1%	11 1%	9 1%	19 1%
		93%	3%	29%	68%	-	-	27%ef	34%ef	-	62%gi	43%	7%	43%	62%	38%	32%	68%
Mobile phone (that can't access the internet)	101 3%	89 3%	9 2%	20 3%	74 3%	69 3%	21 4%	- -	- -	88 3%	88 3%	70 3%	5 2%	70 3%	53 2%	49 4%	40 3%	62 3%
		88%	9%	20%	73%	68%gh	21%gh	-	-	87%	87%	69%	5%	69%	52%	48%h	39%	61%
Fixed Landline	92 3%	79 3%	12 3%	23 4%	68 2%	55 2%	26 5%	5 2%	4 1%	76 3%	83 3%	56 2%	7 3%	60 2%	- -	92 7%	17 1%	75 4%
		86%	13%	25%	73%	59%	29%eh	6%	5%	82%	90%	61%	8%	65%	-	100%h	19%	81%h
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56 2%	50 2%	4 1%	14 2%	37 1%	22 1%	16 3%	5 2%	5 2%	36 1%	46 1%	- -	3 1%	3 *	13 1%	43 3%	7 *	49 3%
		90%	8%	25%	66%	40%	29%e	8%	10%	65%	82%	-	5%km	5%	23%	77%h	12%	88%h
Mobile broadband - Through a dongle or USB stick	95 3%	89 3%	5 1%	16 3%	73 3%	59 3%	17 3%	7 3%	10 3%	72 3%	86 3%	71 3%	- -	71 3%	60 3%	35 3%	45 3%	49 3%
		95%	5%	17%	77%	62%	18%	7%	10%	76%	91%	75%l	-	75%l	63%	37%	48%	52%
Calls using a public payphone	77 2%	71 2%	6 2%	21 4%	54 2%	46 2%	17 3%	5 2%	7 2%	60 2%	71 2%	54 2%	5 2%	54 2%	46 2%	31 2%	31 2%	46 2%
		92%	8%	28%cd	71%	60%	22%	7%	9%	78%	93%	70%	6%	71%	59%	41%	40%	60%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	124 4%	111 4%	9 3%	27 4%	89 3%	69 3%	21 4%	8 3%	10 3%	88 3%	106 3%	81 3%	7 3%	81 3%	67 3%	57 5%	49 3%	76 4%
		90%	8%	22%	72%	56%	17%	6%	8%	71%	85%	65%	6%	65%	54%	46%h	39%	61%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
ONLY 1 SERVICE	214	190	22	49	150	125	57	15	9	173	193	141	15	146	80	134	82	131
	6%	6%	6%	8%	5%	6%	10%	6%	3%	6%	6%	5%	5%	6%	4%	11%	5%	7%
		89%	10%	23% ^{cd}	70%	59% ^h	27% ^{egh}	7%	4%	81%	90%	66%	7%	68%	37%	63% ⁿ	38%	62% ^p
2 SERVICES	47	39	6	10	35	23	14	4	2	33	37	24	3	25	15	32	16	31
	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	2%
		83%	13%	21%	74%	49%	30% ^e	8%	5%	70%	80%	52%	7%	54%	31%	69% ⁿ	34%	66%
3 OR MORE SERVICES	40	39	1	10	30	24	4	2	6	27	36	23	-	23	23	17	11	29
	1%	1%	*	2%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	1%	1%	2%
		97%	3%	24%	74%	60%	9%	5%	16%	68%	89%	56%	-	56%	58%	42%	27%	73% ^p
ANY COMMUNICATIONS SERVICE	301	268	29	69	214	172	74	21	17	233	266	188	18	194	118	183	109	191
	9%	9%	8%	11%	8%	8%	13%	8%	5%	9%	9%	7%	7%	7%	5%	14%	7%	10%
		89%	10%	23% ^{cd}	71%	57%	25% ^{egh}	7%	6%	78%	88%	62%	6%	65%	39%	61% ⁿ	36%	64% ^p
None of these	3111	2761	337	530	2497	2065	477	234	298	2423	2820	2376	254	2413	2063	1048	1456	1655
	90%	90%	91%	87%	91%	92%	85%	91%	94%	90%	91%	92%	92%	92%	94%	83%	93%	88%
		89%	11%	17%	80% ^c	66% ^f	15%	8% ^f	10% ^f	78%	91%	76%	8%	78%	66% ^o	34%	47% ^q	53%
Don't know	45	41	3	7	29	13	8	2	1	21	24	10	5	10	12	33	6	39
	1%	1%	1%	1%	1%	1%	2%	1%	*	1%	1%	*	2%	*	1%	3%	*	2%
		93%	7%	17%	64%	28%	19% ^e	4%	3%	47%	54%	22%	12% ^{km}	23%	26%	74% ⁿ	13%	87% ^p

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28	-	1	4	1	-	-	-	1	-	5	5	24	3	1	1
	1%	-	5%	8%	2%	-	-	-	2%	-	*	1%	1%	4%	1%	1%
		-	3%	13%ag	5%	-	-	-	5%	-	19%	17%	83%	9%	2%	2%
Mobile phone (that can't access the internet)	101	12	5	3	8	2	1	10	12	6	43	26	75	8	10	11
	3%	15%	25%	7%	10%	19%	11%	11%	13%	20%	3%	8%	2%	14%	15%	17%
		12%	5%	3%	8%	2%	1%	10%	12%	6%	42%	26%l	74%	8%l	10%	11%
Fixed Landline	92	5	5	3	7	2	1	10	10	6	22	20	72	7	4	7
	3%	7%	25%	7%	8%	21%	18%	11%	11%	18%	1%	6%	2%	12%	6%	11%
		6%	5%	4%	7%	2%	2%	11%	11%	6%	24%	22%l	78%	7%l	4%	8%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56	5	2	4	8	2	-	4	4	2	5	16	40	6	8	4
	2%	6%	10%	8%	9%	19%	-	4%	4%	6%	*	5%	1%	9%	12%	7%
		9%	4%	7%	14%	3%	-	7%	7%	3%	8%	29%l	71%	10%l	14%	8%
Mobile broadband - Through a dongle or USB stick	95	4	3	2	7	1	2	7	5	3	35	15	78	4	5	4
	3%	5%	14%	5%	8%	11%	20%	7%	6%	8%	2%	5%	2%	6%	8%	6%
		5%	3%	3%	7%	1%	2%	7%	6%	3%	37%	16%l	82%	4%	6%	4%
Calls using a public payphone	77	4	-	2	3	-	-	4	3	2	27	11	66	1	3	5
	2%	5%	-	5%	3%	-	-	4%	3%	6%	2%	3%	2%	2%	5%	9%
		5%	-	3%	4%	-	-	5%	4%	2%	35%	14%	86%	2%	4%	7%
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	124	12	6	7	10	2	1	10	13	6	48	31	93	11	10	11
	4%	15%	30%	15%	12%	19%	11%	11%	14%	20%	3%	10%	3%	18%	16%	18%
		10%	4%	6%	8%	2%	1%	8%	11%	5%	39%	25%l	75%	9%l	8%	9%
ONLY 1 SERVICE	214	25	8	10	22	3	4	19	21	9	91	65	147	17	22	18
	6%	29%	42%	21%	27%	27%	49%	20%	23%	29%	6%	21%	5%	28%	33%	29%
		12%	4%	5%	10%	1%	2%	9%	10%	4%	42%	30%l	69%	8%l	10%	8%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
2 SERVICES	47	1	-	-	4	-	-	6	5	2	11	8	39	2	1	3
	1%	1%	-	-	4%	-	-	6%	5%	8%	1%	3%	1%	4%	2%	6%
		2%	-	-	8%	-	-	12%	10%	5%	24%	17%	83%	5%	2%	7%
3 OR MORE SERVICES	40	1	2	2	1	1	-	1	1	1	8	3	37	2	2	2
	1%	1%	10%	5%	1%	11%	-	1%	1%	3%	*	1%	1%	3%	3%	3%
		3%	5%	6%	3%	3%	-	3%	3%	3%	20%	8%	92%	5%	4%	4%
ANY COMMUNICATIONS SERVICE	301	27	10	12	27	4	4	26	27	13	110	76	222	21	25	23
	9%	32%	52%	26%	33%	37%	49%	27%	30%	40%	7%	24%	7%	35%	37%	37%
		9%	3%	4%	9%	1%	1%	9%	9%	4%	37%	25%	74%	7%	8%	8%
None of these	3111	57	9	35	56	6	4	69	65	20	1519	231	2864	37	41	39
	90%	68%	48%	74%	67%	63%	51%	73%	70%	60%	93%	74%	92%	62%	62%	63%
		2%	*	1%	2%	*	*	2%	2%	1%	49%	7%	92%km	1%	1%	1%
Don't know	45	-	-	-	-	-	-	-	-	-	8	5	31	2	1	-
	1%	-	-	-	-	-	-	-	-	-	1%	2%	1%	3%	1%	-
		-	-	-	-	-	-	-	-	-	19%	11%	70%	4%	1%	-

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28 1%	28 100% 100%	5 5% 19%	1 2% 5%	11 20% 39%bc	15 15% 52%bc	9 11% 30%cd	17 1% 60%	11 1% 40%
Mobile phone (that can't access the internet)	101 3%	5 19% 5%	101 100% 100%cd	12 13% 12%	9 15% 8%	27 28% 26%cd	25 32% 24%cd	54 3% 53%	47 3% 47%
Fixed Landline	92 3%	1 5% 2%	12 12% 13%	92 100% 100%bdef	17 31% 19%be	14 15% 15%	18 23% 19%	55 3% 59%	38 2% 41%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56 2%	11 39% 20%	9 8% 15%	17 19% 31%	56 100% 100%bcef	17 18% 30%	11 14% 20%	33 2% 60%	22 1% 40%
Mobile broadband - Through a dongle or USB stick	95 3%	15 52% 15%	27 26% 28%	14 15% 15%	17 30% 18%cd	95 100% 100%bcd	45 58% 48%bcd	53 3% 56%	42 2% 44%
Calls using a public payphone	77 2%	9 30% 11%	25 24% 32%	18 19% 23%	11 20% 14%	45 48% 58%bcd	77 100% 100%bcde	45 3% 59%	32 2% 41%
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	124 4%	28 100% 23%	101 100% 82%cd	13 14% 11%	17 30% 14%cd	38 40% 31%cd	31 41% 25%cd	66 4% 53%	58 3% 47%
ONLY 1 SERVICE	214 6%	9 32% 4%	65 64% 30%cd	56 61% 26%cd	23 41% 11%	37 39% 17%	24 31% 11%	126 7% 59%	88 5% 41%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
2 SERVICES	47	7	10	21	17	19	19	25	21
	1%	26%	10%	23%	31%	20%	24%	1%	1%
		15%	22%	46%b	37%b	40%	40%b	55%	45%
3 OR MORE SERVICES	40	12	26	15	16	39	35	23	17
	1%	43%	25%	16%	28%	41%	45%	1%	1%
		30%	64%	36%	39%	96%bc	87%bc	57%	43%
ANY COMMUNICATIONS SERVICE	301	28	101	92	56	95	77	174	126
	9%	100%	100%	100%	100%	100%	100%	10%	7%
		9%	34%	31%	19%	31%	26%	58%	42%
None of these	3111	-	-	-	-	-	-	1542	1569
	90%	-	-	-	-	-	-	88%	92%
		-	-	-	-	-	-	50%	50%
Don't know	45	-	-	-	-	-	-	32	13
	1%	-	-	-	-	-	-	2%	1%
		-	-	-	-	-	-	72%	28%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628		1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387		1427	2006	830	2120	2143	923	2081	1259
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28 1%	19 1% 67%	9 * 33%	2 * 6%	3 * 9%	3 1% 12%	3 1% 11%	6 1% 20%	6 1% 20% d	6 2% 21% cdf		4 * 16%	12 1% 43%	12 1% 41% jk	9 * 33%	19 1% 67%	5 1% 18%	6 * 22%	17 1% 61% p
Mobile phone (that can't access the internet)	101 2%	48 2% 47%	54 2% 53%	18 3% 18% i	30 4% 29% gi	17 3% 17% i	16 2% 15% i	9 1% 9%	9 2% 9%	3 1% 3%		48 3% 47% kl	42 2% 41%	12 1% 12%	46 2% 45%	56 3% 55%	17 2% 17%	50 2% 50%	34 3% 33%
Fixed Landline	92 2%	46 2% 50%	46 2% 50%	11 2% 12%	27 3% 30% hi	18 3% 20% i	12 2% 13% i	15 2% 17% i	6 1% 7%	2 * 2%		38 3% 42% l	46 2% 49% l	8 1% 9%	49 2% 53%	43 2% 47%	20 2% 22%	42 2% 46%	30 2% 33%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56 1%	26 1% 47%	30 1% 53%	13 2% 24%	10 1% 18%	7 1% 13%	6 1% 12%	7 1% 13%	7 2% 13%	5 1% 9%		23 2% 42%	21 1% 37%	12 1% 21%	19 1% 35%	36 2% 65% m	10 1% 17%	18 1% 32%	28 2% 51% op
Mobile broadband - Through a dongle or USB stick	95 2%	48 2% 51%	46 2% 49%	13 2% 13%	16 2% 17%	17 2% 18%	19 3% 20%	13 2% 14%	10 2% 10%	7 2% 7%		29 2% 31%	49 2% 52%	17 2% 18%	41 2% 43%	54 2% 57%	18 2% 20%	41 2% 43%	35 3% 38%
Calls using a public payphone	77 2%	50 2% 65% b	27 1% 35%	12 2% 16%	9 1% 12%	13 2% 17%	10 2% 13%	15 2% 20%	10 2% 13%	6 2% 8%		22 2% 28%	38 2% 50%	17 2% 22%	34 2% 44%	43 2% 56%	19 2% 25%	28 1% 37%	29 2% 38% p
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	124 3%	63 3% 50%	62 3% 50%	20 3% 16%	31 4% 25%	19 3% 16%	19 3% 15%	13 2% 11%	13 3% 11%	9 2% 7%		51 4% 41%	51 3% 41%	22 3% 17%	54 3% 43%	70 3% 57%	21 2% 17%	55 3% 45%	47 4% 38%
ONLY 1 SERVICE	214 5%	105 5% 49%	109 5% 51%	26 4% 12% i	57 7% 27% hi	42 6% 19% hi	33 5% 16% i	35 5% 16% i	13 3% 6%	8 2% 4%		83 6% 39% l	110 5% 51% l	21 3% 10%	92 4% 43%	122 6% 57%	33 4% 16%	111 5% 52%	69 5% 32%
2 SERVICES	47 1%	25 1% 54%	21 1% 46%	3 1% 7%	12 1% 26% i	4 1% 8%	14 2% 30% cei	8 1% 16%	5 1% 10%	1 * 3%		15 1% 33%	25 1% 54%	6 1% 13%	22 1% 47%	25 1% 53%	9 1% 19%	20 1% 42%	18 1% 39%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
3 OR MORE SERVICES	40	23	17	10	4	8	2	5	6	5	14	14	12	18	22	10	10	20
	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	2%
		57%	43%	24% ^f	11%	20%	4%	12%	16% ^f	13% ^f	35%	36%	29%	44%	56%	26%	25%	49% ^o
ANY COMMUNICATIONS SERVICE	301	153	148	39	74	53	49	47	25	14	112	150	39	131	170	52	141	107
	7%	7%	7%	6%	9%	8%	7%	7%	6%	4%	8%	7%	5%	6%	8%	6%	7%	9%
		51%	49%	13%	24% ^{hi}	18% ⁱ	16% ⁱ	16% ⁱ	8%	5%	37% ⁱ	50% ⁱ	13%	44%	56% ^m	17%	47%	36% ^o
None of these	3111	1517	1594	221	589	529	555	527	372	319	810	1611	690	1584	1527	713	1507	891
	73%	73%	73%	37%	71%	79%	82%	79%	84%	82%	57%	80%	83%	75%	71%	77%	72%	71%
		49%	51%	7%	19% ^c	17% ^{cd}	18% ^{cd}	17% ^{cd}	12% ^{cd}	10% ^{cd}	26%	52% ^j	22% ^{ik}	51% ⁿ	49%	23% ^{pq}	48%	29%
Don't know	45	26	19	4	9	10	6	4	6	6	13	21	12	11	34	2	19	24
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	2%
		59%	41%	9%	19%	23%	14%	8%	13%	12%	29%	46%	26%	25%	75% ^m	4%	42% ^o	54% ^{op}
Not asked	806	373	433	336	155	76	63	86	41	49	492	225	89	394	413	156	414	237
	19%	18%	20%	56% ^{def}	19% ^{efgh}	11%	9%	13%	9%	13%	34%	11%	11%	19%	19%	17%	20%	19%
		46%	54%	42% ^{def}	19% ^{efgh}	9%	8%	11% ^{fh}	5%	6%	61% ^{kl}	28%	11%	49%	51%	19%	51%	29%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28 1%	24 1% 85%	4 1% 15%	- 1% -	- 1% -	2 1% 6%	4 1% 13%	2 1% 9%	5 2% 17% cm	3 1% 10%	3 1% 9%	2 * 7%	4 1% 14%	- 1% -	- 1% -	4 1% 15% m	- 1% -
Mobile phone (that can't access the internet)	101 2%	69 2% 68%	25 7% 24% ac	4 2% 3%	4 5% 4% a	1 * 1%	14 3% 14% e	8 2% 8%	9 3% 9%	6 2% 6%	6 1% 6%	10 2% 10%	11 2% 11%	5 1% 5%	4 2% 3%	25 7% 24% efghij klmn	4 5% 4% ejm
Fixed Landline	92 2%	65 2% 71%	20 5% 21% a	4 2% 4%	4 4% 4%	2 1% 2%	9 2% 10% m	5 2% 6%	6 2% 7% m	7 2% 8% m	9 2% 10% m	20 4% 21% lm	6 1% 6%	1 * 1%	4 2% 4%	20 5% 21% efghij lm	4 4% 4% im
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56 1%	37 1% 67%	15 4% 27% ad	3 2% 6%	- 1% -	2 1% 4%	3 1% 5%	5 1% 8% m	4 1% 7% m	6 2% 11% m	7 2% 13% m	7 1% 12% m	3 * 5%	- 1% -	3 2% 6% m	15 4% 27% fghklm p	- 1% -
Mobile broadband - Through a dongle or USB stick	95 2%	70 2% 74%	23 6% 25% acd	1 1% 1%	- 1% -	4 2% 4%	12 3% 13% gkm	2 1% 2%	21 7% 23% efgij klmnp	9 3% 10% km	9 2% 9% m	4 1% 4%	8 1% 9%	1 * 1%	1 1% 1%	23 6% 25% efgijk lmnp	- 1% -
Calls using a public payphone	77 2%	54 1% 70%	22 6% 28% acd	1 * 1%	1 1% 1%	1 * 1%	9 2% 12% m	3 1% 3%	16 5% 21% efgijk lmn	6 2% 8%	3 1% 4%	9 2% 12% m	6 1% 8%	1 * 1%	1 1% 1%	22 6% 28% efgijk lmnp	1 1% 1%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	124 3%	88 2% 71%	28 8% 23% ac	4 2% 3%	4 5% 4%	3 1% 2%	17 4% 14% j	10 3% 8%	14 4% 11% jm	8 2% 6%	6 1% 5%	12 2% 10%	15 3% 12%	5 1% 4%	4 2% 3%	28 8% 23% efgijk lmn	4 5% 4% im

