

Table 1
 <REGION>
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES Up to and in cluding 10 em ployees (h)	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	1 to 9 (a)		10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
North East	61 6%	52 6%	56 6%	5 AB 12%	1 9%	31 8%	21 4%	5 B 10%	1 7%	3 ABd 16%	* 9%	* 8%	56 6%	56 6%	5 A 12%	59 6%	2 4%	* 4%	
North West	96 10%	88 10%	92 10%	4 11%	* 7%	26 6%	62 12%	4 9%	2 10%	3 12%	* 9%	* 5%	93 10%	92 10%	5 11%	94 b 10%	2 3%	* 5%	
Yorkshire and the Humber	95 9%	88 c 10%	92 c 10%	2 4%	1 C 15%	41 10%	46 9%	5 e 10%	1 5%	1 4%	1 DE 16%	* dE 14%	92 10%	92 c 10%	3 6%	93 Bc 10%	2 3%	* 1%	
East Midlands	77 8%	67 7%	73 8%	3 8%	1 abc 14%	41 10%	26 5%	6 B 13%	1 7%	2 8%	1 Bd 16%	* 11%	73 8%	73 8%	4 9%	70 b 8%	1 2%	5 AB 55%	
West Midlands	110 11%	103 11%	105 11%	4 11%	* 7%	46 c 12%	57 c 11%	2 5%	2 c 12%	2 10%	* 9%	* 5%	106 11%	105 11%	5 11%	109 Bc 12%	1 2%	* 1%	
East of England	99 10%	93 10%	94 10%	5 12%	1 11%	36 c 9%	57 C 11%	1 3%	2 C 10%	3 C 14%	* 5%	1 aCF 19%	95 10%	94 10%	5 12%	91 10%	7 12%	1 6%	
South East	119 12%	108 12%	115 12%	3 9%	* 6%	57 e 14%	52 10%	7 e 15%	2 12%	1 6%	* 7%	* 5%	116 12%	115 12%	4 8%	107 c 11%	12 AC 21%	* 1%	
South West	147 15%	139 Cd 15%	144 CD 15%	3 7%	* 6%	57 d 14%	82 Deg 16%	5 10%	1 5%	2 8%	* 7%	* 5%	144 15%	144 C 15%	3 7%	130 14%	16 AC 28%	1 6%	
London	72 7%	62 7%	67 7%	5 AB 12%	1 10%	21 5%	41 8%	5 A 11%	3 Ab 15%	2 10%	* 9%	* 11%	68 7%	67 7%	5 A 12%	65 7%	6 11%	1 a 14%	
Wales	40 4%	36 4%	38 4%	2 4%	* 4%	11 3%	25 5%	2 4%	1 5%	1 3%	* 3%	* 4%	38 4%	38 4%	2 4%	38 4%	1 2%	* 3%	
Scotland	63 6%	56 6%	60 6%	3 7%	* 7%	27 7%	29 6%	4 8%	1 7%	2 7%	* 7%	* 8%	60 6%	60 6%	3 7%	58 6%	5 9%	* 3%	
Northern Ireland	22 2%	20 2%	21 2%	1 3%	* 3%	10 2%	10 2%	1 2%	1 3%	* 2%	* 3%	* 2%	21 2%	21 2%	1 3%	20 2%	1 2%	* 1%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 1 (continuation)
 <REGION>
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION				
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, education, NGOs, quangos, and not for health profits (d)	Third sector, including ch etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201	
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22	
North East	61 6%	35 5%	6 21%	ACEF 1 2%	7 3%	23 9%	ae 19 6%	7 9%	a 6 4%	55 7%	6 4%	- -%	- -%	- -%	61 7%	BCD - -%	- - -%	- - -%	
North West	96 10%	82 11%	cde 1 2%	1 2%	13 6%	38 15%	ACe 23 8%	11 14%	a 11 7%	85 10%	11 7%	- -%	- -%	- -%	96 11%	BCD - -%	- - -%	- - -%	
Yorkshire and the Humber	95 9%	80 11%	D * %	6 16%	D 27 13%	Bc 11 4%	23 7%	6 7%	29 18%	BCd 66 8%	29 18%	Ab - -%	- - -%	- - -%	95 11%	BCD - -%	- - -%	- - -%	
East Midlands	77 8%	54 7%	d * %	2 5%	D 19 9%	d 16 6%	bDe 35 11%	* * %	6 4%	64 8%	6 4%	- -%	- -%	- -%	77 9%	BCD - -%	- - -%	- - -%	
West Midlands	110 11%	89 12%	D * %	6 15%	Df 32 15%	ce 27 11%	29 9%	10 13%	11 7%	98 12%	11 7%	- -%	- -%	- -%	110 13%	BCD - -%	- - -%	- - -%	
East of England	99 10%	68 9%	6 21%	AF 11 29%	12 6%	27 11%	a 37 12%	ae 16 19%	AbE 8 5%	90 11%	8 5%	- -%	- -%	- -%	99 11%	BCD - -%	- - -%	- - -%	
South East	119 12%	98 13%	CD * 1%	7 18%	CD 21 10%	15 6%	29 9%	16 19%	aBc 39 25%	ABC 75 9%	39 25%	A - -%	- - -%	- - -%	119 14%	BCD - -%	- - -%	- - -%	
South West	147 15%	101 14%	cdEf 1 4%	1 2%	bDe 38 18%	28 11%	bDe 59 19%	5 6%	16 11%	130 16%	B 16 11%	b - -%	- - -%	- - -%	147 17%	BCD - -%	- - -%	- - -%	
London	72 7%	49 7%	6 22%	AE 2 4%	12 6%	26 11%	C 8 3%	5 6%	21 13%	aC 51 6%	21 13%	Ab - -%	- - -%	- - -%	72 8%	BCD - -%	- - -%	- - -%	
Wales	40	27	2	1	7	13	15	2	3	36	3	40	-	-	-	40	ACD	-	-
	4%	4%	7%	3%	4%	5%	5%	2%	2%	4%	2%	100%	-	-	-	100%	100%	-	-
Scotland	63	47	5	Aef	1	12	18	26	e	3	4	58	4	63	-	-	63	ABD	-
	6%	6%	17%	1%	6%	7%	8%	3%	3%	7%	3%	-	100%	-	-	-	-	100%	-

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 <REGION>
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	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, charities, educational NGOs, education and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
Northern Ireland	22	16	1	1	7	5	7	1	2	20	2	-	-	22	-	-	-	22
	2%	2%	3%	1%	3%	2%	2%	1%	1%	2%	1%	-%	-%	100%	-%	-%	-%	100%

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Table 1 (continuation)
 <REGION>
 by Crossbreak
 Base: All respondents

Total	URBANITY				URBAN DETAIL			
	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)	
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
North East	61 6%	54 bCD 7%	7 3%	- -	7 3%	12 4%	20 9%	21 a 10%
North West	96 10%	80 bd 11%	11 5%	5 bd 12%	16 6%	13 4%	51 AC 21%	16 7%
Yorkshire and the Humber	95 9%	58 C 8%	37 AC 17%	- -	37 AC 14%	29 B 10%	7 3%	22 B 10%
East Midlands	77 8%	58 C 8%	19 C 8%	- -	19 C 7%	17 6%	22 9%	18 9%
West Midlands	110 11%	68 9%	32 14%	10 Abd 24%	42 A 16%	47 BC 16%	16 c 7%	5 2%
East of England	99 10%	78 C 11%	22 C 10%	- -	22 C 8%	22 8%	29 12%	27 13%
South East	119 12%	85 C 11%	34 C 15%	- -	34 C 13%	22 8%	46 AC 19%	16 8%
South West	147 15%	103 C 14%	43 C 19%	1 2%	44 C 17%	27 10%	28 12%	47 AB 22%
London	72 7%	72 BCD 10%	- -	- -	- -	72 BC 25%	- -	- -
Wales	40 4%	23 3%	9 4%	7 ABD 17%	16 a 6%	5 2%	7 3%	11 a 5%
Scotland	63 6%	45 b 6%	4 2%	15 ABD 35%	18 B 7%	13 5%	9 4%	23 AB 11%
Northern Ireland	22 2%	13 2%	5 2%	4 ABd 9%	9 3%	4 1%	4 2%	6 3%

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Table 2
 <S2> Which of the following do you have in your business?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Standard PSTN landline telephone	909	839 CD	878 CD	28 D	3	384 bCDEFG	455 CDEFG	38 fG	13 G	16 G	2 G	1	882	878 C	32	859 Bc	42	8	
	91%	92%	92%	75%	56%	95%	90%	82%	75%	75%	68%	42%	92%	92%	72%	92%	73%	84%	
ISDN 2/2e	93	65	77	15 ABD	1 AB	5	60 A	12 AB	7 ABCFG	8 AbcF	1 A	1 Ab	79	77	16 A	88	4	1	
	9%	7%	8%	39%	19%	1%	12%	25%	42%	37%	15%	23%	8%	8%	36%	9%	7%	11%	
ISDN 30	36	21	25	8 AB	3 ABC	-	21 A	4 Ab	3 ABC	5 ABC	1 ABCDE	2 ABCDE	25	25	11 A	31	3	2 AB	
	4%	2%	3%	22%	51%	-%	4%	8%	17%	25%	44%	59%	3%	3%	26%	3%	5%	17%	
Copper/Standard Broadband (via fixed line)	567	517 cD	546 cD	18	2	206 f	311 aDFg	29 aDFg	7	11 f	1	1	549	546 C	21	527	32	8 AB	
	57%	57%	57%	48%	41%	51%	61%	62%	44%	51%	36%	46%	57%	57%	47%	56%	56%	78%	
Cable Broadband	33	29	32	1	* abc	27 B	2	3 B	* B	1 B	* B	* Bde	32	32	1	33	*	*	
	3%	3%	3%	3%	7%	7%	*%	6%	3%	3%	6%	9%	3%	3%	3%	4%	*%	1%	
Fibre/superfast broadband (via fixed line)	236	200	213	19 AB	4 ABC	59	140 A	13 A	8 ABC	11 ABC	2 ABCd	2 ABCde	217	213	23 A	214	20 A	2	
	24%	22%	22%	50%	66%	15%	28%	28%	49%	51%	65%	67%	22%	22%	52%	23%	34%	21%	
Mobile broadband through a USB Modem or 'dongle'	92	80	84	7 AB	2 ABC	12	67 A	4 A	3 AC	3 Ac	1 ABCdE	1 AbC	85	84	8 A	77	14 A	1	
	9%	9%	9%	17%	30%	3%	13%	9%	19%	16%	35%	25%	9%	9%	19%	8%	24%	14%	
Other broadband (such as fixed wireless broadband, satellite broadband, etc.)	49	46	47	2	1 abc	27	19	1	1	1	* c	* BCDe	47	47	2	48	1	1	
	5%	5%	5%	4%	10%	7%	4%	2%	4%	5%	7%	13%	5%	5%	5%	5%	2%	7%	
Smartphones e.g. iPhone, Samsung Galaxy, Blackberry etc	515	466	488	23 ab	4 AB	200	266	22	9	14 ABCd	2 abCd	2 ABCD	490	488	27 A	455	51 A	9 A	
	51%	51%	51%	60%	70%	50%	52%	47%	52%	67%	67%	74%	51%	51%	62%	49%	87%	90%	

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Table 2 (continuation)
 <S2> Which of the following do you have in your business?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Standard mobile phones i.e. a mobile phone that is not a smartphone	143 14%	125 14%	129 14%	12 AB 31%	2 AB 35%	66 16%	59 12%	4 10%	5 ABC 31%	6 ABC 31%	1 ABC 37%	1 ABC 32%	130 14%	129 14%	14 A 31%	138 B 15%	4 6%	2 B 18%	
Leased lines or private circuits	45 4%	32 3%	34 4%	9 AB 24%	2 ABc 36%	- -	32 A 6%	2 A 4%	4 ABC 26%	5 ABC 22%	1 ABC 26%	1 ABCDEF 48%	36 4%	34 4%	11 A 26%	35 4%	8 A 14%	1 a 9%	
Ethernet / symmetrical up / down connection	82 8%	66 7%	69 7%	11 AB 29%	2 AB 33%	22 5%	45 9%	2 5%	5 ABC 30%	6 ABC 29%	1 ABC 24%	1 ABCdef 44%	71 7%	69 7%	13 A 30%	77 8%	3 5%	1 b 15%	
NETS																			

Fixed Telephone	953 95%	868 CD 95%	914 CD 95%	34 d 91%	5 84%	384 dFG 95%	484 dFG 95%	45 DeFG 97%	15 90%	19 g 92%	3 85%	2 82%	919 95%	914 C 95%	39 90%	899 B 96%	44 76%	9 B 94%	
Mobile	641 64%	584 64%	610 64%	27 70%	5 ABc 83%	265 c 66%	319 63%	26 56%	11 66%	16 bC 74%	3 ABCD 85%	2 abC 80%	613 64%	610 64%	32 A 72%	579 62%	53 A 91%	9 A 92%	
Fixed Broadband	802 80%	718 79%	761 80%	36 AB 94%	6 AB 92%	281 70%	437 A 86%	43 Ab 93%	15 A 92%	20 Ab 96%	3 A 92%	3 A 93%	768 80%	761 80%	41 A 94%	742 80%	51 a 88%	9 A 95%	

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Table 2 (continuation)
 <S2> Which of the following do you have in your business?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, education, NGOs, quangos, and not for health profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
Standard PSTN landline telephone	909 91%	681 Cf 91%	28 CF 97%	34 C 93%	184 De 90%	242 ADE 98%	294 aDE 95%	60 73%	128 82%	770 BC 93%	128 B 82%	35 g 90%	57 g 91%	20 g 93%	796 91%	35 90%	57 91%	20 93%
ISDN 2/2e	93 9%	40 5%	12 AF 42%	11 A 29%	6 3%	16 6%	38 AbD 12%	2 3%	31 ABCD 20%	59 7%	31 A 20%	3 c 8%	3 5%	1 c 7%	86 c 10%	3 8%	3 5%	1 7%
ISDN 30	36 4%	23 3%	* 2%	3 Ad 9%	8 b 4%	2 1%	15 B 5%	1 1%	9 B 6%	19 2%	9 a 6%	1 1%	1 1%	1 3%	34 4%	1 1%	1 1%	1 3%
Copper/Standard Broadband (via fixed line)	567 57%	401 54%	19 aC 66%	23 c 61%	108 53%	130 53%	177 57%	42 51%	110 ABCD 71%	447 54%	110 A 71%	27 bFG1 68%	43 bFG1 67%	12 f 57%	485 55%	27 Ad 68%	43 Ad 67%	12 57%
Cable Broadband	33 3%	29 4%	2 E 8%	* **	6 B 3%	* **	15 B 5%	* **	12 Bd 8%	21 3%	12 A 8%	1 2%	3 fl 5%	* **	29 d 3%	1 2%	3 d 5%	* **
Fibre/superfast broadband (via fixed line)	236 24%	160 22%	8 28%	15 A 41%	53 26%	45 18%	86 B 28%	19 23%	33 22%	194 23%	33 22%	8 Ae 19%	11 a 17%	6 AcEK 27%	212 c 24%	8 19%	11 17%	6 C 27%
Mobile broadband through a USB Modem or 'dongle'	92 9%	57 8%	2 6%	6 Ad 17%	22 11%	24 10%	22 7%	11 14%	13 8%	79 10%	13 8%	4 bG 9%	3 5%	2 bG 9%	83 9%	4 9%	3 5%	2 9%
Other broadband (such as fixed wireless broadband, satellite broadband, etc.)	49 5%	30 4%	* 1%	* **	18 cE 9%	12 e 5%	12 e 4%	6 E 7%	1 **	48 C 6%	1 **	2 b 5%	3 b 5%	1 B 4%	44 5%	2 5%	3 5%	1 4%

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	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION				
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, education, NGOs, charities, and not for profits (d)	Other (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201	
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22	
Smartphones e.g. iPhone, Samsung Galaxy, Blackberry etc	515 51%	408 dE 55%	12 e 42%	10 27%	119 Bc 58%	87 35%	153 B 49%	65 ABCE 79%	90 B 58%	415 50%	90 58%	16 A 42%	31 A1 48%	8 A 38%	460 bD 52%	16 42%	31 d 48%	8 38%	
Standard mobile phones i.e. a mobile phone that is not a smartphone	143 14%	104 d 14%	2 6%	7 df 19%	46 BCde 23%	28 11%	40 13%	8 10%	20 13%	121 15%	20 13%	7 ek 19%	8 12%	4 e 18%	124 14%	7 c 19%	8 12%	4 18%	
Leased lines or private circuits	45 4%	24 3%	1 5%	6 AdF 17%	12 6%	8 3%	16 5%	6 7%	3 2%	40 5%	3 2%	1 2%	1 1%	* 2%	43 c 5%	1 2%	1 1%	* 2%	
Ethernet / symmetrical up / down connection	82 8%	45 6%	2 7%	1 2%	8 4%	18 7%	34 A 11%	6 7%	15 a 10%	65 8%	15 10%	2 4%	3 5%	1 c 6%	75 9%	2 4%	3 5%	1 6%	
NETS																			
Fixed Telephone	953 95%	708 CF 95%	29 CF 99%	37 CF 100%	193 D 94%	245 ADe 99%	305 AD 98%	61 74%	149 D 96%	787 95%	149 96%	38 96%	59 93%	21 g 98%	835 95%	38 96%	59 93%	21 98%	
Mobile	641 64%	503 DE 67%	13 45%	17 45%	161 BCe 78%	114 46%	191 B 61%	72 BCE 88%	103 B 66%	527 64%	103 66%	23 a 58%	37 a 59%	11 51%	570 D 65%	23 58%	37 59%	11 51%	
Fixed Broadband	802 80%	567 76%	28 ACE 98%	32 86%	166 B 81%	165 67%	257 Bd 83%	60 73%	154 ABCD 99%	630 76%	154 A 99%	35 E 88%	54 e 85%	18 81%	696 79%	35 a 88%	54 85%	18 81%	

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Table 2 (continuation)
 <S2> Which of the following do you have in your business?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Standard PSTN landline telephone	909 91%	667 91%	200 90%	41 abd 98%	241 91%	268 C 94%	216 90%	183 86%
ISDN 2/2e	93 9%	81 bCD 11%	11 5%	1 3%	12 5%	43 B 15%	12 5%	25 B 12%
ISDN 30	36 4%	32 cd 4%	4 2%	* *%	4 1%	22 Bc 8%	3 1%	7 3%
Copper/Standard Broadband (via fixed line)	567 57%	389 53%	150 A 67%	28 A 66%	178 A 67%	144 51%	113 47%	133 AB 63%
Cable Broadband	33 3%	33 BcD 4%	1 *%	* *%	1 *%	8 3%	23 AC 10%	1 *%
Fibre/superfast broadband (via fixed line)	236 24%	186 cd 25%	44 20%	6 15%	50 19%	74 26%	64 27%	48 23%
Mobile broadband through a USB Modem or 'dongle'	92 9%	67 c 9%	25 c 11%	1 2%	26 c 10%	33 11%	20 8%	15 7%
Other broadband (such as fixed wireless broadband, satellite broadband, etc.)	49 5%	30 4%	19 ac 9%	1 1%	20 ac 7%	11 4%	6 3%	12 6%
Smartphones e.g. iPhone, Samsung Galaxy, Blackberry etc	515 51%	365 50%	129 a 58%	20 47%	149 56%	143 50%	110 46%	113 53%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 2 (continuation)
 <S2> Which of the following do you have in your business?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Standard mobile phones i.e. a mobile phone that is not a smartphone	143 14%	103 14%	28 13%	12 29% ABD	40 15%	25 9%	56 23% AC	22 11%
Leased lines or private circuits	45 4%	32 4%	13 6% c	* 1%	13 5%	18 6% C	12 5% C	2 1%
Ethernet / symmetrical up / down connection	82 8%	68 9% cd	13 6%	1 3%	14 5%	35 12% b	13 6%	20 9%
NETS								

Fixed Telephone	953 95%	701 95%	210 94%	41 98%	251 95%	280 98% Bc	221 92%	200 95%
Mobile	641 64%	455 62%	155 70%	31 74% a	186 70% a	157 55%	165 69% A	133 63%
Fixed Broadband	802 80%	581 79%	187 84%	33 80%	221 84%	217 76%	194 81%	170 80%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 3
 <B1> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
1, Work on your own/no employees	403 40%	403 CD 44%	403 CD 42%	- -%	- -%	403 BCDEFG 100%	- -%	- -%	- -%	- -%	- -%	- -%	403 42%	403 C 42%	- -%	402 BC 43%	1 1%	- -%	
2, you plus one partner or employee	242 24%	242 CD 27%	242 CD 25%	- -%	- -%	- -%	242 ACDEFG 48%	- -%	- -%	- -%	- -%	- -%	242 25%	242 C 25%	- -%	231 C 25%	11 C 20%	- -%	
3 to 4	265 26%	265 CD 29%	265 CD 28%	- -%	- -%	- -%	265 ACDEFG 52%	- -%	- -%	- -%	- -%	- -%	265 28%	265 C 28%	- -%	231 25%	29 A 50%	5 A 52%	
5 to 9	47 5%	- -%	47 ACd 5%	- -%	- -%	- -%	- -%	47 ABDEFG 100%	- -%	- -%	- -%	- -%	47 5%	47 C 5%	- -%	42 4%	5 a 9%	* 1%	
10 to 19	17 2%	- -%	- -%	17 ABD 44%	- -%	- -%	- -%	- -%	17 ABCEFG 100%	- -%	- -%	- -%	6 1%	- -%	17 A 38%	13 1%	4 A 7%	* 1%	
20-49	21 2%	- -%	- -%	21 ABD 56%	- -%	- -%	- -%	- -%	- -%	21 ABCDFG 100%	- -%	- -%	- -%	- -%	21 A 48%	12 1%	6 A 10%	3 AB 32%	
50 to 99	3 *%	- -%	- -%	- -%	3 ABC 54%	- -%	- -%	- -%	- -%	- -%	3 ABCDEG 100%	- -%	- -%	- -%	3 A 8%	2 *%	1 A 2%	* A 4%	
100 to 249	3 *%	- -%	- -%	- -%	3 ABC 46%	- -%	- -%	- -%	- -%	- -%	- -%	3 ABCDEF 100%	- -%	- -%	3 A 6%	1 *%	1 a 1%	1 AB 10%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 3 (continuation)
 <B1> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Go sector, including central, local, education, NGOs, charities, and not for profits (d)	Third sector, including ch etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
1, Work on your own/no employees	403 40%	361 CDEF 48%	1 4%	10 CDF 28%	69 34%	99 40%	130 42%	45 Abce 54%	60 39%	336 41%	60 39%	11 27%	27 bJ 43%	10 biJ 44%	355 B 41%	11 27%	27 B 43%	10 B 44%
2, you plus one partner or employee	242 24%	171 C 23%	6 c 21%	15 ACD 42%	59 D 29%	57 d 23%	74 d 24%	10 13%	43 d 27%	199 B 24%	43 B 27%	11 Adg 27%	16 ag 25%	5 a 22%	211 24%	11 27%	16 25%	5 22%
3 to 4	265 26%	181 CE 24%	15 ACE 50%	1 3%	60 29%	73 29%	77 25%	21 26%	33 21%	227 27%	33 21%	15 CdfKL 37%	14 21%	5 24%	232 26%	15 ACD 37%	14 21%	5 24%
5 to 9	47 5%	22 3%	3 A 11%	5 A 12%	7 4%	11 4%	18 6%	1 1%	10 6%	35 4%	10 6%	2 5%	4 6%	1 5%	40 5%	2 5%	4 6%	1 5%
10 to 19	17 2%	5 1%	1 A 4%	2 A 4%	4 2%	4 1%	3 1%	1 1%	6 4%	10 1%	6 a 4%	1 2%	1 2%	1 3%	14 2%	1 2%	1 2%	1 3%
20-49	21 2%	5 1%	2 A 7%	3 A 9%	5 3%	3 1%	6 2%	3 4%	4 2%	15 2%	4 2%	1 2%	2 2%	* 2%	18 2%	1 2%	2 2%	* 2%
50 to 99	3 *%	* *%	1 A 2%	1 A 2%	1 *%	1 *%	1 *%	1 1%	* *%	3 *%	* *%	* *%	* *%	* *%	3 *%	* *%	* *%	* *%
100 to 249	3 *%	* *%	* A 1%	* A 1%	1 *%	1 *%	1 *%	1 1%	* *%	2 *%	* *%	* *%	* *%	* *%	2 *%	* *%	* *%	* *%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 3 (continuation)
 <B1> Including yourself, how many people does your organisation currently employ in the UK either full or part time?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
1, Work on your own/no employees	403 40%	275 37%	104 a 47%	25 A 58%	128 A 48%	94 33%	111 AC 46%	70 33%
2, you plus one partner or employee	242 24%	164 22%	68 a 30%	11 25%	78 a 30%	68 24%	45 19%	51 24%
3 to 4	265 26%	226 BCD 31%	36 16%	4 9%	40 15%	89 31%	57 24%	79 B 37%
5 to 9	47 5%	39 5%	7 3%	1 4%	8 3%	15 5%	17 7%	7 3%
10 to 19	17 2%	13 2%	3 1%	* 1%	4 1%	8 3%	4 2%	1 1%
20-49	21 2%	15 2%	4 2%	1 2%	5 2%	10 4%	3 1%	2 1%
50 to 99	3 *%	2 *%	1 *%	* *%	1 *%	1 *%	1 *%	1 *%
100 to 249	3 *%	2 *%	* *%	* *%	* *%	1 *%	1 *%	* *%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 4
 <B1> Employee Net
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
1 to 4	910	910 BCD	910 CD	-	-	403 CDEFG	508 CDEFG	-	-	-	-	-	910	910 C	-	864 BC	41 C	5	
	91%	100%	95%	-%	-%	100%	100%	-%	-%	-%	-%	-%	94%	95%	-%	93%	71%	52%	
1 to 9	957	910 CD	957 CD	-	-	403 DEFG	508 DEFG	47 DEFG	-	-	-	-	957	957 C	-	905 BC	47 C	5	
	96%	100%	100%	-%	-%	100%	100%	100%	-%	-%	-%	-%	99%	100%	-%	97%	80%	53%	
10 to 49	38	-	-	38 ABD	-	-	-	-	17 ABCFG	21 ABCFG	-	-	6	-	38 A	25	10 A	3 AB	
	4%	-%	-%	100%	-%	-%	-%	-%	100%	100%	-%	-%	1%	-%	86%	3%	17%	33%	
50 to 249	6	-	-	-	6 ABC	-	-	-	-	-	3 ABCDE	3 ABCDE	-	-	6 A	3	2 A	1 AB	
	1%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	100%	-%	-%	14%	*%	3%	14%	
1	403	403 CD	403 CD	-	-	403 BCDEFG	-	-	-	-	-	-	403	403 C	-	402 BC	1	-	
	40%	44%	42%	-%	-%	100%	-%	-%	-%	-%	-%	-%	42%	42%	-%	43%	1%	-%	
2 to 4	508	508 CD	508 CD	-	-	-	508 ACDEFG	-	-	-	-	-	508	508 C	-	462	41 Ac	5	
	51%	56%	53%	-%	-%	-%	100%	-%	-%	-%	-%	-%	53%	53%	-%	49%	70%	52%	
5 to 9	47	-	47 ACd	-	-	-	-	47 ABDEFG	-	-	-	-	47	47 C	-	42	5 a	*	
	5%	-%	5%	-%	-%	-%	-%	100%	-%	-%	-%	-%	5%	5%	-%	4%	9%	1%	
10 to 19	17	-	-	17 ABD	-	-	-	-	17 ABCEFG	-	-	-	6	-	17 A	13	4 A	*	
	2%	-%	-%	44%	-%	-%	-%	-%	100%	-%	-%	-%	1%	-%	38%	1%	7%	1%	
20 to 49	21	-	-	21 ABD	-	-	-	-	-	21 ABCDFG	-	-	-	-	21 A	12	6 A	3 AB	
	2%	-%	-%	56%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	48%	1%	10%	32%	
50 to 99	3	-	-	-	3 ABC	-	-	-	-	-	3 ABCDEG	-	-	-	3 A	2	1 A	* A	
	*%	-%	-%	-%	54%	-%	-%	-%	-%	-%	100%	-%	-%	-%	8%	*%	2%	4%	
100 to 249	3	-	-	-	3 ABC	-	-	-	-	-	-	3 ABCDEF	-	-	3 A	1	1 a	1 AB	
	*%	-%	-%	-%	46%	-%	-%	-%	-%	-%	-%	100%	-%	-%	6%	*%	1%	10%	
NUMBER OF EMPLOYEES																			