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
ONLY 1 SERVICE	214	163	33	9	9	9	38	11	16	8	19	31	24	6	9	33	9
	5%	5%	9%	4%	9%	4%	8%	3%	5%	2%	4%	6%	4%	2%	4%	9%	9%
		76%	15%a	4%	4%a	4%	18%gijlm	5%	8%lm	4%	9%lm	15%lm	11%lm	3%	4%	15%gijlm	4%gilm
2 SERVICES	47	37	8	2	-	1	3	3	4	7	4	9	5	1	2	8	-
	1%	1%	2%	1%	-	1%	1%	1%	1%	2%	1%	2%	1%	*	1%	2%	-
		79%	17%a	3%	-	2%	6%	7%	8%	15%lm	8%	20%	11%	2%	3%	17%lm	-
3 OR MORE SERVICES	40	24	17	-	-	-	2	2	11	4	3	1	1	-	-	17	-
	1%	1%	5%	-	-	-	*	1%	3%	1%	1%	*	*	-	-	5%	-
		59%	41%acd	-	-	-	5%	5%	28%efgij klmn	10%	7%	1%	3%	-	-	41%efgijk lmnp	-
ANY COMMUNICATIONS SERVICE	301	223	57	11	9	10	43	16	31	19	25	41	30	7	11	57	9
	7%	6%	16%	5%	9%	5%	9%	5%	10%	5%	6%	7%	5%	2%	5%	16%	9%
		74%	19%ac	4%	3%	3%	14%gilm	5%	10%gilm	6%lm	8%lm	14%lm	10%lm	2%	4%	19%efghij klmn	3%lm
None of these	3111	2653	239	149	71	140	302	270	234	279	278	407	433	310	149	239	71
	73%	74%	66%	70%	73%	68%	65%	78%	74%	77%	66%	74%	76%	86%	70%	66%	73%
		85%b	8%	5%	2%	4%	10%	9%efjno	8%lo	9%efjo	9%	13%fjo	14%efj o	10%efgh ijknop	5%	8%	2%
Don't know	45	36	1	8	-	6	13	1	4	-	6	1	1	4	8	1	-
	1%	1%	*	4%	-	3%	3%	*	1%	-	2%	*	*	1%	4%	*	-
		81%	1%	18%ab	-	14%gik lo	28%giklo	3%	8%	-	14%ikl	1%	3%	9%ik	18%giklo	1%	-
Not asked	806	678	66	45	17	51	104	58	49	64	109	100	104	40	45	66	17
	19%	19%	18%	21%	17%	24%	22%	17%	15%	18%	26%	18%	18%	11%	21%	18%	17%
		84%	8%	6%	2%	6%ghm	13%hm	7%lm	6%	8%lm	13%ghi klmo	12%lm	13%lm	5%	6%lm	8%lm	2%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28 1%	26 1%	1 *	8 1%	19 1%	- -	- -	8 3%	10 3%	- -	17 *	12 *	2 1%	12 *	18 1%	11 1%	9 *	19 1%
		93%	3%	29%	68%	-	-	27%ef	34%ef	-	62%gi	43%	7%	43%	62%	38%	32%	68%
Mobile phone (that can't access the internet)	101 2%	89 2%	9 2%	20 3%	74 2%	69 2%	21 3%	- -	- -	88 3%	88 2%	70 2%	5 1%	70 2%	53 2%	49 3%	40 2%	62 3%
		88%	9%	20%	73%	68%gh	21%gh	-	-	87%	87%	69%	5%	69%	52%	48%h	39%	61%
Fixed Landline	92 2%	79 2%	12 2%	23 3%	68 2%	55 2%	26 4%	5 2%	4 1%	76 2%	83 2%	56 2%	7 2%	60 2%	- -	92 6%	17 1%	75 3%
		86%	13%	25% ^d	73%	59%	29%eh	6%	5%	82%	90%	61%	8%	65%	-	100% ⁿ	19%	81% ^p
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56 1%	50 1%	4 1%	14 2%	37 1%	22 1%	16 2%	5 2%	5 1%	36 1%	46 1%	- -	3 1%	3 *	13 *	43 3%	7 *	49 2%
		90%	8%	25% ^d	66%	40%	29% ^e	8%	10%	65%	82%	-	5% ^{km}	5%	23%	77% ⁿ	12%	88% ^p
Mobile broadband - Through a dongle or USB stick	95 2%	89 2%	5 1%	16 2%	73 2%	59 2%	17 2%	7 2%	10 3%	72 2%	86 2%	71 2%	- -	71 2%	60 2%	35 2%	45 2%	49 2%
		95%	5%	17%	77%	62%	18%	7%	10%	76%	91%	75% ^l	-	75% ^l	63%	37%	48%	52%
Calls using a public payphone	77 2%	71 2%	6 1%	21 3%	54 2%	46 2%	17 2%	5 2%	7 2%	60 2%	71 2%	54 2%	5 1%	54 2%	46 2%	31 2%	31 2%	46 2%
		92%	8%	28% ^d	71%	60%	22%	7%	9%	78%	93%	70%	6%	71%	59%	41%	40%	60%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	124 3%	111 3%	9 2%	27 4%	89 3%	69 2%	21 3%	8 3%	10 3%	88 3%	106 3%	81 3%	7 2%	81 3%	67 2%	57 4%	49 2%	76 3%
		90%	8%	22%	72%	56%	17%	6%	8%	71%	85%	65%	6%	65%	54%	46% ⁿ	39%	61%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
ONLY 1 SERVICE	214	190	22	49	150	125	57	15	9	173	193	141	15	146	80	134	82	131
	5%	5%	4%	7%	4%	4%	8%	5%	2%	5%	5%	4%	4%	5%	3%	9%	4%	6%
		89%	10%	23%cd	70%	59%h	27%eh	7%	4%	81%	90%	66%	7%	68%	37%	63%n	38%	62%p
2 SERVICES	47	39	6	10	35	23	14	4	2	33	37	24	3	25	15	32	16	31
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		83%	13%	21%	74%	49%	30%e	8%	5%	70%	80%	52%	7%	54%	31%	69%n	34%	66%
3 OR MORE SERVICES	40	39	1	10	30	24	4	2	6	27	36	23	-	23	23	17	11	29
	1%	1%	+	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	1%	1%	1%
		97%	3%	24%	74%	60%	9%	5%	16%	68%	89%	56%	-	56%	58%	42%	27%	73%p
ANY COMMUNICATIONS SERVICE	301	268	29	69	214	172	74	21	17	233	266	188	18	194	118	183	109	191
	7%	7%	6%	10%	6%	6%	11%	7%	5%	7%	7%	6%	5%	6%	4%	12%	5%	8%
		89%	10%	23%cd	71%	57%	25%eh	7%	6%	78%	88%	62%	6%	65%	39%	61%n	36%	64%p
None of these	3111	2761	337	530	2497	2065	477	234	298	2423	2820	2376	254	2413	2063	1048	1456	1655
	73%	74%	67%	76%	73%	73%	69%	78%	80%	73%	74%	75%	74%	75%	77%	67%	73%	73%
		89%b	11%	17%	80%	66%f	15%	8%f	10%ef	78%	91%	76%	8%	78%	66%o	34%	47%	53%
Don't know	45	41	3	7	29	13	8	2	1	21	24	10	5	10	12	33	6	39
	1%	1%	1%	1%	1%	+	1%	1%	+	1%	1%	+	2%	+	+	2%	+	2%
		93%	7%	17%	64%	28%	19%e	4%	3%	47%	54%	22%	12%km	23%	26%	74%n	13%	87%p
Not asked	806	666	134	90	693	571	130	45	53	660	724	591	65	604	503	304	427	379
	19%	18%	27%	13%	20%	20%	19%	15%	14%	20%	19%	19%	19%	19%	19%	19%	21%	17%
		83%	17%a	11%	86%c	71%gh	16%	6%	7%	82%	90%	73%	8%	75%	62%	38%	53%q	47%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28	-	1	4	1	-	-	-	1	-	5	5	24	3	1	1
	1%	-	5%	8%	2%	-	-	-	2%	-	*	1%	1%	4%	1%	1%
		-	3%	13%ag	5%	-	-	-	5%	-	19%	17%	83%	9%	2%	2%
Mobile phone (that can't access the internet)	101	12	5	3	8	2	1	10	12	6	43	26	75	8	10	11
	2%	15%	25%	7%	10%	19%	11%	11%	13%	20%	2%	8%	2%	14%	15%	17%
		12%	5%	3%	8%	2%	1%	10%	12%	6%	42%	26%l	74%	8%l	10%	11%
Fixed Landline	92	5	5	3	7	2	1	10	10	6	22	20	72	7	4	7
	2%	7%	25%	7%	8%	21%	18%	11%	11%	18%	1%	6%	2%	12%	6%	11%
		6%	5%	4%	7%	2%	2%	11%	11%	6%	24%	22%l	78%	7%l	4%	8%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56	5	2	4	8	2	-	4	4	2	5	16	40	6	8	4
	1%	6%	10%	8%	9%	19%	-	4%	4%	6%	*	5%	1%	9%	12%	7%
		9%	4%	7%	14%	3%	-	7%	7%	3%	8%	29%l	71%	10%l	14%	8%
Mobile broadband - Through a dongle or USB stick	95	4	3	2	7	1	2	7	5	3	35	15	78	4	5	4
	2%	5%	14%	5%	8%	11%	20%	7%	6%	8%	2%	5%	2%	6%	8%	6%
		5%	3%	3%	7%	1%	2%	7%	6%	3%	37%	16%l	82%	4%	6%	4%
Calls using a public payphone	77	4	-	2	3	-	-	4	3	2	27	11	66	1	3	5
	2%	5%	-	5%	3%	-	-	4%	3%	6%	1%	3%	2%	2%	5%	9%
		5%	-	3%	4%	-	-	5%	4%	2%	35%	14%	86%	2%	4%	7%
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	124	12	6	7	10	2	1	10	13	6	48	31	93	11	10	11
	3%	15%	30%	15%	12%	19%	11%	11%	14%	20%	2%	10%	3%	18%	16%	18%
		10%	4%	6%	8%	2%	1%	8%	11%	5%	39%	25%l	75%	9%l	8%	9%
ONLY 1 SERVICE	214	25	8	10	22	3	4	19	21	9	91	65	147	17	22	18
	5%	29%	42%	21%	27%	27%	49%	20%	23%	29%	5%	21%	5%	28%	33%	29%
		12%	4%	5%	10%	1%	2%	9%	10%	4%	42%	30%l	69%	8%l	10%	8%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
2 SERVICES	47	1	-	-	4	-	-	6	5	2	11	8	39	2	1	3
	1%	1%	-	-	4%	-	-	6%	5%	8%	1%	3%	1%	4%	2%	6%
		2%	-	-	8%	-	-	12%	10%	5%	24%	17%	83%	5%	2%	7%
3 OR MORE SERVICES	40	1	2	2	1	1	-	1	1	1	8	3	37	2	2	2
	1%	1%	10%	5%	1%	11%	-	1%	1%	3%	*	1%	1%	3%	3%	3%
		3%	5%	6%	3%	3%	-	3%	3%	3%	20%	8%	92%	5%	4%	4%
ANY COMMUNICATIONS SERVICE	301	27	10	12	27	4	4	26	27	13	110	76	222	21	25	23
	7%	32%	52%	26%	33%	37%	49%	27%	30%	40%	6%	24%	7%	35%	37%	37%
		9%	3%	4%	9%	1%	1%	9%	9%	4%	37%	25%l	74%	7%	8%	8%
None of these	3111	57	9	35	56	6	4	69	65	20	1519	231	2864	37	41	39
	73%	68%	48%	74%	67%	63%	51%	73%	70%	60%	77%	74%	92%	62%	62%	63%
		2%	*	1%	2%	*	*	2%	2%	1%	49%	7%	92%kkm	1%	1%	1%
Don't know	45	-	-	-	-	-	-	-	-	-	8	5	31	2	1	-
	1%	-	-	-	-	-	-	-	-	-	*	2%	1%	3%	1%	-
		-	-	-	-	-	-	-	-	-	19%	11%	70%	4%	1%	-
Not asked	806	-	-	-	-	-	-	-	-	-	327	-	-	-	-	-
	19%	-	-	-	-	-	-	-	-	-	17%	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	41%	-	-	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	28 1%	28 100% 100%	5 5% 19%	1 2% 5%	11 20% 39%bc	15 15% 52%bc	9 11% 30%cd	17 1% 60%	11 1% 40%
Mobile phone (that can't access the internet)	101 2%	5 19% 5%	101 100% 100%cd	12 13% 12%	9 15% 8%	27 28% 26%cd	25 32% 24%cd	54 3% 53%	47 2% 47%
Fixed Landline	92 2%	1 5% 2%	12 12% 13%	92 100% 100%bdef	17 31% 19%be	14 15% 15%	18 23% 19%	55 3% 59%	38 2% 41%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	56 1%	11 39% 20%	9 8% 15%	17 19% 31%	56 100% 100%bcef	17 18% 30%	11 14% 20%	33 2% 60%	22 1% 40%
Mobile broadband - Through a dongle or USB stick	95 2%	15 52% 15%	27 26% 28%	14 15% 15%	17 30% 18%cd	95 100% 100%bcd	45 58% 48%bcd	53 2% 56%	42 2% 44%
Calls using a public payphone	77 2%	9 30% 11%	25 24% 32%	18 19% 23%	11 20% 14%	45 48% 58%bcd	77 100% 100%bcde	45 2% 59%	32 1% 41%
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	124 3%	28 100% 23%	101 100% 82%cd	13 14% 11%	17 30% 14%cd	38 40% 31%cd	31 41% 25%cd	66 3% 53%	58 3% 47%
ONLY 1 SERVICE	214 5%	9 32% 4%	65 64% 30%cd	56 61% 26%cd	23 41% 11%	37 39% 17%	24 31% 11%	126 6% 59%	88 4% 41%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
2 SERVICES	47	7	10	21	17	19	19	25	21
	1%	26%	10%	23%	31%	20%	24%	1%	1%
		15%	22%	46%b	37%b	40%	40%b	55%	45%
3 OR MORE SERVICES	40	12	26	15	16	39	35	23	17
	1%	43%	25%	16%	28%	41%	45%	1%	1%
		30%	64%	36%	39%	96%bc	87%bc	57%	43%
ANY COMMUNICATIONS SERVICE	301	28	101	92	56	95	77	174	126
	7%	100%	100%	100%	100%	100%	100%	8%	6%
		9%	34%	31%	19%	31%	26%	58%	42%
None of these	3111	-	-	-	-	-	-	1542	1569
	73%	-	-	-	-	-	-	72%	74%
		-	-	-	-	-	-	50%	50%
Don't know	45	-	-	-	-	-	-	32	13
	1%	-	-	-	-	-	-	2%	1%
		-	-	-	-	-	-	72%	28%
Not asked	806	-	-	-	-	-	-	380	427
	19%	-	-	-	-	-	-	16%	20%
		-	-	-	-	-	-	47%	53%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208	
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	16	8	8	-	2	1	6	5	2	*	2	12	3	4	12	1	8	7	
	*	*	*	-	*	*	1%	1%	1%	*	*	1%	*	*	*	*	*	1%	
		52%	48%	-	10%	8%	35%	31%	14%	3%	10%	74%	16%	25%	75%	8%	50%	42%	
Mobile phone (that can't access the internet)	38	17	20	1	4	15	11	3	2	2	6	29	4	20	18	10	19	9	
	1%	1%	1%	*	1%	3%	2%	*	*	1%	1%	2%	*	1%	1%	1%	1%	1%	
		46%	54%	3%	12%	40% ^{dgh}	28% ^h	7%	5%	5%	15%	76% ^{jl}	10%	53%	47%	26%	50%	24%	
Fixed Landline	47	25	22	4	20	7	11	1	1	2	25	19	3	17	30	3	23	21	
	1%	1%	1%	2%	3%	1%	2%	*	*	1%	3%	1%	*	1%	2%	*	1%	2%	
		53%	47%	10% ^g	44% ^{egh}	14%	24% ^{gh}	3%	2%	4%	53% ^{kl}	41%	6%	36%	64%	6%	49% ^o	45% ^o	
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscript	30	18	11	5	7	6	3	7	1	-	12	16	1	6	23	1	8	20	
	1%	1%	1%	2%	1%	1%	1%	1%	*	-	1%	1%	*	*	1%	*	*	2%	
		62%	38%	18% ^{hi}	25% ⁱ	20%	12%	24% ^{hi}	2%	-	42% ^l	56% ^l	2%	21%	79% ^m	4%	27%	69% ^{op}	
Mobile broadband - Through a dongle or USB stick	52	29	23	8	18	3	13	9	1	1	26	24	2	31	21	13	25	14	
	2%	2%	1%	3%	3%	*	2%	2%	*	*	3%	1%	*	2%	1%	2%	1%	1%	
		56%	44%	15% ^{ehi}	34% ^{ehi}	5%	25% ^{ehi}	17% ^{hi}	2%	1%	50% ^{kl}	47% ^l	3%	59%	41%	25%	47%	27%	
Calls using a public payphone	50	29	21	4	14	9	12	7	1	2	19	28	3	18	31	8	25	17	
	1%	2%	1%	2%	2%	1%	2%	1%	*	1%	2%	2%	*	1%	2%	1%	1%	2%	
		57%	43%	9%	28% ^{hi}	18%	24% ^{hi}	14%	3%	4%	37% ^l	56% ^l	6%	37%	63%	16%	49%	34%	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	54	26	28	1	6	17	16	8	4	2	7	40	6	24	30	11	27	16	
	2%	2%	2%	*	1%	3%	3%	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%	2%	
		48%	52%	2%	11%	31% ^{dhi}	30% ^{dhi}	14%	7%	4%	13%	75% ^{jl}	12%	44%	56%	21%	50%	29%	
ONLY 1 SERVICE	164	87	77	16	35	30	49	23	7	5	51	102	12	68	96	24	88	53	
	5%	5%	4%	6%	5%	5%	8%	4%	2%	1%	5%	6%	2%	4%	6%	3%	5%	5%	
		53%	47%	10% ^{hi}	21% ^{hi}	18% ^{hi}	30% ^{ghi}	14% ^{hi}	4%	3%	31% ^l	62% ^l	7%	41%	59% ^m	15%	53% ^{oo}	32% ^{oo}	
2 SERVICES	15	6	9	3	7	1	1	1	1	1	10	3	1	5	10	1	5	8	
	*	*	1%	1%	1%	*	*	*	*	*	1%	*	*	*	1%	*	*	1%	
		40%	60%	24%	46%	5%	10%	6%	5%	5%	70% ^{kl}	21%	10%	33%	67%	10%	35%	55%	

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
3 OR MORE SERVICES	10	8	3	-	5	3	1	2	-	-	5	6	-	6	5	3	3	5
	*	*	*	-	1%	*	*	*	-	-	1%	*	-	*	*	*	*	*
		72%	28%	-	45%	25%	10%	20%	-	-	45%l	55%	-	54%	46%	25%	28%	46%
ANY COMMUNICATIONS SERVICE	190	101	89	20	46	33	52	26	7	6	66	111	13	78	111	28	96	66
	5%	6%	5%	8%	7%	6%	8%	4%	2%	2%	7%	6%	2%	5%	6%	4%	6%	6%
		53%	47%	10%hi	24%hi	17%hi	27%ghi	14%hi	4%	3%	35%l	58%l	7%	41%	59% ^m	15%	50% ^o	35% ^o
None of these	3214	1564	1651	241	613	545	553	545	389	328	855	1643	716	1632	1583	737	1545	932
	93%	92%	94%	91%	91%	92%	91%	94%	97%	97%	91%	92%	97%	95%	91%	96%	93%	91%
		49%	51%	8%	19%	17%	17%	17%l	12% ^{code}	10% ^{code}	27%	51%	22% ^{ik}	51% ⁿ	49%	23% ^{pq}	48%	29%
Don't know	53	32	21	3	11	15	6	7	6	5	14	27	11	16	37	2	26	25
	2%	2%	1%	1%	2%	3%	1%	1%	2%	1%	2%	2%	2%	1%	2%	*	2%	2%
		60%	40%	5%	22%	29%l	10%	13%	12%	9%	27%	52%	21%	30%	70% ^m	4%	49% ^o	47% ^o

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	16 *	13 *	2 1%	- -	- -	- -	3 1%	1 *	2 1%	- -	- -	3 1%	4 1%	1 *	- -	2 1%	- -
		85%	15%	-	-	-	18%	3%	14%	-	-	18%	25%	6%	-	15%	-
Mobile phone (that can't access the internet)	38 1%	35 1%	2 1%	- -	1 1%	4 2%	7 2%	- -	4 2%	2 1%	2 1%	6 1%	7 1%	2 1%	- -	2 1%	1 1%
		92%	6%	-	2%	10%g	19%g	-	11%g	6%	6%	16%	18%g	6%	-	6%	2%
Fixed Landline	47 1%	40 1%	4 1%	1 1%	2 3%	4 2%	7 2%	- -	4 1%	3 1%	6 2%	9 2%	5 1%	2 1%	1 1%	4 1%	2 3%
		85%	8%	2%	4%	7%g	16%g	-	8%	7%	13%g	20%g	10%	5%	2%	8%	4%g
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscript	30 1%	22 1%	8 3%	- -	- -	4 2%	- -	3 1%	1 *	2 1%	4 1%	4 1%	4 1%	- -	- -	8 3%	- -
		73%	27%ac	-	-	12%fm	-	10%	3%	8%	15%fm	14%	12%	-	-	27%fhlmn	-
Mobile broadband - Through a dongle or USB stick	52 2%	42 1%	7 2%	2 1%	2 2%	6 4%	6 2%	2 1%	1 1%	- -	5 2%	13 3%	7 1%	3 1%	2 1%	7 2%	2 2%
		80%	13%	3%	3%	11%ghi	11%l	4%	3%	-	9%l	24%hi	13%l	5%	3%	13%l	3%l
Calls using a public payphone	50 1%	42 1%	7 2%	- -	1 1%	3 2%	3 1%	1 *	5 2%	3 1%	3 1%	11 3%	8 2%	3 1%	- -	7 2%	1 1%
		83%	15%	-	2%	5%	7%	2%	10%	7%	6%	23%g	17%	7%	-	15%g	2%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	54 2%	48 2%	5 2%	- -	1 1%	4 2%	10 3%	1 *	6 2%	2 1%	2 1%	9 2%	11 2%	3 1%	- -	5 2%	1 1%
		90%	9%	-	2%	7%g	18%gn	1%	12%g	4%	5%	17%g	20%g	6%	-	9%	2%
ONLY 1 SERVICE	164 5%	133 5%	24 8%	3 2%	6 7%	9 6%	26 7%	7 2%	14 5%	11 4%	16 9%	27 6%	17 4%	5 2%	3 2%	24 8%	6 7%
		81%	14%ac	2%	3%c	5%fm	16%glimn	4%	9%fm	7%	17%gmn	11%	3%	2%	2%	14%gilmn	3%gmn
2 SERVICES	15 *	11 *	3 1%	- -	- -	2 1%	- -	- -	1 1%	- -	3 1%	3 1%	1 *	1 *	- -	3 1%	- -
		77%	23%	-	-	13%l	-	-	10%	-	17%	23%	8%	5%	-	23%l	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
3 OR MORE SERVICES	10	10	-	-	-	2	-	-	-	-	-	3	4	2	-	-	-
	*	*	-	-	-	1%	-	-	-	-	-	1%	1%	*	-	-	-
		100%	-	-	-	15%	-	-	-	-	-	33%	37%	15%	-	-	-
ANY COMMUNICATIONS SERVICE	190	154	27	3	6	12	26	7	16	11	18	34	23	8	3	27	6
	5%	5%	9%	2%	7%	8%	7%	2%	6%	4%	6%	8%	5%	2%	2%	9%	7%
		81% ^c	14% ^{ac}	1%	3% ^c	6% ^{gmn}	14% ^{gmn}	3%	8% ^{gmn}	6%	10% ^{gmn}	18% ^{gimn}	12%	4%	1%	14% ^{gilmn}	3% ^{gmn}
None of these	3214	2719	268	153	75	140	320	280	249	287	283	409	440	312	153	268	75
	93%	93%	90%	91%	93%	89%	89%	98%	93%	96%	91%	91%	95%	97%	91%	90%	93%
		85%	8%	5%	2%	4%	10%	9% ^{efhjk} op	8%	9% ^{efhjk} o	9%	13%	14% ^{efo} kno	10% ^{efhj} kno	5%	8%	2%
Don't know	53	39	2	12	-	5	12	1	4	-	9	5	2	1	12	2	-
	2%	1%	1%	7%	-	3%	3%	*	1%	-	3%	1%	*	*	7%	1%	-
		74%	3%	23% ^{abd}	-	9% ^{gil} mo	23% ^{giklmo}	1%	7%	-	18% ^{gilm} o	9%	3%	3%	23% ^{ghiklm} op	3%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	16	16	-	5	10	-	-	7	9	-	16	9	1	10	9	7	2	14
	*	1%	-	1%	*	-	-	3%	3%	-	1%	*	*	*	*	1%	*	1%
		100%	-	29%	63%	-	-	44%ef	56%ef	-	100%gi	57%	5%	62%	57%	43%	13%	87%p
Mobile phone (that can't access the internet)	38	32	5	11	26	27	8	-	-	30	30	27	2	28	20	18	18	20
	1%	1%	1%	2%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%
		86%	14%	28%	69%	71%h	20%h	-	-	79%	79%	72%	6%	74%	53%	47%	48%	52%
Fixed Landline	47	39	8	12	33	25	7	4	4	33	37	27	4	28	-	47	10	37
	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	4%	1%	2%
		83%	17%	26%	70%	54%	15%	8%	9%	70%	80%	59%	8%	60%	-	100%n	21%	79%p
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscript	30	28	1	6	19	14	7	5	4	21	29	-	2	2	8	21	5	25
	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	*	*	2%	*	1%
		96%	4%	20%	66%	48%	23%	16%e	13%	71%	97%	-	5%km	5%	27%	73%n	17%	83%p
Mobile broadband - Through a dongle or USB stick	52	43	9	15	36	30	17	3	5	44	49	32	-	32	22	30	16	36
	2%	1%	2%	2%	1%	1%	3%	1%	1%	2%	2%	1%	-	1%	1%	2%	1%	2%
		83%	17%	29% ^d	69%	58%	32% ^e	5%	9%	85%	95%	62%	-	62%	43%	57% ⁿ	30%	70% ^p
Calls using a public payphone	50	45	5	11	38	35	11	7	6	42	48	38	5	40	28	22	19	31
	1%	1%	1%	2%	1%	2%	2%	3%	2%	2%	2%	1%	2%	2%	1%	2%	1%	2%
		90%	10%	22%	75%	71%	21%	13%	13%	85%	97%	77%	10%	80%	56%	44%	38%	62%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54	48	5	15	36	27	8	7	9	30	46	36	3	38	29	25	20	34
	2%	2%	1%	3%	1%	1%	1%	3%	3%	1%	1%	1%	1%	1%	1%	2%	1%	2%
		90%	10%	29% ^d	68%	50%	14%	13% ^e	17% ^e	56%	85%	68%	6%	71%	54%	46%	38%	62%
ONLY 1 SERVICE	164	141	23	45	114	93	37	14	13	124	144	104	8	105	68	96	58	106
	5%	5%	6%	7%	4%	4%	7%	6%	4%	5%	5%	4%	3%	4%	3%	8%	4%	6%
		86%	14%	27% ^d	69%	57%	23% ^e	9%	8%	75%	88%	63%	5%	64%	41%	59% ⁿ	35%	65% ^p

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
2 SERVICES	15	12	3	4	11	10	6	1	-	14	14	6	1	7	1	13	4	11
	*	*	1%	1%	*	*	1%	*	-	1%	*	*	*	*	*	1%	*	1%
		82%	18%	24%	76%	67%	38%	5%	-	95%	95%	42%	5%	47%	10%	90% ⁿ	25%	75%
3 OR MORE SERVICES	10	10	-	2	7	6	-	3	4	6	10	6	1	6	5	6	1	9
	*	*	-	*	*	*	-	1%	1%	*	*	*	*	*	*	*	*	*
		100%	-	20%	68%	54%	-	25% ^{ef}	37% ^{ef}	54%	100%	54%	7%	61%	45%	55%	13%	87% ^p
ANY COMMUNICATIONS SERVICE	190	164	26	51	132	109	43	18	16	143	168	116	10	118	74	115	63	126
	5%	5%	7%	8%	5%	5%	8%	7%	5%	5%	5%	4%	4%	5%	3%	9%	4%	7%
		86%	14%	27% ^d	70%	57%	23% ^e	9%	9%	76%	89%	61%	5%	62%	39%	61% ⁿ	33%	67% ^p
None of these	3214	2860	337	548	2575	2121	508	237	300	2505	2911	2440	263	2482	2102	1113	1499	1715
	93%	93%	91%	90%	94%	94%	91%	93%	95%	94%	94%	95%	95%	95%	96%	88%	95%	91%
		89%	10%	17%	80% ^c	66% ^f	16%	7%	9% ^f	78%	91%	76%	8%	77%	65% ^o	35%	47% ^q	53%
Don't know	53	46	6	8	32	20	9	1	1	29	31	17	4	17	16	36	8	44
	2%	2%	2%	1%	1%	1%	2%	*	*	1%	1%	1%	2%	1%	1%	3%	1%	2%
		88%	12%	16%	61%	39%	17% ^h	2%	1%	56%	59%	32%	8%	33%	31%	69% ⁿ	16%	84% ^p

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	16	-	3	3	2	-	-	-	3	2	4	4	12	2	1	3
	*	-	17%	7%	2%	-	-	-	4%	6%	*	1%	*	4%	2%	4%
		-	20%	20%ag	13%	-	-	-	20%	13%	26%	27%l	73%	14%l	8%	16%
Mobile phone (that can't access the internet)	38	6	4	3	1	1	1	4	6	2	23	13	24	1	4	3
	1%	8%	20%	7%	2%	11%	18%	4%	6%	7%	1%	4%	1%	2%	7%	5%
		17%	10%	8%	3%	3%	4%	10%	15%	6%	61%	35%l	62%	3%	11%	8%
Fixed Landline	47	5	2	-	3	-	-	4	5	-	10	15	32	2	6	5
	1%	6%	12%	-	3%	-	-	4%	5%	-	1%	5%	1%	4%	8%	7%
		11%	5%	-	6%	-	-	9%	10%	-	21%	33%l	67%	5%l	12%	10%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscript	30	9	3	4	1	2	-	1	8	2	1	12	18	4	7	5
	1%	11%	16%	9%	1%	19%	-	1%	8%	6%	*	4%	1%	6%	11%	9%
		31%dg	10%	14%dg	3%	7%	-	2%	26%dg	7%	4%	41%l	59%	12%l	25%	18%
Mobile broadband - Through a dongle or USB stick	52	8	3	4	2	4	1	4	9	3	20	22	30	8	5	8
	2%	9%	18%	9%	3%	36%	11%	4%	10%	9%	1%	7%	1%	13%	8%	13%
		15%	7%	8%	5%	7%	2%	8%	18%	5%	38%	42%l	58%	15%l	11%	16%
Calls using a public payphone	50	3	3	3	4	1	-	4	7	1	22	13	35	2	6	5
	1%	4%	17%	7%	5%	11%	-	4%	7%	3%	1%	4%	1%	4%	8%	8%
		7%	6%	7%	8%	2%	-	8%	14%	2%	45%	25%l	71%	5%	11%	10%
SUMMARY CODES																
ANY MOBILE/SMARTPHONE	54	6	7	6	3	1	1	4	9	4	27	17	35	3	6	5
	2%	8%	37%	13%	4%	11%	18%	4%	10%	13%	2%	6%	1%	6%	8%	9%
		12%	13%	12%g	6%	2%	3%	7%	17%	8%	51%	32%l	66%	6%l	10%	10%
ONLY 1 SERVICE	164	17	11	13	11	4	2	9	18	6	72	55	107	12	16	16
	5%	20%	60%	28%	14%	38%	29%	10%	19%	19%	4%	18%	3%	20%	24%	25%
		10%	7%	8%g	7%	2%	1%	6%	11%	4%	44%	33%l	65%	7%l	10%	10%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
2 SERVICES	15	4	1	-	1	2	-	1	4	2	1	6	8	2	4	4
	*	5%	7%	-	1%	19%	-	1%	5%	6%	*	2%	*	3%	6%	7%
		30%	8%	-	7%	13%	-	5%	29%	13%	5%	43%l	57%	10%l	29%	28%
3 OR MORE SERVICES	10	2	1	1	-	-	-	2	3	-	2	3	8	1	1	1
	*	2%	7%	3%	-	-	-	2%	3%	-	*	1%	*	2%	2%	2%
		15%	12%	12%	-	-	-	15%	27%	-	24%	27%	73%	12%l	12%	12%
ANY COMMUNICATIONS SERVICE	190	23	14	14	12	6	2	11	25	8	75	64	123	14	22	21
	5%	27%	73%	31%	15%	57%	29%	12%	27%	25%	5%	21%	4%	24%	33%	34%
		12%g	7%	8%dg	7%	3%	1%	6%	13%g	4%	39%	34%l	65%	8%l	11%	11%
None of these	3214	60	4	32	68	3	6	82	66	22	1549	240	2959	42	43	41
	93%	72%	23%	69%	83%	25%	71%	86%	71%	69%	95%	77%	95%	72%	64%	65%
		2%	*	1%	2%	*	*	3%each	2%	1%	48%	7%	92%kkm	1%	1%	1%
Don't know	53	1	1	-	2	2	-	2	2	2	13	8	35	2	2	1
	2%	1%	4%	-	2%	18%	-	2%	2%	6%	1%	2%	1%	4%	4%	1%
		2%	1%	-	3%	3%	-	3%	3%	3%	25%	15%	67%	5%l	5%	1%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	16	-	-	1	-	-	-	8	8
	*	-	-	1%	-	-	-	*	*
		-	-	3%	-	-	-	52%	48%
Mobile phone (that can't access the internet)	38	2	-	6	1	4	2	25	13
	1%	5%	-	6%	2%	4%	3%	1%	1%
		4%	-	15%b	2%	11%	6%	66%	34%
Fixed Landline	47	-	9	-	2	8	1	23	24
	1%	-	9%	-	4%	9%	1%	1%	1%
		-	20%cf	-	5%	17%cd	2%	49%	51%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription	30	-	4	1	-	-	1	12	18
	1%	-	4%	1%	-	-	1%	1%	1%
		-	14%	4%	-	-	3%	40%	60%
Mobile broadband - Through a dongle or USB stick	52	2	8	4	4	-	4	20	32
	2%	6%	8%	4%	7%	-	5%	1%	2%
		3%	16%e	8%	8%e	-	7%e	38%	62%
Calls using a public payphone	50	-	5	4	1	5	-	26	24
	1%	-	5%	5%	2%	6%	-	1%	1%
		-	10%	9%	2%	10%	-	52%	48%
SUMMARY CODES									
ANY MOBILE/SMARTPHONE	54	2	-	6	1	4	2	33	21
	2%	5%	-	7%	2%	4%	3%	2%	1%
		3%	-	11%b	2%	7%	4%	62%	38%
ONLY 1 SERVICE	164	3	24	13	6	16	8	83	81
	5%	12%	23%	14%	11%	17%	10%	5%	5%
		2%	14%f	8%	4%	10%	5%	51%	49%
2 SERVICES	15	-	1	1	1	1	-	4	10
	*	-	1%	2%	2%	1%	-	*	1%
		-	10%	10%	7%	5%	-	29%	71%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
3 OR MORE SERVICES	10	-	-	-	-	-	-	6	5
	*	-	-	-	-	-	-	*	*
		-	-	-	-	-	-	56%	44%
ANY COMMUNICATIONS SERVICE	190	3	25	14	7	16	8	94	96
	5%	12%	25%	15%	13%	17%	10%	5%	6%
		2%	13% ^f	7%	4%	9%	4%	49%	51%
None of these	3214	25	72	76	49	78	69	1627	1588
	93%	88%	71%	83%	87%	83%	90%	93%	93%
		1%	2%	2%	2% ^b	2%	2% ^b	51%	49%
Don't know	53	-	4	2	-	-	-	28	24
	2%	-	4%	2%	-	-	-	2%	1%
		-	8%	4%	-	-	-	54%	46%