Up to and including 10 employees	963	910 CD	957 CD	6 D	-	403 DEFG	508 DEFG	47 DEFG	6 EFG	-	-	-	963	957 C	6	910 BC	48 C	5	
	96%	100%	100%	17%	-%	100%	100%	100%	38%	-%	-%	-%	100%	100%	14%	98%	82%	53%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 4 (continuation)
 <B1> Employee Net
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION				
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go sector, (i)	Third sector, (j)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201	
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22	
1 to 4	910 91%	713 96%	CDEF 75%	22 C 72%	188 92%	229 92%	281 91%	76 93%	136 87%	762 B 92%	136 B 87%	36 91%	56 89%	20 90%	798 91%	36 91%	56 89%	20 90%	
1 to 9	957 96%	736 99%	CDEF 99%	25 C 86%	31 C 85%	195 95%	240 97%	299 96%	77 94%	146 94%	797 B 96%	146 B 94%	38 96%	60 95%	21 95%	839 96%	38 96%	60 95%	21 95%
10 to 49	38 4%	10 1%	3 A 11%	5 A 13%	9 4%	6 3%	10 3%	4 5%	9 6%	26 3%	9 6%	2 4%	3 4%	1 4%	33 4%	2 4%	3 4%	1 4%	
50 to 249	6 1%	* *%	1 A 3%	1 A 2%	1 1%	1 1%	2 1%	1 1%	1 *%	5 1%	1 *%	* 1%	* 1%	* 1%	5 1%	* 1%	* 1%	* 1%	
1	403 40%	361 48%	CDEF 4%	1 28%	10 CDF 34%	69 28%	99 40%	130 42%	45 Abce 54% 60 39%	336 41%	60 39%	11 27%	27 bJ 43%	10 biJ 44%	355 B 41%	11 27%	27 B 43%	10 B 44%	
2 to 4	508 51%	352 C 47%	21 ACE 71%	16 C 44%	119 cD 58%	129 d 52%	151 49%	32 39%	76 49%	426 B 52%	76 b 49%	25 ADgKL 64%	29 47%	10 46%	443 51%	25 ACD 64%	29 47%	10 46%	
5 to 9	47 5%	22 3%	3 A 11%	5 A 12%	7 4%	11 4%	18 6%	1 1%	10 6%	35 4%	10 6%	2 5%	4 6%	1 5%	40 5%	2 5%	4 6%	1 5%	
10 to 19	17 2%	5 1%	1 A 4%	2 A 4%	4 2%	4 1%	3 1%	1 1%	6 4%	10 1%	6 a 4%	1 2%	1 2%	1 3%	14 2%	1 2%	1 2%	1 3%	
20 to 49	21 2%	5 1%	2 A 7%	3 A 9%	5 3%	3 1%	6 2%	3 4%	4 2%	15 2%	4 2%	1 2%	2 2%	* 2%	18 2%	1 2%	2 2%	* 2%	
50 to 99	3 *%	* *%	1 A 2%	1 A 2%	1 *%	1 *%	1 *%	1 1%	* *%	3 *%	* *%	* *%	* *%	* *%	3 *%	* *%	* *%	* *%	
100 to 249	3 *%	* *%	* A 1%	* A 1%	1 *%	1 *%	1 *%	1 1%	* *%	2 *%	* *%	* *%	* *%	* *%	2 *%	* *%	* *%	* *%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 4 (continuation)
 <B1> Employee Net
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, ed NGOs, education and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
NUMBER OF EMPLOYEES																		
Up to and including 10 employees	963 96%	738 99%	25 86%	32 86%	197 96%	241 98%	300 97%	77 94%	147 95%	801 97%	147 95%	38 96%	60 96%	21 96%	844 96%	38 96%	60 96%	21 96%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 4 (continuation)
 <B1> Employee Net
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
1 to 4	910 91%	664 90%	207 93%	39 93%	246 93%	250 88%	213 89%	200 Ab 95%
1 to 9	957 96%	703 95%	213 96%	41 97%	254 96%	265 93%	231 96%	207 a 98%
10 to 49	38 4%	28 4%	8 3%	1 3%	9 3%	18 c 6%	8 3%	3 2%
50 to 249	6 1%	5 1%	1 1%	* *%	1 *%	2 1%	1 1%	1 *%
1	403 40%	275 37%	104 a 47%	25 A 58%	128 A 48%	94 33%	111 AC 46%	70 33%
2 to 4	508 51%	390 Cd 53%	103 46%	15 35%	118 45%	157 B 55%	102 43%	131 B 62%
5 to 9	47 5%	39 5%	7 3%	1 4%	8 3%	15 5%	17 7%	7 3%
10 to 19	17 2%	13 2%	3 1%	* 1%	4 1%	8 3%	4 2%	1 1%
20 to 49	21 2%	15 2%	4 2%	1 2%	5 2%	10 4%	3 1%	2 1%
50 to 99	3 *%	2 *%	1 *%	* *%	1 *%	1 *%	1 *%	1 *%
100 to 249	3 *%	2 *%	* *%	* *%	* *%	1 *%	1 *%	* *%
NUMBER OF EMPLOYEES								

Up to and including 10 employees	963 96%	708 96%	214 96%	41 97%	255 97%	268 94%	232 97%	208 a 98%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 5
 <B2B> How many sites or offices does your organisation operate from in the UK, including this one?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
1 (1.0)	933	864 CD	905 CD	25 D	3	402 BCDEFG	462 DEFG	42 DEFG	13 EFG	12	2	1	910	905 C	28	933 BC	-	-	
	93%	95%	95%	66%	50%	100%	91%	89%	76%	58%	56%	43%	95%	95%	63%	100%	-%	-%	
2 (2.0)	50	36	41	8 AB	1 AB	*	36 A	5 A	3 ABC	5 ABC	1 ABC	* A	42	41	9 A	-	50 AC	-	
	5%	4%	4%	21%	17%	*%	7%	10%	20%	22%	22%	11%	4%	4%	20%	-%	85%	-%	
3 (3.0)	8	5	6	2 AB	1 ABc	*	5	1 A	1 Ab	1 ABc	* ABCd	* ABCd	6	6	2 A	-	8 AC	-	
	1%	1%	1%	5%	11%	*%	1%	1%	4%	5%	10%	12%	1%	1%	5%	-%	15%	-%	
4 (4.0)	1	-	*	1 AB	* AB	-	-	*	* AB	1 ABCd	* ABC	* ABCD	*	*	1 A	-	-	1 AB	
	*%	-%	*%	3%	6%	-%	-%	*%	*%	5%	3%	10%	*%	*%	3%	-%	-%	15%	
5-9 (7.0)	8	5	5	2 AB	1 ABC	-	5	*	* a	2 ABCD	* ABCD	* ABCD	5	5	3 A	-	-	8 AB	
	1%	1%	1%	5%	12%	-%	1%	*%	*%	9%	9%	16%	1%	1%	6%	-%	-%	78%	
10-49 (29.5)	1	-	-	* AB	* ABc	-	-	-	-	* ABc	-	* ABCDEF	-	-	1 A	-	-	1 AB	
	*%	-%	-%	1%	4%	-%	-%	-%	-%	2%	-%	9%	-%	-%	2%	-%	-%	7%	
NETS																			

1	933	864 CD	905 CD	25 D	3	402 BCDEFG	462 DEFG	42 DEFG	13 EFG	12	2	1	910	905 C	28	933 BC	-	-	
	93%	95%	95%	66%	50%	100%	91%	89%	76%	58%	56%	43%	95%	95%	63%	100%	-%	-%	
2 to 3	58	41	47	10 AB	2 AB	1	41 A	5 A	4 ABC	6 ABC	1 ABC	1 ABc	48	47	11 A	-	58 AC	-	
	6%	5%	5%	26%	28%	*%	8%	11%	24%	27%	32%	22%	5%	5%	26%	-%	100%	-%	
4+	10	5	5	3 AB	1 ABC	-	5	*	* A	3 ABCD	* ABCD	1 ABCDEF	5	5	5 A	-	-	10 AB	
	1%	1%	1%	9%	22%	-%	1%	*%	1%	15%	12%	35%	1%	1%	11%	-%	-%	100%	
Mean score	1.1	1.1	1.1	2.0 AB	3.5 ABC	1.0	1.2 A	1.1 A	1.3 Abc	2.5 ABCD	2.1 ABCD	5.1 ABCDEF	1.1	1.1	2.2 A	1.0	2.1 A	8.0 AB	
Standard deviation	.95	.51	.51	3.26	6.23	.06	.67	.43	.64	4.30	2.12	9.89	.51	.51	3.74	-	.36	6.15	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 5 (continuation)
 <B2B> How many sites or offices does your organisation operate from in the UK, including this one?
 by Crossbreak
 Base: All respondents

	Total	JOB TITLE			INDUSTRY SECTOR					SECTOR		REGION			NATION				
		Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Govt (e)	Third sector, including central, local, charities, NGOs, education and health) profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201	
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22	
1	(1.0) 93%	933 95%	712 CDF 88%	26 C 95%	35 Cf 95%	179 87%	241 AD 97%	292 Ad 94%	71 86%	150 AD 97%	765 92%	150 97%	38 k 96%	58 92%	20 93%	817 93%	38 c 96%	58 92%	20 93%
2	(2.0) 5%	50 4%	28 7%	2 3%	1 3%	20 BcE 10%	5 2%	14 5%	6 b 8%	4 2%	46 6%	4 2%	1 2%	5 ej 7%	1 e 5%	43 5%	1 2%	5 b 7%	1 5%
3	(3.0) 1%	8 1%	6 1%	1 3%	* *%	* *%	1 *%	1 *%	5 ABCE 6%	1 *%	8 1%	1 *%	* *%	* 1%	* 2%	8 1%	* *%	* 1%	* 2%
4	(4.0) *%	1 *%	* *%	* *%	1 A 2%	* *%	* *%	1 *%	* *%	* *%	1 *%	* *%	* *%	* *%	* *%	1 *%	* *%	* *%	* *%
5-9	(7.0) 1%	8 1%	* *%	* A 2%	* A 1%	6 bc 3%	* *%	1 *%	* *%	* *%	7 1%	* *%	* *%	* *%	* *%	7 1%	* *%	* *%	* *%
10-49	(29.5) *%	1 *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	1 *%	* *%	- -%	- -%	- -%
NETS																			
1	933 93%	712 CDF 95%	26 C 88%	35 Cf 95%	179 87%	241 AD 97%	292 Ad 94%	71 86%	150 AD 97%	765 92%	150 97%	38 k 96%	58 92%	20 93%	817 93%	38 c 96%	58 92%	20 93%	
2 to 3	58 6%	34 4%	3 a 10%	1 3%	20 Bce 10%	6 3%	16 5%	11 BCE 14%	4 3%	53 6%	4 3%	1 3%	5 ej 8%	1 e 6%	51 6%	1 3%	5 b 8%	1 6%	
4+	10 1%	1 *%	1 A 2%	1 A 2%	6 b 3%	* *%	3 1%	* *%	1 1%	9 1%	1 1%	* 1%	* 1%	* 1%	9 1%	* 1%	* 1%	* 1%	
Mean score	1.1	1.1	1.2 A	1.1	1.3 Bc	1.0	1.1	1.2 b	1.1	1.1	1.1	1.1	1.1	1.1 e	1.1	1.1	1.1	1.1	
Standard deviation	.95	.27	.89	.64	1.04	.57	.81	.58	1.53	.79	1.53	.75	.45	.50	.99	.75	.45	.50	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 5 (continuation)
 <B2B> How many sites or offices does your organisation operate from in the UK, including this one?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
1	(1.0) 933 93%	680 92%	212 95%	41 97%	253 96%	272 C 95%	223 93%	186 88%
2	(2.0) 50 5%	40 5%	9 4%	1 3%	10 4%	11 4%	15 6%	14 7%
3	(3.0) 8 1%	8 1%	1 *	* *%	1 *%	1 *%	1 *%	6 ab 3%
4	(4.0) 1 *%	1 *%	* *%	* *%	* *%	1 *%	* *%	* *%
5-9	(7.0) 8 1%	7 1%	1 *%	* *%	1 *%	1 *%	1 *%	5 a 3%
10-49	(29.5) 1 *%	1 *%	* *%	* *%	* *%	1 *%	- -%	* *%
NETS								

1	933 93%	680 92%	212 95%	41 97%	253 96%	272 C 95%	223 93%	186 88%
2 to 3	58 6%	47 6%	10 4%	1 3%	11 4%	11 4%	16 7%	20 a 9%
4+	10 1%	9 1%	1 *%	* *%	1 *%	2 1%	1 *%	6 3%
Mean score	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.3 b
Standard deviation	.95	1.03	.64	.55	.63	1.33	.47	1.03

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 6
 <B3A> What is your job title?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Owner/Proprietor	525	509 CD	520 CD	5 D	*	322 BCDEFG	187 CDEFG	11 EFG	3 eFG	2 g	*	-	522	520 C	5	511 BC	14 C	-	
	52%	56%	54%	12%	1%	80%	37%	24%	18%	8%	3%	-%	54%	54%	11%	55%	25%	-%	
Managing Director/MD	221	204 CD	215 CD	5	*	39 ACDEFG	165 ACDEFG	11 AdeFG	2	3 g	*	*	216	215 C	5	201 C	19 AC	1	
	22%	22%	22%	13%	7%	10%	33%	23%	12%	15%	9%	4%	22%	22%	13%	22%	33%	5%	
Other Manager	36	23 4%	27 3%	8 AB 21%	1 AB 15%	1 *%	22 a 4%	4 Ab 9%	4 ABC 22%	4 ABC 20%	* Ab 11%	1 ABC 20%	28 3%	27 3%	9 A 20%	28 3%	3 5%	6 AB 59%	
Company Secretary	34	29 3%	31 3%	2 5%	* 4%	* *%	28 A 6%	3 A 6%	* A 1%	2 ADg 8%	* ADg 7%	* *%	31 3%	31 3%	2 5%	27 3%	6 A 10%	1 A 10%	
General Manager / Office Manager	33	28 3%	31 3%	2 6%	* 3%	6 1%	22 4%	3 A 5%	1 Af 9%	1 3%	* *%	* A 6%	31 3%	31 3%	2 5%	32 3%	1 2%	* 2%	
Accountant/Accounts Manager	30	21 3%	25 3%	5 AB 12%	1 AB 14%	10 3%	11 2%	3 aB 7%	2 AB 9%	3 ABC 15%	1 ABCd 18%	* AB 9%	25 3%	25 3%	6 A 13%	28 3%	1 2%	1 b 8%	
Other Director	20	15 2%	18 2%	2 ab 4%	* 4%	1 *%	14 3%	3 Ab 6%	1 A 4%	1 A 5%	* A 5%	* A 3%	18 2%	18 2%	2 a 4%	19 2%	1 2%	* *%	
Partner / Senior Partner	17	16 2%	16 2%	1 2%	* *%	- -%	16 a 3%	- -%	1 ACE 5%	- -%	* A *%	- -%	16 2%	16 2%	1 2%	16 2%	* 1%	- -%	
Administrator	11	7 1%	10 1%	1 AB 4%	* 2%	- -%	7 1%	3 ABd 6%	* a *%	1 ABd 6%	* Ad 3%	* A 1%	10 1%	10 1%	2 A 3%	10 1%	2 a 3%	* *%	
Financial Director/FD/Financial Controller	8	6 1%	6 1%	2 AB 4%	* AB 7%	- -%	6 1%	* *%	1 AC 3%	1 ABC 5%	* ABCd 10%	* AbC 5%	6 1%	6 1%	2 A 5%	7 1%	1 a 2%	1 A 5%	
Other Financial Manager	7	5 1%	7 1%	* *%	* 1%	- -%	5 1%	1 A 3%	* A 1%	* *%	- -%	* A 1%	7 1%	7 1%	* *%	7 1%	- -%	* 1%	
PA / Secretary	6	6 1%	6 1%	* 1%	* 2%	- -%	6 1%	* *%	- -%	* Ac 2%	* A *%	* ACD 3%	6 1%	6 1%	1 1%	1 *%	5 A 9%	* a 1%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 6 (continuation)
 <B3A> What is your job title?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Telecoms/ IT Manager	4 *%	* *%	1 *%	2 AB 4%	1 ABC 21%	- -%	* *%	1 AB 1%	1 AB 3%	1 AB 5%	1 ABCDE 16%	1 ABCDE 28%	2 *%	1 *%	3 A 6%	3 *%	1 A 2%	* a 2%	
Chairman/CEO	1 *%	- -%	1 *%	* AB 1%	* A *%	- -%	- -%	1 AB 1%	* AB 2%	* *%	- -%	* AB *%	1 *%	1 *%	* A 1%	1 *%	* *%	- -%	
Telecoms/ IT Director	1 *%	- -%	- -%	1 AB 1%	* AB *%	- -%	- -%	- -%	- -%	1 ABc 2%	- -%	* ABC 1%	- -%	- -%	1 A 1%	* *%	* *%	* *%	
Chief Accountant	* *%	- -%	* *%	* AB *%	* AB 2%	- -%	- -%	* *%	* aB *%	* aB *%	* ABCde 3%	* AB *%	* *%	* *%	* A 1%	* *%	* *%	* *%	
Other (WRITE IN)	47 5%	40 4%	43 4%	3 7%	1 ABC 16%	23 6%	17 3%	3 6%	2 B 11%	1 5%	* ABCE 15%	* ABCE 18%	44 5%	43 4%	4 A 8%	44 5%	2 4%	1 6%	
Owner/MD	746	713 CD	736 CD	10 D	* 361 BCDEFG 90%	361 BCDEFG 90%	352 CDEFG	22 DEFG	5 FG	5 G	*	*	738	736 C	10	712 BC	34 C	1	
	75%	78%	77%	26%	8%	69%	48%	30%	23%	11%	4%	77%	77%	23%	76%	58%	5%		
C-level or equivalent	1 *%	- -%	1 *%	* AB 1%	* A *%	- -%	- -%	1 AB 1%	* AB 2%	* *%	- -%	* AB *%	1 *%	1 *%	* A 1%	1 *%	* *%	- -%	
IT / Telco	5 *%	* *%	1 *%	2 AB 5%	1 ABC 22%	- -%	* *%	1 AB 1%	1 AB 3%	2 ABC 7%	1 ABCDe 16%	1 ABCDE 29%	2 *%	1 *%	3 A 8%	3 *%	1 A 2%	* a 2%	
Senior Manager	29 3%	22 2%	25 3%	3 AB 9%	1 AB 13%	1 *%	21 a 4%	3 A 7%	1 A 8%	2 AB 10%	1 ABCd 18%	* A 8%	25 3%	25 3%	4 A 9%	26 3%	3 5%	1 6%	
Other finance	37 4%	27 3%	31 3%	5 AB 13%	1 AB 14%	10 3%	16 3%	5 AB 10%	2 AB 9%	3 AB 15%	1 ABc 18%	* AB 10%	32 3%	31 3%	6 A 13%	35 4%	1 2%	1 b 8%	
PA / Office Manager	34 3%	29 3%	31 3%	2 5%	* 4%	* *%	28 A 6%	3 A 6%	* A 1%	2 ADg 8%	* ADg 7%	* *%	31 3%	31 3%	2 5%	27 3%	6 A 10%	1 A 10%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 6 (continuation)
 <B3A> What is your job title?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION						
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go sector, (i)	Third sector, (j)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)		
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201			
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22			
Owner/Proprietor	525 52%	525 70%	CDEF -%	- -%	88 43%	162 65%	ACE 53%	166 63%	aE 38%	51 55%	AE 38%	59 52%	20 55%	35 60%	13 60%	457 52%	20 52%	35 55%	13 60%		
Managing Director/MD	221 22%	221 30%	CDEF -%	- -%	49 24%	BD 14%	35 31%	98 7%	BDe 21%	6 23%	33 21%	D 17%	7 18%	12 12%	3 12%	199 23%	D 17%	7 18%	12 12%	3 12%	
Other Manager	36 4%	- -%	- -%	- -%	7 4%	3 1%	8 2%	6 8%	Bc 8%	13 3%	BC 8%	23 3%	13 8%	A 4%	2 4%	2 4%	1 2%	b 2%	1 2%	b 4%	
Company Secretary	34 3%	- -%	- -%	- -%	14 7%	BC 3%	7 3%	2 1%	5 6%	C 3%	5 3%	c 3%	27 5%	5 2%	3 3%	27 3%	5 5%	2 2%	1 2%	1 3%	H 3%
General Manager / Office Manager	33 3%	- -%	- -%	- -%	8 4%	c 2%	6 2%	4 1%	6 7%	bC 7%	10 7%	bC 7%	21 3%	10 7%	a 7%	30 3%	1 2%	1 2%	1 2%	1 4%	
Accountant/ Accounts Manager	30 3%	- -%	- -%	30 82%	ACDF 1%	2 3%	7 4%	13 4%	a 2%	2 4%	7 4%	a 4%	21 3%	7 4%	1 3%	h 3%	* 3%	* 3%	* 1%	* 1%	
Other Director	20 2%	- -%	20 70%	ACEF -%	* *%	4 2%	10 3%	a 3%	* *%	5 4%	a 4%	15 2%	5 4%	2 4%	cd 4%	ed 4%	gh 4%	4 4%	cd 4%	ed 4%	gh 4%
Partner / Senior Partner	17 2%	- -%	- -%	- -%	6 3%	Ce 4%	10 4%	Ce *%	* *%	- -%	17 2%	- -%	* *%	- -%	* 1%	k 2%	16 2%	* *%	- -%	* 1%	c 1%
Administrator	11 1%	- -%	- -%	- -%	6 3%	c 1%	2 1%	2 1%	* 1%	1 1%	11 1%	1 1%	1 2%	1 1%	* 1%	9 1%	1 2%	1 1%	1 1%	* 1%	
Financial Director/ FD/Financial Controller	8 1%	- -%	8 29%	ACEF -%	* *%	6 2%	ac *%	1 *%	* *%	1 1%	7 1%	1 1%	1 1%	1 2%	* *%	7 1%	1 1%	1 2%	1 2%	* *%	
Other Financial Manager	7 1%	- -%	- -%	7 18%	ACDF 3%	BC -%	- -%	* *%	* *%	* *%	6 1%	* *%	* *%	* *%	* 1%	6 1%	* *%	* *%	* *%	* 1%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 6 (continuation)
 <B3A> What is your job title?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, education, and health (d)	Third sector, including NGOs, quangos, and not for profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
PA / Secretary	6 1%	- -	- -	- -	5 3%	* *	* *	* *	* *	6 1%	* *	* 1%	* *	* *	6 1%	* 1%	* *	* *
Telecoms/ IT Manager	4 *	- -	- -	- -	1 *	1 *	1 *	* *	1 1%	3 *	1 1%	* *	* 1%	1 3%	3 *	* *	* 1%	1 3%
Chairman/CEO	1 *	- -	- -	- -	* *	- -	* *	- -	1 1%	* *	1 1%	* *	* *	* *	1 *	* *	* *	* *
Telecoms/ IT Director	1 *	- -	- -	- -	* *	- -	* *	- -	* *	* *	* *	- -	* *	- -	* *	- -	* *	- -
Chief Accountant	* *	- -	* 1%	- -	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *
Other (WRITE IN)	47 5%	- -	- -	- -	12 6%	6 2%	6 2%	5 7%	18 12%	28 3%	18 12%	3 8%	6 9%	1 4%	37 4%	3 8%	6 9%	1 4%
Owner/MD	746 75%	746 100%	CDEF -	- -	137 67%	196 79%	ADE 85%	57 69%	92 59%	642 78%	92 59%	27 69%	47 74%	16 73%	656 75%	27 69%	47 74%	16 73%
C-level or equivalent	1 *	- -	- -	- -	* *	- -	* *	- -	1 1%	* *	1 1%	* *	* *	* *	1 *	* *	* *	* *
IT / Telco	5 *	- -	- -	- -	1 *	1 *	1 *	* *	2 1%	3 *	2 1%	* *	* 1%	1 3%	3 *	* *	* 1%	1 3%
Senior Manager	29 3%	- -	29 100%	ACEF -	1 *	11 4%	10 3%	* *	7 4%	22 3%	7 4%	2 5%	5 8%	1 5%	21 2%	2 5%	5 8%	1 5%
Other finance	37 4%	- -	- -	37 100%	8 4%	7 3%	13 4%	2 2%	7 4%	28 3%	7 4%	1 3%	1 1%	1 2%	35 4%	1 3%	1 1%	1 2%
PA / Office Manager	34 3%	- -	- -	- -	14 7%	7 3%	2 1%	5 6%	5 3%	27 3%	5 3%	2 5%	1 2%	1 3%	30 3%	2 5%	1 2%	1 3%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 6 (continuation)
 <B3A> What is your job title?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Owner/Proprietor	525 52%	390 53%	108 48%	27 aBd 65%	135 51%	134 47%	137 a 57%	119 a 56%
Managing Director/MD	221 22%	154 21%	58 26%	9 21%	67 25%	48 17%	60 a 25%	46 22%
Other Manager	36 4%	26 4%	8 4%	1 3%	10 4%	10 4%	3 1%	13 B 6%
Company Secretary	34 3%	27 4%	6 3%	* 1%	7 3%	18 C 6%	8 c 3%	1 *%
General Manager / Office Manager	33 3%	26 4%	6 3%	1 2%	7 2%	18 C 6%	7 3%	2 1%
Accountant/ Accounts Manager	30 3%	26 4%	4 2%	* 1%	4 2%	18 B 6%	1 1%	6 3%
Other Director	20 2%	14 2%	6 3%	* *%	6 2%	8 3%	4 2%	2 1%
Partner / Senior Partner	17 2%	11 1%	6 3%	* 1%	6 2%	5 c 2%	6 c 2%	- -%
Administrator	11 1%	10 1%	1 1%	* *%	1 *%	3 1%	6 3%	1 1%
Financial Director/ FD/Financial Controller	8 1%	8 1%	1 *%	- -%	1 *%	6 b 2%	* *%	1 1%
Other Financial Manager	7 1%	6 1%	1 *%	* *%	1 *%	1 *%	* *%	5 ab 2%
PA / Secretary	6 1%	6 1%	- -%	* b 1%	* *%	1 *%	* *%	5 ab 2%
Telecoms/ IT Manager	4 *%	3 *%	* *%	* 1%	1 *%	2 1%	* *%	1 *%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Lake Market Research

Table 6 (continuation)
 <B3A> What is your job title?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Chairman/CEO	1 *%	1 *%	* *%	- -%	* *%	1 *%	- -%	- -%
Telecoms/ IT Director	1 *%	* *%	* *%	- -%	* *%	* *%	- -%	* *%
Chief Accountant	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%
Other (WRITE IN)	47 5%	27 4%	18 a 8%	2 5%	20 a 7%	10 4%	8 3%	9 4%
Owner/MD	746 75%	544 74%	165 74%	36 Abd 86%	202 76%	183 64%	196 A 82%	165 A 78%
C-level or equivalent	1 *%	1 *%	* *%	- -%	* *%	1 *%	- -%	- -%
IT / Telco	5 *%	4 1%	* *%	* 1%	1 *%	3 1%	* *%	1 *%
Senior Manager	29 3%	22 3%	7 3%	* *%	7 3%	14 c 5%	4 2%	3 2%
Other finance	37 4%	32 4%	4 2%	1 1%	5 2%	19 B 7%	1 1%	11 B 5%
PA / Office Manager	34 3%	27 4%	6 3%	* 1%	7 3%	18 C 6%	8 c 3%	1 *%