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	179	79	100	17	45	31	33	25	22	6	62	89	28	64	115	31	77	71
Weighted Base	189	86*	103*	26**	51*	34**	35*	26**	13**	3**	77*	95*	17**	81*	107	38**	83*	68*
No negative effect at all	106	53	53	16	31	15	17	16	9	2	47	48	11	51	55	22	50	34
	56%	61%	52%	63%	60%	44%	47%	64%	65%	71%	61%	51%	66%	62%	51%	58%	61%	50%
		50%	50%	15%	29%	14%	16%	15%	8%	2%	44%	45%	10%	48%	52%	21%	47%	32%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	20	8	13	4	2	1	8	4	1	-	6	13	1	10	11	5	7	8
	11%	9%	12%	16%	4%	2%	22%	17%	9%	-	8%	14%	7%	12%	10%	13%	9%	12%
		38%	62%	20%	11%	4%	39% ^d	21%	6%	-	31%	63%	6%	48%	52%	24%	36%	40%
Prevents access to emergency services and information that keeps people safer	7	2	5	2	3	1	-	1	-	*	4	2	*	3	4	2	3	3
	4%	2%	5%	6%	5%	4%	-	3%	-	12%	5%	2%	2%	4%	4%	4%	3%	4%
		29%	71%	23%	39%	20%	-	12%	-	6%	61%	33%	6%	43%	57%	23%	38%	39%
Prevents access to information, e.g. news, health information, educational content etc	6	5	1	-	1	5	-	-	-	-	1	5	-	1	4	1	1	4
	3%	6%	1%	-	2%	15%	-	-	-	-	1%	5%	-	2%	4%	4%	1%	5%
		86%	14%	-	14%	86%	-	-	-	-	14%	86%	-	25%	75%	25%	14%	61%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	6	3	3	-	4	2	-	-	-	-	4	2	-	-	6	-	3	3
	3%	4%	3%	-	7%	6%	-	-	-	-	5%	2%	-	-	5%	-	4%	4%
		52%	48%	-	63%	37%	-	-	-	-	63%	37%	-	-	100%	-	53%	47%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	9	5	3	2	1	5	1	-	-	-	3	6	-	4	4	-	5	3
	5%	6%	3%	7%	2%	14%	4%	-	-	-	4%	6%	-	5%	4%	-	7%	5%
		63%	37%	20%	12%	54%	14%	-	-	-	32%	68%	-	51%	49%	-	62%	38%
Miss out on contact with family/friends	18	7	11	1	6	7	3	1	1	-	7	10	1	1	17	-	6	12
	9%	8%	10%	5%	12%	19%	8%	3%	4%	-	9%	11%	3%	2%	15%	-	7%	18%
		40%	60%	7%	33%	37%	16%	5%	3%	-	40%	57%	3%	8%	92% ^m	-	32%	68% ^p
Less able to look for work	7	4	3	3	-	3	-	1	1	-	3	3	1	3	4	-	3	4
	4%	5%	3%	11%	-	7%	-	3%	9%	-	4%	4%	7%	4%	4%	-	4%	6%
		56%	44%	39%	-	34%	-	11%	16%	-	39%	45%	16%	42%	58%	-	42%	58%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	179	79	100	17	45	31	33	25	22	6	62	89	28	64	115	31	77	71
Weighted Base	189	86*	103*	26**	51*	34**	35*	26**	13**	3**	77*	95*	17**	81*	107	38**	83*	68*
Less able to carry out work from home	13	8	4	4	2	4	3	-	-	-	6	7	-	6	7	5	2	6
	7%	10%	4%	15%	4%	12%	8%	-	-	-	8%	7%	-	7%	6%	12%	3%	8%
		66%	34%	31%	15%	31%	23%	-	-	-	46%	54%	-	47%	53%	37%	18%	46%
Makes it more difficult to find the cheapest goods/services	8	-	8	-	3	3	1	-	1	-	3	4	1	4	4	-	5	3
	4%	-	8%	-	6%	8%	3%	-	10%	-	4%	4%	8%	5%	4%	-	6%	4%
		-	100%a	-	37%	34%	13%	-	16%	-	37%	47%	16%	51%	49%	-	64%	36%
Difficult to stay organised e.g. online shopping, etc	7	2	5	1	4	1	-	1	-	-	5	2	-	1	6	-	2	5
	4%	2%	5%	5%	8%	4%	-	3%	-	-	7%	2%	-	2%	6%	-	3%	7%
		28%	72%	16%	53%	19%	-	11%	-	-	69%	31%	-	19%	81%	-	33%	67%
Less entertainment	21	4	17	1	5	10	3	1	1	-	6	14	1	9	12	5	7	10
	11%	5%	17%	5%	10%	29%	9%	6%	5%	-	8%	15%	4%	11%	12%	13%	8%	14%
		20%	80%a	6%	24%	46%	14%	7%	3%	-	29%	67%	3%	42%	58%	23%	32%	45%
Lack of support for special needs	7	3	4	-	4	1	2	-	-	-	4	3	-	1	6	-	3	4
	4%	4%	4%	-	8%	3%	6%	-	-	-	5%	3%	-	2%	6%	-	4%	6%
		48%	52%	-	55%	15%	30%	-	-	-	55%	45%	-	17%	83%	-	46%	54%
Other	4	2	2	-	1	2	-	1	-	-	1	3	-	-	4	-	2	2
	2%	2%	2%	-	2%	5%	-	3%	-	-	1%	3%	-	-	3%	-	2%	3%
		52%	48%	-	30%	48%	-	22%	-	-	30%	70%	-	-	100%	-	48%	52%
SUMMARY CODES																		
NO NEGATIVE EFFECT AT ALL	126	60	66	21	33	16	24	21	10	2	53	61	12	61	66	27	58	42
	67%	70%	64%	78%	64%	46%	70%	81%	73%	71%	69%	64%	73%	74%	61%	71%	70%	62%
		48%	52%	16%	26%	12%	19%	16%	8%	2%	42%	48%	10%	48%	52%	21%	46%	33%
PREVENTS ACCESS TO INFO/ SERVICES	21	12	9	3	7	8	1	1	-	*	10	10	*	7	13	3	10	8
	11%	14%	9%	13%	13%	24%	4%	3%	-	12%	13%	11%	2%	9%	12%	8%	12%	12%
		58%	42%	16%	32%	40%	6%	4%	-	2%	48%	50%	2%	36%	64%	15%	47%	38%
Don't know	5	3	2	-	2	1	1	1	1	1	2	2	1	2	4	2	2	1
	3%	3%	2%	-	3%	2%	2%	3%	4%	17%	2%	3%	7%	2%	3%	4%	3%	2%
		53%	47%	-	31%	14%	16%	17%	11%	11%	31%	47%	22%	31%	69%	31%	41%	28%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	179	135	34	5	5	8	29	8	16	17	14	16	25	2	5	34	5
Weighted Base	189	142	36*	6**	5**	9**	30**	7**	19**	16**	16**	19**	23**	2**	6**	36*	5**
No negative effect at all	106	79	21	5	1	5	19	5	8	10	14	8	9	1	5	21	1
	56%	56%	58%	74%	22%	51%	65%	67%	45%	60%	83%	43%	40%	49%	74%	58%	22%
		75%	20%	4%	1%	5%	18%	5%	8%	9%	13%	8%	9%	1%	4%	20%	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	20	18	2	-	-	3	3	-	4	1	-	2	5	-	-	2	-
	11%	13%	6%	-	-	28%	10%	-	23%	4%	-	12%	23%	-	-	6%	-
		89%	11%	-	-	13%	15%	-	21%	3%	-	11%	25%	-	-	11%	-
Prevents access to emergency services and information that keeps people safer	7	6	1	-	-	-	-	1	1	*	-	3	1	-	-	1	-
	4%	4%	3%	-	-	-	-	11%	5%	3%	-	16%	3%	-	-	3%	-
		84%	16%	-	-	-	-	12%	12%	6%	-	43%	11%	-	-	16%	-
Prevents access to information, e.g. news, health information, educational content etc	6	4	2	-	-	-	-	1	1	1	-	-	-	-	-	2	-
	3%	3%	6%	-	-	-	-	11%	8%	9%	-	-	-	-	-	6%	-
		63%	37%	-	-	-	-	14%	25%	24%	-	-	-	-	-	37%	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	6	4	1	-	1	-	1	-	-	1	1	-	1	-	-	1	1
	3%	3%	3%	-	20%	-	4%	-	-	6%	6%	-	3%	-	-	3%	20%
		66%	19%	-	15%	-	18%	-	-	17%	17%	-	13%	-	-	19%	15%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	9	5	4	-	-	-	-	-	-	2	-	1	1	-	-	4	-
	5%	3%	11%	-	-	-	-	-	-	15%	-	7%	3%	-	-	11%	-
		53%	47%	-	-	-	-	-	-	28%	-	16%	9%	-	-	47%	-
Miss out on contact with family/friends	18	14	3	-	1	-	4	1	-	2	1	1	3	1	-	3	1
	9%	10%	9%	-	19%	-	13%	7%	-	15%	7%	7%	14%	51%	-	9%	19%
		77%	16%	-	5%	-	22%	3%	-	13%	6%	8%	19%	6%	-	18%	5%
Less able to look for work	7	4	3	-	-	-	2	1	-	-	-	1	-	-	-	3	-
	4%	3%	10%	-	-	-	7%	7%	-	-	-	7%	-	-	-	10%	-
		53%	47%	-	-	-	27%	7%	-	-	-	19%	-	-	-	47%	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	179	135	34	5	5	8	29	8	16	17	14	16	25	2	5	34	5
Weighted Base	189	142	36*	6**	5**	9**	30**	7**	19**	16**	16**	19**	23**	2**	6**	36*	5**
Less able to carry out work from home	13 7%	8 6% 62%	2 6% 19%	2 26% 13%	1 19% 7%	1 13% 9%	1 4% 9%	-	1 8% 12%	1 9% 11%	1 6% 8%	2 8% 12%	- - -	- - -	2 26% 13%	2 6% 19%	1 19% 7%
Makes it more difficult to find the cheapest goods/services	8 4%	7 5% 81%	1 2% 8%	- - -	1 19% 11%	- - -	- - -	-	1 6% 13%	- - -	1 4% 8%	1 7% 17%	4 16% 44%	- - -	- - -	1 2% 8%	1 19% 11%
Difficult to stay organised e.g. online shopping, etc	7 4%	6 5% 88%	- - -	- - -	1 19% 12%	- - -	2 7% 28%	-	- - -	1 6% 14%	- - -	3 14% 36%	1 3% 11%	- - -	- - -	- - -	1 19% 12%
Less entertainment	21 11%	15 11% 72%	5 14% 24%	- - -	1 19% 4%	1 8% 4%	2 8% 11%	-	3 14% 12%	2 13% 9%	- - -	3 18% 16%	4 18% 19%	- - -	- - -	5 14% 24%	1 19% 4%
Lack of support for special needs	7 4%	5 3% 67%	2 6% 33%	- - -	- - -	- - -	1 4% 15%	-	1 6% 15%	1 6% 14%	- - -	- - -	2 7% 24%	- - -	- - -	2 6% 33%	- - -
Other	4 2%	2 2% 57%	2 4% 43%	- - -	- - -	- - -	1 4% 30%	-	- - -	1 5% 27%	- - -	- - -	- - -	- - -	- - -	2 4% 43%	- - -
SUMMARY CODES																	
NO NEGATIVE EFFECT AT ALL	126 67%	97 69% 77%	23 64% 19%	5 74% 4%	1 22% 1%	7 79% 6%	22 75% 18%	5 67% 4%	13 68% 10%	10 64% 8%	14 83% 11%	11 56% 8%	14 63% 11%	1 49% 1%	5 74% 4%	23 64% 19%	1 22% 1%
PREVENTS ACCESS TO INFO/ SERVICES	21 11%	14 10% 66%	6 17% 30%	- - -	1 20% 4%	- - -	1 4% 5%	1 11% 4%	2 12% 11%	4 24% 19%	1 6% 5%	3 16% 14%	2 7% 8%	- - -	- - -	6 17% 30%	1 20% 4%
Don't know	5 3%	4 2% 69%	2 4% 31%	- - -	- - -	- - -	- - -	1 7% 11%	- - -	1 5% 17%	- - -	1 4% 16%	1 6% 26%	- - -	- - -	2 4% 31%	- - -

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

KANTAR MEDIA

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	159	18	42	127	107	43	11	9	143	159	116	10	119	69	110	63	116
Weighted Base	189	165	21**	41*	136	115*	48*	10**	7**	154	167	125	10**	128	67*	122	66*	123
No negative effect at all	106 56%	96 58%	8 38%	15 36%	87 64%	65 56%	21 45%	6 54%	6 81%	86 56%	96 57%	75 60%	3 27%	75 58%	39 58%	67 55%	35 53%	71 58%
		90%	8%	14%	82% ^c	61%	20%	5%	6%	82%	90%	70%	3%	70%	36%	64%	33%	67%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	20 11%	18 11%	1 7%	4 9%	14 10%	11 9%	9 18%	4 34%	- -	15 10%	18 10%	14 11%	1 11%	15 12%	9 14%	11 9%	5 7%	16 13%
		89%	7%	18%	68%	52%	43%	17%	-	76%	86%	67%	5%	72%	44%	56%	24%	76%
Prevents access to emergency services and information that keeps people safer	7 4%	5 3%	1 7%	4 10%	3 2%	4 4%	2 3%	* 4%	1 11%	6 4%	6 4%	4 3%	1 11%	4 3%	2 3%	5 4%	2 3%	5 4%
		80%	20%	59% ^d	41%	59%	23%	6%	12%	82%	88%	56%	16%	56%	33%	67%	33%	67%
Prevents access to information, e.g. news, health information, educational content etc	6 3%	6 4%	- -	2 6%	3 2%	3 3%	4 8%	- -	1 11%	6 4%	6 3%	3 2%	- -	3 2%	1 2%	4 4%	2 3%	4 3%
		100%	-	43%	57%	57%	68%	-	14%	100%	100%	44%	-	44%	25%	75%	39%	61%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	6 3%	5 3%	1 5%	2 5%	4 3%	4 3%	2 4%	- -	- -	6 4%	6 4%	4 3%	- -	4 3%	2 3%	4 3%	1 1%	5 4%
		83%	17%	36%	64%	68%	32%	-	-	100%	100%	64%	-	64%	32%	68%	15%	85%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	9 5%	6 4%	2 12%	6 16%	2 2%	5 4%	4 9%	1 8%	- -	8 5%	9 5%	4 3%	- -	4 3%	2 3%	7 5%	3 5%	6 5%
		72%	28%	74% ^d	26%	55%	51%	9%	-	91%	100%	46%	-	46%	23%	77%	34%	66%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	159	18	42	127	107	43	11	9	143	159	116	10	119	69	110	63	116
Weighted Base	189	165	21**	41*	136	115*	48*	10**	7**	154	167	125	10**	128	67*	122	66*	123
Miss out on contact with family/friends	18 9%	16 9%	2 12%	11 27%	6 4%	10 9%	8 16%	1 8%	- -	17 11%	17 10%	11 9%	4 38%	12 9%	6 8%	12 10%	6 9%	12 10%
		87%	13%	62% ^d	34%	55%	43%	4%	-	93%	97%	60%	22%	65%	31%	69%	33%	67%
Less able to look for work	7 4%	6 4%	1 7%	5 12%	3 2%	5 4%	3 6%	- -	- -	7 5%	7 4%	4 3%	- -	4 3%	1 2%	6 5%	3 4%	5 4%
		81%	19%	64% ^d	36%	61%	39%	-	-	100%	100%	58%	-	58%	18%	82%	34%	66%
Less able to carry out work from home	13 7%	13 8%	- -	6 14%	7 5%	7 6%	9 18%	- -	- -	13 8%	13 8%	7 6%	- -	7 6%	4 6%	8 7%	4 7%	8 7%
		100%	-	45%	55%	52%	69% ^e	-	-	100%	100%	56%	-	56%	34%	66%	34%	66%
Makes it more difficult to find the cheapest goods/services	8 4%	4 2%	4 20%	2 6%	4 3%	7 6%	- -	- -	- -	7 5%	7 4%	5 4%	- -	5 4%	3 4%	5 4%	4 7%	4 3%
		49%	51%	28%	47%	87%	-	-	-	87%	87%	62%	-	62%	34%	66%	53%	47%
Difficult to stay organised e.g. online shopping, etc	7 4%	5 3%	2 11%	2 5%	4 3%	5 4%	1 3%	- -	- -	6 4%	6 4%	5 4%	- -	5 4%	2 2%	6 5%	2 3%	6 5%
		69%	31%	26%	57%	67%	16%	-	-	83%	83%	64%	-	64%	22%	78%	23%	77%
Less entertainment	21 11%	13 8%	8 38%	9 22%	12 9%	16 14%	2 5%	1 8%	- -	18 12%	19 12%	15 12%	3 25%	16 12%	5 7%	16 13%	6 8%	16 13%
		63%	37%	42% ^d	58%	76%	11%	4%	-	87%	91%	68%	12%	75%	23%	77%	26%	74%
Lack of support for special needs	7 4%	6 4%	1 5%	4 10%	3 2%	7 6%	1 3%	- -	- -	7 5%	7 4%	6 5%	1 9%	6 5%	3 5%	4 3%	3 5%	4 3%
		86%	14%	57% ^d	43%	100%	17%	-	-	100%	100%	85%	13%	85%	43%	57%	45%	55%
Other	4 2%	3 2%	1 5%	1 2%	3 2%	4 3%	2 4%	- -	- -	4 2%	4 2%	1 1%	- -	1 1%	1 2%	3 2%	1 2%	3 2%
		73%	27%	30%	70%	100%	52%	-	-	100%	100%	22%	-	22%	27%	73%	27%	73%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	159	18	42	127	107	43	11	9	143	159	116	10	119	69	110	63	116
Weighted Base	189	165	21**	41*	136	115*	48*	10**	7**	154	167	125	10**	128	67*	122	66*	123
SUMMARY CODES																		
NO NEGATIVE EFFECT AT ALL	126 67%	114 69%	9 45%	18 45%	100 74%	76 66%	30 63%	9 88%	6 81%	102 66%	113 68%	88 71%	4 37%	89 70%	48 71%	79 65%	40 60%	87 71%
PREVENTS ACCESS TO INFO/ SERVICES	21 11%	17 10%	3 16%	10 25%	11 8%	11 10%	10 22%	1 12%	1 11%	19 12%	20 12%	13 11%	1 11%	13 10%	7 10%	14 11%	8 12%	13 11%
		83%	17%	49% ^d	51%	53%	50%	6%	4%	90%	96%	65%	5%	65%	33%	67%	37%	63%
Don't know	5 3%	5 3%	-	1 3%	4 3%	2 2%	-	-	1 8%	2 1%	3 2%	1 1%	-	1 1%	1 1%	4 4%	2 4%	3 2%
		100%	-	28%	72%	41%	-	-	11%	41%	53%	14%	-	14%	14%	86%	47%	53%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	179	20	9	11	24	3	2	32	27	10	70	77	101	17	24	27
Weighted Base	189	25**	10**	12**	26**	3**	2**	33**	30**	12**	70*	80*	107*	19**	25**	28**
No negative effect at all	106	7	2	1	5	-	-	9	8	-	36	24	82	2	7	6
	56%	28%	17%	7%	20%	-	-	27%	25%	-	52%	30%	77%	10%	27%	23%
		7%	2%	1%	5%	-	-	8%	7%	-	34%	23%	77% ^k	2%	6%	6%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	20	5	-	6	3	1	-	3	6	3	8	11	10	3	3	6
	11%	18%	-	50%	11%	31%	-	8%	19%	24%	11%	13%	9%	17%	12%	22%
		22%	-	28%	14%	4%	-	13%	27%	14%	37%	52%	48%	15%	15%	30%
Prevents access to emergency services and information that keeps people safer	7	4	1	1	2	1	1	3	4	2	*	7	-	2	2	5
	4%	16%	14%	12%	9%	29%	61%	9%	12%	20%	1%	9%	-	9%	8%	17%
		59%	20%	20%	34%	12%	20%	42%	54%	36%	6%	100% ^l	-	24%	28%	70%
Prevents access to information, e.g. news, health information, educational content etc	6	2	3	1	1	2	-	1	2	1	1	6	-	3	1	3
	3%	10%	25%	9%	4%	69%	-	3%	6%	9%	2%	7%	-	17%	4%	12%
		43%	44%	19%	19%	32%	-	19%	32%	19%	25%	100% ^l	-	56%	19%	56%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	6	3	1	1	3	1	1	1	3	1	1	5	1	3	3	3
	3%	13%	11%	9%	12%	40%	39%	3%	10%	9%	2%	6%	1%	16%	12%	11%
		53%	19%	19%	53%	19%	15%	19%	53%	19%	18%	82%	18%	51%	53%	51%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	9	5	4	3	3	1	1	4	5	3	5	7	2	2	3	5
	5%	19%	34%	22%	13%	40%	61%	11%	16%	21%	7%	9%	2%	13%	13%	17%
		54%	40%	29%	39%	13%	16%	43%	55%	29%	55%	80% ^l	20%	29%	39%	54%
Miss out on contact with family/friends	18	8	5	4	6	1	1	9	7	6	6	17	1	8	8	10
	9%	31%	45%	33%	24%	40%	61%	28%	25%	53%	9%	21%	1%	39%	31%	35%
		43%	26%	22%	35%	6%	8%	52%	42%	36%	34%	94% ^l	6%	42%	43%	54%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	179	20	9	11	24	3	2	32	27	10	70	77	101	17	24	27
Weighted Base	189	25**	10**	12**	26**	3**	2**	33**	30**	12**	70*	80*	107*	19**	25**	28**
Less able to look for work	7	3	4	3	3	1	1	5	5	5	3	5	2	2	3	4
	4%	10%	36%	29%	12%	40%	61%	16%	15%	37%	4%	6%	2%	12%	12%	16%
		34%	49%	45%	42%	15%	19%	70%	61%	61%	42%	70%	30%	31%	42%	58%
Less able to carry out work from home	13	7	5	1	6	1	-	4	5	2	4	13	-	5	6	6
	7%	27%	45%	9%	22%	40%	-	11%	15%	19%	6%	16%	-	28%	23%	22%
		53%	37%	9%	45%	9%	-	28%	36%	18%	34%	100%l	-	42%	45%	48%
Makes it more difficult to find the cheapest goods/services	8	4	2	1	3	-	1	5	5	5	2	7	2	1	1	2
	4%	15%	22%	12%	11%	-	61%	15%	17%	42%	2%	8%	2%	7%	4%	7%
		45%	28%	17%	34%	-	17%	59%	62%	62%	18%	80%l	20%	17%	11%	25%
Difficult to stay organised e.g. online shopping, etc	7	2	2	1	3	-	-	2	4	3	3	5	3	2	4	2
	4%	8%	20%	7%	12%	-	-	6%	13%	24%	4%	6%	2%	11%	16%	8%
		26%	28%	11%	41%	-	-	28%	53%	39%	40%	64%	36%	30%	53%	30%
Less entertainment	21	4	5	4	8	1	1	10	8	5	9	18	2	6	5	7
	11%	17%	46%	31%	31%	40%	61%	31%	28%	42%	12%	23%	2%	29%	22%	23%
		20%	22%	17%	38%	5%	7%	47%	39%	24%	41%	86%l	9%	26%	25%	31%
Lack of support for special needs	7	2	1	1	4	1	-	4	3	1	2	7	-	3	4	4
	4%	8%	11%	9%	17%	40%	-	13%	11%	9%	3%	9%	-	16%	18%	15%
		29%	15%	15%	61%	15%	-	60%	47%	15%	30%	100%l	-	42%	62%	57%
Other	4	-	-	-	1	-	-	-	-	-	1	2	2	1	1	-
	2%	-	-	-	4%	-	-	-	-	-	1%	2%	2%	6%	4%	-
		-	-	-	30%	-	-	-	-	-	27%	51%	49%	30%	30%	-
SUMMARY CODES																
NO NEGATIVE EFFECT AT ALL	126	12	2	7	8	1	-	12	13	3	44	35	92	5	10	13
	67%	47%	17%	57%	31%	31%	-	36%	44%	24%	62%	43%	86%	27%	39%	45%
		9%	1%	5%	6%	1%	-	9%	10%	2%	35%	27%	73%k	4%	8%	10%
PREVENTS ACCESS TO INFO/ SERVICES	21	9	5	3	8	2	2	5	9	4	8	18	3	6	7	10
	11%	38%	49%	22%	30%	69%	100%	16%	30%	29%	11%	22%	3%	31%	29%	36%
		45%	24%	12%	37%	9%	11%	25%	44%	17%	37%	86%l	14%	29%	35%	48%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	179	20	9	11	24	3	2	32	27	10	70	77	101	17	24	27
Weighted Base	189	25**	10**	12**	26**	3**	2**	33**	30**	12**	70*	80*	107*	19**	25**	28**
Don't know	5	-	1	-	1	-	-	1	-	-	2	2	3	-	-	-
	3%	-	6%	-	3%	-	-	2%	2%	-	2%	3%	3%	-	-	-
		-	11%	-	14%	-	-	14%	14%	-	31%	42%	58%	-	-	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	179	13	56	44	25	47	36	49	130
Weighted Base	189	13**	59*	49*	27**	49*	37*	52*	137
No negative effect at all	106 56%	7 58%	36 62%	33 66%	10 38%	34 70%	27 73%	23 44%	83 61%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	20 11%	4 30%	4 6%	3 7%	5 18%	4 9%	4 10%	7 13%	14 10%
Prevents access to emergency services and information that keeps people safer	7 4%	-	1 2%	1 3%	1 3%	* 1%	3 9%	3 6%	4 3%
Prevents access to information, e.g. news, health information, educational content etc	6 3%	-	1 2%	2 4%	2 7%	3 5%	1 3%	2 4%	4 3%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	6 3%	-	3 5%	1 2%	2 8%	1 2%	-	2 4%	4 3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	9 5%	-	4 7%	3 5%	2 7%	2 5%	-	5 10%	4 3%
Miss out on contact with family/friends	18 9%	-	4 8%	6 11%	3 11%	2 4%	4 10%	9 17%	9 7%
Less able to look for work	7 4%	-	4 7%	3 5%	1 4%	1 2%	1 2%	3 6%	5 3%
		-	54%	34%	15%	15%	11%	39%	61%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