95 percent as lower case or +, 99 percent as UPPPER CASE or ++

Table 7
 <B3b> First of all, which of the following best describes the sector in which you operate?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10
Private sector	827 83%	762 Cd 84%	797 Cd 83%	26 67%	5 75%	336 cDeg 83%	426 CDEg 84%	35 d 74%	10 61%	15 72%	3 d 78%	2 71%	801 83%	797 C 83%	30 68%	765 82%	53 A 92%	9 87%
Public sector, including central, regional and local government	19 2%	12 1%	15 2%	3 AB 8%	1 ABc 15%	7 2%	6 1%	3 AB 6%	1 AB 6%	2 AB 10%	* ABc 12%	1 ABCD 18%	15 2%	15 2%	4 A 9%	18 2%	* *%	* B 4%
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	136 15%	146 15%	9 ABD 24%	1 10%	60 15%	76 15%	10 f 21%	6 ABCEFG 33%	4 17%	* 10%	* 11%	147 15%	146 15%	10 A 22%	150 B 16%	4 8%	1 8%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 7 (continuation)
 <B3b> First of all, which of the following best describes the sector in which you operate?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION						
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Govt (i) ncluding central, local, ed NGOs, ucation quangos, and not for health) profits (d) etc (e)	Third sector, in cluding ch	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)			
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201			
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22			
Private sector	827 83%	642 86%	22 76%	28 75%	203 99%	241 97%	303 97%	80 97%	-	827 100%	BC -%	36 90%	CGI 92%	58 90%	CGI 90%	714 81%	36 90%	58 92%	20 90%		
Public sector, including central, regional and local government	19 2%	13 2%	* 1%	2 6%	2 1%	7 3%	8 3%	2 3%	e -%	-	-%	1 2%	1 2%	* 2%	h 2%	16 2%	1 2%	1 2%	* 2%		
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	92 12%	7 24%	A 19%	7	-	-	-	-	156 100%	ABCD -%	156 100%	AB	3	4	2	147 17%	BCD 8%	3 7%	4 8%	2 8%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 7 (continuation)
 <B3b> First of all, which of the following best describes the sector in which you operate?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Private sector	827 83%	605 82%	181 81%	41 ABD 96%	221 84%	220 77%	211 A 88%	174 82%
Public sector, including central, regional and local government	19 2%	12 2%	7 3%	* 1%	7 3%	2 1%	2 1%	8 a 4%
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	119 C 16%	35 C 16%	1 3%	36 C 14%	63 Bc 22%	27 11%	30 14%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 8
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Agriculture, Forestry, & Fishing (01 to 03)	42 4%	41 d 4%	41 d 4%	1 3%	- -%	14 4%	26 5%	1 2%	1 3%	1 3%	- -%	- -%	42 4%	41 4%	1 2%	42 b 4%	* 1%	* 1%	
Mining and Quarrying (05 to 09)	* *%	- -%	- -%	* AB 1%	* AB 1%	- -%	- -%	- -%	- -%	* ABc 2%	- -%	* ABCD 3%	- -%	- -%	* A 1%	- -%	* A 1%	* A 1%	
Manufacturing (10 to 33)	86 9%	78 9%	82 9%	3 9%	1 12%	32 8%	46 9%	3 7%	1 9%	2 9%	* 11%	* 14%	82 9%	82 9%	4 9%	79 c 8%	7 c 12%	* *%	
Electricity,gas,steam & Air conditioning supply (35)	* *%	- -%	- -%	* b *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* a *%	* *%	* *%	- -%	
Water Supply, sewerage, waste management (36 to 39)	* *%	- -%	- -%	* ab *%	* AB *%	- -%	- -%	- -%	- -%	* b *%	* AB *%	- -%	- -%	- -%	* A *%	* *%	* *%	- -%	
Construction (41 to 43)	77 8%	69 8%	72 8%	4 10%	* 7%	22 6%	47 9%	3 7%	2 10%	2 a 11%	* 8%	* 6%	73 8%	72 8%	4 10%	59 6%	12 A 21%	6 AB 57%	
Retail/wholesale (including motor cars) (45 to 47)	248 25%	229 c 25%	240 C 25%	6 16%	1 23%	99 e 25%	129 E 25%	11 e 24%	4 21%	3 13%	1 e 24%	1 21%	241 25%	240 C 25%	8 17%	241 BC 26%	6 11%	* 4%	
Transportation and storage (49 to 53)	16 2%	13 1%	15 2%	1 2%	* 3%	1 *%	12 2%	2 Ad 4%	* *%	1 A 3%	* AD 5%	* 1%	15 2%	15 2%	1 2%	10 1%	6 Ac 10%	* 1%	
Accommodation and food service activities (55 to 56)	32 3%	28 3%	30 3%	2 4%	* 3%	10 3%	18 4%	2 4%	1 3%	1 5%	* 3%	* 4%	31 3%	30 3%	2 4%	31 3%	1 1%	* 2%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Information and communication (58 to 63)	52 5%	48 5%	51 5%	1 2%	* 2%	22 6%	26 5%	3 7%	* 3%	* 2%	* 3%	- -	51 5%	51 c 5%	1 2%	51 5%	2 3%	- -	
Financial and insurance activities (64 to 66)	1 *%	1 *%	1 *%	* *%	- -	* *%	1 *%	* *%	- -	* *%	- -	- -	1 *%	1 *%	* *%	1 *%	* 1%	* *%	
Real estate activities (68)	9 1%	8 1%	9 1%	* *%	* c 1%	1 *%	7 1%	1 A 3%	* *%	- -	- -	* AdE 3%	9 1%	9 1%	* *%	9 1%	* 1%	* 1%	
Professional, scientific and technical activities (69 to 75)	136 14%	126 14%	131 14%	4 10%	1 13%	68 17%	58 11%	5 11%	1 9%	2 11%	* 11%	* 15%	132 14%	131 14%	5 11%	128 14%	6 10%	2 19%	
Administrative and support service activities (77 to 82)	12 1%	12 1%	12 1%	* 1%	- -	5 1%	6 1%	- -	* C 2%	- -	- -	- -	12 1%	12 1%	* 1%	12 1%	* 1%	- -	
Public administration and defence compulsory social security (84)	5 1%	5 1%	5 1%	- -	- -	- -	5 1%	* *%	- -	- -	- -	- -	5 1%	5 1%	- -	5 1%	- -	- -	
Education (85)	36 4%	32 4%	33 3%	2 6%	1 ABC 16%	22 5%	11 2%	1 2%	* 1%	2 BCD 10%	* ABCD 15%	* ABCD 18%	33 3%	33 3%	3 A 7%	36 4%	1 1%	* 1%	
Human health and social work activities (86 - 88)	41 4%	39 4%	39 4%	1 4%	* 3%	23 c 6%	16 3%	* *%	1 c 3%	1 C 5%	* C 3%	* 2%	39 4%	39 4%	2 4%	30 3%	11 AC 19%	* *%	
Arts, entertainment and recreation (90 to 93)	19 2%	15 2%	17 2%	2 AB 5%	* 3%	13 b 3%	2 *%	2 B 4%	1 B 3%	1 B 7%	* B 3%	* B 3%	18 2%	17 2%	2 A 5%	18 2%	1 1%	* 4%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10
Other service activities (94 to 96)	33 3%	30 3%	32 3%	1 1%	* 2%	7 2%	22 4%	3 ad 5%	* *	1 2%	* 2%	* 1%	32 3%	32 3%	1 1%	33 b 3%	* *	* 1%
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	136 15%	146 15%	9 ABD 24%	1 10%	60 15%	76 15%	10 f 21%	6 33%	ABCEFG 4 17%	* 10%	* 11%	147 15%	146 15%	10 A 22%	150 B 16%	4 8%	1 8%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, education, NGOs, charities, and not for profits (d)	Third sector, including ch (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
Agriculture, Forestry, & Fishing (01 to 03)	42 4%	24 3%	* *%	1 2%	42 BCDE 21%	- -%	- -%	- -%	- -%	42 C 5%	- -%	5 ADhIK 12%	3 4%	3 ADghIK 13%	32 4%	5 AC 12%	3 4%	3 AC 13%
Mining and Quarrying (05 to 09)	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Manufacturing (10 to 33)	86 9%	64 d 9%	* 2%	2 4%	86 BCDE 42%	- -%	- -%	- -%	- -%	85 C 10%	- -%	1 2%	4 6%	3 FgIJK 13%	78 B 9%	1 2%	4 6%	3 BC 13%
Electricity,gas,steam & Air conditioning supply (35)	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* A *%
Water Supply, sewerage, waste management (36 to 39)	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
Construction (41 to 43)	77 8%	49 d 7%	* 1%	6 AcDf 16%	77 BCDE 37%	- -%	- -%	- -%	- -%	76 C 9%	- -%	2 5%	5 b 8%	1 b 6%	68 8%	2 5%	5 8%	1 6%
Retail/wholesale (including motor cars) (45 to 47)	248 25%	196 26%	11 aEf 37%	7 18%	- -%	248 ACDE 100%	- -%	- -%	- -%	241 C 29%	- -%	13 CG 32%	18 CG 29%	5 c 24%	212 24%	13 a 32%	18 29%	5 24%
Transportation and storage (49 to 53)	16 2%	14 2%	* 1%	1 2%	- -%	- -%	16 ABdE 5%	- -%	- -%	15 2%	- -%	2 bfgi 4%	1 2%	* 1%	13 1%	2 A 4%	1 2%	* 1%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION							
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Go Third sector, including central, local, education, NGOs, charities, and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)				
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201				
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22				
Accommodation and food service activities (55 to 56)	32 3%	31 4%	- -%	* 1%	- -%	- -%	32 10%	ABDE -%	- -%	- -%	32 4%	c -%	- -%	3 aBDEFGI 8%	4 bdefgi 7%	1 aBDEFGI 6%	23 3%	3 A 8%	4 A 7%	1 a 6%		
Information and communication (58 to 63)	52 5%	41 6%	1 5%	5 14%	Adf -%	- -%	52 17%	ABDE -%	- -%	- -%	52 6%	C -%	- -%	1 3%	5 8%	Cgij 5%	1 Cg 5%	45 5%	1 3%	5 8%	b 1 5%	
Financial and insurance activities (64 to 66)	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	* 1%	* *%	1 aBCdEFGH ijK 4%	- -%	* A 1%	* a *%	1 AbC 4%				
Real estate activities (68)	9 1%	8 1%	* *%	* *%	- -%	- -%	9 3%	aBe -%	- -%	- -%	8 1%	- -%	1 3%	eh 1%	1 1%	1 2%	bceFH 1%	6 1%	1 3%	A 1%	1 1%	a 2%
Professional, scientific and technical activities (69 to 75)	136 14%	116 16%	Ef 25%	7 4%	acEF 4%	2 4%	- -%	- -%	136 44%	ABDE -%	- -%	- -%	130 16%	C -%	5 13%	8 12%	2 8%	121 14%	5 13%	8 12%	2 8%	
Administrative and support service activities (77 to 82)	12 1%	11 2%	* 1%	- -%	- -%	- -%	12 4%	ABe -%	- -%	- -%	12 1%	- -%	1 3%	hK 3%	- -%	* k 1%	11 1%	1 3%	C 3%	- -%	* c 1%	
Public administration and defence compulsory social security (84)	5 1%	5 1%	* *%	- -%	- -%	- -%	- -%	5 6%	ABCE -%	- -%	5 1%	- -%	- -%	- -%	* *%	5 1%	- -%	- -%	* *%			

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION						
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including charities, NGOs, quangos, and not for profits etc (d)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)			
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201			
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22			
Education (85)	36 4%	28 4%	* *%	1 4%	- -%	- -%	- -%	36 44%	ABCE -%	34 4%	c -%	1 2%	h 1%	* *%	34 4%	d 2%	1 1%	1 1%	* *%		
Human health and social work activities (86 - 88)	41 4%	24 3%	* *%	* 1%	- -%	- -%	- -%	41 49%	ABCE -%	40 5%	C -%	1 2%	2 3%	* 2%	37 4%	1 2%	2 3%	* 2%			
Arts, entertainment and recreation (90 to 93)	19 2%	15 2%	* *%	* *%	- -%	- -%	19 6%	ABdE -%	- -%	19 2%	- -%	1 2%	4 7%	* 2%	h 14	1 2%	4 7%	Abd 2%	* 2%		
Other service activities (94 to 96)	33 3%	26 3%	1 3%	5 14%	AcdF -%	- -%	33 11%	ABDE -%	- -%	33 4%	c -%	1 1%	3 4%	1 5%	cDHj 3%	29 1%	3 1%	3 4%	1 5%	b 5%	
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	92 12%	7 24%	7 19%	A -%	- -%	- -%	- -%	156 100%	ABCD -%	- -%	156 8%	AB 7%	3 8%	4 17%	2 8%	147 17%	BCD 8%	3 7%	4 7%	2 8%

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Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Agriculture, Forestry, & Fishing (01 to 03)	42 4%	8 1%	30 A 13%	5 A 12%	35 A 13%	1 *%	1 *%	6 ab 3%
Mining and Quarrying (05 to 09)	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%
Manufacturing (10 to 33)	86 9%	62 c 8%	23 C 10%	* 1%	24 c 9%	25 9%	23 10%	14 6%
Electricity, gas, steam & Air conditioning supply (35)	* *%	- -%	* *%	* *%	* *%	- -%	- -%	- -%
Water Supply, sewerage, waste management (36 to 39)	* *%	* *%	- -%	* *%	* *%	- -%	* *%	- -%
Construction (41 to 43)	77 8%	72 BD 10%	3 1%	2 4%	5 2%	25 9%	29 12%	19 9%
Retail/wholesale (including motor cars) (45 to 47)	248 25%	189 26%	49 22%	9 22%	58 22%	78 27%	59 25%	52 25%
Transportation and storage (49 to 53)	16 2%	13 2%	1 1%	1 2%	2 1%	1 *%	1 1%	11 AB 5%
Accommodation and food service activities (55 to 56)	32 3%	14 2%	12 A 6%	6 Abd 13%	18 A 7%	6 2%	6 3%	1 1%
Information and communication (58 to 63)	52 5%	39 5%	11 5%	3 7%	13 5%	8 3%	13 5%	18 A 9%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Lake Market Research

Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Financial and insurance activities (64 to 66)	1 *%	* *%	1 *%	* 1%	1 *%	* *%	* *%	* *%
Real estate activities (68)	9 1%	8 1%	* *%	1 b 2%	1 *%	* *%	1 *%	6 Ab 3%
Professional, scientific and technical activities (69 to 75)	136 14%	96 13%	33 15%	6 15%	40 15%	33 12%	31 13%	32 15%
Administrative and support service activities (77 to 82)	12 1%	6 1%	1 *%	5 ABD 12%	6 2%	5 2%	1 *%	* *%
Public administration and defence compulsory social security (84)	5 1%	5 1%	- -%	- -%	- -%	- -%	5 ac 2%	- -%
Education (85)	36 4%	25 3%	11 c 5%	- -%	11 4%	18 bC 6%	6 2%	2 1%
Human health and social work activities (86 - 88)	41 4%	35 cd 5%	5 2%	* *%	5 2%	12 4%	11 5%	12 6%
Arts, entertainment and recreation (90 to 93)	19 2%	12 2%	6 2%	2 4%	7 3%	3 1%	6 3%	2 1%
Other service activities (94 to 96)	33 3%	31 bD 4%	1 *%	1 b 2%	2 1%	7 2%	19 Ac 8%	5 3%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 8 (continuation)
 <S4a Sector>
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	119 C 16%	35 C 16%	1 3%	36 C 14%	63 Bc 22%	27 11%	30 14%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 9
 <S4a Sector Group>
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES Up to and in cluding 10 em ployees (h)	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10
Primary	205 21%	188 21%	195 20%	9 23%	1 21%	69 17%	119 c 23%	7 15%	4 21%	5 c 25%	1 20%	1 22%	197 20%	195 20%	10 23%	179 19%	20 A 35%	6 AB 59%
Retail / Wholesale	248 25%	229 c 25%	240 C 25%	6 16%	1 23%	99 e 25%	129 E 25%	11 e 24%	4 21%	3 13%	1 e 24%	1 21%	241 25%	240 C 25%	8 17%	241 BC 26%	6 11%	* 4%
Services	310 31%	281 31%	299 31%	10 26%	2 27%	130 d 32%	151 30%	18 D 38%	3 21%	6 30%	1 28%	1 26%	300 31%	299 31%	12 26%	292 31%	16 27%	3 27%
Government (including central, local, education and health)	82 8%	76 8%	77 8%	4 10%	1 ABC 19%	45 Cd 11%	32 6%	1 2%	1 4%	3 BCD 15%	1 BCD 19%	1 BCD 20%	77 8%	77 8%	5 11%	71 8%	11 AC 20%	* 2%
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	136 15%	146 15%	9 ABD 24%	1 10%	60 15%	76 15%	10 f 21%	6 33%	ABCEFG 4 17%	* 10%	* 11%	147 15%	146 15%	10 A 22%	150 B 16%	4 8%	1 8%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 9 (continuation)
 <S4a Sector Group>
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
Primary	205	137 D	1	8 D	205 BCDE	-	-	-	-	203 bC	-	7	12	7	179	7	12	7 ABC
	21%	18%	3%	22%	100%	-%	-%	-%	-%	25%	-%	19%	19%	32%	20%	19%	19%	32%
Retail / Wholesale	248	196	11 aEf	7	-	248 ACDE	-	-	-	241 C	-	13 CG	18 CG	5 c	212	13 a	18	5
	25%	26%	37%	18%	-%	100%	-%	-%	-%	29%	-%	32%	29%	24%	24%	32%	29%	24%
Services	310	264 cF	10 F	13 F	-	-	310 ABDE	-	-	303 C	-	15 I	26 bcgI	7 I	262	15 a	26 A	7
	31%	35%	36%	36%	-%	-%	100%	-%	-%	37%	-%	38%	41%	34%	30%	38%	41%	34%
Government (including central, local, education and health)	82	57 d	*	2	-	-	-	82 ABCE	-	80 C	-	2	3	1	77 D	2	3	1
	8%	8%	1%	5%	-%	-%	-%	100%	-%	10%	-%	4%	4%	2%	9%	4%	4%	2%
Third sector, including charities, NGOs, quangos, not for profits etc	156	92	7 A	7	-	-	-	-	156 ABCD	-	156 AB	3	4	2	147 BCD	3	4	2
	16%	12%	24%	19%	-%	-%	-%	-%	100%	-%	100%	8%	7%	8%	17%	8%	7%	8%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 9 (continuation)
 <S4a Sector Group>
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Primary	205 21%	142 19%	56 25%	7 17%	64 24%	51 18%	53 22%	38 18%
Retail / Wholesale	248 25%	189 26%	49 22%	9 22%	58 22%	78 27%	59 25%	52 25%
Services	310 31%	220 30%	66 30%	24 58% ABD	90 34%	64 22%	79 33% A	77 37% A
Government (including central, local, education and health)	82 8%	66 9% C	16 7% c	* *%	16 6% c	30 11%	22 9%	14 6%
Third sector, including charities, NGOs, quangos, not for profits etc	156 16%	119 16% C	35 16% C	1 3%	36 14% C	63 22% Bc	27 11%	30 14%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 10
 <B4b> URBANITY
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Large City	159 16%	136 15%	145 15%	13 ABd 34%	1 21%	50 12%	86 17%	9 a 20%	6 ABCF 37%	7 ABcf 32%	1 16%	1 Ab 28%	148 15%	145 15%	14 A 32%	149 16%	9 15%	2 16%	
Smaller city / large town	126 13%	115 13%	120 13%	5 12%	1 19%	44 11%	71 14%	5 11%	1 8%	3 16%	* 15%	1 ACD 23%	121 13%	120 13%	6 13%	123 B 13%	3 5%	* 5%	
Medium town	240 24%	213 23%	231 24%	8 21%	1 24%	111 28%	102 20%	17 aBdEf 37%	4 25%	4 18%	1 23%	1 24%	232 24%	231 24%	9 22%	223 24%	16 28%	1 14%	
Small town within 10 miles of a large settlement	177 18%	168 C 18%	174 C 18%	3 8%	1 C 16%	57 14%	111 cDE 22%	6 13%	1 7%	2 8%	1 DE 19%	* 13%	174 18%	174 C 18%	4 9%	153 16%	19 A 33%	6 AB 56%	
Small town further than 10 miles from a large settlement	34 3%	33 4%	34 d 4%	* 1%	- -	13 3%	20 4%	1 1%	* 1%	* 1%	- -	- -	34 3%	34 c 4%	* 1%	33 4%	1 2%	* %	
Rural area within 10 miles of a large settlement	222 22%	207 23%	213 22%	8 20%	1 19%	104 Cg 26%	103 20%	7 14%	3 19%	4 21%	1 cg 25%	* 11%	214 22%	213 22%	9 20%	212 C 23%	10 17%	1 8%	
Rural area further than 10 miles of a large settlement	42 4%	39 4%	41 4%	1 3%	* 1%	25 6%	15 3%	1 3%	* 2%	1 5%	* 2%	* %	41 4%	41 4%	1 3%	41 4%	1 2%	* 2%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 10 (continuation)
 <B4b> URBANITY
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, education, NGOs, vacation and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
Large City	159 16%	114 15%	7 aE 24%	3 7%	37 C 18%	51 C 21%	25 8%	22 Ce 27%	24 c 15%	134 b 16%	24 b 15%	1 h 2%	7 dHJL 10%	1 H 3%	151 BcD 17%	1 2%	7 BD 10%	1 3%
Smaller city / large town	126 13%	69 9%	7 A 25%	17 ACD 45%	14 7%	27 11%	39 a 13%	7 9%	39 ABCD 25%	86 10%	39 AB 25%	4 BI 11%	7 bI 10%	3 BI 14%	112 13%	4 11%	7 10%	3 14%
Medium town	240 24%	196 cdE 26%	4 e 15%	1 4%	53 26%	59 24%	79 e 26%	22 27%	27 17%	211 bc 26%	27 17%	7 cI 18%	9 I 14%	4 cI 18%	220 C 25%	7 18%	9 14%	4 18%
Small town within 10 miles of a large settlement	177 18%	135 dF 18%	2 7%	11 acDF 30%	31 15%	35 14%	75 ABe 24%	14 17%	23 15%	148 18%	23 15%	9 EI1 22%	14 EI1 22%	3 eI 13%	152 17%	9 d 22%	14 d 22%	3 13%
Small town further than 10 miles from a large settlement	34 3%	30 4%	1 5%	* *%	8 C 4%	17 Cd 7%	2 1%	* *%	8 C 5%	26 3%	8 5%	2 abdEgi 5%	9 14%	3 12%	21 2%	2 a 5%	9 AB 14%	3 AB 12%
Rural area within 10 miles of a large settlement	222 22%	165 ce 22%	7 ce 24%	4 12%	56 27%	49 20%	66 21%	16 20%	35 22%	181 22%	35 22%	9 IK 23%	4 i 6%	5 IK 23%	205 C 23%	9 C 23%	4 6%	5 C 23%
Rural area further than 10 miles of a large settlement	42 4%	36 5%	* *%	1 1%	7 3%	9 4%	24 abDE 8%	* *%	1 1%	41 c 5%	1 1%	7 18%	15 23%	4 17%	16 2%	7 A 18%	15 A 23%	4 A 17%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 10 (continuation)
 <B4b> URBANITY
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Large City	159 16%	159 BCD 22%	- -%	- -%	- -%	159 BC 56%	- -%	- -%
Smaller city / large town	126 13%	126 BCD 17%	- -%	- -%	- -%	126 BC 44%	- -%	- -%
Medium town	240 24%	240 BCD 33%	- -%	- -%	- -%	- -%	240 AC 100%	- -%
Small town within 10 miles of a large settlement	177 18%	177 BCD 24%	- -%	- -%	- -%	- -%	- -%	177 AB 84%
Small town further than 10 miles from a large settlement	34 3%	34 BcD 5%	- -%	- -%	- -%	- -%	- -%	34 AB 16%
Rural area within 10 miles of a large settlement	222 22%	- -%	222 ACD 100%	- -%	222 AC 84%	- -%	- -%	- -%
Rural area further than 10 miles of a large settlement	42 4%	- -%	- -%	42 ABD 100%	42 AB 16%	- -%	- -%	- -%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 11
 <C1> Please think back to when you experienced [Ela] for [fixed line/BB]. How long do you think it would have been reasonable to wait until the first suitable appointment for an engineer to visit?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55	
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10	
None	* %	- %	- %	* AB 1%	- %	- %	- %	- %	- %	* ABc 2%	- %	- %	- %	- %	* A 1%	- %	- %	* AB 4%	
1	116 12%	102 11%	107 11%	8 ABD 21%	1 10%	48 12%	53 11%	6 12%	4 ABCfg 25%	4 b 19%	* 11%	* 10%	108 11%	107 11%	9 A 20%	112 b 12%	3 5%	1 7%	
2	204 21%	195 CD 22%	200 CD 21%	3 9%	1 9%	86 cEG 22%	108 cdEG 22%	6 e 13%	2 e 13%	1 5%	* 12%	* 5%	202 21%	200 C 21%	4 9%	202 BC 22%	2 3%	* 1%	
3	136 14%	124 14%	132 14%	4 10%	* 8%	57 d 14%	68 d 14%	7 D 16%	1 5%	3 d 14%	* 8%	* 7%	132 14%	132 c 14%	4 10%	132 b 14%	3 7%	1 6%	
4	28 3%	27 3%	27 3%	* 1%	* 1%	12 3%	15 3%	* 3%	* c 3%	* 3%	* Ce 2%	- %	28 3%	27 3%	1 1%	27 3%	1 1%	- %	
5	107 11%	92 10%	99 11%	7 AB 19%	1 16%	43 11%	49 10%	8 b 16%	3 b 18%	4 aB 20%	* 14%	* 18%	102 11%	99 11%	8 A 18%	92 10%	14 Ac 28%	1 13%	
6	11 1%	11 1%	11 1%	- %	* C 1%	6 1%	6 1%	- %	- %	- %	* CdE 2%	- %	11 1%	11 1%	* %	11 1%	- %	- %	
7	224 23%	201 23%	214 23%	9 24%	1 16%	105 27%	96 19%	13 b 27%	5 28%	4 20%	1 16%	* 16%	215 23%	214 23%	10 23%	213 C 23%	10 18%	1 8%	
8 to 14 days	123 13%	112 13%	118 13%	4 11%	1 ABC 24%	24 6%	88 Ad 18%	5 11%	2 9%	3 a 13%	1 Ad 20%	1 ACDE 28%	118 13%	118 13%	6 13%	99 11%	18 A 35%	6 AB 59%	
15 to 21 days	2 %	- %	1 %	* %	* ABC 7%	- %	- %	1 AB 3%	- %	* %	* ABDE 5%	* ABcDE 8%	1 %	1 %	* A 1%	1 %	* %	* 1%	
22+ days	14 1%	11 1%	13 1%	1 3%	* ABc 7%	6 1%	6 1%	1 3%	* %	1 aBd 4%	* ABcD 8%	* bD 5%	13 1%	13 1%	1 a 3%	13 1%	1 2%	* 1%	
Don't know	13 1%	12 1%	12 1%	* 1%	* 2%	6 1%	6 1%	* %	* %	* c 2%	* 1%	* Cd 3%	12 1%	12 1%	1 1%	12 1%	* 1%	- %	
Medians	4.00	4.00	4.00	5.00	7.00	4.00	4.00	5.00	5.00	5.00	6.00	7.00	4.00	4.00	5.00	4.00	7.00	14.00	
Mean score	5.6	5.5	5.5	6.2	9.6 ABC	4.9	5.9	6.5 Ad	4.8	7.3 Ab	9.0 ABCD	10.2 ABCD	5.5	5.5	6.7 A	5.4	7.9 A	9.9 Ab	
Standard deviation	5.66	5.33	5.37	10.16	10.15	4.33	5.97	6.19	3.80	13.23	11.15	11.71	5.36	5.37	10.11	5.66	4.89	5.67	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 11 (continuation)
 <C1> Please think back to when you experienced [Ela] for [fixed line/BB]. How long do you think it would have been reasonable to wait until the first suitable appointment for an engineer to visit?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go sector, including central, local, ed NGOs, ucation quangos, and not for health) profits (d) etc (e)	Third sector, in cluding ch arities, NGOs, quangos, and not for profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
None	* 3%	- -	- -	- -	- -	- -	* 3%	- -	- -	* 3%	- -	- -	- -	- -	* 3%	- -	- -	- -
1	116 12%	86 12%	7 AF 25%	7 f 19%	16 8%	40 A 16%	36 12%	8 12%	16 10%	93 12%	16 10%	7 Abd 19%	10 A 16%	3 A 16%	95 11%	7 A 19%	10 16%	3 16%
2	204 21%	148 cd 21%	3 9%	11 CD 30%	44 22%	50 20%	56 18%	22 bC 33%	32 21%	171 B 21%	32 b 21%	6 H 16%	9 H 15%	7 gHJK 30%	182 21%	6 16%	9 15%	7 aBC 30%
3	136 14%	89 ce 12%	7 ACE 25%	2 4%	31 16%	34 14%	40 13%	7 11%	23 15%	111 14%	23 15%	5 E 14%	9 E 14%	4 bE 18%	118 14%	5 14%	9 14%	4 18%
4	28 3%	27 4%	* 1%	* *%	6 3%	6 2%	5 2%	5 bC 8%	5 3%	22 3%	5 3%	* *%	1 1%	1 cgHj 2%	26 b 3%	* *%	1 1%	1 b 2%
5	107 11%	71 10%	2 6%	2 6%	20 e 10%	29 E 12%	47 E 15%	7 e 10%	4 3%	102 C 13%	4 3%	5 aB 13%	9 aB 14%	2 B 10%	91 11%	5 13%	9 14%	2 10%
6	11 1%	11 2%	- -	- -	1 *%	10 ACe 4%	- -	- -	- -	11 1%	- -	1 k 2%	- -	- -	10 1%	1 c 2%	- -	- -
7	224 23%	173 E 24%	8 E 27%	3 9%	40 20%	63 25%	63 20%	16 24%	42 27%	180 b 22%	42 B 27%	10 i 25%	16 i 25%	4 18%	194 23%	10 25%	16 25%	4 18%
8 to 14 days	123 13%	93 f 13%	2 f 7%	11 ADF 30%	39 BD 19%	9 4%	48 BD 16%	1 1%	26 BD 17%	92 11%	26 17%	2 5%	8 ajl 12%	1 4%	113 BD 13%	2 5%	8 bd 12%	1 4%
15 to 21 days	2 *%	1 *%	* *%	- -	* *%	* *%	1 *%	- -	- -	2 *%	- -	* *%	- -	* *%	2 *%	* *%	- -	* *%
22+ days	14 1%	11 2%	* *%	* 1%	2 1%	5 2%	6 2%	* *%	1 *%	13 2%	1 *%	1 hkl 3%	* *%	* *%	13 1%	1 cd 3%	* *%	* *%
Don't know	13 1%	13 2%	- -	* *%	1 *%	* *%	6 2%	* *%	5 ab 3%	7 1%	5 a 3%	1 2%	1 1%	* 1%	11 1%	1 2%	1 1%	* 1%
Medians	4.00	5.00	3.00	3.00	5.00	3.00	5.00	3.00	4.00	5.00	4.00	5.00	5.00	3.00	5.00	5.00	5.00	3.00

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 11 (continuation)

<C1> Please think back to when you experienced [E1a] for [fixed line/BB]. How long do you think it would have been reasonable to wait until the first suitable appointment for an engineer to visit?
by Crossbreak

Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Govt vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Mean score	5.6	5.7	4.4	6.4	6.2	5.2	5.9	3.8	5.5	5.5	5.5	5.5	5.1	3.8	5.6	5.5	5.1	3.8
Standard deviation	5.66	5.65	3.67	6.00	6.46	6.71	5.24	2.35	4.19	5.58	4.19	6.74	3.89	3.12	5.77	6.74	3.89	3.12