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

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	179	13	56	44	25	47	36	49	130
Weighted Base	189	13**	59*	49*	27**	49*	37*	52*	137
Less able to carry out work from home	13 7%	- -	4 6% 28%	1 2% 9%	3 12% 26%	4 8% 30%	2 4% 12%	4 8% 34%	8 6% 66%
Makes it more difficult to find the cheapest goods/services	8 4%	- -	4 7% 50%	4 8% 45%	- - -	1 2% 13%	- - -	2 4% 25%	6 4% 75%
Difficult to stay organised e.g. online shopping, etc	7 4%	- -	1 2% 17%	2 5% 31%	1 5% 19%	- - -	1 2% 11%	3 6% 42%	4 3% 58%
Less entertainment	21 11%	- -	4 6% 17%	7 15% 35%	4 14% 18%	3 6% 14%	1 3% 5%	8 15% 37%	13 10% 63%
Lack of support for special needs	7 4%	- -	2 3% 28%	1 2% 15%	1 4% 15%	3 7% 48%	- - -	3 6% 44%	4 3% 56%
Other	4 2%	- -	1 1% 21%	1 2% 22%	1 4% 30%	1 2% 27%	- - -	1 2% 30%	3 2% 70%
SUMMARY CODES									
NO NEGATIVE EFFECT AT ALL	126 67%	11 88% 9%	40 68% 32%	36 74% 29%	15 56% 12%	38 79% 30%	31 83% 24%	29 57% 23%	97 71% 77%
PREVENTS ACCESS TO INFO/ SERVICES	21 11%	- -	7 12% 33%	4 7% 17%	4 14% 18%	4 9% 20%	5 12% 22%	9 17% 42%	12 9% 58%
Don't know	5 3%	2 12% 31%	1 1% 11%	1 3% 28%	2 9% 47%	- - -	- - -	1 2% 17%	4 3% 83%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

KANTAR MEDIA

Note: 132 didn't answer the question in Wave 1

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10A AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	3563	32	95	83	56	93	79	3228	47	288	209
Weighted Base	3457	28	101	92	56	95	77	3111	45	301	224
No negative effect at all	143 4%	7 27%	36 36%	33 35%	10 18%	34 36%	27 35%	46 1%	-	96 32%	69 31%
		5%	25%	23%	7%	24%	19%	32%	-	68%	49%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	23 1%	4 13%	4 4%	3 4%	5 9%	4 5%	4 5%	5 *	-	18 6%	14 6%
		16%	16%	15%	21%	19%	16%	21%	-	79%	62%
Prevents access to emergency services and information that keeps people safer	8 *	-	1 1%	1 2%	1 1%	* *	3 5%	2 *	-	6 2%	3 1%
		-	13%	17%	10%	5%	43%	25%	-	75%	32%
Prevents access to information, e.g. news, health information, educational content etc	8 *	-	1 1%	2 2%	2 3%	3 3%	1 1%	4 *	-	4 1%	3 1%
		-	13%	27%	23%	31%	13%	46%	-	54%	41%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	7 *	-	3 3%	1 1%	2 4%	1 1%	-	3 *	-	4 1%	4 2%
		-	42%	15%	29%	15%	-	44%	-	56%	56%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 *	-	4 4%	3 3%	2 3%	2 2%	-	4 *	-	7 2%	7 3%
		-	33%	22%	16%	20%	-	37%	-	63%	63%
Miss out on contact with family/friends	24 1%	-	4 4%	6 6%	3 5%	2 2%	4 5%	11 *	-	14 5%	10 4%
		-	19%	23%	12%	9%	16%	44%	-	56%	40%
Less able to look for work	9 *	-	4 4%	3 3%	1 2%	1 1%	1 1%	2 *	-	6 2%	5 2%
		-	47%	29%	13%	13%	10%	27%	-	73%	63%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Total	Q.10A AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	3563	32	95	83	56	93	79	3228	47	288	209
Weighted Base	3457	28	101	92	56	95	77	3111	45	301	224
Less able to carry out work from home	13 *	- - -	4 4% 28%	1 1% 9%	3 6% 26%	4 4% 30%	2 2% 12%	3 * 21%	- - -	10 3% 79%	8 4% 67%
Makes it more difficult to find the cheapest goods/services	10 *	- - -	4 4% 42%	4 4% 38%	- - -	1 1% 11%	- - -	2 * 24%	- - -	7 2% 76%	7 3% 76%
Difficult to stay organised e.g. online shopping, etc	7 *	- - -	1 1% 17%	2 2% 31%	1 3% 19%	- - -	1 1% 11%	3 * 41%	- - -	4 1% 59%	4 2% 48%
Less entertainment	24 1%	- - -	4 3% 15%	7 8% 31%	4 7% 16%	3 3% 12%	1 1% 5%	12 * 49%	- - -	12 4% 51%	11 5% 46%
Lack of support for special needs	8 *	- - -	2 2% 25%	1 1% 13%	1 2% 13%	3 4% 42%	- - -	4 * 47%	- - -	4 1% 53%	4 2% 53%
Other	5 *	- - -	1 1% 17%	1 1% 17%	1 2% 24%	1 1% 22%	- - -	1 * 21%	- - -	4 1% 79%	4 2% 79%
SUMMARY CODES											
NO NEGATIVE EFFECT	166 5%	11 40% 7%	40 40% 24%	36 39% 22%	15 27% 9%	38 41% 23%	31 40% 19%	51 2% 31%	- - -	115 38% 69%	84 37% 50%
ANY NEGATIVE IMPACT	68 2%	- - -	18 17% 26%	11 12% 16%	9 17% 14%	9 10% 14%	6 8% 9%	24 1% 35%	- - -	44 15% 65%	38 17% 56%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	44 1%	- - -	14 14% 32%	3 4% 8%	6 10% 13%	6 7% 14%	5 7% 12%	12 * 27%	- - -	32 11% 73%	27 12% 61%
Don't know	9 *	2 5% 17%	1 1% 6%	1 2% 15%	2 4% 26%	- - -	- - -	5 * 54%	1 2% 8%	3 1% 38%	3 2% 38%

Affordability of Communications Services Measures (QS0723 - 310530)

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

Base: All with some responsibility for communications services

	Q.10A AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Total	3563	32	95	83	56	93	79	3228	47	288
Unweighted Base	3457	28	101	92	56	95	77	3111	45	301
Weighted Base										
Not asked	3210	15	43	43	29	46	40	3030	44	136
	93%	54%	42%	47%	52%	49%	52%	97%	98%	45%
		*	1%	1%	1%	1%	1%	94%	1%	4%
										3%

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	Q.10A AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	4263	32	95	83	56	93	79	3228	47	288	209
Weighted Base	4263	28	101	92	56	95	77	3111	45	301	224
No negative effect at all	143 3%	7 27%	36 36%	33 35%	10 18%	34 36%	27 35%	46 1%	-	96 32%	69 31%
		5%	25%	23%	7%	24%	19%	32%	-	68%	49%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	23 1%	4 13%	4 4%	3 4%	5 9%	4 5%	4 5%	5 *	-	18 6%	14 6%
		16%	16%	15%	21%	19%	16%	21%	-	79%	62%
Prevents access to emergency services and information that keeps people safer	8 *	-	1 1%	1 2%	1 1%	* *	3 5%	2 *	-	6 2%	3 1%
		-	13%	17%	10%	5%	43%	25%	-	75%	32%
Prevents access to information, e.g. news, health information, educational content etc	8 *	-	1 1%	2 2%	2 3%	3 3%	1 1%	4 *	-	4 1%	3 1%
		-	13%	27%	23%	31%	13%	46%	-	54%	41%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	7 *	-	3 3%	1 1%	2 4%	1 1%	-	3 *	-	4 1%	4 2%
		-	42%	15%	29%	15%	-	44%	-	56%	56%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 *	-	4 4%	3 3%	2 3%	2 2%	-	4 *	-	7 2%	7 3%
		-	33%	22%	16%	20%	-	37%	-	63%	63%
Miss out on contact with family/friends	24 1%	-	4 4%	6 6%	3 5%	2 2%	4 5%	11 *	-	14 5%	10 4%
		-	19%	23%	12%	9%	16%	44%	-	56%	40%
Less able to look for work	9 *	-	4 4%	3 3%	1 2%	1 1%	1 1%	2 *	-	6 2%	5 2%
		-	47%	29%	13%	13%	10%	27%	-	73%	63%

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	Q.10A AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]									
		Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	4263	32	95	83	56	93	79	3228	47	288	209
Weighted Base	4263	28	101	92	56	95	77	3111	45	301	224
Less able to carry out work from home	13 *	- - -	4 4% 28%	1 1% 9%	3 6% 26%	4 4% 30%	2 2% 12%	3 * 21%	- - -	10 3% 79%	8 4% 67%
Makes it more difficult to find the cheapest goods/services	10 *	- - -	4 4% 42%	4 4% 38%	- - -	1 1% 11%	- - -	2 * 24%	- - -	7 2% 76%	7 3% 76%
Difficult to stay organised e.g. online shopping, etc	7 *	- - -	1 1% 17%	2 2% 31%	1 3% 19%	- - -	1 1% 11%	3 * 41%	- - -	4 1% 59%	4 2% 48%
Less entertainment	24 1%	- - -	4 3% 15%	7 8% 31%	4 7% 16%	3 3% 12%	1 1% 5%	12 * 49%	- - -	12 4% 51%	11 5% 46%
Lack of support for special needs	8 *	- - -	2 15% 25%	1 31% 13%	1 16% 13%	3 12% 42%	- 5% -	4 49% 47%	- - -	4 51% 53%	4 46% 53%
Other	5 *	- - -	1 1% 17%	1 1% 17%	1 2% 24%	1 1% 22%	- - -	1 * 21%	- - -	4 1% 79%	4 2% 79%
SUMMARY CODES											
NO NEGATIVE EFFECT	166 4%	11 40% 7%	40 40% 24%	36 39% 22%	15 27% 9%	38 41% 23%	31 40% 19%	51 2% 31%	- - -	115 38% 69%	84 37% 50%
ANY NEGATIVE IMPACT	68 2%	- - -	18 17% 26%	11 12% 16%	9 17% 14%	9 10% 14%	6 8% 9%	24 1% 35%	- - -	44 15% 65%	38 17% 56%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	44 1%	- - -	14 14% 32%	3 4% 8%	6 10% 13%	6 7% 14%	5 7% 12%	12 * 27%	- - -	32 11% 73%	27 12% 61%
Don't know	9 *	2 5% 17%	1 1% 6%	1 2% 15%	2 4% 26%	- - -	- - -	5 * 54%	1 2% 8%	3 1% 38%	3 2% 38%

Affordability of Communications Services Measures (QS0723 - 310530)

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

[Prompted - Multi code]

Base: All Adults 16+ in the UK

Q.10A AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - (PROMPTED - MULTI CODE)										
Total	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	4263	32	95	83	56	93	79	3228	47	209
Weighted Base	4263	28	101	92	56	95	77	3111	45	224
Not asked	4016	15	43	43	29	46	40	3030	44	136
	94%	54%	42%	47%	52%	49%	52%	97%	98%	45%
		*	1%	1%	1%	1%	1%	75%	1%	3%
										2%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628		1108	1814	1341	1828	2435	820	2009	1434	
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387		1427	2006	830	2120	2143	923	2081	1259	
Payphone	96	50	46	18	24	22	12	14	4	2		42	48	6	42	55	17	46	33	
	2%	2%	2%	3%	3%	3%	2%	2%	1%	*		3%	2%	1%	2%	3%	2%	2%	3%	
		52%	48%	19%hi	25%hi	23%hi	13%l	15%l	5%	2%		44%l	50%l	7%	43%	57%	18%	48%	34%	
Directory enquiries via BT phonebook	61	34	27	5	7	4	6	10	12	17		12	20	29	40	21	15	37	9	
	1%	2%	1%	1%	1%	1%	1%	1%	3%	4%		1%	1%	3%	2%	1%	2%	2%	1%	
		56%	44%	8%	11%	6%	11%	16%	20%code f	28%code fg		19%	33%	48%ik	66%kn	34%	25%q	61%q	14%	
Directory enquiries via phone	100	58	42	18	16	5	14	14	20	13		34	33	33	50	51	18	47	36	
	2%	3%	2%	3%	2%	1%	2%	2%	4%	3%		2%	2%	4%	2%	2%	2%	2%	3%	
		58%	42%	18%e	16%	5%	14%	14%	20%def g	13%e		34%	33%	33%k	49%	51%	18%	46%	36%	
Directory enquiries via internet	274	139	135	36	69	54	44	44	21	7		105	142	28	173	101	87	136	50	
	6%	7%	6%	6%	8%	8%	7%	7%	5%	2%		7%	7%	3%	8%	5%	9%	7%	4%	
		51%	49%	13%l	25%hi	20%hi	16%l	16%l	8%l	2%		38%l	52%l	10%	63%n	37%	32%pq	50%q	18%	
Itemised billing - that you pay extra for	170	88	82	9	18	36	40	36	18	12		27	113	31	112	59	65	75	30	
	4%	4%	4%	1%	2%	5%	6%	5%	4%	3%		2%	6%	4%	5%	3%	7%	4%	2%	
		52%	48%	5%	11%	21%cd	24%cdi	21%cd	11%cd	7%		16%	66%jl	18%j	66%n	34%	38%pq	44%q	17%	
SUMMARY CODE																				
ANY DIRECTORY ENQUIRIES	382	200	182	46	80	59	58	64	47	29		126	181	76	234	149	111	192	80	
	9%	10%	8%	8%	10%	9%	9%	10%	11%	7%		9%	9%	9%	11%	7%	12%	9%	6%	
		52%	48%	12%	21%	15%	15%	17%	12%l	8%		33%	47%	20%	61%n	39%	29%pq	50%q	21%	
None of these	3604	1730	1874	527	697	552	568	548	373	339		1224	1668	713	1752	1853	738	1776	1091	
	85%	84%	85%	88%	84%	83%	84%	83%	84%	88%		86%	83%	86%	83%	86%	80%	85%	87%	
		48%	52%	15%eg	19%	15%	16%	15%	10%	9%eg		34%	46%	20%k	49%	51%o	20%	49%o	30%o	
Don't know	67	37	30	9	20	9	9	10	4	7		29	28	10	18	49	6	25	36	
	2%	2%	1%	2%	2%	1%	1%	2%	1%	2%		2%	1%	1%	1%	2%	1%	1%	3%	
		55%	45%	14%	29%h	13%	14%	15%	5%	10%		43%	42%	15%	26%	74%o	8%	38%	54%op	

Affordability of Communications Services Measures (QS0723 - 310530)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Payphone	96	72	12	5	8	5	9	10	9	5	3	10	16	5	5	12	8
	2%	2%	3%	2%	8%	2%	2%	3%	3%	1%	1%	2%	3%	1%	2%	3%	8%
		75%	12%	5%	8%abc	5%	10%	10%	9%	5%	3%	11%	16%j	5%	5%	12%j	8%efghijklmno
Directory enquiries via BT phonebook	61	48	7	4	2	-	8	5	1	5	1	5	10	13	4	7	2
	1%	1%	2%	2%	2%	-	2%	1%	*	1%	*	1%	2%	3%	2%	2%	2%
		79%	12%	6%	3%	-	14%	8%	2%	8%	2%	7%	17%	21%ehjk	6%	12%j	3%e
Directory enquiries via phone	100	70	20	7	3	2	16	4	8	10	3	4	9	14	7	20	3
	2%	2%	5%	3%	3%	1%	3%	1%	3%	3%	1%	1%	2%	4%	3%	5%	3%
		70%	20%a	7%	3%	2%	16%jk	4%	8%k	10%k	3%	4%	9%	14%gijkl	7%jk	20%egijkl	3%ik
Directory enquiries via internet	274	220	29	8	17	13	36	21	26	16	21	26	46	18	8	29	17
	6%	6%	8%	4%	18%	6%	8%	6%	8%	4%	5%	5%	8%	5%	4%	8%	18%
		80%	10%	3%	6%abc	5%	13%	8%	9%	6%	8%	9%	17%ik	6%	3%	10%	6%efghijklmno
Itemised billing - that you pay extra for	170	144	15	9	3	9	16	12	12	20	12	17	28	16	9	15	3
	4%	4%	4%	4%	3%	4%	3%	4%	4%	6%	3%	3%	5%	5%	4%	4%	3%
		84%	9%	5%	2%	5%	9%	7%	7%	12%	7%	10%	17%	10%	5%	9%	2%
SUMMARY CODE																	
ANY DIRECTORY ENQUIRIES	382	303	45	18	18	13	50	30	31	26	23	32	56	42	18	45	18
	9%	8%	12%	8%	18%	6%	11%	9%	10%	7%	6%	6%	10%	12%	8%	12%	18%
		79%	12%a	5%	5%ac	3%	13%jk	8%	8%	7%	6%	8%	15%jk	11%jk	5%	12%eijk	5%efghijkln
None of these	3604	3049	302	183	71	169	383	292	265	310	378	484	471	297	183	302	71
	85%	85%	83%	86%	73%	82%	83%	84%	83%	86%	90%	88%	83%	82%	86%	83%	73%
		85%d	8%d	5%d	2%	5%	11%p	8%p	7%p	9%p	10%efg hlmop	13%efl mop	13%p	8%p	5%p	8%p	2%
Don't know	67	62	3	2	-	14	6	6	4	6	7	7	4	7	2	3	-
	2%	2%	1%	1%	-	7%	1%	2%	1%	2%	2%	1%	1%	2%	1%	1%	-
		92%	4%	4%	-	20%fghi ijklmnop	8%	10%	6%	9%	11%	10%	6%	11%	4%	4%	-

Affordability of Communications Services Measures (QS0723 - 310530)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Payphone	96	90	4	13	77	60	39	9	13	81	90	56	13	58	46	50	40	57
	2%	2%	1%	2%	2%	2%	6%	3%	4%	2%	2%	2%	4%	2%	2%	3%	2%	2%
		94% ^b	5%	13%	80%	62%	40% ^e	10%	14%	85%	93%	59%	13% ^{km}	61%	48%	52% ⁿ	41%	59%
Directory enquiries via BT phonebook	61	57	3	17	42	34	11	3	13	40	52	46	3	46	47	14	25	35
	1%	2%	1%	2%	1%	1%	2%	1%	4%	1%	1%	1%	1%	1%	2%	1%	1%	2%
		94%	4%	28% ^d	69%	55%	18%	5%	22% ^{elg}	66%	85%	75%	4%	76%	77% ^o	23%	42%	58%
Directory enquiries via phone	100	94	6	24	70	61	18	11	17	74	93	74	5	74	72	28	37	63
	2%	3%	1%	3%	2%	2%	3%	4%	5%	2%	2%	2%	2%	2%	3%	2%	2%	3%
		94%	6%	24% ^d	70%	61%	18%	11%	17% ^e	74%	92%	73%	5%	73%	72%	28%	37%	63%
Directory enquiries via internet	274	243	30	38	228	220	50	23	16	252	269	227	28	231	179	95	146	128
	6%	7%	6%	5%	7%	8%	7%	8%	4%	8%	7%	7%	8%	7%	7%	6%	7%	6%
		89%	11%	14%	83%	80% ^h	18%	8%	6%	92%	98%	83%	10%	84%	65%	35%	53% ^q	47%
Itemised billing - that you pay extra for	170	158	12	30	138	131	26	17	16	141	154	149	24	149	135	35	108	62
	4%	4%	2%	4%	4%	5%	4%	6%	4%	4%	4%	5%	7%	5%	5%	2%	5%	3%
		93%	7%	17%	81%	77%	15%	10%	9%	83%	91%	87%	14%	87%	80% ^o	20%	64% ^q	36%
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	382	345	36	71	300	278	68	32	38	322	361	308	32	312	263	119	192	190
	9%	9%	7%	10%	9%	10%	10%	11%	10%	10%	9%	10%	9%	10%	10%	8%	10%	8%
		90%	9%	19%	78%	73%	18%	8%	10%	84%	94%	81%	8%	82%	69% ^o	31%	50%	50%
None of these	3604	3144	440	583	2916	2365	554	244	305	2795	3229	2666	280	2717	2263	1341	1665	1940
	85%	84%	87%	84%	85%	84%	80%	81%	82%	84%	84%	84%	82%	84%	84%	86%	83%	86%
		87%	12%	16%	81%	66% ^f	15%	7%	8%	78%	90%	74%	8%	75%	63%	37%	46%	54% ^p
Don't know	67	56	11	7	49	33	19	6	6	49	54	31	5	31	30	37	24	42
	2%	1%	2%	1%	1%	1%	3%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%
		84%	16%	11%	73%	50%	29% ^e	9%	8%	73%	81%	46%	7%	46%	45%	55% ⁿ	37%	63%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Payphone	96	6	6	1	9	2	-	5	8	2	38	17	64	6	9	4
	2%	7%	32%	2%	11%	21%	-	6%	9%	7%	2%	6%	2%	9%	14%	7%
		6%	6%	1%	10%	2%	-	5%	8%	2%	39%	18%	67%	6%	10%	5%
Directory enquiries via BT phonebook	61	2	-	-	1	-	-	2	1	-	28	4	54	-	1	2
	1%	2%	-	-	2%	-	-	2%	1%	-	1%	1%	2%	-	2%	4%
		3%	-	-	2%	-	-	3%	2%	-	46%	6%	89%	-	2%	4%
Directory enquiries via phone	100	2	2	2	5	1	-	3	6	3	44	11	68	3	4	3
	2%	2%	13%	5%	6%	7%	-	3%	6%	9%	2%	4%	2%	5%	6%	4%
		2%	2%	2%	5%	1%	-	3%	6%	3%	43%	11%	68%	3%	4%	3%
Directory enquiries via internet	274	5	1	6	4	1	-	3	6	3	138	16	216	-	4	4
	6%	6%	4%	13%	5%	7%	-	3%	6%	10%	7%	5%	7%	-	5%	7%
		2%	*	2%g	2%	*	-	1%	2%	1%	50%	6%	79%am	-	1%	2%
Itemised billing - that you pay extra for	170	4	1	-	1	-	-	6	2	1	107	14	143	3	1	3
	4%	5%	8%	-	1%	-	-	6%	2%	3%	5%	4%	5%	5%	2%	4%
		2%	1%	-	1%	-	-	3%	1%	1%	63%	8%	84%	2%	1%	2%
SUMMARY CODE																
ANY DIRECTORY ENQUIRIES	382	8	3	7	8	1	-	7	11	5	189	28	299	3	8	7
	9%	9%	17%	14%	10%	14%	-	8%	12%	16%	10%	9%	10%	5%	12%	12%
		2%	1%	2%	2%	*	-	2%	3%	1%	50%	7%	78%	1%	2%	2%
None of these	3604	68	10	38	65	7	8	76	74	24	1636	253	2624	47	51	47
	85%	80%	53%	82%	79%	65%	100%	80%	80%	75%	83%	81%	84%	79%	77%	75%
		2%	*	1%	2%	*	*	2%	2%	1%	45%	7%	73%	1%	1%	1%
Don't know	67	-	-	1	-	-	-	2	-	-	28	4	37	1	-	1
	2%	-	-	2%	-	-	-	2%	-	-	1%	1%	1%	2%	-	2%
		-	-	2%	-	-	-	3%	-	-	41%	6%	55%	1%	-	2%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Payphone	96	1	11	4	8	4	4	52	44
	2%	2%	10%	4%	14%	4%	6%	2%	2%
		1%	11%	4%	8%ce	4%	5%	54%	46%
Directory enquiries via BT phonebook	61	-	2	-	-	1	2	33	28
	1%	-	2%	-	-	1%	3%	2%	1%
		-	3%	-	-	2%	4%	54%	46%
Directory enquiries via phone	100	-	5	1	1	1	2	51	49
	2%	-	5%	1%	2%	1%	3%	2%	2%
		-	5%	1%	1%	1%	2%	51%	49%
Directory enquiries via internet	274	-	5	8	1	4	6	141	133
	6%	-	5%	8%	2%	4%	8%	7%	6%
		-	2%	3%	*	1%	2%	51%	49%
Itemised billing - that you pay extra for	170	-	7	3	1	7	5	75	95
	4%	-	6%	3%	3%	8%	6%	4%	4%
		-	4%	2%	1%	4%	3%	44%	56%
SUMMARY CODE									
ANY DIRECTORY ENQUIRIES	382	-	10	9	2	6	10	194	189
	9%	-	10%	9%	4%	7%	12%	9%	9%
		-	3%	2%	1%	2%	3%	51%	49%
None of these	3604	27	77	75	42	81	60	1797	1807
	85%	96%	76%	82%	75%	85%	78%	84%	85%
		1%	2%	2%	1%	2%	2%	50%	50%
Don't know	67	1	-	3	3	2	1	39	27
	2%	2%	-	3%	5%	2%	1%	2%	1%
		1%	-	5%	4%b	2%	1%	59%	41%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
Yes- a long term physical impairment, illness or disability	587 14%	269 13% 46%	319 15% 54%	3 * *	38 5% 6%c	44 7% 7%c	92 14% 16%cd	132 20% 23%cd	116 26% 20%cd	162 42% 28%cd	40 3% 7%	269 13% 46%j	278 33% 47%jk	194 9% 33%	393 18% 67%lm	80 9% 14%	217 10% 37%	290 23% 49%op
Yes- a long term mental health impairment, illness or disability	144 3%	74 4% 51%	71 3% 49%	22 4% 15%h	29 4% 20%h	27 4% 19%h	31 5% 21%hi	24 4% 16%h	3 1% 2%	9 2% 6%h	51 4% 35%l	82 4% 57%l	11 1% 8%	35 2% 24%	109 5% 76%lm	14 2% 10%	43 2% 30%	87 7% 60%op
No	3433 81%	1682 81% 49%	1751 80% 51%	554 92% 16%efg hi	738 89% 22%fgh i	578 86% 17%fgh i	543 81% 16%ghi	497 75% 14%l	314 71% 9%l	208 54% 6%	1292 91% 38%kl	1618 81% 47%l	522 63% 15%	1830 86% 53%n	1602 75% 47%	812 88% 24%pq	1754 84% 51%q	867 69% 25%
Prefer not to say	126 3%	58 3% 46%	68 3% 54%	19 3% 15%	24 3% 19%	27 4% 21%	15 2% 12%	20 3% 16%	12 3% 9%	9 2% 7%	43 3% 34%	62 3% 49%	21 2% 16%	65 3% 52%	61 3% 48%	21 2% 17%	69 3% 55%	35 3% 28%
Don't know	8 *	5 * 67%	3 * 33%	3 * 34%	- - -	- - -	2 * 29%	1 * 17%	1 * 10%	1 * 10%	3 * 34%	4 * 46%	1 * 20%	2 * 31%	5 * 69%	- - -	4 * 46%	4 * 54%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Yes- a long term physical impairment, illness or disability	587 14%	476 13% 81%	55 15% 9%	36 17% 6%	20 20% 3%a	22 11% 4%	75 16% 13%jk	44 13% 7%	52 16% 9%jk	61 17% 10%jk	42 10% 7%	59 11% 10%	76 13% 13%	46 13% 8%	36 17% 6%jk	55 15% 9%j	20 20% 3%egjkm
Yes- a long term mental health impairment, illness or disability	144 3%	113 3% 78%	17 5% 12%	8 4% 6%	6 6% 4%	11 5% 8%jk	16 3% 11%k	8 2% 6%	12 4% 8%k	25 7% 17%fgjkl	7 2% 5%	7 1% 5%	18 3% 13%k	10 3% 7%	8 4% 6%k	17 5% 12%jk	6 6% 4%jk
No	3433 81%	2930 82% 85%bc	271 75% 8%	157 74% 5%	74 76% 2%	176 85% 5%lhi nop	359 78% 10%	279 81% 8%	243 76% 7%	279 77% 8%	356 85% 10%lhi nop	465 85% 14%lhi nop	473 83% 14%lthin o	302 84% 9%lthin o	157 74% 5%	271 75% 8%	74 76% 2%
Prefer not to say	126 3%	95 3% 75%	18 5% 14%ad	12 6% 10%ad	* * *	1 1% 1%	17 4% 13%el	17 5% 13%eilmp	13 4% 10%eil	5 1% 4%	14 3% 11%el	15 3% 12%	7 1% 6%	6 2% 5%	12 6% 10%eilmp	18 5% 14%eilmp	* * *
Don't know	8 *	6 * 85%	1 * 15%	- - -	- - -	- - -	- - -	1 * 17%	2 * 20%	- - -	- - -	2 * 24%	- - -	2 * 24%	- - -	1 * 15%	- - -