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 11 (continuation)
 <C1> Please think back to when you experienced [Ela] for [fixed line/BB]. How long do you think it would have been reasonable to wait until the first suitable appointment for an engineer to visit?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
None	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
1	116 12%	86 c 12%	28 13%	2 5%	30 12%	42 B 15%	16 7%	28 b 14%
2	204 21%	156 C 22%	44 c 21%	4 9%	48 c 19%	53 19%	58 25%	45 22%
3	136 14%	119 BCD 17%	16 7%	1 3%	17 7%	55 c 19%	42 c 18%	22 11%
4	28 3%	22 3%	5 3%	* *%	6 2%	21 BC 7%	1 *%	* *%
5	107 11%	64 9%	38 A 18%	5 11%	43 A 17%	18 6%	20 9%	26 A 13%
6	11 1%	10 1%	* *%	1 b 2%	1 *%	5 2%	5 c 2%	- -%
7	224 23%	154 21%	52 24%	18 ABD 43%	70 27%	64 23%	53 23%	37 18%
8 to 14 days	123 13%	96 13%	22 10%	5 12%	27 10%	20 7%	37 A 16%	39 A 20%
15 to 21 days	2 *%	2 *%	* *%	* *%	* *%	1 *%	1 *%	* *%
22+ days	14 1%	8 1%	6 3%	1 2%	7 3%	6 2%	1 *%	1 1%
Don't know	13 1%	2 *%	5 A 2%	5 ABD 12%	10 A 4%	* *%	1 *%	2 1%
Medians	4.00	3.00	5.00	7.00	5.00	3.00	5.00	5.00
Mean score	5.6	5.4	5.7	7.1 A	5.9	5.2	5.5	5.6
Standard deviation	5.66	5.40	6.45	5.84	6.37	6.58	4.27	4.68

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 12
 <C1> Please think back to when you experienced [Ela] for [fixed line/BB]. How long do you think it would have been reasonable to wait until the first suitable appointment for an engineer to visit?
 by Crossbreak
 Base: Experienced Provision

	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES	Up to and including 10 employees (h)	NUMBER OF EMPLOYEES		NO. of Sites	JOB TITLE	INDUSTRY SECTOR		SECTOR	REGION	NATION		URBANITY	
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)		1 to 9 (a)	10 to 249 (c)			1 (a)	Owner/MD (a)			Primary (a)	Services (c)	Private sector (a)	Wales (j)
Unweighted row	232	71	119	70	131	119	113	172	105	52	91	193	55	93	55	174	57
Total	202	177	190	11	192	190	12	185	148	39	81	163	9	182	9	159	43
1	17 9%	13 8%	14 7%	3 ABd 29%	14 7%	14 7%	3 A 26%	16 8%	13 9%	1 3%	12 a 14%	15 9%	2 19%	14 8%	2 a 19%	16 10%	1 3%
2	27 13%	24 14%	26 14%	1 9%	27 14%	26 14%	1 9%	27 14%	15 10%	7 C 17%	3 4%	22 13%	1 15%	23 13%	1 15%	21 13%	6 15%
3	24 12%	23 c 13%	24 c 13%	* 1%	24 13%	24 c 13%	* 2%	24 13%	12 8%	6 B 15%	13 B 16%	19 11%	* 6%	22 12%	* 6%	18 11%	6 14%
4	5 3%	5 3%	5 3%	- -%	5 3%	5 3%	- -%	5 3%	5 3%	- -%	- -%	5 3%	- -%	5 3%	- -%	5 3%	- -%
5	26 13%	22 12%	25 13%	1 13%	25 13%	25 13%	2 12%	20 11%	14 10%	5 14%	14 b 17%	25 15%	1 k 15%	24 13%	1 c 15%	19 12%	7 17%
6	10 5%	10 6%	10 5%	- -%	10 5%	10 5%	- -%	10 6%	10 7%	- -%	- -%	10 6%	- -%	10 6%	- -%	10 6%	- -%
7	42 21%	35 20%	40 21%	2 20%	40 21%	40 21%	2 19%	41 B 22%	37 25%	3 7%	16 a 20%	30 19%	2 24%	37 20%	2 24%	22 14%	20 A 46%
8 to 14 days	47 23%	43 24%	44 23%	2 19%	44 23%	44 23%	3 22%	40 22%	39 27%	16 B 42%	22 B 27%	35 22%	1 7%	44 bD 24%	1 7%	45 BD 29%	1 3%
15 to 21 days	* *%	- -%	* *%	- -%	* *%	* *%	* A 2%	* *%	- -%	* 1%	* *%	* *%	- -%	* *%	- -%	* *%	- -%
22+ days	2 1%	1 *%	1 1%	* AB 5%	1 1%	1 1%	1 A 5%	1 1%	1 1%	1 2%	* 1%	1 1%	1 9%	1 1%	1 A 9%	1 1%	1 2%
Don't know	1 *%	* *%	* *%	* AB 4%	* *%	* *%	* A 4%	* *%	1 1%	- -%	1 1%	1 1%	* 4%	* *%	* A 4%	1 1%	- -%
Medians	6.00	6.00	6.00	5.00	6.00	6.00	5.00	6.00	7.00	7.00	5.00	5.00	5.00	6.00	5.00	6.00	7.00
Mean score	6.7	6.5	6.5	9.0 aB	6.5	6.5	9.5 A	6.5	7.0 d	9.4 bc	6.8 d	6.4	8.2 l	6.7 D	8.2 d	6.7	6.6
Standard deviation	6.30	4.77	4.93	18.33	4.92	4.93	17.24	6.24	5.00	10.89	4.95	5.04	12.09	6.06	12.09	4.98	9.86

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 12 (continuation)

<C1> Please think back to when you experienced [E1a] for [fixed line/BB]. How long do you think it would have been reasonable to wait until the first suitable appointment for an engineer to visit?
by Crossbreak

Base: Experienced Provision

	Total	URBAN DETAIL		
		Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	232	66	56	52
Total	202	51	65	43
1	17 9%	2 5%	2 3%	12 AB 27%
2	27 13%	12 C 24%	8 12%	1 3%
3	24 12%	12 B 23%	1 2%	5 b 12%
4	5 3%	5 Bc 10%	- -%	- -%
5	26 13%	1 1%	12 A 19%	6 a 13%
6	10 5%	5 c 10%	5 8%	- -%
7	42 21%	2 4%	14 A 21%	7 a 16%
8 to 14 days	47 23%	12 23%	22 34%	11 26%
15 to 21 days	* *%	* *%	* *%	* *%
22+ days	2 1%	* *%	* *%	1 2%
Don't know	1 *%	- -%	1 1%	* *%
Medians	6.00	3.00	7.00	5.00
Mean score	6.7	5.3	8.1 A	6.3
Standard deviation	6.30	4.10	4.65	5.90

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 13
 <C1> Firstly, your business wants to install a new fixed line broadband service or landline service, so you contact your communications provider to set this up. They advise you that an engineer will need to come out to your house/premises in order to activate the line. How long do you think is a reasonable wait for the earliest possible engineer appointment?
 by Crossbreak
 Base: Hypothetical Provision

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES					NUMBER OF EMPLOYEES Up to and including 10 employees (h)	NUMBER OF EMPLOYEES		NO.of Sites		JOB TITLE		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)	Other finance (e)
Unweighted row	758	321	483	185	90	145	176	162	92	93	514	483	275	621	100	373	68	55
Total	776	711	745	27	4	355	356	34	12	15	749	745	31	731	36	576	22	29
None	* %	- %	- %	* AB 2%	- %	- %	- %	- %	- %	* ABc 3%	- %	- %	* A 1%	- %	- %	- %	- %	- %
1	98 12%	88 12%	93 12%	5 ab 19%	* 11%	48 13%	41 11%	5 14%	2 17%	3 b 20%	94 12%	93 12%	5 a 18%	97 B 13%	1 3%	73 13%	7 AF 33%	7 a 24%
2	177 23%	170 CD 24%	174 CD 23%	2 8%	* 10%	79 cEg 22%	91 CdEG 26%	4 e 12%	2 e 14%	1 4%	175 23%	174 C 23%	3 9%	176 BC 24%	1 3%	134 d 23%	3 12%	11 aCD 39%
3	112 14%	102 14%	108 14%	4 13%	* 9%	46 13%	56 d 16%	6 dg 18%	1 6%	3 dg 19%	108 14%	108 14%	4 13%	108 15%	3 8%	77 13%	1 5%	2 6%
4	22 3%	22 3%	22 3%	* 2%	* 2%	12 3%	10 3%	* %	* C 4%	* %	22 3%	22 3%	1 2%	22 3%	1 2%	22 4%	* 1%	* %
5	81 10%	70 10%	75 10%	6 AB 21%	1 AB 20%	38 11%	32 9%	5 15%	2 b 17%	4 AB 24%	76 10%	75 10%	6 A 21%	71 10%	9 Ac 25%	57 10%	1 7%	2 6%
6	1 %	1 %	1 %	- %	* ABC 2%	* %	* %	- %	- %	- %	1 %	1 %	* %	1 %	- %	1 %	- %	- %
7	182 23%	166 23%	174 23%	7 25%	1 17%	99 28%	68 19%	8 23%	4 Bef 34%	3 18%	175 23%	174 23%	7 24%	172 C 24%	9 C 25%	136 E 24%	8 aE 36%	1 4%
8 to 14 days	77 10%	69 10%	74 10%	2 9%	1 bc 17%	23 7%	46 13%	5 a 13%	1 9%	1 9%	74 10%	74 10%	3 10%	59 8%	12 A 34%	54 9%	1 6%	6 adF 20%
15 to 21 days	1 %	- %	1 %	* %	* ABC 4%	- %	- %	1 AB 3%	- %	* %	1 %	1 %	* 1%	1 %	* %	1 %	- %	- %
22+ days	12 2%	11 2%	11 2%	1 2%	* ABc 7%	5 1%	6 2%	1 2%	* %	* 3%	11 2%	11 2%	1 3%	12 2%	* %	10 2%	- %	* 2%
Don't know	12 2%	12 2%	12 2%	- %	* C 2%	6 2%	6 2%	* %	- %	- %	12 2%	12 2%	* %	12 2%	- %	12 2%	- %	* %
Medians	3.00	3.00	3.00	5.00	5.00	4.00	3.00	5.00	5.00	5.00	3.00	3.00	5.00	3.00	7.00	3.00	4.00	2.00

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 13 (continuation)

<C1> Firstly, your business wants to install a new fixed line broadband service or landline service, so you contact your communications provider to set this up. They advise you that an engineer will need to come out to your house/premises in order to activate the line. How long do you think is a reasonable wait for the earliest possible engineer appointment?
by Crossbreak

Base: Hypothetical Provision

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES					NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		JOB TITLE			
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)		20 to 49 (e)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)
Unweighted row	758	321	483	185	90	145	176	162	92	93	514	483	275	621	100	373	68	55
Total	776	711	745	27	4	355	356	34	12	15	749	745	31	731	36	576	22	29
Mean score	5.3	5.2	5.2	5.2	8.4 ABC	4.9	5.4	6.4 A	5.1	5.2	5.2	5.2	5.6	5.1	7.4 A	5.3	4.5	5.0
Standard deviation	5.45	5.43	5.46	4.52	10.04	4.43	6.27	5.95	3.59	5.24	5.44	5.46	5.38	5.47	3.68	5.76	3.63	5.80

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 13 (continuation)
 <C1> Firstly, your business wants to install a new fixed line broadband service or landline service, so you contact your communications provider to set this up. They advise you that an engineer will need to come out to your house/premises in order to activate the line. How long do you think is a reasonable wait for the earliest possible engineer appointment?
 by Crossbreak
 Base: Hypothetical Provision

	INDUSTRY SECTOR						SECTOR		REGION			NATION				URBANITY			
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Third sector, including local, charities, NGOs, education and health) (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)
Unweighted row	758	166	183	241	65	103	618	103	163	162	163	270	163	162	163	539	139	80	219
Total	776	162	206	229	55	123	641	123	30	54	19	674	30	54	19	561	179	36	215
None	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
1	98 13%	15 9%	38 ac 19%	24 11%	8 14%	13 11%	78 12%	13 11%	6 19%	9 17%	3 14%	81 12%	6 a 19%	9 17%	3 14%	70 12%	26 15%	2 6%	28 13%
2	177 23%	37 23%	43 21%	53 23%	16 30%	27 22%	149 b 23%	27 b 22%	5 h 16%	8 h 14%	6 HJK 30%	159 c 24%	5 16%	8 14%	6 BC 30%	135 C 24%	39 c 22%	3 8%	42 c 19%
3	112 14%	25 16%	34 16%	28 12%	7 14%	17 14%	93 14%	17 14%	5 E 16%	7 E 13%	4 E 19%	96 14%	5 16%	7 13%	4 19%	101 BCD 18%	10 5%	1 4%	11 5%
4	22 3%	6 b 4%	1 *%	5 2%	5 BC 9%	5 b 4%	17 3%	5 4%	* *%	1 1%	1 chj 3%	21 3%	* *%	1 1%	1 b 3%	17 3%	5 3%	* *%	6 3%
5	81 10%	15 9%	27 dE 13%	34 DE 15%	1 3%	4 3%	77 C 12%	4 3%	4 G 13%	9 G 16%	2 G 11%	67 10%	4 13%	9 a 16%	2 11%	46 8%	31 A 18%	4 11%	35 A 16%
6	1 *%	1 *%	* *%	- -%	- -%	- -%	1 *%	- -%	1 hk 3%	- -%	- -%	* *%	1 Ac 3%	- -%	- -%	- -%	* *%	1 Ab 2%	1 *%
7	182 23%	37 23%	51 25%	46 20%	16 29%	31 25%	150 23%	31 25%	8 g 26%	14 g 25%	3 17%	157 23%	8 26%	14 25%	3 17%	132 23%	35 19%	15 ABD 43%	50 23%
8 to 14 days	77 10%	23 BD 14%	7 3%	26 Bd 11%	1 1%	20 BD 16%	57 9%	20 ab 16%	1 5%	6 11%	1 5%	69 10%	1 5%	6 11%	1 5%	51 9%	22 12%	4 11%	26 12%
15 to 21 days	1 *%	* *%	* *%	1 1%	- -%	- -%	1 *%	- -%	* *%	- -%	- -%	1 *%	* *%	- -%	- -%	1 *%	* *%	* *%	* *%
22+ days	12 2%	2 1%	5 3%	5 2%	* *%	* *%	12 2%	* *%	* 1%	* *%	* *%	12 2%	* 1%	* *%	* *%	7 1%	5 3%	* 1%	6 3%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 13 (continuation)
 <C1> Firstly, your business wants to install a new fixed line broadband service or landline service, so you contact your communications provider to set this up. They advise you that an engineer will need to come out to your house/premises in order to activate the line. How long do you think is a reasonable wait for the earliest possible engineer appointment?
 by Crossbreak
 Base: Hypothetical Provision

	INDUSTRY SECTOR					SECTOR		REGION			NATION				URBANITY				
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Third sector, including central, local, charities, NGOs, quangos, and not for health profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)
Unweighted row	758	166	183	241	65	103	618	103	163	162	163	270	163	162	163	539	139	80	219
Total	776	162	206	229	55	123	641	123	30	54	19	674	30	54	19	561	179	36	215
Don't know	12 2%	1 *%	* *%	5 2%	* *%	5 4% ab	7 1%	5 4% a	* 1%	1 2%	* 1%	10 2%	* 1%	1 2%	* 1%	2 *%	5 3% A	5 14% ABD	10 5% A
Medians	3.00	4.00	3.00	5.00	3.00	4.00	3.00	4.00	3.00	5.00	3.00	3.00	3.00	5.00	3.00	3.00	5.00	7.00	5.00
Mean score	5.3	5.4 d	5.1	5.5 d	3.8	5.4 D	5.3 B	5.4 B	4.7 il	5.0 IL	3.9	5.3 D	4.7 d	5.0 D	3.9	5.1	5.7	6.6 a	5.8
Standard deviation	5.45	4.56	7.20	5.31	2.46	4.10	5.69	4.10	4.37	3.72	3.03	5.65	4.37	3.72	3.03	5.46	5.61	4.04	5.40

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 13 (continuation)

<C1> Firstly, your business wants to install a new fixed line broadband service or landline service, so you contact your communications provider to set this up. They advise you that an engineer will need to come out to your house/premises in order to activate the line. How long do you think is a reasonable wait for the earliest possible engineer appointment?
by Crossbreak

Base: Hypothetical Provision

	Total	URBAN DETAIL		
		Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	758	214	166	159
Total	776	233	169	158
None	* *%	* *%	- -%	- -%
1	98 13%	40 b 17%	14 8%	17 10%
2	177 23%	41 17%	50 A 30%	44 a 28%
3	112 14%	43 c 18%	41 C 24%	17 11%
4	22 3%	16 BC 7%	1 *%	* *%
5	81 10%	17 7%	8 5%	21 B 13%
6	1 *%	- -%	- -%	- -%
7	182 23%	62 27%	40 23%	30 19%
8 to 14 days	77 10%	8 3%	15 a 9%	28 Ab 18%
15 to 21 days	1 *%	1 *%	1 *%	- -%
22+ days	12 2%	6 3%	* *%	* *%
Don't know	12 2%	* *%	* *%	1 1%
Medians	3.00	3.00	3.00	5.00
Mean score	5.3	5.2	4.5	5.4
Standard deviation	5.45	7.02	3.68	4.28

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 14
 <C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55	
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10	
2	60 6%	52 6%	56 6%	4 aB 11%	* 8%	24 6%	29 6%	3 7%	1 9%	3 ab 12%	* 11%	* 4%	56 6%	56 6%	5 A 10%	59 6%	2 3%	* 1%	
3	98 10%	90 10%	94 10%	4 11%	* 6%	60 BcEf 15%	30 6%	4 8%	3 BCEFg 19%	1 4%	* 4%	* 7%	95 10%	94 10%	4 10%	96 B 10%	2 3%	1 6%	
4	32 3%	30 3%	32 3%	1 2%	* 2%	12 3%	18 4%	1 3%	* 3%	1 3%	* 3%	* d 3%	32 3%	32 3%	1 2%	32 3%	1 1%	- -	
5	49 5%	46 5%	47 5%	2 5%	* 1%	12 3%	34 C 7%	* 1%	1 3%	1 C 7%	* 1%	* 1%	47 5%	47 5%	2 5%	47 5%	1 2%	1 b 9%	
6	37 4%	35 4%	36 4%	1 4%	* 5%	13 3%	22 4%	1 2%	1 4%	1 4%	* 3%	* c 7%	36 4%	36 4%	2 4%	31 3%	6 Ac 12%	* 2%	
7	157 16%	146 D 16%	152 D 16%	4 11%	* 6%	46 12%	100 aefG 20%	6 g 13%	2 12%	2 10%	* 8%	* 4%	153 16%	152 c 16%	4 10%	156 BC 17%	1 2%	* 1%	
8 to 14 days	306 31%	279 31%	296 c 32%	9 25%	2 27%	150 BdEg 38%	129 26%	17 be 36%	4 26%	5 24%	1 30%	1 23%	297 32%	296 c 32%	11 25%	281 c 31%	24 AC 46%	1 15%	
15 to 21 days	102 10%	93 10%	97 10%	5 13%	1 11%	40 10%	53 11%	4 8%	2 14%	2 12%	* 13%	* 9%	99 10%	97 10%	5 12%	96 B 10%	1 2%	5 AB 55%	
22+ days	124 13%	105 12%	115 12%	7 ab 18%	2 ABC 34%	30 8%	75 a 15%	10 Abd 22%	2 12%	5 A 22%	1 ABD 30%	1 ABCDE 40%	116 12%	115 12%	9 A 20%	108 12%	15 Ac 29%	1 12%	
Don't know	12 1%	11 1%	12 1%	* 1%	* 2%	5 1%	6 1%	* *	* *	* c 2%	- -	* Cd 3%	12 1%	12 1%	1 1%	12 1%	* 1%	* *	
Medians	8.00	8.00	8.00	8.00	14.00	8.00	8.00	10.00	8.00	10.00	14.00	15.00	8.00	8.00	8.00	8.00	14.00	21.00	
Mean score	14.5	14.4	14.4	14.2	18.4 c	15.1	13.9	14.9 D	11.0	16.7 D	17.8 D	19.2 bcD	14.4	14.4	14.8	14.0	21.9 A	17.4	
Standard deviation	29.38	30.49	29.86	15.94	17.15	41.70	17.08	13.42	8.83	19.73	18.53	20.21	29.76	29.86	15.96	29.89	20.54	9.50	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 14 (continuation)
 <C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Govt (e)	Third sector, (i)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
2	60 6%	48 7%	1 4%	6 17%	9 5%	19 8%	21 7%	8 12%	4 3%	55 7%	4 3%	3 7%	7 12%	2 8%	48 6%	3 7%	7 12%	2 8%
3	98 10%	65 9%	1 5%	* *	15 8%	28 11%	18 6%	11 16%	26 17%	71 9%	26 17%	5 14%	4 6%	5 23%	84 10%	5 14%	4 6%	5 23%
4	32 3%	19 3%	2 6%	e *	17 8%	1 1%	9 3%	* 1%	5 3%	27 3%	5 3%	1 1%	3 6%	1 5%	27 3%	1 1%	3 6%	1 5%
5	49 5%	40 6%	6 21%	ACEF 4%	7 4%	13 5%	19 6%	5 8%	5 3%	43 5%	5 3%	3 9%	1 2%	1 6%	43 5%	3 9%	1 2%	1 6%
6	37 4%	30 4%	* *	1 2%	23 12%	1 *	7 2%	6 9%	* *	37 5%	* *	2 4%	2 3%	1 4%	33 4%	2 4%	2 3%	1 4%
7	157 16%	106 15%	7 24%	ac 30%	24 12%	44 18%	63 20%	aE 19%	13 9%	142 18%	13 9%	6 15%	5 8%	3 14%	143 17%	6 15%	5 8%	3 14%
8 to 14 days	306 31%	225 31%	9 31%	E 11%	48 24%	90 36%	88 28%	23 34%	59 38%	246 31%	59 38%	9 23%	26 42%	6 25%	266 31%	9 23%	26 42%	6 25%
15 to 21 days	102 10%	78 11%	1 2%	ADF 29%	29 14%	20 8%	27 9%	* *	26 17%	76 10%	26 17%	3 7%	8 13%	1 6%	90 11%	3 7%	8 13%	1 6%
22+ days	124 13%	101 14%	2 7%	2 6%	27 14%	31 13%	53 17%	1 1%	12 7%	101 13%	12 7%	7 18%	5 8%	2 8%	110 13%	7 18%	5 8%	2 8%
Don't know	12 1%	12 2%	- -	* *	1 *	* *	6 2%	* 3%	5 3%	7 1%	5 3%	* 1%	1 1%	* *	11 1%	* 1%	1 1%	* *
Medians	8.00	8.00	7.00	7.00	8.00	8.00	8.00	7.00	14.00	8.00	14.00	7.00	10.00	7.00	8.00	7.00	10.00	7.00
Mean score	14.5	15.6	9.2	10.4	14.0	13.1	18.9	6.5	11.7	14.8	11.7	15.2	11.1	9.4	14.8	15.2	11.1	9.4
Standard deviation	29.38	33.37	8.78	7.00	17.29	17.62	47.21	3.81	7.66	32.03	7.66	24.39	8.04	11.43	30.85	24.39	8.04	11.43

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 14 (continuation)
 <C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
2	60 6%	45 6%	15 7%	1 2%	16 6%	26 B 9%	3 1%	16 B 8%
3	98 10%	67 9%	29 13%	3 6%	31 12%	21 7%	31 a 13%	15 8%
4	32 3%	26 4%	7 3%	- -	7 3%	7 2%	17 aC 7%	2 1%
5	49 5%	44 BD 6%	2 1%	2 4%	4 2%	22 8%	11 5%	11 6%
6	37 4%	23 3%	13 6%	1 2%	14 5%	16 B 6%	1 *	6 b 3%
7	157 16%	137 BCD 19%	18 8%	2 4%	20 8%	54 19%	36 16%	46 23%
8 to 14 days	306 31%	214 30%	81 37%	11 27%	92 36%	97 c 34%	65 28%	52 26%
15 to 21 days	102 10%	81 b 11%	12 6%	8 ABD 20%	21 8%	28 10%	35 15%	18 9%
22+ days	124 13%	81 11%	34 16%	9 A 21%	43 a 17%	12 4%	35 A 15%	33 A 17%
Don't know	12 1%	2 *	5 A 2%	5 ABD 12%	10 A 4%	* *	1 *	1 *
Medians	8.00	8.00	9.00	14.00	10.00	7.00	8.00	8.00
Mean score	14.5	14.6	13.5	18.1 bd	14.1	11.0	20.5 Ac	12.7
Standard deviation	29.38	32.86	13.78	22.52	15.42	16.33	53.15	12.24

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 15
 <C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.
 by Crossbreak
 Base: Experienced Provision

	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR		SECTOR	REGION	NATION		URBANITY		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Primary (a)	Services (c)	Private sector (a)	Wales (j)	England (a)	Wales (b)	Urban (a)	All Rural (d)
Unweighted row	232	71	119	70	131	119	113	172	105	52	91	193	55	93	55	174	57
Total	202	177	190	11	192	190	12	185	148	39	81	163	9	182	9	159	43
2	9 4%	7 4%	8 4%	1 9%	8 4%	8 4%	1 9%	7 4%	7 5%	* 1%	6 7%	6 4%	* 5%	7 4%	* 5%	8 5%	1 2%
3	16 8%	13 7%	14 7%	2 20% ABD	14 8%	14 7%	2 17% A	15 8%	9 6%	1 3%	1 2%	10 6%	2 18% K	14 7%	2 18% aC	16 10% d	* 1%
4	8 4%	7 4%	7 4%	* 4%	7 4%	7 4%	* 4%	8 4%	6 4%	* 1%	2 2%	2 1%	* 1%	6 3%	* 1%	7 5%	* 1%
5	7 3%	7 4%	7 4%	* *%	7 4%	7 4%	* *%	6 3%	6 4%	* 1%	6 8%	7 4%	1 10%	5 3%	1 10% a	6 4%	1 3%
6	5 3%	5 3%	5 3%	* 1%	5 3%	5 3%	* 1%	5 3%	5 4%	5 14% BC	* *%	5 3%	- -%	5 3%	- -%	5 3%	- -%
7	34 17%	32 18% C	34 18% Cd	* 1%	34 17%	34 18% C	* 2%	34 18% B	17 12%	11 28% c	12 15%	33 20%	1 10% k	33 18% Cd	1 10% c	23 14%	11 26% a
8 to 14 days	47 23%	39 22%	44 23%	2 18%	45 23%	44 23%	2 18%	40 22%	37 25%	2 4%	22 27% A	40 24%	1 11%	43 24%	1 11%	37 23%	9 21%
15 to 21 days	36 18%	33 19%	34 18%	2 15%	35 18%	34 18%	2 14%	36 19% B	30 20%	6 16%	12 15%	30 19%	1 6%	33 18% d	1 6%	29 18%	7 17%
22+ days	41 20%	35 20%	37 19%	3 27%	37 19%	37 19%	4 31% a	33 18%	30 20%	12 32% B	19 24% B	28 17%	3 34% k1	36 20%	3 34% acd	28 17%	13 30% a
Don't know	1 *%	* *%	* *%	* 4% AB	* *%	* *%	* 4% A	* *%	1 1%	- -%	1 1%	1 1%	* 4%	* *%	* 4% A	1 1%	- -%
Medians	9.00	9.00	9.00	14.00	9.00	9.00	14.00	8.00	10.00	10.00	10.00	8.00	8.00	9.00	8.00	8.00	10.00
Mean score	14.5	14.1	14.1	21.1 AB	14.1	14.1	21.4 A	13.4	14.9	20.8 Bcde	14.5 d	14.3	17.2 fiL	14.6 D	17.2 D	13.8	17.0
Standard deviation	13.03	12.03	11.86	26.45	11.81	11.86	25.07	10.92	12.60	21.23	10.44	12.94	17.56	13.01	17.56	13.03	12.92

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 15 (continuation)

<C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.

by Crossbreak

Base: Experienced Provision

	Total	URBAN DETAIL		
		Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	232	66	56	52
Total	202	51	65	43
2	9 4%	* 1%	1 1%	6 AB 15%
3	16 8%	12 BC 24%	3 5%	* 1%
4	8 4%	6 bC 12%	1 1%	* *%
5	7 3%	* 1%	* *%	5 AB 12%
6	5 3%	* *%	* *%	5 AB 12%
7	34 17%	12 b 22%	6 9%	5 12%
8 to 14 days	47 23%	7 13%	24 Ac 36%	7 16%
15 to 21 days	36 18%	11 C 22%	17 C 26%	1 2%
22+ days	41 20%	2 4%	13 a 20%	13 A 29%
Don't know	1 *%	* *%	1 1%	* *%
Medians	9.00	7.00	14.00	7.00
Mean score	14.5	9.9	17.5 A	13.2
Standard deviation	13.03	9.92	15.02	11.81

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 16
 <C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.
 by Crossbreak
 Base: Hypothetical Provision