Affordability of Communications Services Measures (QS0723 - 310530)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Yes- a long term physical impairment, illness or disability	587 14%	545 15%	39 8%	587 84%	-	250 9%	86 12%	66 22%	112 30%	321 10%	475 12%	355 11%	34 10%	362 11%	425 16%	162 10%	232 12%	355 16%
		93% ^b	7%	100% ^d	-	43%	15% ^e	11% ^{ef}	19% ^{efg}	55%	81% ^{gi}	60%	6%	62%	72% ^o	28%	39%	61% ^p
Yes- a long term mental health impairment, illness or disability	144 3%	132 4%	12 2%	144 21%	-	82 3%	35 5%	16 5%	7 2%	111 3%	127 3%	92 3%	2 1%	92 3%	73 3%	71 5%	53 3%	91 4%
		91%	9%	100% ^d	-	57%	24% ^{eh}	11% ^{eh}	5%	77%	88%	63% ^{li}	2%	63% ^{li}	51%	49% ⁿ	37%	63% ^p
No	3433 81%	2979 80%	436 87%	-	3433 100%	2431 86%	552 80%	217 72%	242 66%	2840 85%	3162 82%	2673 84%	297 87%	2721 84%	2160 80%	1272 81%	1681 84%	1752 77%
		87%	13% ^a	-	100% ^c	71% ^{fgh}	16% ^{gh}	6%	7%	83% ^j	92%	78%	9%	79%	63%	37%	49% ^q	51%
Prefer not to say	126 3%	110 3%	14 3%	-	-	71 3%	22 3%	8 3%	11 3%	84 3%	94 2%	65 2%	11 3%	66 2%	57 2%	68 4%	42 2%	84 4%
		87%	11%	-	-	56%	17%	6%	8%	67%	75%	51%	9%	53%	46%	54% ⁿ	33%	67% ^p
Don't know	8 *	6 *	1 *	-	-	4 *	1 *	-	1 *	5 *	6 *	4 *	1 *	4 *	4 *	4 *	6 *	2 *
		76%	10%	-	-	51%	14%	-	10%	65%	75%	51%	14%	51%	51%	49%	75%	25%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Yes- a long term physical impairment, illness or disability	587 14%	16 19% 3%	3 15% *	14 30% 2%dh	12 14% 2%	2 15% *	3 39% 1%	18 18% 3%	13 14% 2%	7 20% 1%	232 12% 40%	65 21% 11%l	448 14% 76%	16 27% 3%l	11 17% 2%	11 18% 2%
Yes- a long term mental health impairment, illness or disability	144 3%	11 13% 8%	4 21% 3%	5 11% 4%	9 11% 6%	2 17% 1%	- - -	6 6% 4%	7 8% 5%	2 6% 1%	48 2% 33%	41 13% 29%l	77 2% 53%	13 22% 9%l	11 17% 8%	11 17% 8%
No	3433 81%	48 57% 1%	10 52% *	23 49% 1%	57 69% 2%c	8 74% *	3 41% *	66 69% 2%c	59 64% 2%	17 52% *	1662 85% 48%	197 63% 6%km	2523 81% 74%km	26 45% 1%	42 63% 1%	37 58% 1%
Prefer not to say	126 3%	9 10% 7%	2 11% 2%	6 13% 5%	4 5% 4%	- - -	2 20% 1%	8 8% 6%	13 14% 10%	7 21% 6%	39 2% 31%	18 6% 15%l	87 3% 69%	6 10% 5%l	4 6% 3%	5 8% 4%
Don't know	8 *	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	2 * 20%	- - -	2 * 24%	- - -	- - -	- - -

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Multi code]
 Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Yes- a long term physical impairment, illness or disability	587 14%	6 23% 1%	15 15% 3%	16 17% 3%	11 20% 2%	12 13% 2%	18 23% 3%	302 14% 52%	285 13% 48%
Yes- a long term mental health impairment, illness or disability	144 3%	2 6% 1%	6 6% 4%	7 7% 5%	3 6% 2%	4 5% 3%	4 5% 2%	76 4% 53%	68 3% 47%
No	3433 81%	19 68% 1%	74 73% 2%	68 73% 2%	37 66% 1%	73 77% 2%	54 71% 2%	1695 80% 49%	1737 81% 51%
Prefer not to say	126 3%	1 3% 1%	7 7% 6%	2 2% 1%	5 8% 4%	5 6% 4%	1 2% 1%	72 3% 57%	54 3% 43%
Don't know	8 *	- - -	- - -	- - -	- - -	- - -	- - -	2 * 30%	5 * 70%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]
Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
Up to £2,999	51	27	24	14	15	7	5	5	2	4	29	16	6	16	35	2	21	29
	1%	1%	1%	2%	2%	1%	1%	1%	*	1%	2%	1%	1%	1%	2%	*	1%	2%
		53%	47%	28% ^f	29% ^h	13%	9%	10%	4%	7%	57% ^k	32%	11%	32%	68% ^m	3%	41% ^o	56% ^q
£3,000 - £6,999	82	34	48	7	19	6	12	17	9	12	26	34	21	16	66	4	24	54
	2%	2%	2%	1%	2%	1%	2%	3%	2%	3%	2%	2%	3%	1%	3%	*	1%	4%
		41%	59%	9%	24% ^e	7%	14%	20% ^e	11%	15% ^{ce}	32%	42%	26%	20%	80% ^m	5%	29%	66% ^{op}
£7,000 - £9,999	133	56	78	21	14	11	12	19	24	32	35	42	56	26	107	3	37	93
	3%	3%	4%	3%	2%	2%	2%	3%	5%	8%	2%	2%	7%	1%	5%	*	2%	7%
		42%	58%	16%	10%	8%	9%	15%	18% ^{def}	24% ^{ode}	26%	32%	42% ^{ik}	19%	81% ^m	2%	28% ^o	70% ^{op}
£10,000 - £12,999	169	60	110	11	30	19	23	33	31	22	41	75	53	38	131	10	63	96
	4%	3%	5%	2%	4%	3%	3%	5%	7%	6%	3%	4%	6%	2%	6%	1%	3%	8%
		35%	65% ^a	6%	18%	11%	14%	19% ^c	18% ^{cde}	13% ^{def}	24%	44%	32% ^k	22%	78% ^m	6%	37% ^o	57% ^{op}
£13,000 - £16,999	185	85	100	15	29	31	31	31	26	21	44	93	47	59	126	15	85	85
	4%	4%	5%	3%	4%	5%	5%	5%	6%	6%	3%	5%	6%	3%	6%	2%	4%	7%
		46%	54%	8%	16%	17%	17%	17%	14% ^{cd}	12% ^o	24%	51% ^j	25%	32%	68% ^m	6%	46% ^o	46% ^{op}
£17,000 - £19,999	123	71	52	14	21	25	18	20	15	10	35	63	26	47	76	18	64	41
	3%	3%	2%	2%	3%	4%	3%	3%	3%	3%	2%	3%	3%	2%	4%	2%	3%	3%
		58% ^b	42%	11%	17%	20%	15%	16%	13%	8%	28%	51%	21%	38%	62% ^m	14%	52%	33%
£20,000 - £22,999	134	66	68	11	27	12	22	32	18	12	39	66	30	62	72	31	75	29
	3%	3%	3%	2%	3%	2%	3%	5%	4%	3%	3%	3%	4%	3%	3%	3%	4%	2%
		49%	51%	8%	20%	9%	16%	24% ^{ce}	13% ^{ce}	9%	29%	49%	22%	46%	54%	23%	56% ^q	22%
£23,000 - £26,999	170	82	88	13	50	39	26	26	10	6	63	91	16	90	80	26	111	33
	4%	4%	4%	2%	6%	6%	4%	4%	2%	2%	4%	5%	2%	4%	4%	3%	5%	3%
		48%	52%	8%	29% ^{chi}	23% ^{chi}	15% ⁱ	15% ⁱ	6%	4%	37% ^l	54% ^l	10%	53%	47%	15%	65% ^{oq}	19%
£27,000 - £29,999	121	50	71	14	26	21	24	24	9	4	40	69	13	63	58	28	73	20
	3%	2%	3%	2%	3%	3%	4%	4%	2%	1%	3%	3%	2%	3%	3%	3%	4%	2%
		42%	58%	11%	21% ⁱ	18% ⁱ	19% ⁱ	20% ⁱ	7%	3%	33% ^l	57% ^l	11%	52%	48%	23% ^q	60% ^q	16%
£30,000 - £33,999	128	69	59	15	39	21	26	13	9	5	54	60	14	82	46	28	81	19
	3%	3%	3%	2%	5%	3%	4%	2%	2%	1%	4%	3%	2%	4%	2%	3%	4%	1%
		54%	46%	12%	30% ^{ghi}	16%	20% ⁱ	10%	7%	4%	42% ^l	47% ^l	11%	64% ⁿ	36%	22% ^q	64% ^q	15%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628		1108	1814	1341	1828	2435	820	2009	1434	
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387		1427	2006	830	2120	2143	923	2081	1259	
£34,000 - £36,999	121	60	60	7	33	20	28	21	8	4		39	70	12	80	41	39	73	9	
	3%	3%	3%	1%	4%	3%	4%	3%	2%	1%		3%	3%	1%	4%	2%	4%	4%	1%	
		50%	50%	6%	27%chi	16%i	24%chi	18%ci	7%	3%		33%l	58%l	10%	66%n	34%	32%q	61%q	7%	
£37,000 - £39,999	75	37	38	4	24	17	12	14	3	1		28	42	5	51	24	23	44	8	
	2%	2%	2%	1%	3%	2%	2%	2%	1%	*		2%	2%	1%	2%	1%	2%	2%	1%	
		49%	51%	6%	32%chi	22%chi	16%i	19%hi	4%	2%		38%l	56%l	6%	68%n	32%	31%q	59%q	11%	
£40,000 - £42,999	111	59	52	4	30	24	29	15	5	3		34	68	8	82	29	43	60	8	
	3%	3%	2%	1%	4%	4%	4%	2%	1%	1%		2%	3%	1%	4%	1%	5%	3%	1%	
		53%	47%	3%	27%chi	22%chi	26%ogh	13%c	5%	3%		31%l	62%l	7%	74%n	26%	39%pq	54%q	7%	
£43,000 - £46,999	63	37	26	10	13	12	15	9	4	-		23	36	4	43	20	24	33	6	
	1%	2%	1%	2%	2%	2%	2%	1%	1%	-		2%	2%	1%	2%	1%	3%	2%	*	
		59%	41%	15%i	21%i	20%i	23%i	14%i	7%i	-		36%l	57%l	7%	68%n	32%	38%q	52%q	9%	
£47,000 - £49,000	70	34	37	5	18	11	22	10	3	1		24	43	3	55	16	30	40	-	
	2%	2%	2%	1%	2%	2%	3%	2%	1%	*		2%	2%	*	3%	1%	3%	2%	-	
		48%	52%	7%	26%chi	16%i	31%chi	15%l	4%	1%		34%l	62%l	5%	78%n	22%	43%pq	57%q	-	
£50,000 - £74,999	219	113	106	10	55	59	44	41	7	1		66	144	9	193	26	110	101	8	
	5%	5%	5%	2%	7%	9%	7%	6%	2%	*		5%	7%	1%	9%	1%	12%	5%	1%	
		52%	46%	5%	25%chi	27%chi	20%chi	19%chi	3%i	1%		30%l	66%jl	4%	88%n	12%	50%pq	46%q	4%	
£75,000 or over	158	92	67	8	25	41	50	30	3	1		33	121	4	146	12	110	45	4	
	4%	4%	3%	1%	3%	6%	7%	4%	1%	*		2%	6%	*	7%	1%	12%	2%	*	
		58%b	42%	5%i	16%hi	26%cdh	32%cdg	19%chi	2%	*		21%l	76%jl	3%	93%n	7%	69%pq	28%q	2%	
Don't know	2150	1037	1112	417	358	293	275	304	255	246		775	873	502	970	1179	382	1050	718	
	50%	50%	51%	69%	43%	44%	41%	46%	58%	64%		54%	44%	60%	46%	55%	41%	50%	57%	
		48%	52%	19%def	17%	14%	13%	14%	12%def	11%def		36%k	41%	23%k	45%	55%o	18%	49%o	33%op	

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
Up to £2,999	51 1%	34 1% 68%	7 2% 14%	9 4% 18%a	1 1% 1%	1 1% 2%	8 2% 16%jm	1 * 2%	3 1% 6%	5 1% 10%lm	1 * 2%	12 2% 23%gjlm	3 1% 6%	- 1% -	9 4% 18%eghijl m	7 2% 14%gjlm	1 1% 1%
£3,000 - £6,999	82 2%	65 2% 79%	10 3% 12%	4 2% 4%	4 4% 5%	3 1% 3%	14 3% 17%lm	7 2% 9%	9 3% 11%lm	9 3% 11%lm	7 2% 8%	9 2% 11%	4 1% 5%	2 1% 3%	4 2% 4%	10 3% 12%lm	4 4% 5%lm
£7,000 - £9,999	133 3%	105 3% 79%	13 4% 10%	5 2% 3%	11 11% 8%abc	4 2% 3%	9 2% 7%	12 3% 9%	10 3% 7%	11 3% 9%	11 3% 8%	10 2% 7%	26 5% 20%fk	13 4% 10%	5 2% 3%	13 4% 10%	11 11% 8%efghijklmno
£10,000 - £12,999	169 4%	130 4% 76%	17 5% 10%	11 5% 7%	12 12% 7%abc	2 1% 1%	23 5% 14%e	20 6% 12%ejk	10 3% 6%	13 4% 8%	11 3% 6%	16 3% 9%	20 3% 12%	14 4% 8%	11 5% 7%e	17 5% 10%e	12 12% 7%efghijklmno
£13,000 - £16,999	185 4%	149 4% 81%	21 6% 11%	10 5% 5%	5 5% 3%	4 2% 2%	20 4% 11%	21 6% 12%e	15 5% 8%	13 3% 7%	17 4% 9%	18 3% 10%	19 3% 10%	24 7% 13%ekl	10 5% 5%	21 6% 11%e	5 5% 3%
£17,000 - £19,999	123 3%	92 3% 75%	20 5% 16%a	7 3% 6%	5 5% 4%	2 1% 1%	11 2% 9%	17 5% 14%eij	7 2% 6%	7 2% 6%	9 2% 7%	16 3% 13%	16 3% 13%	8 2% 6%	7 3% 6%	20 5% 16%efhijm	5 3% 4%e
£20,000 - £22,999	134 3%	114 3% 85%	11 3% 8%	6 3% 5%	3 3% 2%	1 1% 1%	21 5% 16%e	17 4% 13%el	10 3% 7%	7 2% 5%	10 3% 7%	15 3% 11%	20 3% 15%e	12 3% 9%	6 3% 5%	11 3% 8%	3 3% 2%
£23,000 - £26,999	170 4%	143 4% 84%	19 5% 11%	4 2% 2%	4 4% 2%	8 4% 5%	13 3% 8%	14 4% 8%	13 5% 10%	17 4% 10%	13 3% 7%	29 5% 17%el	16 3% 9%	19 5% 11%	4 2% 2%	19 5% 11%	4 4% 2%
£27,000 - £29,999	121 3%	98 3% 81%	9 2% 7%	7 3% 6%	7 7% 6%ab	1 1% 1%	19 4% 16%el	12 4% 10%	8 3% 7%	7 2% 5%	10 4% 9%	20 4% 16%e	10 2% 8%	12 3% 10%	7 3% 6%	9 2% 7%	7 7% 6%efhijlo
£30,000 - £33,999	128 3%	102 3% 80%	13 4% 10%	8 4% 6%	4 5% 3%	2 1% 1%	21 4% 16%e	10 3% 8%	8 3% 6%	16 4% 12%e	12 3% 9%	12 2% 9%	14 2% 11%	9 2% 7%	8 4% 6%	13 4% 10%	4 5% 3%e

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]
Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
£34,000 - £36,999	121	102	8	7	4	1	11	7	14	6	18	22	13	10	7	8	4
	3%	3%	2%	3%	4%	1%	2%	2%	4%	2%	4%	4%	2%	3%	3%	2%	4%
		84%	7%	6%	3%	1%	9%	6%	11%e	5%	15%e	18%e	11%	8%	6%	7%	3%e
£37,000 - £39,999	75	65	7	1	2	3	15	4	7	8	5	6	10	7	1	7	2
	2%	2%	2%	1%	2%	1%	3%	1%	2%	2%	1%	1%	2%	2%	1%	2%	2%
		87%	9%	2%	3%	4%	20%k	6%	9%	11%	6%	8%	14%	9%	2%	9%	3%
£40,000 - £42,999	111	90	11	6	4	2	17	7	8	8	7	13	19	9	6	11	4
	3%	3%	3%	3%	4%	1%	4%	2%	3%	2%	2%	2%	3%	3%	3%	3%	4%
		81%	10%	5%	4%	2%	15%	6%	7%	8%	7%	12%	17%	8%	5%	10%	4%
£43,000 - £46,999	63	56	4	3	1	5	11	6	2	3	6	15	4	3	3	4	1
	1%	2%	1%	1%	1%	3%	2%	2%	1%	1%	3%	3%	1%	1%	1%	1%	1%
		88%	6%	5%	2%	9%	17%	9%	4%	4%	9%	24%im	7%	5%	5%	6%	2%
£47,000 - £49,000	70	64	2	2	3	3	9	2	8	6	5	10	18	3	2	2	3
	2%	2%	*	1%	3%	2%	2%	1%	3%	2%	1%	2%	3%	1%	1%	*	3%
		92%	2%	2%	4%b	5%	13%	3%	12%o	8%	7%	14%	26%gmo	4%	2%	2%	4%o
£50,000 - £74,999	219	200	10	6	2	5	19	13	21	23	28	27	49	15	6	10	2
	5%	6%	3%	3%	2%	2%	4%	4%	7%	6%	7%	5%	9%	4%	3%	3%	2%
		92%b	5%	3%	1%	2%	9%	6%	10%eo	11%o	13%eo	12%	22%efgk mnop	7%	3%	5%	1%
£75,000 or over	158	141	12	5	1	5	16	5	18	10	17	18	47	4	5	12	1
	4%	4%	3%	2%	1%	2%	3%	1%	6%	3%	4%	3%	8%	1%	2%	3%	1%
		89%	8%	3%	1%	3%	10%k	3%	11%gmp	6%	11%gm	12%k	30%efgi jkmnop	2%	3%	8%k	1%
Don't know	2150	1841	170	113	26	155	205	170	147	192	233	280	260	198	113	170	26
	50%	51%	47%	53%	26%	75%	44%	49%	46%	53%	56%	51%	46%	55%	53%	47%	26%
		86% ^d	8% ^d	5% ^d	1%	7% ^{fgh ijklm nop}	10% ^p	8% ^p	7% ^p	9% ^{lp}	11% ^{lhl op}	13% ^{fp}	12% ^p	9% ^{fhlo p}	5% ^p	8% ^p	1%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Up to £2,999	51	41	9	20	24	20	16	3	3	34	41	23	8	26	13	38	11	40
	1%	1%	2%	3%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	*	2%	1%	2%
		81%	17%	39% ^d	47%	40%	32% ^e	7%	6%	67%	80%	45%	16% ^{km}	51%	26%	74% ⁿ	22%	78% ^p
£3,000 - £6,999	82	72	10	35	45	33	18	6	12	51	68	34	3	36	33	49	13	69
	2%	2%	2%	5%	1%	1%	3%	2%	3%	2%	2%	1%	1%	1%	1%	3%	1%	3%
		88%	12%	43% ^d	55%	41%	22% ^e	8%	15% ^e	62%	82%	41%	4%	44%	40%	60% ⁿ	16%	84% ^p
£7,000 - £9,999	133	124	8	50	80	53	26	11	27	77	113	65	3	66	77	56	37	96
	3%	3%	2%	7%	2%	2%	4%	4%	7%	2%	3%	2%	1%	2%	3%	4%	2%	4%
		93%	6%	38% ^d	60%	40%	19% ^e	8% ^e	20% ^{efg}	58%	85%	49%	2%	50%	58%	42%	28%	72% ^p
£10,000 - £12,999	169	157	11	61	100	91	32	11	25	120	152	109	9	110	104	65	64	106
	4%	4%	2%	9%	3%	3%	5%	4%	7%	4%	4%	3%	3%	3%	4%	4%	3%	5%
		93%	7%	36% ^d	59%	54%	19%	6%	15% ^e	71%	90%	64%	5%	65%	62%	38%	38%	62% ^p
£13,000 - £16,999	185	169	15	49	130	100	30	20	22	125	161	123	9	126	119	65	87	98
	4%	5%	3%	7%	4%	4%	4%	7%	6%	4%	4%	4%	3%	4%	4%	4%	4%	4%
		92%	8%	27% ^d	71%	54%	16%	11% ^e	12% ^e	68%	87%	67%	5%	68%	65%	35%	47%	53%
£17,000 - £19,999	123	106	16	22	97	78	13	11	14	90	112	85	6	87	71	52	56	67
	3%	3%	3%	3%	3%	3%	2%	4%	4%	3%	3%	3%	2%	3%	3%	3%	3%	3%
		86%	13%	18%	79%	63%	11%	9%	11%	73%	91%	69%	5%	70%	58%	42%	46%	54%
£20,000 - £22,999	134	123	11	21	110	91	24	12	9	107	123	109	10	112	93	41	51	84
	3%	3%	2%	3%	3%	3%	3%	4%	2%	3%	3%	3%	3%	3%	3%	3%	3%	4%
		92%	8%	16%	82%	68%	18%	9%	7%	80%	91%	81%	8%	83%	69%	31%	38%	62% ^p
£23,000 - £26,999	170	147	22	17	151	120	29	14	5	143	153	145	10	147	103	67	84	86
	4%	4%	4%	2%	4%	4%	4%	5%	1%	4%	4%	5%	3%	5%	4%	4%	4%	4%
		86%	13%	10%	89% ^c	71% ^h	17% ^h	8% ^h	3%	84%	90%	85%	6%	87%	61%	39%	49%	51%
£27,000 - £29,999	121	108	13	11	108	89	23	9	12	104	116	100	9	101	80	41	58	63
	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
		89%	11%	9%	89% ^c	73%	19%	8%	10%	86%	96%	83%	8%	83%	66%	34%	48%	52%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
£30,000 - £33,999	128	114	12	14	110	109	10	11	8	115	123	117	13	117	86	42	68	60
	3%	3%	2%	2%	3%	4%	2%	4%	2%	3%	3%	4%	4%	4%	3%	3%	3%	3%
		89%	9%	11%	86%	85% ^f	8%	9%	6%	90%	96%	91%	10%	92%	67%	33%	53%	47%
£34,000 - £36,999	121	112	9	8	110	92	22	13	8	106	117	110	10	113	89	32	67	54
	3%	3%	2%	1%	3%	3%	3%	4%	2%	3%	3%	3%	3%	4%	3%	2%	3%	2%
		93%	7%	7%	91% ^c	76%	19%	10%	7%	88%	97%	91%	8%	94%	74% ^o	26%	55%	45%
£37,000 - £39,999	75	67	8	7	68	65	11	2	6	73	73	70	7	70	59	16	45	30
	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%
		90%	10%	9%	91%	87%	15%	3%	8%	97%	97%	93%	10%	93%	78% ^o	22%	60% ^q	40%
£40,000 - £42,999	111	99	12	11	97	87	15	4	6	96	102	99	14	102	83	27	66	45
	3%	3%	2%	2%	3%	3%	2%	1%	2%	3%	3%	3%	4%	3%	3%	2%	3%	2%
		90%	10%	10%	88%	79%	14%	4%	5%	87%	93%	90%	13%	92%	76% ^o	24%	60% ^q	40%
£43,000 - £46,999	63	56	6	2	58	54	9	7	4	59	63	59	5	59	48	15	38	25
	1%	2%	1%	*	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	1%	2%	1%
		89%	9%	3%	92% ^c	86%	14%	12%	6%	94%	100%	94%	8%	94%	76%	24%	61% ^q	39%
£47,000 - £49,000	70	64	7	5	62	60	7	3	4	65	70	63	6	63	49	22	50	20
	2%	2%	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	2%	1%	3%	1%
		91%	9%	8%	88% ^c	85%	9%	4%	5%	92%	99%	89%	8%	89%	69%	31%	72% ^q	28%
£50,000 - £74,999	219	199	20	10	203	193	25	8	9	207	213	200	27	205	149	70	135	84
	5%	5%	4%	1%	6%	7%	4%	3%	2%	6%	6%	6%	8%	6%	6%	4%	7%	4%
		91%	9%	5%	93% ^c	88% ^{fgh}	11%	4%	4%	95%	97%	92%	12%	94%	68%	32%	62% ^q	38%
£75,000 or over	158	138	20	15	139	141	31	10	7	155	158	148	23	149	115	43	93	65
	4%	4%	4%	2%	4%	5%	5%	3%	2%	5%	4%	5%	7%	5%	4%	3%	5%	3%
		87%	13%	10%	88% ^c	89% ^{ah}	20% ^h	6%	5%	98%	100%	94%	14%	94%	73% ^o	27%	59% ^q	41%
Don't know	2150	1838	297	335	1740	1341	348	145	190	1610	1877	1506	171	1531	1323	827	975	1174
	50%	49%	59%	48%	51%	48%	50%	48%	51%	48%	49%	48%	50%	48%	49%	53%	49%	52%
		86%	14% ^a	16%	81%	62%	16%	7%	9%	75%	87%	70%	8%	71%	62%	38% ⁿ	45%	55%