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES					NUMBER OF EMPLOYEES Up to and including 10 employees (h)	NUMBER OF EMPLOYEES		NO.of Sites		JOB TITLE		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)	Other finance (e)
Unweighted row	758	321	483	185	90	145	176	162	92	93	514	483	275	621	100	373	68	55
Total	776	711	745	27	4	355	356	34	12	15	749	745	31	731	36	576	22	29
2	52 7%	46 6%	48 6%	3 ab 12%	* 7%	24 7%	22 6%	3 8%	1 5%	3 17%	ABCD 6%	48 6%	3 a 11%	51 b 7%	* 1%	41 7%	1 5%	6 AD 22%
3	82 11%	77 11%	80 11%	2 7%	* 7%	53 bce 15%	24 7%	2 7%	1 e 12%	* 3%	80 11%	80 11%	2 7%	81 B 11%	1 2%	57 e 10%	1 e 6%	* *%
4	25 3%	23 3%	25 3%	* 1%	* 2%	6 2%	17 5%	1 4%	* 1%	* 1%	25 3%	25 3%	* 1%	24 3%	1 2%	13 2%	1 4%	* *%
5	42 5%	40 6%	40 5%	2 d 7%	* 1%	6 2%	33 AC 9%	* 1%	1 c 5%	1 AC 9%	40 5%	40 5%	2 7%	40 6%	1 2%	34 6%	6 ACEF 28%	1 5%
6	32 4%	30 4%	30 4%	1 5%	* 5%	13 4%	17 5%	1 2%	1 5%	1 6%	31 4%	30 4%	2 5%	26 4%	6 Ac 17%	25 4%	* *%	1 2%
7	123 16%	114 d 16%	119 d 16%	4 15%	* 7%	46 13%	69 g 19%	4 13%	2 17%	2 13%	120 16%	119 16%	4 14%	122 Bc 17%	1 3%	89 15%	1 6%	11 ACD 39%
8 to 14 days	260 33%	240 34%	251 34%	7 27%	1 31%	139 be 39%	101 28%	12 34%	4 32%	4 24%	252 34%	251 34%	9 28%	241 C 33%	18 AC 50%	187 E 33%	9 E 41%	2 7%
15 to 21 days	66 9%	60 8%	63 8%	3 12%	1 13%	35 10%	26 7%	2 7%	1 8%	2 bc 15%	63 8%	63 8%	4 12%	60 b 8%	1 2%	48 8%	1 3%	6 ADF 19%
22+ days	83 11%	70 10%	78 11%	4 14%	1 ABc 25%	28 8%	42 12%	8 ABe 24%	2 a 17%	2 12%	79 11%	78 11%	5 a 15%	75 10%	8 A 22%	71 12%	1 6%	2 6%
Don't know	11 1%	11 2%	11 1%	- -	* C 2%	5 1%	6 2%	* *%	- -	- -	11 1%	11 1%	* *%	11 2%	- -	11 2%	- -	* *%
Medians	8.00	8.00	8.00	8.00	10.00	8.00	7.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	14.00	8.00	8.00	7.00
Mean score	14.4	14.5	14.5	11.6	16.3 C	15.7	13.3	15.5 de	11.8	11.5	14.5	14.5	12.2	14.2	19.1	15.8	8.8	9.1
Standard deviation	32.34	33.59	32.95	8.96	16.95	43.75	18.53	14.70	9.10	9.16	32.87	32.95	10.03	33.05	18.07	36.91	6.76	7.05

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 16 (continuation)
 <C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.
 by Crossbreak
 Base: Hypothetical Provision

	INDUSTRY SECTOR						SECTOR		REGION			NATION				URBANITY			
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go (i) Third sector, including central, local, charities, NGOs, education and health) not for profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)
Unweighted row	758	166	183	241	65	103	618	103	163	162	163	270	163	162	163	539	139	80	219
Total	776	162	206	229	55	123	641	123	30	54	19	674	30	54	19	561	179	36	215
2	52 7%	9 5%	18 e 9%	15 e 7%	8 aE 14%	2 2%	49 c 8%	2 2%	2 g 8%	6 g 12%	1 g 7%	42 6%	2 8%	6 a 12%	1 7%	37 7%	14 8%	1 2%	15 7%
3	82 11%	14 9%	20 10%	16 7%	11 abc 20%	21 aC 17%	60 9%	21 a 17%	4 C 12%	4 c 7%	4 CHJK 21%	71 10%	4 12%	4 7%	4 AbC 21%	51 9%	28 a 16%	3 7%	31 a 14%
4	25 3%	17 BCDE 10%	1 1%	7 3%	* 3%	- -%	24 c 4%	- -%	* 1%	2 3%	1 cEH 4%	22 3%	* 1%	2 3%	1 4%	19 3%	6 4%	- -%	6 3%
5	42 5%	7 4%	13 6%	12 5%	5 9%	5 4%	36 6%	5 4%	2 CK 8%	* 1%	1 CK 8%	38 c 6%	2 C 8%	* 1%	1 C 8%	39 BD 7%	2 1%	1 3%	3 1%
6	32 4%	18 BCE 11%	1 *	7 b 3%	6 BcE 10%	* *	32 c 5%	* *	2 cg 6%	2 3%	1 Cg 5%	28 4%	2 6%	2 3%	1 5%	18 3%	13 a 7%	1 2%	14 a 6%
7	123 16%	13 8%	39 A 19%	51 AE 22%	7 13%	13 10%	109 17%	13 10%	5 ek 17%	5 9%	3 ek 16%	110 c 16%	5 c 17%	5 9%	3 c 16%	114 BCD 20%	7 4%	2 5%	9 4%
8 to 14 days	260 33%	46 28%	78 c 38%	66 29%	18 32%	53 ac 43%	206 B 32%	53 aB 43%	8 g 27%	24 eGJL 45%	5 g 25%	223 33%	8 27%	24 aBD 45%	5 25%	177 32%	74 ac 41%	9 25%	83 c 39%
15 to 21 days	66 9%	23 BcD 14%	8 4%	15 d 7%	* 7%	20 BCD 16%	46 7%	20 Ab 16%	2 7%	6 11%	1 7%	57 8%	2 7%	6 11%	1 7%	53 b 9%	6 3%	8 ABD 21%	14 6%
22+ days	83 11%	15 d 9%	29 DE 14%	33 DE 15%	1 2%	5 4%	73 c 11%	5 4%	4 c 13%	4 7%	1 7%	74 11%	4 13%	4 7%	1 7%	53 9%	23 13%	7 A 21%	30 14%
Don't know	11 1%	1 *	* *	5 b 2%	* 2%	5 aB 4%	6 1%	5 a 4%	* *	1 1%	- -%	10 2%	* *	1 1%	- -%	1 *	5 A 3%	5 ABD 14%	10 A 5%
Medians	8.00	8.00	8.00	8.00	6.00	14.00	8.00	14.00	7.00	10.00	7.00	8.00	7.00	10.00	7.00	8.00	8.00	14.00	10.00
Mean score	14.4	12.4 D	13.4 D	20.5 d	6.2	11.5 D	14.9	11.5	14.7 kl	11.0	9.6	14.8	14.7 cd	11.0	9.6	14.8	12.7	18.5 Bd	13.6
Standard deviation	32.34	15.85	18.86	54.63	3.97	6.99	35.30	6.99	26.17	7.73	11.89	34.15	26.17	7.73	11.89	36.57	13.85	23.83	15.85

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 16 (continuation)
 <C2> And what would be an unacceptable length of time to wait? Please give your answer in terms of Calendar days.
 by Crossbreak
 Base: Hypothetical Provision

	Total	URBAN DETAIL		
		Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	758	214	166	159
Total	776	233	169	158
2	52 7%	25 B 11%	2 1%	9 b 6%
3	82 11%	9 4%	27 A 16%	15 a 10%
4	25 3%	* *%	16 AC 9%	2 2%
5	42 5%	22 c 9%	11 6%	6 4%
6	32 4%	16 BC 7%	1 1%	1 1%
7	123 16%	43 18%	30 18%	40 26%
8 to 14 days	260 33%	91 Bc 39%	41 24%	45 28%
15 to 21 days	66 9%	17 7%	18 11%	17 11%
22+ days	83 11%	10 4%	22 A 13%	21 A 13%
Don't know	11 1%	- -%	* *%	1 1%
Medians	8.00	8.00	7.00	8.00
Mean score	14.4	11.3	21.7 a	12.5
Standard deviation	32.34	17.44	61.72	12.38

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 17
 <WTP1> Knowing this, would you accept an installation within 16 days for £5 less?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	313 32%	284 32%	301 32%	11 28%	2 30%	140 36%	144 29%	17 36%	4 27%	6 29%	1 21%	1 40%	303 32%	301 32%	12 28%	290 32%	17 32%	7 66%
No	665 68%	603 68%	634 68%	27 72%	4 70%	252 64%	352 71%	30 64%	12 73%	15 71%	3 79%	2 60%	638 68%	634 68%	31 72%	626 68%	35 68%	3 34%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 17 (continuation)
 <WTP1> Knowing this, would you accept an installation within 16 days for £5 less?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	Third sector, (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	313 32%	235 CD 32%	4 12%	15 CDf 42%	81 DE 40%	88 De 36%	100 D 32%	7 11%	37 d 24%	269 c 34%	37 24%	12 32%	22 bi 36%	6 28%	273 32%	12 32%	22 36%	6 28%
No	665 68%	489 68%	25 AE 88%	22 58%	119 60%	158 64%	210 68%	59 ABCe 89%	118 Ab 76%	535 66%	118 ab 76%	26 68%	40 64%	16 72%	583 68%	26 68%	40 64%	16 72%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 17 (continuation)
 <WTP1> Knowing this, would you accept an installation within 16 days for £5 less?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	313 32%	205 28%	87 A 40%	21 A 51%	109 A 42%	65 23%	62 27%	78 AB 39%
No	665 68%	515 BCD 72%	129 60%	21 49%	149 58%	220 C 77%	172 C 73%	123 61%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 18
 <WTP2> Would you accept an installation within 14 days for £5 less?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	409 42%	374 c 42%	394 c 42%	13 34%	2 39%	190 bDef 48%	184 37%	20 d 42%	5 31%	8 36%	1 33%	1 d 47%	396 42%	394 c 42%	15 35%	379 41%	23 44%	7 AB 68%
No	569 58%	514 58%	541 58%	25 ab 66%	4 61%	202 52%	311 a 63%	27 58%	11 Acg 69%	13 a 64%	2 a 67%	1 53%	545 58%	541 58%	28 a 65%	537 C 59%	29 C 56%	3 32%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 18 (continuation)
 <WTP2> Would you accept an installation within 14 days for £5 less?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	409 42%	300 41%	9 31%	21 56%	87 43%	111 45%	126 41%	24 36%	61 39%	341 42%	61 39%	15 38%	26 42%	8 39%	360 42%	15 38%	26 42%	8 39%
No	569 58%	424 59%	20 69%	16 44%	113 57%	135 55%	184 59%	42 64%	94 61%	463 58%	94 61%	24 62%	36 58%	13 61%	496 58%	24 62%	36 58%	13 61%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 18 (continuation)
 <WTP2> Would you accept an installation within 14 days for £5 less?
 by Crossbreak
 Base: All respondents

	URBANITY				URBAN DETAIL			
	Total	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	409 42%	271 38%	115 A 53%	23 A 55%	137 A 53%	103 36%	81 35%	87 43%
No	569 58%	449 BCD 62%	101 47%	19 45%	120 47%	181 64%	153 65%	114 57%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 19
 <WTP3> Would you accept an installation within 16 days for £10 less?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	394 40%	358 40%	379 41%	13 34%	2 35%	187 48%	171 34%	21 45%	5 33%	7 35%	1 27%	1 44%	381 41%	379 41%	15 34%	364 40%	23 45%	7 67%
No	584 60%	530 60%	556 59%	25 66%	4 65%	205 52%	325 66%	26 55%	11 67%	14 65%	2 73%	2 56%	560 59%	556 59%	28 66%	553 60%	28 55%	3 33%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 19 (continuation)
 <WTP3> Would you accept an installation within 16 days for £10 less?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, charities, educational NGOs, charities, and not for profits (d)	Third sector, including ch (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	394 40%	293 cf 41%	9 32%	16 cf 43%	88 e 44%	107 43%	123 40%	25 37%	52 33%	334 42%	52 33%	16 b 43%	29 Bil 47%	8 36%	340 40%	16 43%	29 d 47%	8 36%
No	584 60%	431 59%	20 68%	21 57%	112 56%	140 57%	187 60%	42 63%	103 a 67%	470 58%	103 67%	22 57%	33 53%	14 k 64%	515 60%	22 57%	33 53%	14 c 64%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 19 (continuation)
 <WTP3> Would you accept an installation within 16 days for £10 less?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	394 40%	269 37%	99 a 46%	26 Abd 62%	125 A 48%	94 33%	93 40%	82 41%
No	584 60%	451 bCD 63%	117 c 54%	16 38%	133 c 52%	190 67%	141 60%	119 59%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 20
 <WTP4> Would you accept an installation within 14 days for £10 less?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	456 47%	415 47%	437 47%	16 43%	2 39%	216 55%	199 40%	22 48%	6 39%	10 47%	1 30%	1 49%	440 47%	437 47%	19 43%	425 46%	25 48%	7 68%
No	522 53%	473 53%	497 53%	21 57%	4 61%	176 45%	296 60%	24 52%	10 61%	11 53%	2 70%	1 51%	501 53%	497 53%	25 57%	492 54%	27 52%	3 32%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 20 (continuation)
 <WTP4> Would you accept an installation within 14 days for £10 less?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	456 47%	341 F 47%	15 cF 52%	21 CF 57%	100 e 50%	124 e 50%	143 46%	30 46%	59 38%	389 c 48%	59 38%	17 44%	34 Bjl 54%	9 43%	396 46%	17 44%	34 bd 54%	9 43%
No	522 53%	383 53%	14 48%	16 43%	100 50%	122 50%	167 54%	36 54%	96 ab 62%	415 52%	96 a 62%	21 k 56%	29 46%	12 k 57%	459 54%	21 c 56%	29 46%	12 c 57%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 20 (continuation)
 <WTP4> Would you accept an installation within 14 days for £10 less?
 by Crossbreak
 Base: All respondents

	URBANITY				URBAN DETAIL			
	Total	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	456 47%	323 45%	105 49%	28 67%	133 52%	124 44%	110 47%	89 44%
No	522 53%	397 55%	111 51%	14 33%	125 48%	160 56%	124 53%	112 56%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 21
 <WTP5> Would you be willing to pay £15 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	285 29%	252 28%	269 29%	13 ab 36%	3 AB 45%	107 27%	145 29%	17 a 37%	6 35%	8 37%	1 ab 43%	1 AB 47%	272 29%	269 29%	16 A 37%	264 c 29%	20 aC 38%	2 16%
No	693 71%	636 cD 72%	665 cD 71%	24 64%	3 55%	285 cFG 73%	351 fG 71%	29 63%	11 65%	13 63%	2 57%	1 53%	669 71%	665 C 71%	27 63%	653 b 71%	32 62%	8 aB 84%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 21 (continuation)
 <WTP5> Would you be willing to pay £15 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Govt vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	285 29%	217 30%	6 22%	8 23%	48 d 24%	83 aD 34%	102 aD 33%	8 12%	44 D 28%	232 29%	44 28%	14 Ce 37%	23 Ce 37%	8 Ce 35%	240 28%	14 a 37%	23 a 37%	8 35%
No	693 71%	507 70%	23 78%	28 77%	152 bc 76%	163 66%	208 67%	58 aBCE 88%	111 72%	572 b 71%	111 b 72%	24 63%	39 63%	14 65%	615 bc 72%	24 63%	39 63%	14 65%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 21 (continuation)
 <WTP5> Would you be willing to pay £15 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	285 29%	234 BD 33%	32 15%	19 aBD 45%	51 20%	79 28%	74 32%	81 A 40%
No	693 71%	486 c 67%	184 AC 85%	23 55%	206 AC 80%	206 C 72%	160 68%	120 60%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 22
 <WTP6> Would you be willing to pay £10 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	326 33%	284 32%	307 33%	16 AB 43%	3 ABc 55%	120 31%	164 33%	23 AB 49%	7 41%	10 Ab 45%	2 Ab 49%	2 ABDe 61%	310 33%	307 33%	19 A 45%	303 33%	21 C 41%	2 20%
No	652 67%	604 CD 68%	628 CD 67%	21 d 57%	3 45%	272 CEFg 69%	332 CefG 67%	24 51%	10 G 59%	12 g 55%	2 51%	1 39%	631 67%	628 C 67%	24 55%	613 67%	30 59%	8 B 80%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 22 (continuation)
 <WTP6> Would you be willing to pay £10 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Govt (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	Third sector, (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	326 33%	240 33%	12 41%	10 28%	50 d 25%	96 AD 39%	124 AD 40%	9 14%	47 D 31%	269 33%	47 31%	18 CE 46%	26 CE 42%	9 CE 40%	274 32%	18 A 46%	26 a 42%	9 40%
No	652 67%	484 67%	17 59%	27 c 72%	150 BC 75%	151 61%	187 60%	57 aBCE 86%	108 69%	536 B 67%	108 B 69%	21 54%	36 58%	13 60%	582 Bc 68%	21 54%	36 58%	13 60%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 22 (continuation)
 <WTP6> Would you be willing to pay £10 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	326 33%	267 BD 37%	39 18%	20 aBD 49%	59 23%	86 30%	98 A 42%	83 A 41%
No	652 67%	453 c 63%	177 AC 82%	21 51%	198 AC 77%	199 BC 70%	136 58%	118 59%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 23
 <WTP7> Would you be willing to pay £5 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	489 50%	438 49%	463 50%	22 aB 59%	4 ab 61%	190 48%	248 50%	25 54%	9 53%	14 AB 65%	2 57%	2 ab 65%	467 50%	463 50%	26 A 60%	459 C 50%	27 C 52%	3 31%
No	489 50%	450 cd 51%	471 Cd 50%	15 41%	2 39%	202 Eg 52%	248 Eg 50%	22 46%	8 47%	7 35%	1 43%	1 35%	474 50%	471 C 50%	17 40%	457 50%	25 48%	7 AB 69%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 23 (continuation)
 <WTP7> Would you be willing to pay £5 more for an installation within 10 days?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	489 50%	353 F 49%	19 AF 64%	21 F 57%	84 42%	133 ad 54%	170 Ad 55%	26 39%	76 49%	402 50%	76 49%	22 CE 58%	31 c 50%	10 46%	425 50%	22 d 58%	31 50%	10 46%
No	489 50%	371 D 51%	10 36%	16 43%	116 bC 58%	113 46%	140 45%	40 bc 61%	79 51%	402 50%	79 51%	16 42%	31 50%	12 j 54%	430 50%	16 42%	31 50%	12 b 54%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 23 (continuation)

<WTP7> Would you be willing to pay £5 more for an installation within 10 days?

by Crossbreak

Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	489 50%	377 bD 52%	90 42%	21 51%	111 43%	136 48%	128 54%	114 57%
No	489 50%	342 48%	126 a 58%	20 49%	146 A 57%	149 52%	107 46%	87 43%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 24
 <WTP8> Would you be willing to pay £15 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	340 35%	296 33%	318 34%	19 AB 50%	3 AB 55%	113 29%	182 37%	23 Ab 48%	8 A 46%	11 AB 52%	2 A 47%	2 ABcdf 65%	321 34%	318 34%	22 A 50%	315 34%	22 c 43%	3 27%
No	638 65%	592 CD 67%	616 CD 66%	19 50%	3 45%	279 CDEFG 71%	313 cEG 63%	24 g 52%	9 g 54%	10 48%	2 g 53%	1 35%	620 66%	616 C 66%	22 50%	601 66%	29 57%	7 b 73%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 24 (continuation)
 <WTP8> Would you be willing to pay £15 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Govt vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	340 35%	252 35%	8 29%	10 26%	66 D 33%	92 D 37%	126 De 41%	9 14%	47 D 30%	284 35%	47 30%	19 bCE 49%	26 CE 42%	9 CE 41%	285 33%	19 A 49%	26 a 42%	9 41%
No	638 65%	472 C 65%	21 C 71%	27 C 74%	134 67%	154 63%	184 59%	57 ABCE 86%	108 c 70%	520 b 65%	108 b 70%	19 51%	36 58%	13 59%	570 Bc 67%	19 51%	36 58%	13 59%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 24 (continuation)
 <WTP8> Would you be willing to pay £15 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	340 35%	280 BD 39%	39 18%	21 aBD 51%	60 23%	90 32%	105 A 45%	85 a 42%
No	638 65%	440 c 61%	177 AC 82%	21 49%	198 AC 77%	194 Bc 68%	129 55%	117 58%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 25
 <WTP9> Would you be willing to pay £10 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	379 39%	330 37%	354 38%	21 AB 57%	4 AB 65%	126 32%	204 41%	24 Ab 52%	8 A 52%	13 AB 61%	2 AB 59%	2 ABCD 72%	357 38%	354 38%	25 A 58%	353 38%	23 45%	3 32%
No	599 61%	558 CD 63%	581 CD 62%	16 43%	2 35%	266 CDEFG 68%	292 cEFG 59%	23 G 48%	8 G 48%	8 39%	1 41%	1 28%	583 62%	581 C 62%	18 42%	564 62%	28 55%	7 68%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 25 (continuation)
 <WTP9> Would you be willing to pay £10 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	379 39%	280 39%	9 30%	10 28%	68 34%	102 D 42%	138 aD 45%	16 24%	55 35%	314 39%	55 35%	21 CEhk 54%	28 ce 44%	10 Ce 47%	321 37%	21 Ac 54%	28 44%	10 a 47%
No	599 61%	444 C 61%	20 C 70%	27 C 72%	132 c 66%	144 58%	172 55%	50 BC 76%	101 65%	490 b 61%	101 b 65%	18 46%	35 j 56%	12 53%	535 Bd 63%	18 46%	35 b 56%	12 53%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 25 (continuation)
 <WTP9> Would you be willing to pay £10 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	379 39%	311 BD 43%	46 21%	22 BD 53%	68 26%	99 35%	116 A 49%	97 A 48%
No	599 61%	409 57%	170 AC 79%	20 47%	190 AC 74%	186 BC 65%	118 51%	105 52%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 26
 <WTP10> Would you be willing to pay £5 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	509 52%	452 51%	479 51%	25 AB 67%	4 AB 68%	191 49%	260 53%	28 a 59%	10 a 63%	15 AB 70%	2 a 64%	2 ABc 74%	484 51%	479 51%	29 A 67%	470 C 51%	35 AC 67%	3 33%
No	469 48%	436 CD 49%	455 CD 49%	12 33%	2 32%	201 cdEFG 51%	235 EG 47%	19 g 41%	6 37%	6 30%	1 36%	1 26%	457 49%	455 C 49%	14 33%	446 B 49%	17 33%	7 AB 67%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 26 (continuation)
 <WTP10> Would you be willing to pay £5 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION								
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Government (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)					
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201					
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22					
Yes	509 52%	376 52%	14 49%	22 60%	91 45%	122 50%	184 59%	Ab 48%	32 51%	80 51%	418 52%	80 51%	24 62%	Ek 51%	32 51%	e 57%	12 57%	E 57%	440 51%	24 62%	ac 51%	32 51%	12 57%
No	469 48%	348 48%	C 51%	15 40%	C 55%	124 50%	c 41%	126 41%	35 52%	76 49%	386 48%	76 49%	15 38%	30 49%	j 43%	9 43%	415 49%	b 38%	15 38%	30 49%	b 49%	9 43%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 26 (continuation)
 <WTP10> Would you be willing to pay £5 more for an installation within 8 days?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	509 52%	392 BD 54%	92 43%	24 bd 57%	116 45%	133 47%	134 a 57%	125 A 62%
No	469 48%	328 46%	124 Ac 57%	18 43%	142 Ac 55%	152 bC 53%	100 43%	76 38%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 27
WTP Summary
by Crossbreak
Base: All with fixed landline or internet

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites									
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)							
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55							
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10							
unwilling to accept a slower installation at a cheaper price	584 60%	530 60%	556 59%	25 66%	4 65%	205 52%	325 66%	Ac 55%	26 67%	11 65%	ac 73%	14 56%	a 2 56%	ACg 59%	2 59%	553 60%	C 55%	28 55%	C 33%	3 33%					
unwilling to pay a higher price for faster installation	469 48%	436 49%	CD 49%	CD 33%	12 32%	2 51%	201 51%	cdEfg 51%	235 47%	EG 41%	19 37%	g 30%	6 30%	6 36%	1 36%	1 26%	457 49%	455 49%	C 33%	14 33%	446 49%	B 33%	17 33%	7 67%	AB 67%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 27 (continuation)
 WTP Summary
 by Crossbreak
 Base: All with fixed landline or internet

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, education, NGOs, charities, and not for profits (d)	Third sector, including ch (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
unwilling to accept a slower installation at a cheaper price	584 60%	431 59%	20 68%	21 57%	112 56%	140 57%	187 60%	42 63%	103 a 67%	470 58%	103 67%	22 57%	33 53%	14 k 64%	515 60%	22 57%	33 53%	14 c 64%
unwilling to pay a higher price for faster installation	469 48%	348 C 48%	15 C 51%	15 C 40%	109 C 55%	124 c 50%	126 41%	35 52%	76 49%	386 48%	76 49%	15 38%	30 j 49%	9 43%	415 b 49%	15 38%	30 b 49%	9 43%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 27 (continuation)

WTP Summary

by Crossbreak

Base: All with fixed landline or internet

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
unwilling to accept a slower installation at a cheaper price	584 60%	451 bCD 63%	117 c 54%	16 38%	133 c 52%	190 67%	141 60%	119 59%
unwilling to pay a higher price for faster installation	469 48%	328 46%	124 Ac 57%	18 43%	142 Ac 55%	152 bC 53%	100 43%	76 38%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 28
 <WTPIA> Which of the following best describes why you would be unwilling to accept a slower installation at a cheaper price?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES					NUMBER OF EMPLOYEES Up to and including 10 employees (h)	NUMBER OF EMPLOYEES		NO.of Sites		JOB TITLE		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)	Other finance (e)
Unweighted row	604	231	354	169	81	89	142	123	82	87	383	354	250	480	92	297	60	51
Total	584	530	556	25	4	205	325	26	11	14	560	556	28	553	28	431	20	21
I wouldn't want an installation longer than 12 days	357 61%	322 61%	338 61%	16 67%	2 59%	101 49%	221 A 68%	16 a 64%	7 a 68%	9 a 65%	341 61%	338 61%	19 66%	335 61%	19 69%	245 57%	11 56%	14 66%
The price decreases weren't enough to justify the longer installation	325 56%	297 56%	311 56%	12 49%	2 49%	128 e 63%	169 52%	14 53%	6 54%	6 45%	313 56%	311 56%	14 49%	314 B 57%	9 33%	249 F 58%	16 AeF 82%	13 f 60%
Wouldn't want to pay anything for installation / should be included in contractual price / already paying for service	13 2%	12 2%	12 2%	1 2%	* *%	1 *%	11 3%	* 1%	* Ac 4%	* *%	13 2%	12 2%	1 2%	13 2%	* *%	7 2%	* *%	- -%
Should be installed as soon as possible.	6 1%	5 1%	5 1%	* 2%	- -%	- -%	5 2%	* *%	- -%	* A 3%	5 1%	5 1%	* 1%	6 1%	- -%	* *%	- -%	- -%
Should be installed within a week.	6 1%	6 1%	6 1%	- -%	- -%	- -%	6 2%	- -%	- -%	- -%	6 1%	6 1%	- -%	6 1%	- -%	6 1%	- -%	- -%
Other (specify)	15 3%	14 3%	15 3%	1 2%	* 4%	5 3%	9 3%	* 1%	* *%	1 4%	15 3%	15 3%	1 2%	15 3%	* 2%	13 3%	2 ae 8%	* *%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 28 (continuation)
 <WTPIA> Which of the following best describes why you would be unwilling to accept a slower installation at a cheaper price?
 by Crossbreak
 Base: All respondents

	INDUSTRY SECTOR				SECTOR		REGION			NATION				URBANITY				
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Third sector, in charities, NGOs, quangos, not for profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)
Unweighted row	604	132	148	203	74	502	74	124	130	127	223	124	130	127	442	104	57	161
Total	584	112	140	187	103	470	103	22	33	14	515	22	33	14	451	117	16	133
I wouldn't want an installation longer than 12 days	357 61%	71 63%	82 59%	106 56%	69 67%	279 59%	69 67%	13 59%	22 65%	9 63%	314 61%	13 59%	22 65%	9 63%	265 59%	79 67%	12 A 78%	91 a 69%
The price decreases weren't enough to justify the longer installation	325 56%	42 38%	80 AD 57%	118 AD 63%	72 AD 70%	250 53%	72 A 70%	11 49%	16 49%	6 46%	291 57%	11 49%	16 49%	6 46%	258 57%	57 49%	10 64%	67 50%
Wouldn't want to pay anything for installation / should be included in contractual price / already paying for service	13 2%	6 Bce 5%	- -%	2 1%	* *%	13 3%	* *%	1 4%	1 3%	* 2%	11 2%	1 4%	1 3%	* 2%	12 3%	- -%	1 BD 5%	1 1%
Should be installed as soon as possible.	6 1%	6 BCe 5%	* *%	- -%	- -%	5 1%	- -%	- -%	* *%	* 2%	6 1%	- -%	* *%	* 2%	5 1%	* *%	- -%	* *%
Should be installed within a week.	6 1%	* *%	- -%	- -%	5 abC 5%	1 *%	5 A 5%	* 2%	- -%	* k 2%	5 1%	* 2%	- -%	* c 2%	6 1%	* *%	- -%	* *%
Other (specify)	15 3%	6 ce 5%	7 ce 5%	2 1%	- -%	15 3%	- -%	* 2%	3 J 10%	1 4%	11 2%	* 2%	3 AB 10%	1 4%	15 d 3%	* *%	* *%	* *%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 28 (continuation)

<WTPIA> Which of the following best describes why you would be unwilling to accept a slower installation at a cheaper price?

by Crossbreak

Base: All respondents

Total	URBAN DETAIL			
	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)	
Unweighted row	604	178	137	127
Total	584	190	141	119
I wouldn't want an installation longer than 12 days	357 61%	108 57%	101 AC 72%	57 48%
The price decreases weren't enough to justify the longer installation	325 56%	116 B 61%	51 36%	91 AB 76%
Wouldn't want to pay anything for installation / should be included in contractual price / already paying for service	13 2%	6 3%	6 4%	1 1%
Should be installed as soon as possible.	6 1%	- -%	5 AC 4%	* *%
Should be installed within a week.	6 1%	* *%	- -%	5 AB 4%
Other (specify)	15 3%	7 4%	7 c 5%	1 1%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 29
 <WTPIB> By what amount would you need the installation to be reduced by for you to accept a 14 day installation?
 by Crossbreak
 Base: The price decreases weren't enough to justify the longer installation

	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR			SECTOR	REGION				
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	2 to 4 (b)		5 to 9 (c)	Up to and in cluding 10 em ployees (h)			1 to 9 (a)	10 to 249 (c)	1 (a)		Owner/MD (a)	Primary (a)	Retail / Wholesale (b)	Services (c)	Private sector (a)
Unweighted row	306	119	179	87	73	60	193	179	127	246	150	60	80	102	246	62	71	55	
Total	325	297	311	12	169	14	313	311	14	314	249	42	80	118	250	11	16	6	
No amount	58 18%	52 18%	54 18%	3 23%	35 20%	2 14%	55 18%	54 18%	3 22%	56 18%	41 16%	1 3%	9 12%	31 26%	Ab 16%	41 12%	1 26%	4 17%	j 1%
£1 to £4	* %	- %	* %	- %	- %	* %	* %	* %	- %	* %	* %	- %	* %	- %	* %	* %	- %	- %	- %
£5 to £10	7 2%	7 2%	7 2%	* %	1 1%	1 5% ^b	7 2%	7 2%	* %	7 2%	6 3%	1 2%	1 1%	5 4%	7 3%	* 4%	1 5%	* 4%	
£11 to £15	5 2%	5 2%	5 2%	* %	- %	* %	5 2%	5 2%	* 1%	5 2%	5 2%	* %	5 6% ^C	* %	5 2%	* %	- %	* 1%	
£16 to £21	129 40%	121 41% ^d	125 40% ^d	4 29%	73 43%	5 33%	126 40%	125 40% ^c	4 28%	128 41% ^B	103 41%	25 58% ^C	35 44%	36 30%	100 40%	3 31%	4 23%	1 21%	
£22 to £27	6 2%	5 2%	6 2%	* 1%	- %	1 9% ^B	6 2%	6 2%	* %	6 2%	1 %	- %	1 2%	* %	1 1%	- %	* %	* 1%	
£28 to £33	1 %	* %	1 %	* 1%	* %	* 1%	1 %	1 %	* 2% ^A	1 %	* %	* 1%	* %	* %	1 %	* 1%	* 1%	1 8% ^{jk}	
£34 to £40	82 25%	76 26%	79 25%	3 23%	42 25%	3 22%	79 25%	79 25%	3 24%	81 26%	72 29% ^d	8 19%	21 26%	31 26%	65 26%	4 37%	4 27%	2 33%	
(Don't know)	35 11%	30 10%	32 10%	3 22% ^{AB}	18 11%	2 15%	33 11%	32 10%	3 21% ^A	29 9%	20 8%	7 17%	7 9%	15 12%	29 12%	2 14%	3 17%	1 12%	
Refused	* %	* %	* %	- %	- %	- %	* %	* %	- %	* %	- %	- %	- %	* %	* %	- %	- %	* 4% ^k	
Medians	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	40.00	20.00	30.00	
Mean score	26.8	26.8	26.8	28.3	27.1	26.0	26.8	26.8	28.7	26.8	27.2	24.6	26.0	27.8	26.8	29.2 ^{GH}	28.6 ^{GH}	30.2 ^{GH}	
Standard deviation	10.05	10.04	10.06	10.43	9.79	10.96	10.06	10.06	10.38	10.04	10.34	9.00	10.09	10.89	10.30	12.22	11.87	11.79	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 29 (continuation)
 <WTP1B> By what amount would you need the installation to be reduced by for you to accept a 14 day installation?
 by Crossbreak
 Base: The price decreases weren't enough to justify the longer installation

	NATION				URBANITY			URBAN DETAIL			
	Total	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	306	118	62	71	55	216	53	90	83	70	63
Total	325	291	11	16	6	258	57	67	116	51	91
No amount	58 18%	51 17%	1 12%	4 b 26%	1 17%	50 C 20%	7 12%	7 11%	13 11%	3 6%	35 AB 39%
£1 to £4	* *%	- -%	* a *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
£5 to £10	7 2%	6 2%	* 4%	1 5%	* 4%	7 3%	- -%	* *%	* *%	1 3%	6 a 6%
£11 to £15	5 2%	5 2%	* *%	- -%	* 1%	5 2%	* *%	* *%	* *%	5 AC 10%	- -%
£16 to £21	129 40%	121 cd 41%	3 31%	4 23%	1 21%	92 36%	30 a 52%	38 A 56%	45 c 38%	28 aC 55%	19 21%
£22 to £27	6 2%	6 2%	- -%	* *%	* 1%	6 2%	- -%	* *%	5 4%	1 1%	1 1%
£28 to £33	1 *%	* *%	* a 1%	* 1%	1 Abc 8%	* *%	* *%	1 1%	* *%	* *%	* *%
£34 to £40	82 25%	72 25%	4 37%	4 27%	2 33%	63 24%	18 32%	20 29%	40 bc 34%	9 17%	14 16%
(Don't know)	35 11%	30 10%	2 14%	3 17%	1 12%	34 bcD 13%	1 3%	2 2%	14 12%	4 7%	16 18%
Refused	* *%	- -%	- -%	- -%	* Ac 4%	- -%	* *%	* *%	- -%	- -%	- -%
Medians	20.00	20.00	40.00	20.00	30.00	20.00	20.00	20.00	20.00	20.00	20.00
Mean score	26.8	26.6	29.2	28.6	30.2	26.8	27.6	26.9	29.1 B	23.1	25.8
Standard deviation	10.05	9.90	12.22	11.87	11.79	10.24	9.79	9.56	9.83	8.91	11.38

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 30
 <WTPI> Which of the following best describes why you would be unwilling to pay a higher price for faster installation?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO. of Sites	JOB TITLE	INDUSTRY SECTOR			SECTOR	REGION			
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	1 (a)	2 to 4 (b)		5 to 9 (c)	Up to and including 10 employees (h)			1 to 9 (a)	10 to 249 (c)	1 (a)		Owner/MD (a)	Primary (a)	Retail / Wholesale (b)	Services (c)
Unweighted row	388	180	262	88	83	97	82	275	262	126	330	207	93	92	127	321	81	82	75
Total	469	436	455	12	201	235	19	457	455	14	446	348	109	124	126	386	15	30	9
I'm happy with a 12 day installation period	199 42%	186 43%	194 43%	4 35%	74 37%	111 D 47%	8 d 43%	194 42%	194 43%	5 37%	185 41%	143 D 41%	49 45%	63 50%	50 40%	168 43%	6 39%	14 45%	4 38%
The price increases were too much to justify the faster installation	198 42%	179 41%	190 42%	6 50%	94 47%	85 36%	11 B 58%	191 42%	190 42%	7 50%	195 B 44%	154 E 44%	34 31%	55 45%	51 41%	150 39%	7 46%	15 48%	6 59%
Wouldn't want to pay anything for installation / should be included in contractual price / already paying for service	23 5%	20 5%	21 5%	1 ab 11%	6 3%	14 6%	1 7%	22 5%	21 5%	1 a 10%	17 4%	16 5%	1 1%	7 6%	8 a 7%	22 6%	2 k 16%	2 6%	1 6%
Should be installed within 3 days	10 2%	10 2%	10 2%	* *%	5 3%	5 2%	- -%	10 2%	10 2%	* 1%	10 2%	10 3%	* *%	5 4%	5 a 4%	10 3%	* *%	- -%	- -%
Should be installed within 7 days	10 2%	10 2%	10 2%	- -%	10 b 5%	- -%	- -%	10 2%	10 2%	- -%	10 2%	10 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Should be installed in less than 12 days	9 2%	8 2%	8 2%	1 5%	6 3%	2 1%	1 b 4%	8 2%	8 2%	1 4%	9 2%	8 2%	* *%	3 2%	* *%	9 2%	* *%	3 j 9%	* 3%
It's the providers responsibility / duty of care to provide more rapid installations for businesses	7 1%	6 1%	7 1%	* 1%	* *%	6 3%	* 1%	7 1%	7 1%	* 1%	1 *%	5 2%	* *%	1 1%	5 4%	7 2%	- -%	1 3%	1 j 5%
Should be installed within 5 days	6 1%	5 1%	5 1%	* 3%	- -%	5 2%	- -%	5 1%	5 1%	* 3%	5 1%	- -%	5 bc 5%	- -%	* *%	6 1%	- -%	- -%	- -%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 30 (continuation)
 <WTP1C> Which of the following best describes why you would be unwilling to pay a higher price for faster installation?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO. of Sites	JOB TITLE	INDUSTRY SECTOR			SECTOR	REGION			
	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	1 (a)	2 to 4 (b)	5 to 9 (c)		1 to 9 (a)	10 to 249 (c)			1 (a)	Owner/MD (a)	Primary (a)		Retail / Wholesale (b)	Services (c)	Private sector (a)	Wales (j)
Unweighted row	388	180	262	88	83	97	82	275	262	126	330	207	93	92	127	321	81	82	75
Total	469	436	455	12	201	235	19	457	455	14	446	348	109	124	126	386	15	30	9
Should be installed as soon as possible.	1 *%	1 *%	1 *%	* *%	- -%	1 *%	1 AB 3%	1 *%	1 *%	* *%	1 *%	1 *%	- -%	1 1%	1 1%	1 *%	- -%	1 3%	* 1%
Other (specify)	49 10%	49 C 11%	49 C 11%	* *%	27 cde 14%	22 c 9%	* *%	49 11%	49 C 11%	* *%	49 b 11%	33 10%	21 Bce 19%	6 4%	12 10%	44 11%	* 3%	2 5%	1 8%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 30 (continuation)
 <WTP1C> Which of the following best describes why you would be unwilling to pay a higher price for faster installation?
 by Crossbreak
 Base: All respondents

	Total	NATION				URBANITY			URBAN DETAIL		
		England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	388	150	81	82	75	263	83	125	104	76	83
Total	469	415	15	30	9	328	124	142	152	100	76
I'm happy with a 12 day installation period	199 42%	176 42%	6 39%	14 45%	4 38%	141 43%	47 38%	58 41%	53 35%	58 Ac 58%	29 39%
The price increases were too much to justify the faster installation	198 42%	171 41%	7 46%	15 48%	6 A 59%	148 c 45%	45 36%	50 35%	77 51%	36 36%	35 46%
Wouldn't want to pay anything for installation / should be included in contractual price / already paying for service	23 5%	18 4%	2 Ac 16%	2 6%	1 6%	15 5%	6 5%	8 5%	7 5%	6 6%	2 3%
Should be installed within 3 days	10 2%	10 3%	* *	- -	- -	10 d 3%	- -	- -	10 bc 7%	- -	* *
Should be installed within 7 days	10 2%	10 2%	- -	- -	- -	5 2%	5 4%	5 4%	5 3%	- -	- -
Should be installed in less than 12 days	9 2%	6 1%	* *	3 Ab 9%	* 3%	3 1%	6 a 5%	6 a 5%	* *	1 1%	2 2%
It's the providers responsibility / duty of care to provide more rapid installations for businesses	7 1%	5 1%	- -	1 3%	1 Ab 5%	* *	6 A 5%	6 A 4%	* *	* *	* *
Should be installed within 5 days	6 1%	6 1%	- -	- -	- -	* *	5 A 4%	5 A 4%	- -	* *	- -

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 30 (continuation)

<WTP1C> Which of the following best describes why you would be unwilling to pay a higher price for faster installation?

by Crossbreak

Base: All respondents

	Total	NATION				URBANITY			URBAN DETAIL		
		England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	388	150	81	82	75	263	83	125	104	76	83
Total	469	415	15	30	9	328	124	142	152	100	76
Should be installed as soon as possible.	1 *%	1 *%	- -%	1 A 3%	* 1%	1 *%	* *%	1 *%	* *%	1 1%	- -%
Other (specify)	49 10%	46 11%	* 3%	2 5%	1 8%	32 10%	16 13%	17 12%	10 7%	11 11%	11 14%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 31
 <WTP1D> At what price increase would you be willing to pay for an installation in 8 days?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR		SECTOR	NATION	URBANITY		
	1 to 4 (a)	1 to 9 (b)	Up to and including 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Retail / Wholesale (b)	Services (c)	Private sector (a)	England (a)	Urban (a)	All Rural (d)	
Unweighted row	184	84	125	133	125	59	159	105	53	56	151	70	124	60
Total	198	179	190	191	190	7	195	154	55	51	150	171	148	50
No amount	152 77%	140 78%	147 77%	147 77%	147 77%	5 77%	150 77%	117 76%	36 66%	36 71%	111 74%	129 76%	110 74%	42 85%
£5 to £10	6 3%	5 3%	6 3%	6 3%	6 3%	* 3%	6 3%	5 4%	1 1%	5 ab 11%	6 4%	6 3%	6 4%	* *%
(Don't know)	39 20%	34 19%	38 20%	38 20%	38 20%	1 20%	39 20%	31 20%	18 A 33%	9 a 18%	33 22%	36 21%	32 21%	8 15%
Mean score	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
Standard deviation	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 32
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55	
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10	
None	5 1%	5 1%	5 1%	* *%	* C 2%	- -	5 1%	* *%	- -	* *%	* ACDE 3%	- -	5 1%	5 1%	* *%	5 1%	* *%	- -	
1	636 65%	568 64%	603 65%	28 ab 74%	5 AB 81%	243 62%	325 66%	35 Ab 76%	13 AB 80%	14 69%	3 ab 79%	2 Abe 83%	609 65%	603 65%	32 A 75%	588 64%	39 a 75%	9 Ab 92%	
2	219 22%	204 D 23%	212 D 23%	6 d 17%	1 9%	89 dfg 23%	115 DFG 23%	8 16%	2 11%	5 dfg 22%	* 10%	* 7%	212 23%	212 c 23%	7 16%	207 C 23%	11 C 22%	* 2%	
3	66 7%	62 7%	63 7%	2 6%	* 5%	30 c 8%	33 c 7%	1 2%	1 c 6%	1 c 6%	* c 6%	* 3%	64 7%	63 7%	3 6%	65 bc 7%	1 1%	- -	
4	12 1%	11 1%	12 1%	* *%	- -	* *%	11 2%	1 A 1%	- -	* *%	- -	- -	12 1%	12 1%	* *%	12 1%	* 1%	- -	
5	13 1%	13 1%	13 1%	* *%	* *%	7 2%	5 1%	* 1%	* *%	- -	- -	* 1%	13 1%	13 1%	* *%	13 1%	- -	* 1%	
6	* *%	- -	- -	- -	* AB *%	- -	- -	- -	- -	- -	- -	* ABC 1%	- -	- -	* *%	* *%	- -	- -	
7	14 1%	13 1%	14 1%	* *%	* C 3%	12 b 3%	1 *%	1 B 3%	- -	* *%	* Bde 2%	* BDe 3%	14 1%	14 1%	* *%	14 2%	* 1%	* 1%	
8 to 14 days	1 *%	1 *%	1 *%	- -	- -	1 *%	- -	- -	- -	- -	- -	- -	1 *%	1 *%	- -	1 *%	- -	- -	
22+ days	1 *%	* *%	1 *%	* *%	- -	* *%	- -	1 aB 1%	* B *%	* b *%	- -	- -	1 *%	1 *%	* *%	1 *%	- -	- -	
Don't know	11 1%	10 1%	10 1%	1 2%	* 1%	10 b 3%	- -	- -	* BC 3%	* Bc 2%	- -	* BC 3%	10 1%	10 1%	1 2%	10 1%	* 1%	* a 4%	
Medians	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	
Mean score	1.6	1.6	1.6	1.4	1.3	1.7	1.5	1.7 b	1.5	1.4	1.3	1.4	1.6	1.6	1.4	1.6 bc	1.3	1.1	
Standard deviation	1.36	1.17	1.31	2.34	1.21	1.48	.85	2.84	3.30	1.27	1.26	1.48	1.30	1.31	2.20	1.39	.68	.70	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 32 (continuation)
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, charities, NGOs, education and not for health profits (d)	Third sector, including ch in etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
None	5 1%	5 1%	* %	- %	- %	5 ac 2%	* %	- %	- %	5 1%	- %	* %	* %	* %	5 1%	* %	* %	* %
1	636 65%	472 f 65%	25 AF 85%	29 aF 78%	118 59%	163 66%	214 a 69%	43 65%	99 64%	521 65%	99 64%	20 51%	41 E 66%	11 52%	564 BD 66%	20 51%	41 BD 66%	11 52%
2	219 22%	154 E 21%	4 13%	2 5%	52 e 26%	50 20%	74 24%	18 26%	25 16%	192 B 24%	25 16%	13 35%	16 f I 25%	8 35%	182 21%	13 Ac 35%	16 25%	8 Ac 35%
3	66 7%	51 d 7%	* %	1 1%	22 CD 11%	17 Cd 7%	3 1%	* %	24 bCD 15%	42 5%	24 Ab 15%	2 df 5%	4 d 6%	1 d 4%	60 7%	2 5%	4 6%	1 4%
4	12 1%	6 1%	- %	5 AcDf 14%	* %	1 %	10 abe 3%	- %	* %	12 1%	* %	1 k 2%	- %	* k 1%	11 1%	1 c 2%	- %	* c 1%
5	13 1%	12 2%	* %	- %	6 C 3%	5 c 2%	* %	* %	1 1%	11 1%	1 1%	1 h 2%	1 2%	1 adEFGHi 3%	10 1%	1 2%	1 2%	1 a 3%
6	* %	- %	- %	* %	- %	- %	* %	- %	- %	* %	- %	- %	* %	- %	- %	- %	* %	- %
7	14 1%	13 2%	- %	* %	1 1%	5 2%	2 1%	* %	6 ac 4%	8 1%	6 a 4%	1 2%	1 2%	1 bdEFH 4%	12 1%	1 2%	1 2%	1 a 4%
8 to 14 days	1 %	1 %	- %	- %	* %	- %	* %	- %	- %	1 %	- %	* 1%	- %	* k 1%	- %	* A 1%	- %	* Ac 1%
22+ days	1 %	* %	* A 1%	* %	* %	- %	1 %	- %	- %	* %	- %	* 1%	* %	* %	1 %	* A 1%	* %	* %
Don't know	11 1%	10 1%	* %	* 1%	* %	- %	5 b 2%	6 ABCE 9%	- %	11 1%	- %	* %	- %	* %	11 1%	* %	- %	* %
Medians	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 32 (continuation)
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Third sector, including central, local, charities, educational NGOs, education and ngo's, and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Mean score	1.6	1.6	1.5	1.5	1.7 D	1.5	1.5	1.3	1.7 d	1.5	1.7	2.1 dFHIk	1.6 i	2.0 DFHIk	1.5	2.1 Ac	1.6	2.0 Ac
Standard deviation	1.36	1.20	2.82	1.25	1.09	1.16	1.73	.50	1.33	1.21	1.33	2.97	1.73	1.89	1.18	2.97	1.73	1.89

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 32 (continuation)
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
None	5 1%	5 1%	- %	* %	* %	5 b 2%	* %	* %
1	636 65%	490 bCD 68%	128 C 59%	17 40%	145 C 56%	203 B 71%	140 60%	147 B 73%
2	219 22%	136 19%	70 A 32%	13 A 32%	83 A 32%	36 13%	59 A 25%	41 a 20%
3	66 7%	50 7%	12 5%	4 9%	16 6%	27 C 9%	17 c 7%	6 3%
4	12 1%	12 d 2%	- %	* %	* %	6 2%	5 2%	1 %
5	13 1%	6 1%	6 3%	1 2%	7 a 3%	1 %	5 a 2%	* %
6	* %	- %	* %	- %	* %	- %	- %	- %
7	14 1%	13 2%	* %	1 Bd 3%	1 1%	1 %	6 a 3%	6 a 3%
8 to 14 days	1 %	- %	* %	* A 1%	1 %	- %	- %	- %
22+ days	1 %	1 %	* %	* %	* %	- %	1 %	* %
Don't know	11 1%	6 1%	* %	5 ABD 12%	5 b 2%	6 c 2%	* %	* %
Medians	1.00	1.00	1.00	2.00	1.00	1.00	1.00	1.00
Mean score	1.6	1.6	1.6	2.0 ABd	1.6	1.4	1.8 Ac	1.5
Standard deviation	1.36	1.39	.96	2.32	1.26	.85	1.97	1.12

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 33
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: Experienced Loss of service

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES Up to and including 10 employees (h)	NUMBER OF EMPLOYEES		NO. of Sites		JOB TITLE Owner/MD (a)	INDUSTRY SECTOR			SECTOR Private sector (a)
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	2 to 4 (b)	5 to 9 (c)	20 to 49 (e)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)		Primary (a)	Retail / Wholesale (b)	Services (c)	
Unweighted row	339	117	181	105	53	76	64	60	196	181	158	250	64	147	81	69	116	276
Total	299	265	279	18	2	156	14	10	281	279	20	277	20	200	67	54	82	230
None	* *%	- -%	* *%	* *%	* AB 1%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
1	176 59%	152 57%	163 59%	11 64%	2 AB 79%	95 61%	11 AbE 80%	6 57%	165 59%	163 59%	13 65%	160 58%	15 a 73%	110 55%	24 36%	23 43%	60 AB 73%	117 51%
2	73 25%	68 D 26%	69 D 25%	4 D 23%	* 6%	40 c 25%	1 10%	3 Cg 29%	70 25%	69 25%	4 21%	69 25%	4 21%	51 d 25%	21 E 31%	19 cE 35%	15 19%	66 C 29%
3	24 8%	23 8%	23 8%	2 10%	* 7%	16 c 10%	- -%	1 C 13%	23 8%	23 8%	2 10%	24 9%	1 3%	17 9%	16 bCE 24%	6 C 11%	1 1%	23 10%
4	1 *%	* *%	1 *%	- -%	- -%	* *%	1 AB 4%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	* 1%	1 1%	- -%	1 *%
5	12 4%	11 4%	12 4%	* *%	* 1%	5 3%	* 1%	- -%	12 4%	12 4%	* *%	12 4%	- -%	11 5%	5 C 8%	5 C 10%	* *%	10 5%
6	* *%	- -%	- -%	- -%	* AB 1%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%
7	1 *%	- -%	1 *%	* *%	* ABc 3%	- -%	1 AB 4%	* *%	1 *%	1 *%	* 1%	1 *%	* *%	1 *%	1 1%	* *%	- -%	1 *%
8 to 14 days	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%
22+ days	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%
Don't know	11 4%	10 4%	10 4%	* 3%	* 3%	- -%	- -%	* *%	10 4%	10 4%	1 3%	10 4%	* 2%	10 5%	* *%	- -%	5 abe 6%	11 5%
Medians	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00
Mean score	1.7	1.7	1.7	1.5	1.5	1.6	1.5	1.6	1.7	1.7	1.5	1.7 bc	1.3	1.7	2.2 CdE	2.0 CdE	1.3	1.8 C
Standard deviation	1.32	1.34	1.35	.76	1.72	.93	1.43	.84	1.34	1.35	.84	1.36	.63	1.15	1.39	1.22	1.67	1.44

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 33 (continuation)
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: Experienced Loss of service

	Total	REGION			NATION				URBANITY			URBAN DETAIL		
		Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	339	83	78	50	128	83	78	50	215	83	124	85	63	67
Total	299	13	19	5	261	13	19	5	167	112	132	80	43	44
None	* *%	* 1%	* *%	- -%	- -%	* a 1%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	- -%
1	176 59%	7 51%	12 64%	3 49%	155 59%	7 51%	12 64%	3 49%	106 63%	61 54%	70 53%	58 B 73%	19 45%	28 b 64%
2	73 25%	4 30%	5 27%	2 k 45%	62 24%	4 30%	5 27%	2 Ac 45%	36 21%	34 31%	38 29%	15 19%	6 15%	14 b 32%
3	24 8%	1 9%	1 4%	* *%	22 9%	1 9%	1 4%	* *%	12 7%	11 10%	13 10%	* 1%	11 AC 25%	* 1%
4	1 *%	* 3%	- -%	- -%	1 *%	* A 3%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 2%
5	12 4%	* 3%	1 5%	* *%	10 4%	* 3%	1 5%	* *%	6 4%	6 5%	6 4%	1 1%	5 AC 12%	- -%
6	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%
7	1 *%	- -%	* *%	- -%	1 *%	- -%	* *%	- -%	1 *%	- -%	* *%	* *%	1 1%	- -%
8 to 14 days	* *%	- -%	- -%	* jk 5%	- -%	- -%	- -%	* Abc 5%	- -%	* *%	* *%	- -%	- -%	- -%
22+ days	* *%	* 3%	- -%	- -%	- -%	* A 3%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%
Don't know	11 4%	* *%	- -%	* *%	11 4%	* *%	- -%	* *%	6 3%	* *%	5 4%	6 c 7%	* *%	* *%
Medians	1.00	1.00	1.00	2.00	1.00	1.00	1.00	2.00	1.00	1.00	1.00	1.00	2.00	1.00
Mean score	1.7	2.3 G	1.6 G	2.0 Gi	1.6	2.3 A	1.6	2.0 a	1.6	1.7	1.7	1.3	2.4 AC	1.4
Standard deviation	1.32	3.99	1.01	2.48	1.00	3.99	1.01	2.48	1.48	1.12	1.09	.61	2.53	.64

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 34
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: Hypothetical Loss of service

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES					NUMBER OF EMPLOYEES Up to and including 10 employees (h)	NUMBER OF EMPLOYEES		NO.of Sites		JOB TITLE		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)	Other finance (e)
Unweighted row	651	275	421	150	80	126	149	146	79	71	449	421	230	543	78	331	55	50
Total	679	623	656	20	4	283	340	33	9	11	660	656	23	639	31	524	9	34
None	5 1%	5 1%	5 1%	- -%	* C 2%	- -%	5 2%	* *%	- -%	- -%	5 1%	5 1%	* *%	5 1%	- -%	5 1%	* *%	- -%
1	459 68%	416 67%	440 67%	16 AB 83%	3 aB 82%	185 66%	230 68%	24 74%	8 ABC 85%	9 a 80%	444 67%	440 67%	19 A 83%	428 67%	24 76%	363 69%	6 66%	27 79%
2	145 21%	137 cd 22%	143 Cd 22%	2 11%	* 11%	61 d 22%	75 d 22%	6 d 19%	1 8%	2 15%	143 22%	143 C 22%	3 11%	138 C 22%	7 c 22%	103 e 20%	3 aE 32%	2 5%
3	42 6%	40 6%	41 6%	1 3%	* 3%	23 8%	17 5%	1 3%	1 e 6%	* *%	41 6%	41 6%	1 3%	41 b 6%	* *%	34 6%	* *%	* *%
4	11 2%	11 2%	11 2%	* *%	- -%	* *%	11 3%	- -%	- -%	* *%	11 2%	11 2%	* *%	11 2%	* 1%	5 1%	- -%	5 Ad 15%
5	1 *%	1 *%	1 *%	- -%	- -%	1 *%	* *%	* 1%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	* 1%	- -%
7	13 2%	13 2%	13 2%	- -%	* C 2%	12 b 4%	1 *%	1 B 2%	- -%	- -%	13 2%	13 2%	* *%	13 2%	* 1%	13 2%	- -%	* *%
8 to 14 days	* *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%
22+ days	1 *%	- -%	1 *%	* A 1%	- -%	- -%	- -%	1 AB 2%	* AB 1%	* aB *%	1 *%	1 *%	* *%	1 *%	- -%	* *%	* A *%	* *%
Don't know	* *%	- -%	- -%	* AB 2%	- -%	- -%	- -%	- -%	- -%	* ABC 4%	- -%	- -%	* A 2%	- -%	- -%	- -%	- -%	- -%
Medians	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Mean score	1.5	1.5	1.5	1.4	1.3	1.7 g	1.4 g	1.8 B	1.6	1.3	1.5	1.5	1.4	1.6	1.3	1.5 c	1.5	1.5
Standard deviation	1.37	1.09	1.29	3.17	1.14	1.35	.81	3.28	4.42	1.64	1.29	1.29	2.93	1.40	.72	1.21	1.80	1.27

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 34 (continuation)
 <C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
 by Crossbreak
 Base: Hypothetical Loss of service