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Up to £2,999	51	3	3	3	3	1	-	1	2	1	15	9	32	2	2	4
	1%	3%	18%	7%	4%	11%	-	1%	2%	3%	1%	3%	1%	3%	3%	7%
		5%	7%	6%	6%	2%	-	2%	4%	2%	30%	18%l	63%	4%	4%	8%
£3,000 - £6,999	82	5	4	4	6	1	1	3	9	3	23	20	53	2	6	3
	2%	6%	23%	9%	7%	8%	11%	3%	9%	9%	1%	6%	2%	4%	10%	5%
		6%	5%	5%	7%	1%	1%	4%	11%	4%	28%	24%l	64%	3%	8%	4%
£7,000 - £9,999	133	6	3	3	3	1	1	2	4	2	43	16	110	3	5	6
	3%	7%	18%	7%	4%	8%	11%	2%	5%	5%	2%	5%	4%	6%	8%	10%
		4%	3%	2%	3%	1%	1%	1%	3%	1%	33%	12%	83%	3%	4%	5%
£10,000 - £12,999	169	10	-	6	12	3	-	6	12	6	74	30	131	9	13	8
	4%	12%	-	13%	15%	26%	-	6%	13%	20%	4%	10%	4%	15%	20%	12%
		6%	-	4%	7%	2%	-	3%	7%	4%	44%	18%l	77%	5%	8%	4%
£13,000 - £16,999	185	3	1	3	6	-	-	10	6	3	82	21	143	5	3	4
	4%	4%	5%	6%	7%	-	-	10%	6%	9%	4%	7%	5%	8%	5%	7%
		2%	-	2%	3%	-	-	5%	3%	2%	44%	11%	77%	3%	2%	2%
£17,000 - £19,999	123	4	2	2	5	-	-	5	6	1	61	14	102	6	6	2
	3%	5%	10%	5%	6%	-	-	5%	7%	4%	3%	5%	3%	10%	9%	4%
		3%	2%	2%	4%	-	-	4%	5%	1%	50%	12%	82%	5%	5%	2%
£20,000 - £22,999	134	7	1	1	2	-	-	3	2	2	66	11	114	-	2	5
	3%	8%	7%	3%	3%	-	-	3%	3%	7%	3%	4%	4%	-	3%	7%
		5%	1%	1%	2%	-	-	2%	2%	2%	49%	8%	85%	-	1%	3%
£23,000 - £26,999	170	6	-	1	5	1	-	3	6	-	88	15	136	4	3	1
	4%	7%	-	2%	6%	8%	-	3%	6%	-	4%	5%	4%	6%	5%	1%
		3%	-	1%	3%	*	-	2%	3%	-	52%	9%	80%	2%	2%	*
£27,000 - £29,999	121	2	-	-	2	-	1	2	3	-	66	4	95	-	-	1
	3%	3%	-	-	3%	-	10%	2%	3%	-	3%	1%	3%	-	-	1%
		2%	-	-	2%	-	1%	1%	3%	-	54%	3%	78%	-	-	1%
£30,000 - £33,999	128	2	-	2	1	-	2	5	5	2	68	7	105	1	2	3
	3%	2%	-	3%	2%	-	20%	5%	5%	5%	3%	2%	3%	2%	2%	5%
		1%	-	1%	1%	-	1%	4%	4%	1%	53%	6%	82%	1%	1%	2%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
£34,000 - £36,999	121	4	-	1	1	-	-	1	2	1	63	7	101	3	1	2
	3%	4%	-	3%	2%	-	-	1%	3%	4%	3%	2%	3%	5%	2%	4%
		3%	-	1%	1%	-	-	1%	2%	1%	52%	6%	83%	2%	1%	2%
£37,000 - £39,999	75	3	-	-	1	-	-	1	2	-	48	7	62	-	1	1
	2%	4%	-	-	1%	-	-	1%	2%	-	2%	2%	2%	-	2%	2%
		4%	-	-	1%	-	-	2%	3%	-	64%	9%	83%	-	1%	2%
£40,000 - £42,999	111	3	-	-	1	-	-	7	3	1	67	10	89	2	1	5
	3%	4%	-	-	2%	-	-	8%	3%	4%	3%	3%	3%	3%	2%	8%
		3%	-	-	1%	-	-	7%	2%	1%	60%	9%	81%	1%	1%	4%
£43,000 - £46,999	63	1	-	-	-	-	-	-	-	-	40	1	50	-	-	-
	1%	2%	-	-	-	-	-	-	-	-	2%	*	2%	-	-	-
		2%	-	-	-	-	-	-	-	-	64%	2%	79%	-	-	-
£47,000 - £49,000	70	-	-	-	-	-	-	4	-	-	39	4	57	-	1	-
	2%	-	-	-	-	-	-	4%	-	-	2%	1%	2%	-	2%	-
		-	-	-	-	-	-	6%	-	-	56%	6%	81%	-	2%	-
£50,000 - £74,999	219	3	-	1	4	-	2	6	5	3	136	8	189	-	-	1
	5%	4%	-	3%	4%	-	20%	7%	6%	9%	7%	3%	6%	-	-	2%
		1%	-	1%	2%	-	1%	3%	2%	1%	62%	4%	86%k	-	-	1%
£75,000 or over	158	-	-	-	-	-	1	-	-	-	93	4	126	1	-	1
	4%	-	-	-	-	-	11%	-	-	-	5%	1%	4%	2%	-	1%
		-	-	-	-	-	1%	-	-	-	59%	3%	80%k	1%	-	1%
Don't know	2150	23	4	18	28	4	1	36	25	7	892	123	1424	22	18	15
	50%	28%	19%	38%	35%	39%	18%	37%	28%	21%	45%	39%	46%	37%	28%	24%
		1%	*	1%	1%	*	*	2%	1%	*	41%	6%	66%k	1%	1%	1%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2134
								2135
Up to £2,999	51	2	4	7	4	4	4	24
	1%	7%	4%	7%	7%	5%	5%	1%
		4%	8%	13%	7%	9%	8%	52%
£3,000 - £6,999	82	1	3	7	1	3	1	38
	2%	5%	3%	7%	3%	3%	1%	2%
		2%	3%	8%	2%	3%	1%	54%
£7,000 - £9,999	133	1	9	3	3	5	4	67
	3%	2%	9%	3%	5%	5%	6%	3%
		*	7%	2%	2%	4%	3%	50%
£10,000 - £12,999	169	1	4	8	4	6	6	95
	4%	2%	4%	9%	7%	6%	8%	4%
		*	3%	5%	2%	3%	4%	44%
£13,000 - £16,999	185	5	5	4	4	5	3	93
	4%	19%	5%	5%	8%	6%	3%	4%
		3%	3%	2%	2%	3%	1%	50%
£17,000 - £19,999	123	1	1	1	2	3	2	61
	3%	4%	1%	1%	3%	3%	3%	3%
		1%	1%	1%	1%	2%	2%	50%
£20,000 - £22,999	134	1	9	5	2	4	5	70
	3%	2%	9%	5%	4%	5%	7%	3%
		*	7%	3%	2%	3%	4%	48%
£23,000 - £26,999	170	1	3	2	1	4	3	92
	4%	5%	3%	3%	1%	4%	4%	4%
		1%	2%	1%	*	2%	2%	46%
£27,000 - £29,999	121	-	7	1	-	1	1	70
	3%	-	6%	1%	-	1%	1%	2%
		-	5%	1%	-	1%	1%	42%
£30,000 - £33,999	128	-	5	6	-	2	3	70
	3%	-	5%	6%	-	2%	4%	3%
		-	4%	4%	-	2%	3%	46%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q.14 What was your total family income last year, that is the total income of all members of your household, from all sources before tax? - [Prompted - Single code]

Base: All Adults 16+ in the UK

Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
4263	32	95	83	56	93	79	2129	2134
4263	28**	101*	92*	56*	95*	77*	2128	2135
121	-	6	2	-	6	3	53	67
3%	-	6%	2%	-	6%	3%	3%	3%
	-	5%	1%	-	5%	2%	44%	56%
75	-	2	1	1	1	1	32	43
2%	-	2%	1%	2%	1%	2%	2%	2%
	-	2%	2%	1%	1%	2%	43%	57%
111	-	6	2	1	3	4	63	47
3%	-	6%	3%	2%	4%	5%	3%	2%
	-	6%	2%	1%	3%	4%	57%	43%
63	-	3	4	1	-	1	31	32
1%	-	3%	5%	3%	-	1%	1%	1%
	-	5%	7%e	2%	-	2%	50%	50%
70	-	3	2	-	1	2	30	40
2%	-	3%	2%	-	1%	2%	1%	2%
	-	4%	2%	-	2%	2%	42%	58%
219	-	3	4	-	4	5	83	136
5%	-	3%	5%	-	5%	6%	4%	6%
	-	1%	2%	-	2%	2%	38%	62%
158	1	2	2	1	1	2	72	87
4%	5%	2%	3%	2%	1%	3%	3%	4%
	1%	1%	2%	1%	1%	2%	45%	55%
2150	14	25	31	30	40	27	1084	1066
50%	49%	25%	33%	54%	42%	35%	51%	50%
	1%	1%	1%	1%bcf	2%b	1%	50%	50%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
GENDER																		
Male	2069	2069	-	305	411	329	323	334	193	173	716	987	366	1033	1036	453	1053	563
	49%	100%	-	51%	50%	49%	48%	50%	43%	45%	50%	49%	44%	49%	48%	49%	51%	45%
		100%b	-	15%h	20%h	16%h	16%	16%h	9%	8%	35%i	48%i	18%	50%	50%	22%	51%q	27%
Female	2194	-	2194	295	416	340	350	330	251	213	711	1019	464	1087	1107	470	1028	696
	51%	-	100%	49%	50%	51%	52%	50%	57%	55%	50%	51%	56%	51%	52%	51%	49%	55%
		-	100%a	13%	19%	15%	16%	15%	11%cd	10%	32%	46%	21%jk	50%	50%	21%	47%	32%op
AGE																		
16-24	600	305	295	600	-	-	-	-	-	-	600	-	-	299	301	87	338	176
	14%	15%	13%	100%	-	-	-	-	-	-	42%	-	-	14%	14%	9%	16%	14%
		51%	49%	100%defg	-	-	-	-	-	-	100%kl	-	-	50%	50%	14%	56%o	29%oo
				hi														
25-34	827	411	416	-	827	-	-	-	-	-	827	-	-	431	396	187	431	208
	19%	20%	19%	-	100%	-	-	-	-	-	58%	-	-	20%	18%	20%	21%	16%
		50%	50%	-	100%cefg	-	-	-	-	-	100%kl	-	-	52%	48%	23%q	52%q	25%
					hi													
35-44	669	329	340	-	-	669	-	-	-	-	-	669	-	375	294	175	332	162
	16%	16%	15%	-	-	100%	-	-	-	-	-	33%	-	18%	14%	19%	16%	13%
		49%	51%	-	-	100%cdfg	-	-	-	-	-	100%jl	-	56%n	44%	26%q	50%q	24%
						hi												
45-54	673	323	350	-	-	-	673	-	-	-	-	673	-	350	323	156	356	161
	16%	16%	16%	-	-	-	100%	-	-	-	-	34%	-	16%	15%	17%	17%	13%
		48%	52%	-	-	-	100%cddeg	-	-	-	-	100%jl	-	52%	48%	23%q	53%q	24%
							hi											
55-64	664	334	330	-	-	-	-	664	-	-	-	664	-	334	330	157	312	195
	16%	16%	15%	-	-	-	-	100%	-	-	-	33%	-	16%	15%	17%	15%	15%
		50%	50%	-	-	-	-	100%cddef	-	-	-	100%jl	-	50%	50%	24%	47%	29%
								hi										
65-74	443	193	251	-	-	-	-	-	443	-	-	-	443	192	252	94	171	178
	10%	9%	11%	-	-	-	-	-	100%	-	-	-	53%	9%	12%	10%	8%	14%
		43%	57%a	-	-	-	-	-	100%cddef	-	-	-	100%jk	43%	57%lm	21%	38%	40%op
									gi									

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434	
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259	
75+	387	173	213	-	-	-	-	-	-	387	-	-	387	139	247	67	141	179	
	9%	8%	10%	-	-	-	-	-	-	100%	-	-	47%	7%	12%	7%	7%	14%	
		45%	55%	-	-	-	-	-	-	100% ^{cdef}	-	-	100% ^{kl}	36%	64% ^m	17%	36%	46% ^{op}	
										gh									
AGE																			
16-34	1427	716	711	600	827	-	-	-	-	-	1427	-	-	730	697	274	769	384	
	33%	35%	32%	100%	100%	-	-	-	-	-	100%	-	-	34%	33%	30%	37%	30%	
		50%	50%	42% ^{efg}	58% ^{efgh}	-	-	-	-	-	100% ^{kl}	-	-	51%	49%	19%	54% ^{oq}	27%	
				hi	i														
35-64	2006	987	1019	-	-	669	673	664	-	-	-	2006	-	1059	947	488	1000	518	
	47%	48%	46%	-	-	100%	100%	100%	-	-	-	100%	-	50%	44%	53%	48%	41%	
		49%	51%	-	-	33% ^{cdh}	34% ^{cdh}	33% ^{cdhi}	-	-	-	100% ^{jl}	-	53% ⁿ	47%	24% ^{pq}	50% ^q	26%	
						i													
65+	830	366	464	-	-	-	-	-	443	387	-	-	830	331	499	161	311	357	
	19%	18%	21%	-	-	-	-	-	100%	100%	-	-	100%	16%	23%	17%	15%	28%	
		44%	56% ^a	-	-	-	-	-	53% ^{cde}	47% ^{cdef}	-	-	100% ^{kl}	40%	60% ^m	19%	38%	43% ^{op}	
										fg									
SOCIAL GRADE										g									
ABC1	2120	1033	1087	299	431	375	350	334	192	139	730	1059	331	2120	-	923	1196	-	
	50%	50%	50%	50%	52%	56%	52%	50%	43%	36%	51%	53%	40%	100%	-	100%	58%	-	
		49%	51%	14% ^{chi}	20% ^{hi}	18% ^{ghi}	16% ^{hi}	16% ^{hi}	9% ⁱ	7%	34% ^l	50% ^l	16%	100% ⁿ	-	44% ^{pq}	56% ^q	-	
C2DE	2143	1036	1107	301	396	294	323	330	252	247	697	947	499	-	2143	-	884	1259	
	50%	50%	50%	50%	48%	44%	48%	50%	57%	64%	49%	47%	60%	-	100%	-	42%	100%	
		48%	52%	14%	18%	14%	15%	15% ^e	12% ^{cde}	12% ^{cde}	33%	44%	23% ^k	-	100% ^m	-	41% ^o	59% ^{op}	
										fgh									
SOCIAL GRADE																			
AB	923	453	470	87	187	175	156	157	94	67	274	488	161	923	-	923	-	-	
	22%	22%	21%	14%	23%	26%	23%	24%	21%	17%	19%	24%	19%	44%	-	100%	-	-	
		49%	51%	9%	20% ^{ci}	19% ^{ci}	17% ^{ci}	17% ^{ci}	10% ^c	7%	30%	53% ^{jl}	17%	100% ⁿ	-	100% ^{pq}	-	-	
C1C2	2081	1053	1028	338	431	332	356	312	171	141	769	1000	311	1196	884	-	2081	-	
	49%	51%	47%	56%	52%	50%	53%	47%	38%	36%	54%	50%	38%	56%	41%	-	100%	-	
		51% ^b	49%	16% ^{egh}	21% ^{hi}	16% ^{hi}	17% ^{ghi}	15% ^{hi}	8%	7%	37% ^{kl}	48% ^l	15%	58% ⁿ	42%	-	100% ^{oq}	-	
				i															
DE	1259	563	696	176	208	162	161	195	178	179	384	518	357	-	1259	-	-	1259	
	30%	27%	32%	29%	25%	24%	24%	29%	40%	46%	27%	26%	43%	-	59%	-	-	100%	
		45%	55% ^a	14%	16%	13%	13%	15% ^f	14% ^{cde}	14% ^{cde}	30%	41%	28% ^k	-	100% ^m	-	-	100% ^{op}	
										fg									

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
COUNTRY																		
England	3591	1755	1836	511	691	583	571	545	365	325	1202	1698	690	1837	1753	796	1783	1011
	84%	85%	84%	85%	84%	87%	85%	82%	84%	84%	84%	85%	83%	87%	82%	86%	86%	80%
		49%	51%	14%	19%	16%gh	16%	15%	10%	9%	33%	47%	19%	51% ⁿ	49%	22% ^q	50% ^q	28%
Scotland	362	167	196	54	75	45	60	61	36	32	129	166	68	154	209	69	164	130
	9%	8%	9%	9%	9%	7%	9%	9%	8%	8%	9%	8%	8%	7%	10%	7%	8%	10%
		46%	54%	15%	21%	12%	16%	17%	10%	9%	36%	46%	19%	42%	58% ^m	19%	45%	36% ^{op}
Wales	213	101	112	24	40	23	24	42	33	26	64	89	59	102	111	53	94	66
	5%	5%	5%	4%	5%	3%	4%	6%	7%	7%	4%	4%	7%	5%	5%	6%	5%	5%
		47%	53%	11%	19%	11%	11%	20% ^{ef}	16% ^{cde}	12% ^{ef}	30%	42%	28% ^{kj}	48%	52%	25%	44%	31%
Northern Ireland	97	47	51	12	19	19	18	16	9	3	32	53	13	27	70	5	40	53
	2%	2%	2%	2%	2%	3%	3%	2%	2%	1%	2%	3%	2%	1%	3%	1%	2%	4%
		48%	52%	12%	20% ⁱ	19% ⁱ	19% ⁱ	17% ⁱ	10%	3%	32%	55% ^l	13%	28%	72% ^m	5%	41% ^o	54% ^{op}
GOVERNMENT REGIONS																		
North East	207	102	105	40	58	27	26	25	19	12	97	78	32	86	121	36	76	95
	5%	5%	5%	7%	7%	4%	4%	4%	4%	3%	7%	4%	4%	4%	6%	4%	4%	8%
		49%	51%	19% ^{ci}	28% ^{celfg}	13%	13%	12%	9%	6%	47% ^{kli}	38%	15%	42%	58% ^m	17%	37%	46% ^{op}
North West	462	233	229	59	67	74	67	90	52	53	126	231	105	239	222	114	223	125
	11%	11%	10%	10%	8%	11%	10%	14%	12%	14%	9%	12%	13%	11%	10%	12%	11%	10%
		50%	50%	13%	15%	16%	15%	19% ^d	11% ^d	11% ^{df}	27%	50% ^j	23% ⁱ	52%	48%	25%	48%	27%
Yorkshire and The Humber	345	162	183	56	66	47	52	53	39	32	122	153	71	148	197	57	192	96
	8%	8%	8%	9%	8%	7%	8%	8%	9%	8%	9%	8%	9%	7%	9%	6%	9%	8%
		47%	53%	16%	19%	14%	15%	15%	11%	9%	35%	44%	21%	43%	57% ^m	17%	56% ^o	28%
East Midlands	318	147	171	39	64	37	60	50	36	32	103	147	68	160	158	65	174	79
	7%	7%	8%	6%	8%	6%	9%	7%	8%	8%	7%	7%	8%	8%	7%	7%	8%	6%
		46%	54%	12%	20%	12%	19% ^e	16%	11%	10%	32%	46%	21%	50%	50%	21%	55% ^q	25%
West Midlands	362	176	187	47	61	52	57	65	40	41	108	174	81	158	205	80	165	118
	9%	8%	9%	8%	7%	8%	8%	10%	9%	11%	8%	9%	10%	7%	10%	9%	8%	9%
		48%	52%	13%	17%	14%	16%	18%	11%	11% ^d	30%	48%	22%	44%	56% ^m	22%	45%	32%
East of England	419	214	205	69	85	78	64	62	30	31	154	204	61	208	211	62	226	131
	10%	10%	9%	12%	10%	12%	10%	9%	7%	8%	11%	10%	7%	10%	10%	7%	11%	10%
		51%	49%	16% ^h	20% ^h	19% ^{hi}	15%	15%	7%	7%	37% ^l	49% ^l	15%	50%	50%	15%	54% ^o	31% ^o

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628		1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387		1427	2006	830	2120	2143	923	2081	1259
London	548	299	249	100	139	104	79	65	30	32		239	247	62	282	266	98	284	166
	13%	14%	11%	17%	17%	15%	12%	10%	7%	8%		17%	12%	7%	13%	12%	11%	14%	13%
		55%b	45%	18%fgh i	25%fgh i	19%ghi	14%hi	12%	5%	6%		44%kl	45%l	11%	51%	49%	18%	52%o	30%
South East	568	248	319	69	70	114	109	91	63	51		139	314	114	371	197	208	242	118
	13%	12%	15%	11%	9%	17%	16%	14%	14%	13%		10%	16%	14%	18%	9%	23%	12%	9%
		44%	56%a	12%	12%	20%cd	19%cd	16%d	11%d	9%cd		25%	55%ej	20%j	65%en	35%	37%pq	43%q	21%
South West	362	174	188	33	80	50	55	45	55	43		114	150	98	184	178	75	203	84
	8%	8%	9%	6%	10%	7%	8%	7%	12%	11%		8%	7%	12%	9%	8%	8%	10%	7%
		48%	52%	9%	22%c	14%	15%	13%	15%cef	12%ceg		31%	42%	27%k	51%	49%	21%	56%q	23%
Wales	213	101	112	24	40	23	24	42	33	26		64	89	59	102	111	53	94	66
	5%	5%	5%	4%	5%	3%	4%	6%	7%	7%		4%	4%	7%	5%	5%	6%	5%	5%
		47%	53%	11%	19%	11%	11%	20%ef	16%cde	12%ef		30%	42%	28%k	48%	52%	25%	44%	31%
Scotland	362	167	196	54	75	45	60	61	36	32		129	166	68	154	209	69	164	130
	9%	8%	9%	9%	9%	7%	9%	9%	8%	8%		9%	8%	8%	7%	10%	7%	8%	10%
		46%	54%	15%	21%	12%	16%	17%	10%	9%		36%	46%	19%	42%	58%em	19%	45%	36%op
Northern Ireland	97	47	51	12	19	19	18	16	9	3		32	53	13	27	70	5	40	53
	2%	2%	2%	2%	2%	3%	3%	2%	2%	1%		2%	3%	2%	1%	3%	1%	2%	4%
		48%	52%	12%	20%i	19%i	19%i	17%i	10%	3%		32%	55%l	13%	28%	72%om	5%	41%o	54%op
ETHNIC ORIGIN																			
White	3737	1777	1960	488	693	552	588	616	427	372		1182	1756	800	1846	1891	815	1825	1097
	88%	86%	89%	81%	84%	83%	87%	93%	96%	96%		83%	88%	96%	87%	88%	88%	88%	87%
		48%	52%a	13%	19%	15%	16%ce	16%cde	11%cde	10%cde		32%	47%j	21%k	49%	51%	22%	49%	29%
Minority Ethnic	503	280	223	108	128	115	80	43	15	14		237	238	29	265	239	106	244	153
	12%	14%	10%	18%	16%	17%	12%	6%	3%	4%		17%	12%	4%	12%	11%	11%	12%	12%
		56%b	44%	22%fgh i	26%ghi	23%fgh i	16%ghi	8%hi	3%	3%		47%kl	47%l	6%	53%	47%	21%	49%	30%