	INDUSTRY SECTOR						SECTOR		REGION			NATION				URBANITY			
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go (e)	Third sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)
Unweighted row	651	137	162	216	51	85	535	85	135	130	151	235	135	130	151	498	88	64	152
Total	679	133	192	228	36	89	574	89	25	43	16	594	25	43	16	553	104	22	126
None	5 1%	- -	5 3%	* *	- -	- -	5 1%	- -	- -	- -	* *	5 1%	- -	- -	* *	5 1%	- -	- -	- -
1	459 68%	94 71%	139 73%	154 67%	30 83%	43 48%	404 70%	43 48%	13 51%	29 67%	9 53%	409 69%	13 51%	29 67%	9 53%	384 69%	68 65%	7 33%	75 60%
2	145 21%	31 23%	31 16%	59 26%	6 17%	18 21%	126 22%	18 21%	9 37%	10 24%	5 31%	121 20%	9 37%	10 24%	5 31%	100 18%	35 34%	10 46%	45 36%
3	42 6%	6 5%	11 6%	2 1%	* *	22 25%	19 3%	22 25%	1 3%	3 6%	1 5%	37 6%	1 3%	3 6%	1 5%	39 7%	* *	2 11%	3 2%
4	11 2%	* *	* *	10 5%	- -	* *	11 2%	* *	* *	- -	* *	10 2%	* 2%	- -	* 2%	11 2%	- -	* *	* *
5	1 *	1 1%	- -	* *	* *	* *	1 *	* *	* 2%	* *	1 5%	- -	* 2%	* *	1 5%	* *	* *	1 3%	1 1%
7	13 2%	* *	5 3%	2 1%	* *	6 7%	7 1%	6 7%	1 3%	1 2%	1 5%	11 2%	1 3%	1 2%	1 5%	12 2%	* *	1 6%	1 1%
8 to 14 days	* *	- -	- -	* *	- -	- -	* *	- -	* 1%	- -	- -	- -	* 1%	- -	- -	- -	- -	* 2%	* *
22+ days	1 *	* *	- -	1 *	- -	- -	* *	- -	* *	* *	* *	1 *	* *	* *	* *	1 *	* *	* *	* *
Don't know	* *	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	- -	- -	* *	- -	- -	- -
Medians	1.00	1.00	1.00	1.00	1.00	2.00	1.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	1.00
Mean score	1.5	1.4	1.4	1.6	1.2	2.1	1.4	2.1	2.0	1.6	1.9	1.5	2.0	1.6	1.9	1.5	1.4	2.4	1.6
Standard deviation	1.37	.76	1.12	1.76	.47	1.56	1.10	1.56	2.36	1.98	1.75	1.25	2.36	1.98	1.75	1.37	.72	2.91	1.41

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 34 (continuation)

<C5> Please think back to when you experienced loss of service for [fixed line/BB]. How long do you think it would have been reasonable to wait for the fault to be fixed?
by Crossbreak

Base: Hypothetical Loss of service

	Total	URBAN DETAIL		
		Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	651	195	159	144
Total	679	205	191	157
None	5 1%	5 b 3%	- -%	* *%
1	459 68%	145 71%	120 63%	119 b 76%
2	145 21%	21 11%	52 Ac 27%	27 17%
3	42 6%	26 BC 13%	7 3%	6 4%
4	11 2%	6 c 3%	5 c 3%	- -%
5	1 *%	* *%	- -%	* *%
7	13 2%	1 *%	6 3%	6 a 4%
8 to 14 days	* *%	- -%	- -%	- -%
22+ days	1 *%	- -%	1 *%	* *%
Don't know	* *%	- -%	* *%	- -%
Medians	1.00	1.00	1.00	1.00
Mean score	1.5	1.4	1.7	1.5
Standard deviation	1.37	.92	1.80	1.22

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 35
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55	
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10	
1	29 3%	27 3%	27 3%	1 4%	* 2%	16 4%	11 2%	1 2%	1 BCE 8%	* %	* e 3%	* %	28 3%	27 3%	1 3%	28 3%	1 1%	* 1%	
2	475 49%	426 48%	451 48%	20 52%	4 ABc 63%	180 46%	246 50%	25 54%	8 52%	11 53%	2 a 62%	2 Ab 65%	454 48%	451 48%	23 54%	448 C 49%	24 c 46%	3 27%	
3	194 20%	176 20%	186 20%	7 19%	1 17%	82 21%	94 19%	10 21%	4 22%	4 17%	1 20%	* 13%	187 20%	186 20%	8 19%	172 19%	16 A 32%	6 AB 56%	
4	47 5%	43 5%	44 5%	3 ab 8%	* 4%	19 5%	24 5%	1 1%	1 C 9%	2 C 8%	* 4%	* 4%	44 5%	44 5%	3 a 8%	41 4%	6 Ac 12%	* 1%	
5	53 5%	47 5%	49 5%	3 8%	* 6%	17 4%	30 6%	2 4%	1 5%	2 ac 11%	* 4%	* 10%	50 5%	49 5%	3 8%	51 6%	2 3%	* 1%	
6	6 1%	5 1%	6 1%	* 1%	- %	5 1%	* %	* %	* %	* B 2%	- %	- %	6 1%	6 1%	* 1%	6 1%	* 1%	* %	
7	105 11%	98 cD 11%	103 cD 11%	2 5%	* 2%	38 g 10%	59 dfG 12%	5 dfG 11%	1 3%	1 7%	* 2%	* 1%	103 11%	103 C 11%	2 5%	102 b 11%	2 4%	1 b 13%	
8 to 14 days	48 5%	46 C 5%	47 C 5%	* %	* C 4%	23 de 6%	23 5%	1 2%	* %	* %	* DE 5%	* dE 3%	47 5%	47 C 5%	* 1%	47 b 5%	1 1%	* 1%	
15 to 21 days	2 %	1 %	1 %	* AB 1%	- %	1 %	- %	* %	- %	* aBc 2%	- %	- %	1 %	1 %	* A 1%	2 %	- %	* %	
22+ days	14 1%	13 1%	14 2%	* %	* %	6 1%	7 1%	1 3%	* 1%	* %	- %	* 1%	14 2%	14 2%	* %	14 2%	* %	* %	
Don't know	6 1%	5 1%	6 1%	* %	* C 2%	5 1%	- %	1 B 1%	- %	* %	- %	* BDE 3%	6 1%	6 1%	* %	6 1%	- %	* %	
Medians	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	3.00	3.00	
Mean score	3.9	3.9	3.9 c	3.3	3.1	4.0	3.9	4.1	3.0	3.5	3.0	3.3	3.9	3.9 c	3.3	4.0 b	3.0	3.4	
Standard deviation	4.45	4.37	4.49	3.50	4.47	4.32	4.41	6.43	3.92	3.20	2.77	7.05	4.48	4.49	3.58	4.56	1.81	3.27	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 35 (continuation)
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go sector, including central, local, ed NGOs, ucation and not for health) profits etc (e)	Third (c)	Private sector (a)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
1	29 3%	27 4%	* *%	1 2%	5 3%	11 e 4%	12 e 4%	* 1%	* *%	28 c 4%	* *%	* 1%	* *%	1 e gHK 3%	28 c 3%	* 1%	* *%	1 C 3%
2	475 49%	356 F 49%	17 F 60%	27 AF 73%	73 37%	128 A 52%	173 AD 56%	26 39%	74 a 48%	391 49%	74 48%	13 33%	30 bJl 49%	8 39%	423 Bd 49%	13 33%	30 Bd 49%	8 39%
3	194 20%	131 e 18%	9 ACE 30%	2 6%	49 B 24%	36 15%	61 20%	22 BCE 33%	26 17%	161 20%	26 17%	11 aCfI 27%	19 aCfHI 30%	5 cI 22%	160 19%	11 A 27%	19 A 30%	5 22%
4	47 5%	32 4%	1 4%	* 1%	12 C 6%	8 3%	3 1%	1 1%	23 ABCD 15%	24 3%	23 Ab 15%	3 ADF 8%	3 5%	2 ADFk 10%	39 5%	3 a 8%	3 5%	2 Ac 10%
5	53 5%	42 6%	1 2%	6 AcDF 15%	14 b 7%	7 3%	18 6%	6 b 9%	7 4%	46 6%	7 4%	2 bdH 6%	3 dh 5%	1 3%	46 5%	2 6%	3 5%	1 3%
6	6 1%	5 1%	* *%	* *%	5 BC 3%	* *%	* *%	- -%	* *%	6 1%	* *%	* *%	* *%	* 1%	6 1%	* *%	* *%	* 1%
7	105 11%	72 De 10%	* *%	* 1%	22 11%	40 C 16%	21 7%	5 8%	17 11%	88 11%	17 11%	6 FK 15%	2 3%	3 FK 14%	94 C 11%	6 C 15%	2 3%	3 C 14%
8 to 14 days	48 5%	39 d 5%	- -%	* *%	17 CD 9%	16 cd 6%	9 3%	* *%	6 4%	41 5%	6 4%	1 e 3%	3 e 5%	2 BEI 7%	42 5%	1 3%	3 5%	2 7%
15 to 21 days	2 *%	* *%	* A 1%	- -%	- -%	* *%	- -%	* *%	1 1%	* *%	1 1%	* 1%	1 1%	- -%	* *%	* A 1%	1 A 1%	- -%
22+ days	14 1%	13 2%	* 2%	* *%	1 1%	* *%	7 b 2%	5 ABcE 8%	1 *%	13 2%	1 *%	2 bcfgH 4%	1 2%	* h 1%	11 1%	2 A 4%	1 2%	* 1%
Don't know	6 1%	6 1%	* *%	* *%	* *%	1 *%	5 2%	* *%	- -%	6 1%	- -%	* *%	* *%	- -%	6 1%	* *%	* *%	- -%
Medians	2.00	2.00	2.00	2.00	3.00	2.00	2.00	3.00	3.00	2.00	3.00	3.00	3.00	3.00	2.00	3.00	3.00	3.00
Mean score	3.9	3.9 e	3.4	2.7	4.3	3.7	3.7	5.2 Bce	3.6	4.0	3.6	5.3 bfGhi	4.1	4.5 g	3.8	5.3 A	4.1	4.5
Standard deviation	4.45	4.54	5.89	2.40	4.48	2.91	5.18	7.47	2.84	4.56	2.84	7.40	6.08	6.07	4.07	7.40	6.08	6.07

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 35 (continuation)
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: All respondents

	URBANITY					URBAN DETAIL		
	Total	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
1	29 3%	18 2%	11 5%	* 1%	11 4%	16 BC 6%	1 *%	* *%
2	475 49%	369 CD 51%	98 C 45%	8 19%	106 C 41%	167 B 59%	94 40%	108 B 54%
3	194 20%	132 18%	44 20%	18 ABD 43%	62 a 24%	21 7%	61 A 26%	50 A 25%
4	47 5%	38 5%	8 4%	2 4%	9 4%	18 6%	11 5%	9 5%
5	53 5%	29 4%	22 A 10%	2 5%	24 A 9%	14 5%	7 3%	8 4%
6	6 1%	1 *%	5 A 2%	- -%	5 A 2%	* *%	* *%	* *%
7	105 11%	84 12%	17 8%	4 9%	20 8%	40 C 14%	31 c 13%	13 6%
8 to 14 days	48 5%	34 5%	11 5%	3 6%	13 5%	6 2%	17 A 7%	12 a 6%
15 to 21 days	2 *%	1 *%	* *%	- -%	* *%	1 *%	* *%	- -%
22+ days	14 1%	13 2%	1 1%	* 1%	2 1%	1 *%	12 AC 5%	1 *%
Don't know	6 1%	1 *%	- -%	5 ABD 12%	5 Ab 2%	- -%	* *%	1 *%
Medians	2.00	2.00	2.00	3.00	3.00	2.00	3.00	2.00
Mean score	3.9	4.0	3.7	4.4	3.8	3.3	5.2 AC	3.5
Standard deviation	4.45	4.56	3.98	5.01	4.15	2.59	6.76	3.02

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 36
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: Experienced Loss of service

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES Up to and including 10 employees (h)	NUMBER OF EMPLOYEES		NO. of Sites		JOB TITLE Owner/MD (a)	INDUSTRY SECTOR			SECTOR Private sector (a)
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	2 to 4 (b)	5 to 9 (c)	20 to 49 (e)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)		Primary (a)	Retail / Wholesale (b)	Services (c)	
Unweighted row	339	117	181	105	53	76	64	60	196	181	158	250	64	147	81	69	116	276
Total	299	265	279	18	2	156	14	10	281	279	20	277	20	200	67	54	82	230
1	12 4%	11 4%	11 4%	1 3%	* 4%	6 4%	* *	* 1%	11 4%	11 4%	1 3%	11 4%	1 3%	11 5%	* *	5 Ae 10%	6 ae 7%	11 5%
2	129 43%	111 42%	120 43%	8 48%	1 57%	64 41%	9 aB 64%	5 48%	120 43%	120 43%	10 49%	119 43%	9 43%	87 44%	17 25%	16 29%	50 AB 61%	87 38%
3	59 20%	53 20%	54 20%	4 21%	* 14%	31 20%	1 7%	2 17%	55 20%	54 20%	4 20%	51 18%	7 A 35%	28 14%	12 18%	13 c 24%	10 13%	46 20%
4	15 5%	14 5%	14 5%	1 8%	* 4%	7 5%	* 2%	1 8%	14 5%	14 5%	1 7%	15 5%	* 2%	7 4%	6 c 9%	6 Ce 12%	1 2%	14 6%
5	27 9%	23 9%	24 9%	2 12%	* 8%	13 8%	1 9%	2 16%	25 9%	24 9%	2 12%	25 9%	2 8%	24 d 12%	12 BcE 18%	1 1%	7 be 9%	26 c 11%
6	6 2%	5 2%	5 2%	* 2%	- -	- -	- -	* B 4%	5 2%	5 2%	* 2%	5 2%	* 2%	5 3%	5 bCe 8%	- -	* 1%	6 2%
7	26 9%	24 9%	26 9%	1 3%	* 1%	19 e 12%	1 e 9%	* 1%	26 9%	26 c 9%	1 3%	25 9%	1 5%	19 10%	8 c 11%	6 c 12%	2 2%	16 7%
8 to 14 days	12 4%	11 4%	11 4%	* *	* C 8%	11 7%	1 A 5%	* *	11 4%	11 4%	* 1%	12 4%	* *	6 3%	6 Ce 9%	5 Ce 10%	* *	12 5%
15 to 21 days	2 1%	1 *	1 *	* b 2%	- -	- -	- -	* B 4%	1 *	1 *	* a 2%	2 1%	- -	* *	- -	* 1%	- -	* *
22+ days	7 2%	7 3%	7 2%	* *	- -	6 4%	* *	- -	7 2%	7 2%	* *	7 2%	- -	6 3%	1 1%	* 1%	* 1%	6 3%
Don't know	6 2%	5 2%	6 2%	* *	* C 4%	- -	1 B 4%	* *	6 2%	6 2%	* 1%	6 2%	- -	6 3%	* *	1 1%	5 ae 6%	6 3%
Medians	3.00	3.00	3.00	2.00	2.00	3.00	2.00	3.00	3.00	3.00	2.00	3.00	3.00	2.00	4.00	3.00	2.00	3.00
Mean score	4.2	4.3	4.3	3.5	3.5	4.9	3.3	3.8	4.3	4.3	3.5	4.3	3.0 c	4.3	5.4 Ce	3.9 c	2.8	4.5
Standard deviation	5.21	5.42	5.32	3.39	4.45	6.32	2.63	4.01	5.30	5.32	3.38	5.39	1.62	5.58	5.72	3.25	3.52	5.68

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 36 (continuation)
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: Experienced Loss of service

	REGION				NATION				URBANITY			URBAN DETAIL		
	Total	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	339	83	78	50	128	83	78	50	215	83	124	85	63	67
Total	299	13	19	5	261	13	19	5	167	112	132	80	43	44
1	12 4%	* 3%	* *%	* k 5%	11 4%	* 3%	* *%	* c 5%	11 bD 7%	* *%	1 1%	11 BC 13%	* *%	* *%
2	129 43%	3 26%	10 J1 53%	2 34%	114 b 44%	3 26%	10 Bd 53%	2 34%	72 C 43%	54 C 48%	57 C 43%	39 B 49%	12 27%	22 B 49%
3	59 20%	3 25%	3 15%	2 k 33%	51 19%	3 25%	3 15%	2 ac 33%	27 16%	24 21%	31 24%	14 17%	6 15%	7 17%
4	15 5%	2 13%	2 9%	* 5%	12 4%	2 A 13%	2 9%	* 5%	8 5%	6 6%	7 5%	1 1%	6 AC 13%	2 3%
5	27 9%	1 6%	2 9%	* 5%	24 9%	1 6%	2 9%	* 5%	19 11%	6 6%	8 6%	7 9%	6 13%	6 14%
6	6 2%	- -%	- -%	* *%	6 2%	- -%	- -%	* *%	* *%	5 a 5%	5 a 4%	* 1%	* *%	- -%
7	26 9%	2 k 15%	1 5%	1 K 18%	22 9%	2 c 15%	1 5%	1 aC 18%	20 d 12%	5 5%	7 5%	7 8%	7 15%	6 14%
8 to 14 days	12 4%	* 3%	* 1%	- -%	11 4%	* 3%	* 1%	- -%	1 1%	10 A 9%	11 A 8%	* *%	1 1%	* 1%
15 to 21 days	2 1%	* 3%	1 4%	- -%	* *%	* A 3%	1 A 4%	- -%	1 1%	* *%	* *%	1 1%	* 1%	- -%
22+ days	7 2%	1 6%	1 4%	- -%	5 2%	1 a 6%	1 4%	- -%	6 4%	1 1%	1 1%	- -%	6 AC 14%	* *%
Don't know	6 2%	* *%	* *%	- -%	6 2%	* *%	* *%	- -%	1 *%	- -%	5 a 4%	- -%	* *%	1 1%
Medians	3.00	3.00	2.00	3.00	3.00	3.00	2.00	3.00	2.00	3.00	3.00	2.00	4.00	2.00
Mean score	4.2	6.1 dGHi	5.6 g	3.4 Gh	4.0	6.1 A	5.6 a	3.4	4.3	4.1	4.0	3.0	7.8 AC	3.5
Standard deviation	5.21	8.99	9.83	2.07	4.47	8.99	9.83	2.07	5.69	4.75	4.53	2.42	9.80	2.05

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 37
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: Hypothetical Loss of service

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES					NUMBER OF EM PLOYEES Up to and in cluding 10 em ployees (h)	NUMBER OF EMPLOYEES		NO.of Sites		JOB TITLE		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)		1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)	Other finance (e)
Unweighted row	651	275	421	150	80	126	149	146	79	71	449	421	230	543	78	331	55	50
Total	679	623	656	20	4	283	340	33	9	11	660	656	23	639	31	524	9	34
1	17 3%	16 3%	16 3%	1 4%	- -%	10 4%	5 2%	1 2%	1 aBCE 9%	- -%	17 3%	16 3%	1 4%	17 3%	* *%	17 3%	* *%	* 1%
2	345 51%	315 51%	332 51%	11 56%	2 AB 68%	133 47%	182 54%	16 50%	5 56%	6 57%	334 51%	332 51%	14 58%	329 C 51%	15 C 47%	268 51%	4 49%	25 AD 75%
3	135 20%	122 20%	131 20%	3 17%	1 19%	59 21%	64 19%	9 27%	2 17%	2 17%	132 20%	131 20%	4 17%	121 19%	9 a 29%	103 e 20%	3 AE 39%	2 6%
4	32 5%	30 5%	30 5%	2 b 9%	* 4%	13 4%	17 5%	* 1%	1 C 10%	1 C 8%	30 5%	30 5%	2 a 8%	26 4%	6 Ac 18%	24 5%	* 3%	* 1%
5	26 4%	24 4%	25 4%	1 5%	* 5%	7 2%	17 5%	1 3%	* 5%	1 5%	25 4%	25 4%	1 5%	26 4%	* *%	19 4%	1 7%	5 A 15%
6	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* a *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%
7	79 12%	74 d 12%	77 d 12%	1 7%	* 2%	33 d 12%	40 d 12%	4 D 12%	* 1%	1 D 13%	77 12%	77 c 12%	2 7%	77 b 12%	1 3%	53 de 10%	* 1%	* 1%
8 to 14 days	36 5%	36 c 6%	36 c 5%	* *%	* 2%	23 cde 8%	12 4%	* 1%	* *%	- -%	36 5%	36 C 5%	* 1%	35 6%	* 2%	34 6%	- -%	* *%
15 to 21 days	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
22+ days	8 1%	6 1%	7 1%	* 1%	* *%	5 2%	1 *%	1 B 4%	* 1%	* *%	7 1%	7 1%	* 1%	8 1%	* *%	6 1%	* 1%	* *%
Medians	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	3.00	2.00	2.00	2.00
Mean score	3.9	3.9	3.9 c	3.3	3.1	4.0	3.9	4.1	3.0	3.5	3.9	3.9 c	3.3	4.0 b	3.0	3.9 e	3.4	2.7
Standard deviation	4.45	4.37	4.49	3.50	4.47	4.32	4.41	6.43	3.92	3.20	4.48	4.49	3.58	4.56	1.81	4.54	5.89	2.40

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 37 (continuation)
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: Hypothetical Loss of service

	INDUSTRY SECTOR						SECTOR		REGION			NATION				URBANITY			
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go (i) Third sector, including central, local, charities, NGOs, education and health) not for profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)
Unweighted row	651	137	162	216	51	85	535	85	135	130	151	235	135	130	151	498	88	64	152
Total	679	133	192	228	36	89	574	89	25	43	16	594	25	43	16	553	104	22	126
1	17 3%	5 4%	5 3%	6 3%	- %	* *%	17 3%	* *%	- %	* *%	* h 2%	17 3%	- %	* *%	* 2%	7 1%	10 10%	- %	10 8%
2	345 51%	57 43%	112 AE 58%	124 ae 54%	19 52%	34 38%	304 c 53%	34 38%	9 36%	20 47%	7 41%	309 Bd 52%	9 36%	20 47%	7 41%	296 CD 54%	44 c 43%	5 22%	49 c 39%
3	135 20%	37 Be 28%	23 12%	51 B 22%	11 Be 31%	14 16%	115 20%	14 16%	7 C1 29%	16 CHL 37%	3 19%	109 18%	7 ad 29%	16 AD 37%	3 19%	105 19%	20 19%	10 ABD 48%	31 24%
4	32 5%	7 bc 5%	1 1%	2 1%	1 2%	21 ABCD 24%	11 2%	21 AB 24%	2 H 6%	1 3%	2 HK 11%	28 5%	2 6%	1 3%	2 AC 11%	30 5%	1 1%	1 4%	2 2%
5	26 4%	2 1%	6 3%	11 5%	* *%	6 a 7%	20 3%	6 7%	2 bH1 7%	2 4%	* 2%	22 4%	2 d 7%	2 4%	* 2%	10 2%	16 Ac 15%	1 2%	16 Ac 13%
6	* *%	* *%	* *%	- %	- %	* *%	* *%	* *%	* *%	* *%	* 2%	- %	* A *%	* *%	* A 2%	* *%	* *%	- %	* *%
7	79 12%	14 11%	34 Ce 18%	19 8%	5 14%	6 7%	72 13%	6 7%	4 K 15%	1 3%	2 K 13%	72 C 12%	4 C 15%	1 3%	2 C 13%	65 12%	12 11%	2 10%	14 11%
8 to 14 days	36 5%	11 d 8%	10 5%	9 4%	* *%	6 6%	30 5%	6 6%	1 3%	3 b 6%	2 Bj 10%	31 5%	1 3%	3 6%	2 b 10%	33 b 6%	* *%	2 BD 11%	3 2%
15 to 21 days	* *%	- %	- %	- %	* *%	- %	* *%	- %	* *%	- %	- %	- %	* *%	- %	- %	- %	* *%	- %	* *%
22+ days	8 1%	1 *%	- %	6 b 3%	* *%	1 1%	6 1%	1 1%	1 h 3%	* *%	* h 2%	6 1%	1 3%	* *%	* 2%	7 1%	* *%	* 2%	1 1%
Medians	2.00	3.00	2.00	2.00	3.00	3.00	2.00	3.00	3.00	3.00	3.00	2.00	3.00	3.00	3.00	2.00	2.00	3.00	3.00
Mean score	3.9	4.3	3.7	3.7	5.2 Bce	3.6	4.0	3.6	5.3 bfGhi	4.1	4.5 g	3.8	5.3 A	4.1	4.5	4.0	3.7	4.4	3.8
Standard deviation	4.45	4.48	2.91	5.18	7.47	2.84	4.56	2.84	7.40	6.08	6.07	4.07	7.40	6.08	6.07	4.56	3.98	5.01	4.15

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 37 (continuation)
 <C6> And what would be an unacceptable length of time to wait?
 by Crossbreak
 Base: Hypothetical Loss of service

	URBAN DETAIL			
	Total	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	651	195	159	144
Total	679	205	191	157
1	17 3%	6 3%	1 1%	* *%
2	345 51%	128 B 63%	82 43%	86 b 55%
3	135 20%	8 4%	55 A 29%	42 A 27%
4	32 5%	17 b 8%	5 3%	8 5%
5	26 4%	7 3%	1 1%	2 1%
6	* *%	- -%	* *%	* *%
7	79 12%	33 C 16%	25 C 13%	7 4%
8 to 14 days	36 5%	5 3%	16 a 9%	12 a 7%
15 to 21 days	* *%	- -%	- -%	- -%
22+ days	8 1%	1 *%	6 a 3%	* *%
Medians	2.00	2.00	3.00	2.00
Mean score	3.9	3.3	5.2 AC	3.5
Standard deviation	4.45	2.59	6.76	3.02
95 percent as lower case or +, 99 percent as UPPER CASE or ++				

Table 38
 <WWTPl> Having lost service would you accept a repair within 3 days for £5 off your next bill?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	281 29%	258 cD 29%	273 cD 29%	8 d 22%	1 11%	137 bEFG 35%	121 G 24%	14 eFG 31%	4 G 25%	4 19%	* 14%	* 8%	274 29%	273 C 29%	9 20%	270 B 29%	5 9%	6 AB 63%
No	697 71%	630 71%	662 71%	29 ab 78%	5 ABc 89%	255 65%	375 a 76%	32 69%	12 75%	17 Ac 81%	3 AC 86%	2 ABCD 92%	667 71%	662 71%	35 A 80%	646 C 71%	47 AC 91%	4 37%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 38 (continuation)
 <WWTP1> Having lost service would you accept a repair within 3 days for £5 off your next bill?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	Third sector, (c)	Private sector (a)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	281 29%	219 CE 30%	7 CE 25%	2 6%	58 29%	72 29%	86 28%	14 20%	52 d 33%	226 28%	52 33%	14 Ai 35%	23 Ai 36%	8 Ai 36%	237 28%	14 35%	23 a 36%	8 a 36%
No	697 71%	505 70%	22 75%	35 ADF 94%	142 71%	174 71%	224 72%	53 e 80%	104 67%	578 72%	104 67%	25 65%	40 64%	14 64%	618 cd 72%	25 65%	40 64%	14 64%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 38 (continuation)

<WWTPl> Having lost service would you accept a repair within 3 days for £5 off your next bill?

by Crossbreak

Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	281 29%	198 28%	64 30%	19 45% ABd	83 32%	73 26%	77 33% c	48 24%
No	697 71%	522 72% C	152 70% C	23 55%	175 68% c	211 74%	157 67%	153 76% b

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 39
 <WWTP2> Having lost service would you accept a repair within 3 days for £10 off your next bill?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	357	330 CD	347 CD	9 D	1	187 BcDEFG	143 fG	17 eFG	5 fG	5 g	*	*	349	347 C	10	345 B	5	6 AB
	37%	37%	37%	25%	11%	48%	29%	37%	28%	24%	14%	8%	37%	37%	23%	38%	10%	64%
No	621	558	588	28 AB	5 ABC	205	353 A	30 a	12 A	16 Ac	3 AbCd	2 ABCDe	592	588	33 A	571 C	46 AC	4
	63%	63%	63%	75%	89%	52%	71%	63%	72%	76%	86%	92%	63%	63%	77%	62%	90%	36%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 39 (continuation)
 <WWTP2> Having lost service would you accept a repair within 3 days for £10 off your next bill?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	357 37%	280 39%	13 43%	3 9%	85 42%	85 34%	104 34%	20 30%	63 41%	289 36%	63 41%	15 39%	25 40%	9 42%	308 36%	15 39%	25 40%	9 42%
No	621 63%	444 61%	16 57%	34 91%	115 58%	162 66%	206 66%	47 70%	92 59%	515 64%	92 59%	24 61%	37 60%	13 58%	547 64%	24 61%	37 60%	13 58%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 39 (continuation)

<WWTP2> Having lost service would you accept a repair within 3 days for £10 off your next bill?