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
GENDER																	
Male	2069	1755	167	101	47	102	233	162	147	176	214	299	248	174	101	167	47
	49%	49%	46%	47%	48%	49%	50%	47%	46%	48%	51%	55%	44%	48%	47%	46%	48%
		85%	8%	5%	2%	5%	11%l	8%	7%	8%	10%l	14%ghl o	12%	8%	5%	8%	2%
Female	2194	1836	196	112	51	105	229	183	171	187	205	249	319	188	112	196	51
	51%	51%	54%	53%	52%	51%	50%	53%	54%	52%	49%	45%	56%	52%	53%	54%	52%
		84%	9%	5%	2%	5%	10%	8%k	8%k	9%	9%	11%	15%ljk	9%	5%	9%k	2%
AGE																	
16-24	600	511	54	24	12	40	59	56	39	47	69	100	69	33	24	54	12
	14%	14%	15%	11%	12%	19%	13%	16%	12%	13%	16%	18%	12%	9%	11%	15%	12%
		85%	9%	4%	2%	7%lhl mn	10%	9%am	6%	8%	12%mn	17%lhl mn	11%	6%	4%	9%am	2%
25-34	827	691	75	40	19	58	67	66	64	61	85	139	70	80	40	75	19
	19%	19%	21%	19%	20%	28%	15%	19%	20%	17%	20%	25%	12%	22%	19%	21%	20%
		84%	9%	5%	2%	7%tgil n	8%	8%l	8%l	7%	10%fl	17%tgil	9%	10%fl	5%l	9%fl	2%l
35-44	669	583	45	23	19	27	74	47	37	52	78	104	114	50	23	45	19
	16%	16%	12%	11%	19%	13%	16%	14%	12%	14%	19%	19%	20%	14%	11%	12%	19%
		87%	7%	3%	3%	4%	11%	7%	6%	8%	12%hno	15%hno	17%eghi mno	7%	3%	7%	3%
45-54	673	571	60	24	18	26	67	52	60	57	64	79	109	55	24	60	18
	16%	16%	16%	11%	19%	13%	15%	15%	19%	16%	15%	14%	19%	15%	11%	16%	19%
		85%	9%	4%	3%	4%	10%	8%	9%an	8%	10%	12%	16%ekn	8%	4%	9%	3%
55-64	664	545	61	42	16	25	90	53	50	65	62	65	91	45	42	61	16
	16%	15%	17%	20%	17%	12%	19%	15%	16%	18%	15%	12%	16%	13%	20%	17%	17%
		82%	9%	6%	2%	4%	14%ekm	8%	7%	10%k	9%	10%	14%	7%	6%km	9%k	2%
65-74	443	365	36	33	9	19	52	39	36	40	30	30	63	55	33	36	9
	10%	10%	10%	16%	10%	9%	11%	11%	11%	11%	7%	5%	11%	15%	16%	10%	10%
		82%	8%	7%aa	2%	4%	12%k	9%k	8%k	9%k	7%	7%	14%k	12%jko	7%jk	8%k	2%
75+	387	325	32	26	3	12	53	32	32	41	31	32	51	43	26	32	3
	9%	9%	9%	12%	3%	6%	11%	9%	10%	11%	7%	6%	9%	12%	12%	9%	3%
		84% d	8%	7% d	1%	3%	14%ekp	8%	8%kp	11%ekp	8%	8%	13%	11%ekjp	7%ekp	8%	1%

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
AGE																	
16-34	1427	1202	129	64	32	97	126	122	103	108	154	239	139	114	64	129	32
	33%	33% 84%	36% 9%	30% 4%	32% 2%	47% 7% ^{fghi}	27% 9%	35% 9% ^{fl}	32% 7% ^l	30% 8%	37% 11% ^{fl}	44% 17% ^{fghi} ilmnop	25% 10%	31% 8% ^l	30% 4%	36% 9% ^{fl}	32% 2%
35-64	2006	1698	166	89	53	78	231	153	147	174	204	247	314	150	89	166	53
	47%	47% 85%	46% 8%	42% 4%	55% 3% ^c	38% 4%	50% 12% ^{em}	44% 8%	46% 7%	48% 9% ^e	49% 10% ^e	45% 12%	55% 16% ^{eghi} kmno	42% 7%	42% 4%	46% 8%	55% 3% ^{emmn}
65+	830	690	68	59	13	32	105	71	68	81	61	62	114	98	59	68	13
	19%	19% 83%	19% 8%	28% 7% ^{abd}	13% 2%	15% 4%	23% 13% ^{ejkp}	21% 9% ^{jk}	21% 8% ^{jk}	22% 10% ^{jkp}	15% 7%	11% 7%	20% 14% ^{jk}	27% 12% ^{ejkl} op	28% 7% ^{ejkl} op	19% 8% ^k	13% 2%
SOCIAL GRADE																	
ABC1	2120	1837	154	102	27	86	239	148	160	158	208	282	371	184	102	154	27
	50%	51% 87% ^{bd}	42% 7% ^d	48% 5% ^d	28% 1%	42% 4% ^p	52% 11% ^{egiop}	43% 7% ^p	50% 8% ^p	44% 7% ^p	50% 10% ^p	51% 13% ^{egi} op	65% 18% ^{efgh} ijklmnop	51% 9% ^{egop}	48% 5% ^p	42% 7% ^p	28% 1%
C2DE	2143	1753	209	111	70	121	222	197	158	205	211	266	197	178	111	209	70
	50%	49% 82%	58% 10% ^a	52% 5%	72% 3% ^{abc}	58% 6% ^{fkl} m	48% 10% ^l	57% 9% ^{fklm}	50% 7% ^l	56% 10% ^{fkl}	50% 10% ^l	49% 12% ^l	35% 9%	49% 8% ^l	52% 5% ^l	58% 10% ^{fklm}	72% 3% ^{efghijklmno}
SOCIAL GRADE																	
AB	923	796	69	53	5	36	114	57	65	80	62	98	208	75	53	69	5
	22%	22% 86% ^d	19% 7% ^d	25% 6% ^d	5% 1%	17% 4% ^p	25% 12% ^{gjkp}	17% 6% ^p	21% 7% ^p	22% 9% ^{jp}	15% 7% ^p	18% 11% ^p	37% 23% ^{efgh} ijklmnop	21% 8% ^{jp}	25% 6% ^{gjp}	19% 7% ^p	5% 1%
C1C2	2081	1783	164	94	40	76	223	192	174	165	226	284	242	203	94	164	40
	49%	50% 86%	45% 8%	44% 5%	41% 2%	37% 4%	48% 11% ^{ee}	56% 9% ^{eilnop}	55% 8% ^{eilnop}	45% 8%	54% 11% ^{eil} nop	52% 14% ^{elp}	43% 12%	56% 10% ^{efil} nop	44% 5%	45% 8%	41% 2%
DE	1259	1011	130	66	53	95	125	96	79	118	131	166	118	84	66	130	53
	30%	28% 80%	36% 10% ^a	31% 5%	54% 4% ^{abc}	46% 8% ^{fgh} ijklm no	27% 10% ^l	28% 8% ^l	25% 6%	32% 9% ^{hlm}	31% 10% ^{lm}	30% 13% ^{lm}	21% 9%	23% 7%	31% 5% ^l	36% 10% ^{fghlm}	54% 4% ^{fghijklmno}

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
COUNTRY																	
England	3591	3591	-	-	-	207	462	345	318	362	419	548	568	362	-	-	-
	84%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
		100%bcd	-	-	-	6%nop	13%nop	10%nop	9%nop	10%nop	12%nop	15%nop	16%nop	10%nop	-	-	-
Scotland	362	-	362	-	-	-	-	-	-	-	-	-	-	-	-	362	-
	9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
		-	100%acd	-	-	-	-	-	-	-	-	-	-	-	-	100%efghij klmnp	-
Wales	213	-	-	213	-	-	-	-	-	-	-	-	-	-	213	-	-
	5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-
		-	-	100%abd	-	-	-	-	-	-	-	-	-	-	100%efghij klmnp	-	-
Northern Ireland	97	-	-	-	97	-	-	-	-	-	-	-	-	-	-	-	97
	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
		-	-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%efghijklmno
GOVERNMENT REGIONS																	
North East	207	207	-	-	-	207	-	-	-	-	-	-	-	-	-	-	-
	5%	6%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	100%fghi jklmnop	-	-	-	-	-	-	-	-	-	-	-
North West	462	462	-	-	-	-	462	-	-	-	-	-	-	-	-	-	-
	11%	13%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	100%eghijkl mnop	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	345	345	-	-	-	-	-	345	-	-	-	-	-	-	-	-	-
	8%	10%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	100%efghijk lmnop	-	-	-	-	-	-	-	-	-
East Midlands	318	318	-	-	-	-	-	-	318	-	-	-	-	-	-	-	-
	7%	9%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	-	100%efgijk lmnop	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
West Midlands	362	362	-	-	-	-	-	-	-	362	-	-	-	-	-	-	-
	9%	10%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
		100%abcd	-	-	-	-	-	-	-	100%efghjklmnop	-	-	-	-	-	-	-
East of England	419	419	-	-	-	-	-	-	-	-	419	-	-	-	-	-	-
	10%	12%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
		100%abcd	-	-	-	-	-	-	-	-	100%efghklmnop	-	-	-	-	-	-
London	548	548	-	-	-	-	-	-	-	-	-	548	-	-	-	-	-
	13%	15%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
		100%abcd	-	-	-	-	-	-	-	-	-	100%efghijklmnop	-	-	-	-	-
South East	568	568	-	-	-	-	-	-	-	-	-	-	568	-	-	-	-
	13%	16%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
		100%abcd	-	-	-	-	-	-	-	-	-	-	100%efghijklmnop	-	-	-	-
South West	362	362	-	-	-	-	-	-	-	-	-	-	-	362	-	-	-
	8%	10%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
		100%abcd	-	-	-	-	-	-	-	-	-	-	-	100%efghijklnop	-	-	-
Wales	213	-	-	213	-	-	-	-	-	-	-	-	-	-	213	-	-
	5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-
		-	-	100%abd	-	-	-	-	-	-	-	-	-	-	100%efghjklmnop	-	-
Scotland	362	-	362	-	-	-	-	-	-	-	-	-	-	-	-	362	-
	9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
		-	100%acd	-	-	-	-	-	-	-	-	-	-	-	-	100%efghjklmnp	-
Northern Ireland	97	-	-	-	97	-	-	-	-	-	-	-	-	-	-	-	97
	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
		-	-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%efghijklmnop

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

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
ETHNIC ORIGIN																	
White	3737	3082	353	209	94	202	433	316	304	316	349	299	509	352	209	353	94
	88%	86%	97%	98%	97%	98%	94%	92%	95%	87%	83%	55%	90%	97%	98%	97%	97%
		82%	9%a	6%a	3%a	5%gij kl	12%ijkl	8%jk	8%ijkl	8%k	9%k	8%	14%jk	9%fgij kl	6%fgijkl	9%fgijkl	3%ijkl
Minority Ethnic	503	489	10	3	2	5	26	28	15	46	66	242	52	9	3	10	2
	12%	14%	3%	2%	2% *	2%	6%	8%	5%	13%	16%	44%	9%	2%	2%	3%	2%
		97%bcd	2%	1%	*	1%	5%mn	6%emnop	3%	9%efhm nop	13%efg hlmnop	48%efg hijlmn op	10%efhm nop	2%	1%	2%	*

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
GENDER																		
Male	2069	1777	280	324	1682	1395	345	146	173	1641	1860	1556	177	1585	1277	792	970	1099
	49%	48%	56%	47%	49%	49%	50%	49%	47%	49%	49%	49%	52%	49%	47%	51%	49%	49%
		86%	14%a	16%	81%	67%	17%	7%	8%	79%	90%	75%	9%	77%	62%	38%	47%	53%
Female	2194	1960	223	373	1751	1425	345	154	197	1697	1975	1608	166	1636	1418	776	1029	1165
	51%	52%	44%	53%	51%	51%	50%	51%	53%	51%	51%	51%	48%	51%	53%	49%	51%	51%
		89%b	10%	17%	80%	65%	16%	7%	9%	77%	90%	73%	8%	75%	65%	35%	47%	53%
AGE																		
16-24	600	488	108	24	554	482	123	16	11	574	582	444	63	448	267	333	287	314
	14%	13%	22%	4%	16%	17%	18%	5%	3%	17%	15%	14%	18%	14%	10%	21%	14%	14%
		81%	18%a	4%	92%c	80%gh	21%gh	3%	2%	96%j	97%	74%	10%km	75%	45%	55%n	48%	52%
25-34	827	693	128	64	738	650	155	31	14	773	785	654	72	677	351	476	374	453
	19%	19%	26%	9%	22%	23%	22%	10%	4%	23%	20%	21%	21%	21%	13%	30%	19%	20%
		84%	16%a	8%	89%c	79%gh	19%gh	4%h	2%	93%j	95%	79%	9%	82%	42%	58%n	45%	55%
35-44	669	552	115	64	578	536	112	28	19	618	640	539	76	552	404	265	362	307
	16%	15%	23%	9%	17%	19%	16%	9%	5%	19%	17%	17%	22%	17%	15%	17%	18%	14%
		83%	17%a	10%	86%c	80%gh	17%gh	4%h	3%	92%	96%	81%	11%km	82%	60%	40%	54%q	46%
45-54	673	588	80	113	543	496	97	49	39	560	619	549	54	553	486	187	353	320
	16%	16%	16%	16%	16%	18%	14%	16%	10%	17%	16%	17%	16%	17%	18%	12%	18%	14%
		87%	12%	17%	81%	74%lh	14%	7%h	6%	83%	92%	82%	8%	82%	72%o	28%	53%q	47%
55-64	664	616	43	146	497	410	119	68	70	495	594	519	54	525	504	160	333	332
	16%	16%	8%	21%	14%	15%	17%	23%	19%	15%	15%	16%	16%	16%	19%	10%	17%	15%
		93%b	6%	22%cd	75%	62%	18%	10%e	11%e	75%	89%	78%	8%	79%	76%o	24%	50%	50%
65-74	443	427	15	117	314	184	59	66	86	233	364	300	18	307	361	82	172	271
	10%	11%	3%	17%	9%	7%	9%	22%	23%	7%	9%	9%	5%	10%	13%	5%	9%	12%
		96%b	3%	26%cd	71%	41%	13%	15%ef	19%ef	53%	82%i	68%l	4%	69%l	81%o	19%	39%	61%p

Affordability of Communications Services Measures (QS0723 - 310530)

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
75+	387	372	14	168	208	63	24	42	131	86	251	158	6	159	322	65	118	269
	9%	10%	3%	24%	6%	2%	4%	14%	35%	3%	7%	5%	2%	5%	12%	4%	6%	12%
		96%b	4%	44%cd	54%	16%	6%	11%ef	34%efg	22%	65%g	41%l	2%	41%l	83%o	17%	30%	70%p
AGE																		
16-34	1427	1182	237	89	1292	1132	278	47	25	1346	1367	1098	135	1126	618	809	660	767
	33%	32%	47%	13%	38%	40%	40%	16%	7%	40%	36%	35%	39%	35%	23%	52%	33%	34%
		83%	17%a	6%	91%cd	79%gh	19%gh	3%h	2%	94%j	96%	77%	9%	79%	43%	57%n	46%	54%
35-64	2006	1756	238	323	1618	1441	328	146	128	1673	1853	1607	183	1630	1394	612	1048	958
	47%	47%	47%	46%	47%	51%	48%	49%	35%	50%	48%	51%	54%	51%	52%	39%	52%	42%
		88%	12%	16%	81%	72%h	16%h	7%h	6%	83%	92%	80%	9%	81%	69%o	31%	52%q	48%
65+	830	800	29	286	522	247	84	108	217	319	614	458	24	465	683	147	290	540
	19%	21%	6%	41%	15%	9%	12%	36%	59%	10%	16%	14%	7%	14%	25%	9%	15%	24%
		96%b	4%	34%cd	63%	30%	10%e	13%ef	26%efg	38%	74%g	55%l	3%	56%l	82%o	18%	35%	65%p
SOCIAL GRADE																		
ABC1	2120	1846	265	222	1830	1642	281	121	140	1825	1990	1803	197	1828	1422	698	1110	1010
	50%	49%	53%	32%	53%	58%	41%	40%	38%	55%	52%	57%	57%	57%	53%	45%	56%	45%
		87%	12%	10%	86%cd	77%fgh	13%	6%	7%	86%j	94%	85%	9%	86%	67%o	33%	52%q	48%
C2DE	2143	1891	239	475	1602	1179	409	180	230	1513	1845	1361	146	1393	1274	869	889	1254
	50%	51%	47%	68%	47%	42%	59%	60%	62%	45%	48%	43%	43%	43%	47%	55%	44%	55%
		88%	11%	22%cd	75%	55%	19%e	8%e	11%e	71%	86%j	64%	7%	65%	59%	41%n	41%	59%p
SOCIAL GRADE																		
AB	923	815	106	90	812	723	124	53	58	800	872	821	84	831	657	266	477	446
	22%	22%	21%	13%	24%	26%	18%	18%	16%	24%	23%	26%	25%	26%	24%	17%	24%	20%
		88%	11%	10%	88%cd	78%fgh	13%	6%	6%	87%	94%	89%	9%	90%	71%o	29%	52%q	48%
C1C2	2081	1825	244	254	1754	1513	299	142	154	1725	1918	1644	193	1676	1345	735	1072	1009
	49%	49%	49%	36%	51%	54%	43%	47%	42%	52%	50%	52%	56%	52%	50%	47%	54%	45%
		88%	12%	12%	84%cd	73%fgh	14%	7%	7%	83%	92%	79%	9%	81%	65%	35%	52%q	48%

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
DE	1259	1097	153	353	867	585	267	106	158	813	1045	700	66	714	693	566	449	810
	30%	29%	30%	51%	25%	21%	39%	35%	43%	24%	27%	22%	19%	22%	26%	36%	22%	36%
		87%	12%	28%cd	69%	46%	21%e	8%e	13%eg	65%	83%i	56%	5%	57%	55%	45%n	36%	64%p
COUNTRY																		
England	3591	3082	489	559	2930	2424	565	254	306	2842	3252	2706	294	2758	2311	1280	1707	1884
	84%	82%	97%	80%	85%	86%	82%	84%	83%	85%	85%	86%	86%	86%	86%	82%	85%	83%
		86%	14%a	16%	82%cd	68%ef	16%	7%	9%	79%	91%	75%	8%	77%	64%o	36%	48%	52%
Scotland	362	353	10	72	271	212	72	20	27	266	307	233	25	236	183	179	137	225
	9%	9%	2%	10%	8%	8%	10%	7%	7%	8%	8%	7%	7%	7%	7%	11%	7%	10%
		97%b	3%	20%cd	75%	59%	20%e	6%	7%	73%	85%	64%	7%	65%	50%	50%an	38%	62%p
Wales	213	209	3	43	157	127	31	18	21	151	180	149	16	151	148	64	92	121
	5%	6%	1%	6%	5%	4%	4%	6%	6%	5%	5%	5%	5%	5%	6%	4%	5%	5%
		98%b	2%	20%	74%	60%	15%	9%	10%	71%	85%	70%	7%	71%	70%	30%	43%	57%
Northern Ireland	97	94	2	23	74	58	23	8	16	79	95	76	8	76	53	44	63	35
	2%	3%	*	3%	2%	2%	3%	3%	4%	2%	2%	2%	2%	2%	2%	3%	3%	2%
		97%b	2%	24%	76%	59%	23%	9%	16%e	82%	98%	78%	8%	78%	55%	45%	64%q	36%
GOVERNMENT REGIONS																		
North East	207	202	5	30	176	104	68	13	11	169	188	119	8	119	96	111	84	123
	5%	5%	1%	4%	5%	4%	10%	4%	3%	5%	5%	4%	2%	4%	4%	7%	4%	5%
		98%b	2%	14%	85%	50%	33%egh	6%	5%	82%	91%	57%	4%	58%	46%	54%n	41%	59%
North West	462	433	26	86	359	298	65	32	47	350	411	370	49	373	316	146	225	236
	11%	12%	5%	12%	10%	11%	9%	11%	13%	10%	11%	12%	14%	12%	12%	9%	11%	10%
		94%b	6%	19%	78%	65%	14%	7%	10%	76%	89%	80%	11%	81%	68%o	32%	49%	51%
Yorkshire and The Humber	345	316	28	49	279	208	59	33	35	260	308	231	29	237	192	153	129	217
	8%	8%	6%	7%	8%	7%	9%	11%	9%	8%	8%	7%	9%	7%	7%	10%	6%	10%
		92%b	8%	14%	81%	60%	17%	9%e	10%	75%	89%	67%	8%	69%	56%	44%n	37%	63%p
East Midlands	318	304	15	61	243	222	37	36	27	244	280	227	19	231	192	126	133	186
	7%	8%	3%	9%	7%	8%	5%	12%	7%	7%	7%	7%	6%	7%	7%	8%	7%	8%
		95%b	5%	19%	76%	70%f	12%	11%efh	9%	77%	88%	71%	6%	73%	60%	40%	42%	58%

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
West Midlands	362	316	46	79	279	235	59	29	42	286	339	267	24	272	277	85	210	153
	9%	8%	9%	11%	8%	8%	9%	9%	11%	9%	9%	8%	7%	8%	10%	5%	10%	7%
		87%	13%	22%cd	77%	65%	16%	8%	12%e	79%	93%	74%	7%	75%	76%o	24%	58%q	42%
East of England	419	349	66	49	356	293	51	22	26	330	371	309	17	311	254	164	186	232
	10%	9%	13%	7%	10%	10%	7%	7%	7%	10%	10%	10%	5%	10%	9%	10%	9%	10%
		83%	16%a	12%	85%cd	70%fh	12%	5%	6%	79%	89%	74%l	4%	74%l	61%	39%	45%	55%
London	548	299	242	66	465	402	101	28	37	460	501	410	58	424	287	261	260	288
	13%	8%	48%	9%	14%	14%	15%	9%	10%	14%	13%	13%	17%	13%	11%	17%	13%	13%
		55%	44%a	12%	85%cd	73%gh	18%gh	5%	7%	84%	92%	75%	11%	77%	52%	48%an	47%	53%
South East	568	509	52	87	473	417	85	33	48	470	529	487	77	498	423	145	329	239
	13%	14%	10%	13%	14%	15%	12%	11%	13%	14%	14%	15%	22%	15%	16%	9%	16%	11%
		90%	9%	15%	83%	74%	15%	6%	8%	83%	93%	86%	14%km	88%	74%o	26%	58%q	42%
South West	362	352	9	52	302	244	39	28	32	272	324	287	12	291	273	88	151	210
	8%	9%	2%	7%	9%	9%	6%	9%	9%	8%	8%	9%	4%	9%	10%	6%	8%	9%
		97%b	2%	14%	84%	67%f	11%	8%f	9%	75%	90%	79%l	3%	81%l	76%o	24%	42%	58%
Wales	213	209	3	43	157	127	31	18	21	151	180	149	16	151	148	64	92	121
	5%	6%	1%	6%	5%	4%	4%	6%	6%	5%	5%	5%	5%	5%	6%	4%	5%	5%
		98%b	2%	20%	74%	60%	15%	9%	10%	71%	85%	70%	7%	71%	70%	30%	43%	57%
Scotland	362	353	10	72	271	212	72	20	27	266	307	233	25	236	183	179	137	225
	9%	9%	2%	10%	8%	8%	10%	7%	7%	8%	8%	7%	7%	7%	7%	11%	7%	10%
		97%b	3%	20%cd	75%	59%	20%e	6%	7%	73%	85%	64%	7%	65%	50%	50%an	38%	62%p
Northern Ireland	97	94	2	23	74	58	23	8	16	79	95	76	8	76	53	44	63	35
	2%	3%	*	3%	2%	2%	3%	3%	4%	2%	2%	2%	2%	2%	2%	3%	3%	2%
		97%b	2%	24%	76%	59%	23%	9%	16%e	82%	98%	78%	8%	78%	55%	45%	64%q	36%
ETHNIC ORIGIN																		
White	3737	3737	-	642	2979	2414	605	276	354	2873	3347	2761	298	2807	2413	1324	1726	2010
	88%	100%	-	92%	87%	86%	88%	92%	96%	86%	87%	87%	87%	87%	90%	84%	86%	89%
		100%b	-	17%cd	80%	65%	16%	7%e	9%efg	77%	90%	74%	8%	75%	65%o	35%	46%	54%p

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

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
Minority Ethnic	503	-	503	52	436	393	81	21	14	448	467	386	43	397	274	230	264	240
	12%	-	100%	7%	13%	14%	12%	7%	4%	13%	12%	12%	13%	12%	10%	15%	13%	11%
		-	100% ^a	10%	87% ^c	78% ^{gh}	16% ^{gh}	4%	3%	89%	93%	77%	9%	79%	54%	46% ⁿ	52% ^q	48%

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
GENDER																
Male	2069	38	10	24	28	2	5	33	38	10	939	134	1545	27	24	24
	49%	45%	54%	52%	34%	21%	61%	35%	41%	31%	48%	43%	50%	46%	37%	38%
		2%	*	1%	1%	*	*	2%	2%	*	45%	6%	75% ^{ek}	1%	1%	1%
Female	2194	46	9	23	54	8	3	62	54	22	1026	178	1573	32	42	39
	51%	55%	46%	48%	66%	79%	39%	65%	59%	69%	52%	57%	50%	54%	63%	62%
		2%	*	1%	2%	*	*	3%	2%	1%	47%	8% ^l	72%	1%	2%	2%
AGE																
16-24	600	21	3	3	9	2	-	5	10	4	237	44	216	6	10	8
	14%	24%	16%	6%	11%	19%	-	6%	10%	13%	12%	14%	7%	10%	15%	13%
		3% ^{cdgh}	*	*	1%	*	-	1%	2%	1%	40%	7% ^l	36%	1%	2%	1%
25-34	827	26	4	7	30	1	2	25	29	7	363	74	593	12	20	17
	19%	31%	21%	14%	36%	8%	21%	26%	31%	22%	18%	24%	19%	21%	30%	28%
		3%		1%	4% ^c	*		3%	9% ^c	1%	44%	9%	72%	1%	2%	2%
35-44	669	23	5	13	19	3	5	25	25	12	357	70	519	14	18	19
	16%	27%	28%	27%	22%	32%	57%	27%	27%	37%	18%	22%	17%	23%	26%	31%
		3%	1%	2%	3%	*	1%	4%	4%	2%	53%	10% ^l	78%	2%	3%	3%
45-54	673	8	1	6	6	2	1	24	10	3	359	54	550	14	6	9
	16%	9%	5%	12%	8%	17%	11%	25%	11%	10%	18%	17%	18%	23%	9%	14%
		1%	*	1%	1%	*	*	4% ^{adh}	2%	1%	53%	8%	82%	2%	1%	1%
55-64	664	5	4	11	11	1	1	8	11	4	342	43	532	9	9	6
	16%	6%	20%	24%	13%	10%	11%	9%	12%	12%	17%	14%	17%	16%	13%	9%
		1%	1%	2% ^{ag}	2%	*	*	1%	2%	1%	52%	7%	80%	1%	1%	1%
65-74	443	1	1	6	6	1	-	6	5	2	199	21	379	4	4	3
	10%	1%	8%	13%	7%	14%	-	6%	6%	6%	10%	7%	12%	7%	6%	5%
		*	*	1% ^a	1%	-	-	1%	1%	*	45%	5%	85% ^{ek}	1%	1%	
75+	387	1	1	2	2	-	-	2	2	-	107	6	328	1	1	-
	9%	1%	3%	4%	2%	-	-	2%	2%	-	5%	2%	11%	1%	1%	-
		*	*	1%	*	-	-	1%	*	-	28%	1%	85% ^{ekm}	*	*	-

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
AGE																
16-34	1427	47	7	10	39	3	2	30	38	11	601	118	809	18	30	26
	33%	55%	37%	20%	47%	27%	21%	32%	42%	35%	31%	38%	26%	31%	45%	41%
		3%cg	*	1%	3%cg	*	*	2%	3%cg	1%	42%	8%l	57%	1%	2%	2%
35-64	2006	36	10	29	36	6	6	57	47	19	1058	167	1601	36	32	34
	47%	43%	52%	62%	43%	59%	79%	60%	51%	59%	54%	54%	51%	62%	48%	54%
		2%	*	1%ad	2%	*	*	3%ad	2%	1%	53%	8%	80%	2%	2%	2%
65+	830	2	2	8	8	1	-	8	7	2	306	27	707	5	5	3
	19%	2%	11%	17%	10%	14%	-	8%	7%	6%	16%	9%	23%	8%	7%	5%
		*	*	1%a	1%	*	-	1%	1%	*	37%	3%	85%km	1%	1%	*
SOCIAL GRADE																
ABC1	2120	32	8	13	22	2	5	38	37	16	1133	107	1610	15	12	21
	50%	38%	40%	27%	27%	19%	57%	40%	40%	50%	58%	34%	52%	25%	17%	34%
		2%	*	1%	1%	*	*	2%	2%	1%	53%	5%	76%km	1%	1%	1% ⁿ
C2DE	2143	52	11	34	60	8	3	57	55	16	832	205	1507	44	55	42
	50%	62%	60%	73%	73%	81%	43%	60%	60%	50%	42%	66%	48%	75%	83%	66%
		2%	1%	2%	3%	*	*	3%	3%	1%	39%	10%l	70%	2%l	3%o	2%
SOCIAL GRADE																
AB	923	14	3	5	6	-	2	15	12	5	513	42	720	5	-	4
	22%	16%	15%	12%	8%	-	20%	16%	13%	17%	26%	14%	23%	8%	-	7%
		1%	*	1%	1%	-	*	2%	1%	1%	56%	5%	78%km	1%	-	1% ⁿ
C1C2	2081	39	6	15	31	5	4	43	43	15	1028	125	1535	19	28	27
	49%	46%	31%	32%	37%	48%	48%	46%	47%	45%	52%	40%	49%	31%	42%	43%
		2%	*	1%	1%	*	*	2%	2%	1%	49%	6%	74%km	1%	1%	1%
DE	1259	31	10	27	46	5	3	37	37	12	424	145	863	36	39	32
	30%	37%	55%	57%	55%	52%	32%	38%	40%	38%	22%	46%	28%	60%	58%	51%
		2%	1%	2%ag	4%ag	*	*	3%	3%	1%	34%	11%l	69%	3%l	3%	3%
COUNTRY																
England	3591	70	12	40	69	7	7	76	77	26	1694	255	2632	51	50	50
	84%	83%	62%	85%	84%	70%	89%	80%	83%	79%	86%	82%	84%	87%	75%	80%
		2%	*	1%	2%	*	*	2%	2%	1%	47%	7%	73%	1%	1%	1%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
Scotland	362	8	5	6	8	3	-	11	11	5	133	34	261	4	11	8
	9%	10%	28%	12%	10%	30%	-	12%	12%	15%	7%	11%	8%	7%	16%	13%
		2%	1%	2%	2%	1%	-	3%	3%	1%	37%	9%	72%	1%	3%	2%
Wales	213	3	-	1	4	-	-	5	1	-	75	13	153	3	3	3
	5%	4%	-	1%	4%	-	-	5%	2%	-	4%	4%	5%	5%	4%	4%
		2%	-	*	2%	-	-	2%	1%	-	35%	6%	72%	1%	1%	1%
Northern Ireland	97	3	2	1	2	-	1	2	3	2	62	10	70	1	3	2
	2%	3%	9%	1%	2%	-	11%	3%	3%	5%	3%	3%	2%	2%	5%	3%
		3%	2%	1%	2%	-	1%	3%	3%	2%	64%	10%	72%	1%	3%	2%
GOVERNMENT REGIONS																
North East	207	7	-	5	7	1	-	5	6	1	96	22	134	6	4	1
	5%	8%	-	10%	8%	8%	-	5%	7%	3%	5%	7%	4%	11%	6%	1%
		3%	-	2%	3%	*	-	2%	3%	1%	46%	11%l	65%	3%l	2%	*
North West	462	10	3	6	11	2	3	19	18	6	221	44	310	8	13	11
	11%	11%	18%	12%	13%	17%	40%	20%	20%	18%	11%	14%	10%	13%	20%	17%
		2%	1%	1%	2%	*	1%	4%	4%	1%	48%	10%l	67%	2%	3%	2%
Yorkshire and The Humber	345	8	-	3	5	1	-	4	6	1	137	19	267	2	4	3
	8%	10%	-	6%	7%	8%	-	4%	7%	2%	7%	6%	9%	3%	6%	5%
		2%	-	1%	2%	*	-	1%	2%	*	40%	6%	77%	1%	1%	1%
East Midlands	318	3	2	7	5	1	-	8	5	2	152	30	236	4	1	5
	7%	3%	12%	14%	7%	10%	-	9%	5%	7%	8%	10%	8%	7%	2%	7%
		1%	1%	2%a	2%	*	-	3%	1%	1%	48%	9%	74%	1%	*	1%
West Midlands	362	7	1	1	7	-	1	4	5	-	194	20	276	4	7	5
	9%	9%	5%	3%	8%	-	11%	4%	5%	-	10%	7%	9%	6%	10%	8%
		2%	*	*	2%	-	*	1%	1%	-	53%	6%	76%	1%	2%	1%
East of England	419	6	-	4	7	2	1	7	7	2	164	25	281	7	3	4
	10%	8%	-	9%	9%	19%	11%	7%	7%	6%	8%	8%	9%	12%	5%	6%
		2%	-	1%	2%	*	*	2%	2%	*	39%	6%	67%	2%	1%	1%
London	548	14	3	6	9	-	2	11	12	4	237	45	397	9	8	10
	13%	17%	14%	13%	11%	-	28%	11%	13%	11%	12%	14%	13%	16%	11%	15%
		3%	*	1%	2%	-	*	2%	2%	1%	43%	8%	72%	2%	1%	2%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
South East	568	7	2	5	11	-	-	10	10	5	331	32	429	7	5	9
	13%	9%	10%	10%	13%	-	-	11%	11%	15%	17%	10%	14%	11%	8%	14%
		1%	*	1%	2%	-	-	2%	2%	1%	58%	6%	76%	1%	1%	2%
South West	362	7	1	3	6	1	-	9	8	5	162	18	303	5	5	4
	8%	9%	4%	7%	7%	-	-	10%	9%	16%	8%	6%	10%	8%	7%	7%
		2%	*	1%	2%	*	-	3%	2%	1%	45%	5%	84%k	1%	1%	1%
Wales	213	3	-	1	4	-	-	5	1	-	75	13	153	3	3	3
	5%	4%	-	1%	4%	-	-	5%	2%	-	4%	4%	5%	5%	4%	4%
		2%	-	*	2%	-	-	2%	1%	-	35%	6%	72%	1%	1%	1%
Scotland	362	8	5	6	8	3	-	11	11	5	133	34	261	4	11	8
	9%	10%	28%	12%	10%	30%	-	12%	12%	15%	7%	11%	8%	7%	16%	13%
		2%	1%	2%	2%	1%	-	3%	3%	1%	37%	9%	72%	1%	3%	2%
Northern Ireland	97	3	2	1	2	-	1	2	3	2	62	10	70	1	3	2
	2%	3%	9%	1%	2%	-	11%	3%	3%	5%	3%	3%	2%	2%	5%	3%
		3%	2%	1%	2%	-	1%	3%	3%	2%	64%	10%	72%	1%	3%	2%
ETHNIC ORIGIN																
White	3737	73	16	41	70	10	7	81	78	27	1722	270	2781	47	58	54
	88%	86%	87%	88%	85%	100%	82%	84%	84%	83%	88%	87%	89%	79%	87%	86%
		2%	*	1%	2%	*	*	2%	2%	1%	46%	7%	74%lm	1%	2%	1%
Minority Ethnic	503	12	2	5	12	-	1	15	14	6	234	42	320	12	9	9
	12%	14%	13%	12%	15%	-	18%	16%	16%	17%	12%	13%	10%	21%	13%	14%
		2%	*	1%	2%	-	*	3%	3%	1%	47%	8%	63%	2%l	2%	2%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
GENDER									
Male	2069	19	48	46	26	48	50	1053	1016
	49%	67%	47%	50%	47%	51%	65%	49%	48%
		1%	2%	2%	1%	2%	2%bd	51%	49%
Female	2194	9	54	46	30	46	27	1075	1119
	51%	33%	53%	50%	53%	49%	35%	51%	52%
		*	2%f	2%	1%f	2%	1%	49%	51%
AGE									
16-24	600	2	18	11	13	13	12	315	285
	14%	6%	18%	12%	24%	13%	16%	15%	13%
		*	3%	2%	2%	2%	2%	53%	47%
25-34	827	3	30	27	10	16	9	394	433
	19%	9%	29%	30%	18%	17%	12%	19%	20%
		*	4%f	3%f	1%	2%	1%	48%	52%
35-44	669	3	17	18	7	17	13	343	326
	16%	12%	17%	20%	13%	18%	17%	16%	15%
		1%	3%	3%	1%	2%	2%	51%	49%
45-54	673	3	16	12	6	19	10	344	329
	16%	11%	15%	13%	12%	20%	13%	16%	15%
		*	2%	2%	1%	3%	2%	51%	49%
55-64	664	6	9	15	7	13	15	318	347
	16%	20%	9%	17%	13%	14%	20%	15%	16%
		1%	1%	2%	1%	2%	2%b	48%	52%
65-74	443	6	9	6	7	10	10	222	221
	10%	20%	9%	7%	13%	10%	13%	10%	10%
		1%	2%	1%	2%	2%	2%	50%	50%
75+	387	6	3	2	5	7	6	193	194
	9%	21%	3%	2%	9%	7%	8%	9%	9%
		2%	1%	*	1%	2%	2%	50%	50%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
AGE									
16-34	1427	4	48	38	23	29	22	709	718
	33%	16%	47%	42%	42%	31%	28%	33%	34%
		*	3%ef	3%	2%	2%	2%	50%	50%
35-64	2006	12	42	46	21	49	38	1004	1002
	47%	43%	41%	49%	37%	52%	50%	47%	47%
		1%	2%	2%	1%	2%	2%	50%	50%
65+	830	12	12	8	12	17	17	415	415
	19%	41%	12%	9%	21%	18%	22%	19%	19%
		1%	1%	1%	1%	2%	2% ^c	50%	50%
SOCIAL GRADE									
ABC1	2120	9	46	49	19	41	34	1011	1108
	50%	33%	45%	53%	35%	43%	44%	48%	52%
		*	2%	2% ^d	1%	2%	2%	48%	52%
C2DE	2143	19	56	43	36	54	43	1117	1026
	50%	67%	55%	47%	65%	57%	56%	52%	48%
		1%	3%	2%	2% ^c	2%	2%	52%	48%
SOCIAL GRADE									
AB	923	5	17	20	10	18	19	424	499
	22%	18%	17%	22%	17%	20%	25%	20%	23%
		1%	2%	2%	1%	2%	2%	46%	54%
C1C2	2081	6	50	42	18	41	28	1024	1057
	49%	22%	50%	46%	32%	43%	37%	48%	50%
		*	2% ^d	2%	1%	2%	1%	49%	51%
DE	1259	17	34	30	28	35	29	680	579
	30%	61%	33%	33%	51%	38%	38%	32%	27%
		1%	3%	2%	2% ^b ^c	3%	2%	54%	46%
COUNTRY									
England	3591	24	69	65	37	70	54	1809	1782
	84%	85%	68%	71%	67%	74%	70%	85%	83%
		1%	2%	2%	1%	2%	1%	50%	50%
Scotland	362	4	25	20	15	23	22	164	199
	9%	15%	24%	21%	27%	25%	28%	8%	9%
		1%	7%	5%	4%	6%	6%	45%	55%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.10A DON'T HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
Wales	213	-	4	4	3	1	1	107	106
	5%	-	3%	4%	6%	1%	5%	5%	5%
		-	2%	2%	2%	1%	*	50%	50%
Northern Ireland	97	-	4	4	-	-	1	49	48
	2%	-	4%	4%	-	-	1%	2%	2%
		-	5%	4%	-	-	1%	50%	50%
GOVERNMENT REGIONS									
North East	207	2	1	2	2	4	1	103	104
	5%	6%	1%	2%	4%	4%	1%	5%	5%
		1%	*	1%	1%	2%	*	50%	50%
North West	462	4	14	9	3	12	9	226	236
	11%	13%	14%	10%	5%	13%	12%	11%	11%
		1%	3%	2%	1%	3%	2%	49%	51%
Yorkshire and The Humber	345	2	8	5	5	2	3	174	171
	8%	9%	8%	6%	8%	2%	3%	8%	8%
		1%	2%	2%	1%	1%	1%	50%	50%
East Midlands	318	5	9	6	4	21	16	170	149
	7%	17%	9%	7%	7%	23%	21%	8%	7%
		2%	3%	2%	1%	7%bcd	5%bc	53%	47%
West Midlands	362	3	6	7	6	9	6	179	184
	9%	10%	6%	8%	11%	10%	8%	8%	9%
		1%	2%	2%	2%	3%	2%	49%	51%
East of England	419	3	6	9	7	9	3	216	202
	10%	9%	6%	10%	13%	9%	4%	10%	9%
		1%	1%	2%	2%	2%	1%	52%	48%
London	548	2	10	20	7	4	9	274	273
	13%	7%	10%	21%	12%	4%	12%	13%	13%
		*	2%	4%be	1%	1%	2%	50%	50%
South East	568	4	11	6	3	8	6	287	281
	13%	14%	11%	6%	5%	9%	8%	13%	13%
		1%	2%	1%	*	1%	1%	51%	49%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
South West	362	-	5	1	-	1	1	180	182
	8%	-	5%	1%	-	1%	1%	8%	9%
		-	1%	*	-	*	*	50%	50%
Wales	213	-	4	4	3	1	1	107	106
	5%	-	3%	4%	6%	1%	1%	5%	5%
		-	2%	2%	2%	1%	*	50%	50%
Scotland	362	4	25	20	15	23	22	164	199
	9%	15%	24%	21%	27%	25%	28%	8%	9%
		1%	7%	5%	4%	6%	6%	45%	55%
Northern Ireland	97	-	4	4	-	-	1	49	48
	2%	-	4%	4%	-	-	1%	2%	2%
		-	5%	4%	-	-	1%	50%	50%
ETHNIC ORIGIN									
White	3737	26	89	79	50	89	71	1852	1885
	88%	93%	88%	86%	90%	95%	92%	87%	88%
		1%	2%	2%	1%	2%	2%	50%	50%
Minority Ethnic	503	1	9	12	4	5	6	268	236
	12%	3%	9%	13%	8%	5%	8%	13%	11%
		*	2%	2%	1%	1%	1%	53%	47%

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

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	4263	2018	2245	407	701	565	627	622	713	628	1108	1814	1341	1828	2435	820	2009	1434
Weighted Base	4263	2069	2194	600	827	669	673	664	443	387	1427	2006	830	2120	2143	923	2081	1259
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	88	33	56	11	28	23	11	9	5	1	39	43	6	19	70	5	34	50
	2%	2%	3%	2%	3%	3%	2%	1%	1%	*	3%	2%	1%	1%	3%	1%	2%	4%
		37%	63%a	12% <i>i</i>	32% <i>ghi</i>	26% <i>ghi</i>	13% <i>i</i>	10%	5%	1%	44% <i>l</i>	49% <i>l</i>	7%	21%	79% <i>m</i>	6%	38% <i>o</i>	56% <i>op</i>
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	116	45	71	13	35	31	17	14	6	1	47	62	7	32	84	8	49	59
	3%	2%	3%	2%	4%	5%	2%	2%	1%	*	3%	3%	1%	2%	4%	1%	2%	5%
		39%	61%	11% <i>i</i>	30% <i>ghi</i>	27% <i>cfg</i>	14% <i>i</i>	12% <i>i</i>	5% <i>i</i>	1%	41% <i>l</i>	53% <i>l</i>	6%	28%	72% <i>m</i>	7%	42% <i>o</i>	51% <i>op</i>

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4263	3566	384	190	123	204	485	361	310	353	375	522	565	391	190	384	123
Weighted Base	4263	3591	362	213	97	207	462	345	318	362	419	548	568	362	213	362	97
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	88 2%	72 2% 81%	12 3% 13%	1 1% 1%	3 3% 4%	6 3% 7%	17 4% 19% _g _{fn}	7 2% 8%	5 2% 6%	7 2% 7%	5 1% 5%	10 2% 11%	10 2% 11%	5 1% 6%	1 1% 1%	12 3% 13% _j	3 3% 4%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	116 3%	94 3% 81%	15 4% 13%	3 1% 2%	4 4% 4%	7 4% 6%	22 5% 19% _g _{lmn}	8 2% 7%	8 3% 7%	8 2% 7%	7 2% 6%	15 3% 13%	14 2% 12%	5 1% 5%	3 1% 2%	15 4% 13% _m	4 4% 4%

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minori ty Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	4263	3800	441	852	3284	2535	661	345	496	3044	3716	3012	310	3068	2830	1433	1913	2350
Weighted Base	4263	3737	503	697	3433	2821	690	301	370	3338	3835	3164	342	3221	2695	1568	1998	2265
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	88 2%	79 2% 89%	10 2% 11%	27 4% 30% d	54 2% 61%	62 2% 70%	23 3% 26%	5 2% 5%	5 1% 6%	76 2% 86%	83 2% 94%	57 2% 65%	5 2% 6%	59 2% 66%	44 2% 49%	45 3% 51% n	32 2% 36%	57 3% 64% p
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	116 3%	102 3% 88%	14 3% 12%	36 5% 31% d	72 2% 62%	76 3% 66%	33 5% 28% eh	7 2% 6%	6 2% 5%	100 3% 86%	108 3% 93%	73 2% 63%	8 2% 7%	75 2% 64%	55 2% 47%	62 4% 53% n	38 2% 33%	78 3% 67% p

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All Adults 16+ in the UK

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	4263	73	18	49	82	10	7	95	87	30	1913	304	3230	58	67	59
Weighted Base	4263	84*	19**	47*	83*	10**	8**	95*	92*	33**	1965	312	3117	59*	67*	63*
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	88 2%	38 45% 43%g	11 61% 13%	22 46% 25%g	35 42% 39%g	7 65% 8%	1 11% 1%	26 27% 29%	43 47% 49%g	20 60% 22%	36 2% 41%	88 28% 100%l	- - -	26 44% 30%kl	64 95% 72%o	35 56% 39%
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	116 3%	45 53% 38%	17 88% 14%	25 54% 22%	39 47% 33%	9 92% 8%	4 49% 3%	38 40% 33%	54 59% 47%g	22 68% 19%	45 2% 39%	116 37% 100%l	- - -	31 52% 27%kl	64 96% 55%	63 100% 54%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

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

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	4263	32	95	83	56	93	79	2129	2134
Weighted Base	4263	28**	101*	92*	56*	95*	77*	2128	2135
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	88	1	12	6	9	8	4	40	48
	2%	5%	12%	6%	17%	8%	5%	2%	2%
		2%	14%	7%	11% ^f	9%	5%	45%	55%
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	116	1	17	10	11	8	7	56	60
	3%	5%	16%	11%	20%	8%	9%	3%	3%
		1%	14%	8%	10% ^e	7%	6%	48%	52%

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	3563	1705	1858	185	569	500	568	544	647	550	754	1612	1197	1535	2028	703	1652	1208
Weighted Base	3457	1696	1761	264	671	593	610	578	402	338	935	1781	741	1726	1731	767	1667	1022
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	88 3%	33 2%	56 3%	11 4%	28 4%	23 4%	11 2%	9 1%	5 1%	1 *	39 4%	43 2%	6 1%	19 1%	70 4%	5 1%	34 2%	50 5%
		37%	63%a	12%ghi	32%fgh i	26%ghi	13%i	10%	5%	1%	44%kl	49%l	7%	21%	79% m	6%	38% o	56% op
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	116 3%	45 3%	71 4%	13 5%	35 5%	31 5%	17 3%	14 2%	6 1%	1 *	47 5%	62 3%	7 1%	32 2%	84 5%	8 1%	49 3%	59 6%
		39%	61%a	11%hi	30%fgh i	27%fgh i	14%i	12%i	5% i	1%	41%l	53%l	6%	28%	72% m	7%	42% o	51% op

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	3563	2981	322	156	104	162	402	309	265	296	286	431	481	349	156	322	104
Weighted Base	3457	2913	296	167	80*	157	358	287	269	298	310	448	464	321	167	296	80*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	88 3%	72 2% 81%	12 4% 13%	1 1% 1%	3 4% 4%	6 4% 7%	17 5% 19% gijlmn	7 2% 8%	5 2% 6%	7 2% 7%	5 1% 5%	10 2% 11%	10 2% 11%	5 2% 6%	1 1% 1%	12 4% 13%	3 4% 4%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	116 3%	94 3% 81%	15 5% 13%	3 2% 2%	4 5% 4%	7 5% 6%	22 6% 19% gijlmn	8 3% 7%	8 3% 7%	8 3% 7%	7 2% 6%	15 3% 13%	14 3% 12%	5 2% 5%	3 2% 2%	15 5% 13% m	4 5% 4%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

* small base

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	3563	3214	333	749	2706	2090	547	301	429	2517	3109	2522	261	2567	2380	1183	1562	2001
Weighted Base	3457	3071	369	607	2739	2250	560	256	317	2678	3111	2573	278	2617	2193	1264	1571	1885
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	88 3%	79 3% 89%	10 3% 11%	27 4% 30% ^d	54 2% 61%	62 3% 70%	23 4% 26% ^h	5 2% 5%	5 2% 6%	76 3% 86%	83 3% 94%	57 2% 65%	5 2% 6%	59 2% 66%	44 2% 49%	45 4% 51% ⁿ	32 2% 36%	57 3% 64%
All with any 'serious affordability issue' (INCLUDING gas/water/eleece)	116 3%	102 3% 88%	14 4% 12%	36 6% 31% ^d	72 3% 62%	76 3% 66%	33 6% 28% ^{eh}	7 3% 6%	6 2% 5%	100 4% 86%	108 3% 93%	73 3% 63%	8 3% 7%	75 3% 64%	55 2% 47%	62 5% 53% ⁿ	38 2% 33%	78 4% 67% ^p

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All with some responsibility for communications services

	Total	Q.6 WHICH SERVICES HAVE HAD DIFFICULTIES WITH									Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Tablet with internet (f)	TV service (g)	More than 2 services (h)	More than 3 services (i)	Yes (j)	Any Difficulties (k)	No Difficulties (l)	Frequent Difficulties (m)	Any COMMUNICATIONS service (n)	Gas/Elec or Water (o)
Unweighted Base	3563	73	18	49	82	10	7	95	87	30	1635	304	3230	58	67	59
Weighted Base	3457	84*	19**	47*	83*	10**	8**	95*	92*	33**	1638	312	3117	59*	67*	63*
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	88 3%	38 45% 43%g	11 61% 13%	22 46% 25%g	35 42% 39%g	7 65% 8%	1 11% 1%	26 27% 29%	43 47% 49%g	20 60% 22%	36 2% 41%	88 28% 100%l	- - -	26 44% 30%kl	64 95% 72%o	35 56% 39%
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	116 3%	45 53% 38%	17 88% 14%	25 54% 22%	39 47% 33%	9 92% 8%	4 49% 3%	38 40% 33%	54 59% 47%g	22 68% 19%	45 3% 39%	116 37% 100%l	- - -	31 52% 27%kl	64 96% 55%	63 100% 54%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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

Affordability of Communications Services Measures (QS0723 - 310530)

Q. Summary table

Base: All with some responsibility for communications services

	Total	Q.10A DONT HAVE SERVICE BECAUSE OF COST						WAVES	
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	Wed 30	Fri 31
Unweighted Base	3563	32	95	83	56	93	79	1794	1769
Weighted Base	3457	28**	101*	92*	56*	95*	77*	1749	1708
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	88 3%	1 5% 2%	12 12% 14%	6 6% 7%	9 17% 11% ^f	8 8% 9%	4 5% 5%	40 2% 45%	48 3% 55%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	116 3%	1 5% 1%	17 16% 14%	10 11% 8%	11 20% 10% ^e	8 8% 7%	7 9% 6%	56 3% 48%	60 4% 52%

Fieldwork : 25/07/2018 - 29/07/2018 (Week 30)

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

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