by Crossbreak

Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	357 37%	245 34%	92 a 42%	20 A 49%	112 A 43%	102 36%	83 35%	60 30%
No	621 63%	475 bCD 66%	124 58%	21 51%	146 57%	183 64%	151 65%	141 70%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 40
 <WWTP5> Having lost service would you pay £15 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	471 48%	419 47%	446 48%	22 AB 60%	3 ab 57%	173 44%	247 50%	26 a 56%	9 52%	14 ABd 65%	2 a 62%	1 51%	448 48%	446 48%	26 A 59%	425 C 46%	44 AC 85%	3 28%
No	507 52%	468 Cd 53%	489 Cd 52%	15 40%	3 43%	219 cEf 56%	249 E 50%	21 44%	8 e 48%	7 35%	1 38%	1 49%	492 52%	489 C 52%	18 41%	492 B 54%	8 15%	7 AB 72%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 40 (continuation)
 <WWTP5> Having lost service would you pay £15 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	471 48%	340 47%	13 44%	15 41%	86 43%	118 48%	150 48%	45 67%	73 47%	395 49%	73 47%	16 41%	26 42%	8 38%	421 49%	16 41%	26 42%	8 38%
No	507 52%	384 53%	16 56%	22 59%	114 57%	129 52%	160 52%	22 33%	82 53%	409 51%	82 53%	22 59%	36 58%	13 62%	435 51%	22 59%	36 58%	13 62%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 40 (continuation)
 <WWTP5> Having lost service would you pay £15 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	471 48%	363 Bd 50%	82 38%	26 aBD 62%	108 42%	144 51%	119 51%	100 50%
No	507 52%	357 c 50%	133 AC 62%	16 38%	149 aC 58%	141 49%	115 49%	101 50%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 41
 <WWTP6> Having lost service would you pay £10 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	544 56%	487 55%	518 55%	23 61%	3 59%	197 50%	290 58%	31 Adg 65%	9 53%	14 Adg 68%	2 a 65%	1 51%	521 55%	518 55%	26 61%	497 C 54%	44 AC 86%	3 28%
No	434 44%	401 45%	417 45%	15 39%	2 41%	195 CEf 50%	206 42%	16 35%	8 ce 47%	7 32%	1 35%	1 ce 49%	420 45%	417 45%	17 39%	419 B 46%	7 14%	7 AB 72%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 41 (continuation)
 <WWTP6> Having lost service would you pay £10 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	544 56%	394 54%	14 47%	21 57%	102 51%	131 53%	180 58%	51 76%	79 51%	461 57%	79 51%	18 48%	29 46%	10 44%	487 57%	18 48%	29 46%	10 44%
No	434 44%	330 46%	15 53%	16 43%	98 49%	115 47%	130 42%	16 24%	76 49%	343 43%	76 49%	20 52%	34 54%	12 56%	368 43%	20 52%	34 54%	12 56%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 41 (continuation)
 <WWTP6> Having lost service would you pay £10 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	544 56%	421 BD 58%	96 44%	27 BD 65%	123 48%	181 c 64%	132 56%	108 54%
No	434 44%	299 42%	120 AC 56%	14 35%	134 AC 52%	103 36%	103 44%	93 a 46%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 42
 <WWTP7> Having lost service would you pay £5 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	600 61%	539 61%	572 61%	24 65%	4 63%	215 55%	324 a 65%	33 Ad 70%	10 59%	15 A 70%	2 66%	2 58%	575 61%	572 61%	28 65%	548 60%	44 A 86%	8 A 82%
No	377 39%	348 39%	362 39%	13 35%	2 37%	177 bCE 45%	171 35%	14 30%	7 c 41%	6 30%	1 34%	1 42%	366 39%	362 39%	15 35%	368 BC 40%	7 14%	2 18%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 42 (continuation)
 <WWIP7> Having lost service would you pay £5 for a repair within 1 day?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	600 61%	425 59%	19 66%	27 73%	121 60%	139 57%	198 64%	51 77%	91 59%	506 63%	91 59%	21 53%	32 51%	12 53%	537 63%	21 53%	32 51%	12 53%
No	377 39%	299 41%	10 34%	10 27%	79 40%	107 43%	112 36%	15 23%	64 41%	298 37%	64 41%	18 47%	31 49%	10 47%	319 37%	18 47%	31 49%	10 47%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 42 (continuation)

<WWTP7> Having lost service would you pay £5 for a repair within 1 day?

by Crossbreak

Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	600 61%	455 bd 63%	117 54%	28 b 67%	145 56%	189 67%	139 59%	127 63%
No	377 39%	265 37%	99 ac 46%	14 33%	112 a 44%	95 33%	95 41%	74 37%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 43
 <WWTP8> Having lost service would you pay £15 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	558 57%	498 56%	528 57%	26 AB 70%	4 64%	192 49%	307 a 62%	30 A 64%	10 a 62%	16 ABcdg 76%	2 A 68%	2 59%	532 57%	528 57%	30 A 69%	511 C 56%	44 AC 86%	3 30%
No	420 43%	389 C 44%	406 C 43%	11 30%	2 36%	200 51% bCGEF	189 E 38%	17 e 36%	6 e 38%	5 24%	1 32%	1 e 41%	409 43%	406 C 43%	13 31%	405 B 44%	7 14%	7 AB 70%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 43 (continuation)
 <WWTP8> Having lost service would you pay £15 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	558 57%	389 54%	19 a 65%	23 62%	104 52%	136 55%	182 59%	45 ab 69%	92 59%	462 B 57%	92 B 59%	19 50%	29 47%	10 46%	500 CD 58%	19 50%	29 47%	10 46%
No	420 43%	335 CdF 46%	10 35%	14 38%	97 d 48%	110 d 45%	128 41%	21 31%	63 41%	342 43%	63 41%	19 bDI 50%	33 BdfI 53%	12 BdfI 54%	355 42%	19 50%	33 A 53%	12 A 54%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 43 (continuation)
 <WWTP8> Having lost service would you pay £15 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	558 57%	429 BD 60%	102 47%	27 BD 66%	129 50%	173 61%	142 61%	114 57%
No	420 43%	291 40%	114 AC 53%	14 34%	129 AC 50%	112 39%	92 39%	87 43%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 44
 <WWTP9> Having lost service would you pay £10 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	594 61%	532 60%	564 60%	26 AB 70%	4 64%	214 55%	317 64%	32 A 68%	10 62%	16 Abdg 76%	2 68%	2 59%	568 60%	564 60%	30 A 69%	546 C 60%	44 AC 86%	3 30%
No	384 39%	356 C 40%	371 C 40%	11 30%	2 36%	178 CE 45%	178 e 36%	15 32%	6 e 38%	5 24%	1 32%	1 e 41%	373 40%	371 C 40%	13 31%	370 B 40%	7 14%	7 AB 70%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 44 (continuation)
 <WWTP9> Having lost service would you pay £10 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	594 61%	418 58%	19 67%	23 62%	104 52%	142 58%	193 a 62%	51 ABC 78%	103 A 66%	486 B 60%	103 B 66%	19 50%	31 49%	11 50%	533 BCD 62%	19 50%	31 49%	11 50%
No	384 39%	306 cf 42%	10 33%	14 38%	96 cDE 48%	104 D 42%	117 d 38%	15 22%	52 34%	318 40%	52 34%	19 bDI 50%	32 bdfI 51%	11 bdfI 50%	323 38%	19 A 50%	32 A 51%	11 A 50%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 44 (continuation)
 <WWTP9> Having lost service would you pay £10 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	594 61%	444 62%	122 57%	28 67%	150 58%	184 65%	144 62%	116 58%
No	384 39%	276 38%	94 43%	14 33%	108 42%	101 35%	90 38%	85 42%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 45
 <WWTP10> Having lost service would you pay £5 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10
Yes	628 64%	562 63%	596 64%	28 AB 74%	4 70%	221 56%	340 a 69%	34 A 73%	11 a 68%	16 A 78%	2 a 74%	2 65%	600 64%	596 64%	32 A 73%	575 63%	45 A 87%	8 A 83%
No	350 36%	326 C 37%	339 C 36%	10 26%	2 30%	171 44%	155 31%	13 27%	5 32%	5 22%	1 26%	1 35%	341 36%	339 C 36%	12 27%	342 BC 37%	7 13%	2 17%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 45 (continuation)
 <WWTP10> Having lost service would you pay £5 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Go vernment (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits (d)	Third sector, (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
Yes	628 64%	437 60%	19 67%	29 A 79%	117 59%	143 58%	211 ab 68%	52 AB 78%	104 67%	518 B 64%	104 B 67%	21 55%	32 51%	13 59%	562 BC 66%	21 55%	32 51%	13 59%
No	350 36%	287 cEf 40%	10 33%	8 21%	83 cD 41%	103 cD 42%	99 32%	15 22%	51 33%	286 36%	51 33%	17 DF 45%	30 bDFI 49%	9 Dfi 41%	294 34%	17 A 45%	30 A 49%	9 41%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 45 (continuation)
 <WWTP10> Having lost service would you pay £5 for a repair on the same day?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
Yes	628 64%	469 65%	130 60%	29 69%	158 61%	187 66%	150 64%	132 66%
No	350 36%	251 35%	86 40%	13 31%	99 39%	98 34%	84 36%	69 34%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 46
WTP Summary2
by Crossbreak
Base: All with fixed landline or internet

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	990	392	602	255	133	167	225	210	124	131	70	63	645	602	388	793	142	55	
Total	978	888	935	37	6	392	496	47	16	21	3	3	941	935	43	916	52	10	
unwilling to accept a slower repair time for a discount off your next bill	621 63%	558 63%	588 63%	28 AB 75%	5 ABC 89%	205 52%	353 A 71%	30 a 63%	12 A 72%	16 Ac 76%	3 AbCd 86%	2 ABCDe 92%	592 63%	588 63%	33 A 77%	571 C 62%	46 AC 90%	4 36%	
unwilling to pay a higher price for faster installation	350 36%	326 C 37%	339 C 36%	10 26%	2 30%	171 44%	155 31%	13 27%	5 32%	5 22%	1 26%	1 35%	341 36%	339 C 36%	12 27%	342 BC 37%	7 13%	2 17%	

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 46 (continuation)
WTP Summary2
by Crossbreak
Base: All with fixed landline or internet

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (i)	Go sector, including central, local, education, and health (d)	Third sector, including NGOs, quangos, and not for profits (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	990	478	88	76	218	231	332	78	131	811	131	218	208	201	363	218	208	201
Total	978	724	29	37	200	246	310	66	155	804	155	38	62	22	855	38	62	22
unwilling to accept a slower repair time for a discount off your next bill	621 63%	444 61%	16 57%	34 91%	ADP 115 58%	162 66%	206 66%	a 47 70%	92 59%	515 64%	92 59%	24 61%	37 60%	13 58%	547 64%	24 61%	37 60%	13 58%
unwilling to pay a higher price for faster installation	350 36%	287 40%	cEf 10 33%	8 21%	83 41%	cD 103 42%	99 32%	15 22%	51 33%	286 36%	51 33%	17 45%	Dfi 30 49%	bDFI 9 41%	Dfi 294 34%	17 45%	A 30 49%	A 9 41%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 46 (continuation)
 WTP Summary2
 by Crossbreak
 Base: All with fixed landline or internet

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	713	171	105	276	280	222	211
Total	978	720	216	42	258	285	234	201
unwilling to accept a slower repair time for a discount off your next bill	621 63%	475 66%	124 58%	21 51%	146 57%	183 64%	151 65%	141 70%
unwilling to pay a higher price for faster installation	350 36%	251 35%	86 40%	13 31%	99 39%	98 34%	84 36%	69 34%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 47
 <WWTP1A> Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		JOB TITLE		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)		Up to and in cluding 10 em plooyees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)
Unweighted row	705	235	384	206	115	86	149	149	101	105	60	55	420	384	321	547	114	322	75	60
Total	621	558	588	28	5	205	353	30	12	16	3	2	592	588	33	571	46	444	16	34
I wouldn't want to wait any longer than 2 days	420 68%	379 68% cD	401 68% cD	16 59%	3 51%	123 60% g	256 73% aEG	22 74% aEFG	8 69% EG	8 51%	2 59%	1 42%	404 68%	401 68% C	19 58%	382 67% C	37 79% aC	301 68% c	11 69%	26 76% C
The discount wasn't enough to justify the additional wait	202 33%	182 33%	190 32%	10 37%	2 35%	69 33%	113 32%	8 27%	5 41% c	6 34%	1 30%	1 42% c	191 32%	190 32%	12 37%	186 33%	15 31%	156 35% e	5 29%	7 20%
My current service provider offers better than 2 days for repair	130 21%	115 21%	123 21%	6 22%	2 35% ABC	34 17%	81 23%	7 25%	3 21%	4 22%	1 33% A	1 37% Abde	124 21%	123 21%	8 24%	127 22% B	2 5%	99 22% dE	2 11%	2 7%
Wouldn't want discounts for a repair / should be included in contractual price / already paying for service	19 3%	17 3%	17 3%	2 6% bd	- -%	* -%	17 5% a	* 1%	1 7% AC	1 6% Ac	- -%	- -%	18 3%	17 3%	2 5%	18 3%	1 3%	12 3%	1 5% e	- -%
It's the providers responsibility / duty of care to repair faults for businesses.	17 3%	16 3%	16 3%	* -%	- -%	- -%	16 5% a	* 1%	* -%	* 1%	- -%	- -%	16 3%	16 3% c	* -%	16 3%	* -%	11 3%	- -%	- -%
Should be repaired ASAP / straight away / immediately	13 2%	11 2%	12 2%	2 6% ABd	* -%	- -%	11 3%	1 3% A	1 7% A	1 5% A	- -%	* -% A	12 2%	12 2%	2 5% A	12 2%	1 3%	12 3%	* -%	* 1%
Slower repair times equals loss of business and loss of earnings.	7 1%	6 1%	6 1%	1 3% ab	* 1%	* -%	5 2%	1 2% a	1 7% ABE	* -%	* 3% A	- -%	7 1%	6 1%	1 3% a	7 1%	* -%	7 1%	* 2%	- -%
Should be repaired within a day.	6 1%	6 1%	6 1%	* -%	* 2%	6 3% b	- -%	* -% b	* -%	* -% b	- -%	* 3% Bcde	6 1%	6 1%	* -%	6 1%	* -%	6 1%	* -%	- -%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 47 (continuation)
 <WWTPIA> Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?
 by Crossbreak
 Base: All respondents

	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO. of Sites		JOB TITLE		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)		Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	Owner/MD (a)	Senior Manager (d)
Unweighted row	705	235	384	206	115	86	149	149	101	105	60	55	420	384	321	547	114	322	75	60
Total	621	558	588	28	5	205	353	30	12	16	3	2	592	588	33	571	46	444	16	34
Dont know	*	-	-	*	-	-	-	-	*	-	-	-	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Other (specify)	6	6	6	*	-	1	6	-	*	*	-	-	6	6	*	6	*	6	-	-
	1%	1%	1%	*%	-%	*%	2%	-%	1%	*%	-%	-%	1%	1%	*%	1%	*%	1%	-%	-%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 47 (continuation)
 <WWTPIA> Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?
 by Crossbreak
 Base: All respondents

	INDUSTRY SECTOR						SECTOR		REGION			NATION				URBANITY			
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go (i)	Third sector, including central, local, charities, NGOs, education and health) (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)
Unweighted row	705	149	170	245	58	83	586	83	152	155	144	254	152	155	144	523	123	59	182
Total	621	115	162	206	47	92	515	92	24	37	13	547	24	37	13	475	124	21	146
I wouldn't want to wait any longer than 2 days	420 68%	79 e 69%	124 cE 77%	135 66%	30 64%	51 56%	355 c 69%	51 56%	17 73%	24 65%	9 72%	369 67%	17 73%	24 65%	9 72%	335 BD 70%	72 58%	13 63%	85 58%
The discount wasn't enough to justify the additional wait	202 33%	25 21%	47 29%	72 A 35%	12 25%	47 ABCD 51%	153 b 30%	47 AB 51%	7 31%	15 L 41%	3 23%	176 32%	7 31%	15 D 41%	3 23%	167 BD 35%	28 23%	7 33%	35 24%
My current service provider offers better than 2 days for repair	130 21%	34 Bd 30%	26 16%	45 22%	6 13%	19 21%	110 21%	19 21%	3 H 12%	4 H 9%	3 HJK 21%	121 bC 22%	3 12%	4 9%	3 bC 21%	95 C 20%	35 C 28%	1 6%	36 C 25%
Wouldn't want discounts for a repair / should be included in contractual price / already paying for service	19 3%	* *%	10 Ae 6%	8 a 4%	* 1%	* 1%	19 4%	* 1%	* *%	2 hj 5%	* h 2%	17 3%	* *%	2 b 5%	* 2%	19 bd 4%	* *%	* *%	* *%
It's the providers responsibility / duty of care to repair faults for businesses.	17 3%	* *%	5 a 3%	6 3%	* *%	5 a 6%	11 2%	5 6%	- -%	1 3%	- -%	15 3%	- -%	1 3%	- -%	16 bd 3%	- -%	* *%	* *%
Should be repaired ASAP / straight away / immediately	13 2%	* *%	5 a 3%	2 1%	* 1%	6 AC 7%	7 1%	6 A 7%	* 2%	* 1%	* 2%	13 2%	* 2%	* 1%	* 2%	12 3%	* *%	1 b 3%	1 1%
Slower repair times equals loss of business and loss of earnings.	7 1%	6 BCe 5%	* *%	1 *%	* *%	- -%	7 1%	- -%	* 2%	* *%	* 2%	7 1%	* 2%	* *%	* 2%	6 1%	* *%	1 3%	1 1%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 47 (continuation)
 <WWTP1A> Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?
 by Crossbreak
 Base: All respondents

	INDUSTRY SECTOR						SECTOR		REGION			NATION				URBANITY			
	Total	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Third sector, including central, local, charities, NGOs, education and health) (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)
Unweighted row	705	149	170	245	58	83	586	83	152	155	144	254	152	155	144	523	123	59	182
Total	621	115	162	206	47	92	515	92	24	37	13	547	24	37	13	475	124	21	146
Should be repaired within a day.	6 1%	* *%	* *%	* *%	* *%	5 aBC 6%	1 *%	5 A 6%	* 1%	* *%	1 dfHjK 4%	5 1%	* 1%	* *%	1 AbC 4%	* *%	5 A 4%	* *%	5 A 4%
Dont know	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* a *%	* *%	- -%	- -%	- -%
Other (specify)	6 1%	5 BCe 4%	* *%	1 *%	* *%	* *%	6 1%	* *%	* 2%	1 2%	* *%	5 1%	* 2%	1 2%	* *%	5 1%	* *%	1 ABD 5%	1 1%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 47 (continuation)
 <NWTP1A> Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?
 by Crossbreak
 Base: All respondents

	Total	URBAN DETAIL		
		Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	705	202	170	151
Total	621	183	151	141
I wouldn't want to wait any longer than 2 days	420 68%	139 c 76%	104 69%	92 65%
The discount wasn't enough to justify the additional wait	202 33%	63 35%	52 35%	51 36%
My current service provider offers better than 2 days for repair	130 21%	28 15%	42 Ac 28%	25 18%
Wouldn't want discounts for a repair / should be included in contractual price / already paying for service	19 3%	12 C 6%	7 C 5%	* *%
It's the providers responsibility / duty of care to repair faults for businesses.	17 3%	5 3%	6 4%	5 4%
Should be repaired ASAP / straight away / immediately	13 2%	6 b 3%	1 *%	5 b 4%
Slower repair times equals loss of business and loss of earnings.	7 1%	1 *%	6 ac 4%	* *%
Should be repaired within a day.	6 1%	* *%	* *%	* *%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 47 (continuation)

<WWTPlA> Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?

by Crossbreak

Base: All respondents

Total	URBAN DETAIL			
	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)	
Unweighted row	705	202	170	151
Total	621	183	151	141
Dont know	* *%	- -%	- -%	* *%
Other (specify)	6 1%	* *%	5 Ac 3%	- -%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 48
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair?
 by Crossbreak
 Base: The discount wasn't enough to justify the additional wait

	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES Up to and in cluding 10 em ployees (h)	NUMBER OF EMPLOYEES		NO.of Sites 1 (a)	JOB TITLE Owner/MD (a)	INDUSTRY SECTOR Retail / Wholesale (b)	SECTOR Services (c)	SECTOR Private sector (a)	REGION Scotland (k)	NATION		URBANITY		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	2 to 4 (b)		5 to 9 (c)	1 to 9 (a)							10 to 249 (c)	England (a)	Scotland (c)	Urban (a)	All Rural (d)
Unweighted row	232	74	127	64	50	53	139	127	105	178	106	62	80	183	54	84	54	178	54
Total	202	182	190	10	113	8	191	190	12	186	156	47	72	153	15	176	15	167	35
No amount	14 7%	13 7%	13 7%	1 12%	12 10%	* 3%	13 7%	13 7%	1 11%	14 8%	13 8%	2 5%	6 8%	14 9%	2 11%	12 7%	2 11%	14 8%	1 2%
£5 to £10	1 1%	1 1%	1 1%	- -	1 1%	* 1%	1 1%	1 1%	- -	1 1%	1 1%	* 1%	* 1%	1 1%	1 5%	- -	1 A 5%	1 1%	* 1%
£11 to £15	5 3%	5 3%	5 3%	- -	5 5%	* 1%	5 3%	5 3%	* 1%	5 3%	5 3%	5 aCe 11%	- -	5 3%	- -	5 3%	- -	5 3%	* 1%
£16 to £21	13 6%	13 7%	13 7%	* 1%	* 1%	* 1%	13 7%	13 7%	* 2%	13 7%	12 8%	11 ACE 23%	1 2%	12 8%	1 6%	10 6%	1 6%	12 7%	1 3%
£22 to £27	11 6%	11 6%	11 6%	* 1%	10 9%	* 1%	11 6%	11 6%	* 1%	11 6%	6 4%	- -	1 1%	6 4%	1 6%	10 6%	1 6%	11 7%	* 1%
£28 to £33	22 11%	20 c 11%	22 c 11%	* 1%	9 8%	2 BDE 25%	22 11%	22 C 11%	* 1%	22 b 12%	14 9%	1 3%	7 9%	11 7%	3 22%	17 10%	3 a 22%	14 9%	7 a 21%
£34 to £40	17 8%	16 9%	16 9%	* 5%	10 9%	* 2%	16 9%	16 9%	1 5%	17 9%	12 7%	1 1%	11 aBE 16%	17 c 11%	1 6%	16 9%	1 6%	16 10%	1 3%
£41 to £50	38 19%	35 19%	36 19%	2 18%	18 16%	1 10%	36 19%	36 19%	2 16%	32 17%	35 23%	11 aE 24%	18 aE 25%	37 C 24%	2 16%	33 19%	2 16%	26 16%	11 A 32%
£51 to £75	11 6%	11 6%	11 6%	1 5%	6 5%	* 1%	11 6%	11 6%	1 6%	11 6%	11 7%	* 1%	10 aBe 14%	11 7%	* 1%	11 6%	* 1%	6 4%	5 Ab 15%
£76 to £100	14 7%	12 6%	13 7%	1 14%	7 6%	1 11%	13 7%	13 7%	2 a 15%	13 7%	6 4%	2 3%	6 8%	9 6%	1 7%	12 7%	1 7%	13 8%	1 4%
£101+	23 11%	19 10%	20 10%	2 ab 21%	19 16%	1 16%	20 11%	20 10%	3 A 23%	16 9%	13 8%	1 3%	8 12%	10 6%	2 11%	19 11%	2 11%	22 d 13%	1 3%
(Don't know)	32 16%	27 15%	29 16%	2 23%	17 15%	2 28%	30 16%	29 16%	3 21%	31 16%	29 18%	12 C 25%	3 5%	21 14%	1 8%	30 17%	1 8%	26 16%	6 17%
Medians	50.00	50.00	50.00	100.00	50.00	50.00	50.00	50.00	100.00	50.00	50.00	30.00	50.00	50.00	40.00	50.00	40.00	50.00	50.00
Mean score	188.3	180.2	179.4	182.7	272.4	159.5 a	179.6	179.4	344.8	137.6	206.5	97.0	187.4	136.5	66.4	198.3	66.4	215.7	67.0
Standard deviation	559.70	452.77	456.37	263.60	568.85	600.61	454.86	456.37	1554.90	393.09	504.53	766.24	416.32	506.63	94.65	584.03	94.65	612.09	163.46

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 48 (continuation)

<WWTp1B> How much would you want off your next bill if you needed to wait 3 days for a repair?

by Crossbreak

Base: The discount wasn't enough to justify the additional wait

	URBAN DETAIL		
	Total	Large City / Smaller city / large town (a)	Medium town (b)
Unweighted row	232	69	60
Total	202	63	52
No amount	14 7%	6 9%	1 2%
£5 to £10	1 1%	- -%	* *%
£11 to £15	5 3%	5 bc 8%	* *%
£16 to £21	13 6%	1 2%	5 a 10%
£22 to £27	11 6%	* *%	5 A 10%
£28 to £33	22 11%	7 10%	2 4%
£34 to £40	17 8%	5 c 8%	11 C 20%
£41 to £50	38 19%	7 11%	12 23%
£51 to £75	11 6%	* 1%	* *%
£76 to £100	14 7%	6 10%	6 c 11%
£101+	23 11%	12 b 19%	3 5%
(Don't know)	32 16%	14 22%	7 13%
Medians	50.00	50.00	40.00
Mean score	188.3	298.8	106.4
Standard deviation	559.70	640.03	663.13

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 49
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair? TYPE IN HOW MUCH LESS WRITE IN £s -1 = Don't know
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR	SECTOR	NATION	URBANITY
		1 to 4 (a)	1 to 9 (b)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Services (c)	Private sector (a)	England (a)	Urban (a)
Unweighted row	173	59	93	103	93	80	127	76	62	132	63	129
Total	156	142	147	148	147	8	141	115	63	118	135	127
15000 (15000.0)	* *%	- -%	- -%	- -%	- -%	* A 1%	- -%	- -%	- -%	* *%	* *%	* *%
5000 (5000.0)	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%
3000 (3000.0)	* *%	- -%	- -%	- -%	- -%	* A 1%	* *%	- -%	- -%	- -%	* *%	* *%
2000 (2000.0)	5 3%	5 4%	5 3%	5 3%	5 3%	- -%	5 4%	5 4%	- -%	- -%	5 4%	5 4%
1500 (1500.0)	5 3%	5 4%	5 3%	5 3%	5 3%	- -%	- -%	5 4%	5 8%	5 4%	5 4%	5 4%
1000 (1000.0)	1 1%	* *%	* *%	* *%	* *%	* A 6%	1 1%	* *%	* 1%	1 1%	* *%	* *%
900 (900.0)	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%
500 (500.0)	1 *%	* *%	* *%	* *%	* *%	* a 2%	* *%	* *%	* *%	1 *%	* *%	1 *%
400 (400.0)	* *%	- -%	- -%	* *%	- -%	* A 5%	* *%	- -%	* 1%	* *%	* *%	* *%
300 (300.0)	2 1%	1 1%	1 1%	1 1%	1 1%	* A 5%	1 1%	* *%	1 1%	* *%	1 1%	1 1%
250 (250.0)	1 *%	- -%	1 *%	1 *%	1 *%	* 1%	1 *%	- -%	- -%	* *%	1 *%	1 1%
200 (200.0)	1 1%	* *%	* *%	* *%	* *%	1 A 11%	1 1%	* *%	1 1%	1 1%	1 1%	1 1%
188 (188.0)	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	* *%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 49 (continuation)
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair? TYPE IN HOW MUCH LESS WRITE IN £s -1 = Don't know
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR	SECTOR	NATION	URBANITY
		1 to 4 (a)	1 to 9 (b)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Services (c)	Private sector (a)	England (a)	Urban (a)
Unweighted row	173	59	93	103	93	80	127	76	62	132	63	129
Total	156	142	147	148	147	8	141	115	63	118	135	127
150	(150.0)	5 3%	5 4%	5 3%	5 3%	* 1%	5 4%	* *%	- -%	* *%	5 4%	5 4%
120	(120.0)	1 1%	1 1%	1 1%	1 1%	- -%	1 1%	1 1%	1 1%	1 1%	- -%	1 1%
100	(100.0)	14 9%	12 8%	12 8%	13 8%	2 A 21%	13 9%	6 5%	6 9%	8 7%	12 9%	12 10%
80	(80.0)	1 *%	- -%	1 *%	1 *%	1 *%	- -%	- -%	* *%	1 1%	1 *%	1 *%
75	(75.0)	1 1%	* *%	* *%	* *%	* A 5%	1 1%	* *%	* *%	* *%	* *%	1 1%
66	(66.0)	5 3%	5 4%	5 3%	5 3%	- -%	5 4%	5 4%	5 8%	5 4%	5 4%	5 4%
60	(60.0)	5 3%	5 4%	5 3%	5 4%	* 3%	5 4%	5 4%	5 8%	5 5%	5 4%	* *%
51	(51.0)	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
50	(50.0)	38 24%	35 25%	36 24%	36 24%	2 24%	32 23%	35 31%	18 E 29%	37 C 31%	33 25%	26 21%
40	(40.0)	17 11%	16 11%	16 11%	16 11%	* 3%	16 12%	11 10%	11 Be 18%	16 c 14%	16 12%	16 12%
35	(35.0)	* *%	- -%	* *%	* *%	* A 5%	* *%	* *%	* *%	* *%	* *%	* *%
30	(30.0)	22 14%	20 14%	22 c 15%	22 15%	22 C 1%	22 b 15%	14 12%	7 11%	11 9%	17 13%	14 11%
25	(25.0)	10 7%	10 7%	10 7%	10 7%	* 1%	10 7%	5 5%	- -%	5 4%	10 8%	10 8%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 49 (continuation)
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair? TYPE IN HOW MUCH LESS WRITE IN £s -1 = Don't know
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR	SECTOR	NATION	URBANITY
		1 to 4 (a)	1 to 9 (b)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Services (c)	Private sector (a)	England (a)	Urban (a)
Unweighted row	173	59	93	103	93	80	127	76	62	132	63	129
Total	156	142	147	148	147	8	141	115	63	118	135	127
23 (23.0)	1 1%	1 1%	1 1%	1 1%	1 1%	- -	1 1%	1 1%	1 1%	1 1%	- -	1 1%
20 (20.0)	13 8%	13 9%	13 9%	13 9%	13 9%	* 3%	13 9%	12 11%	1 2%	12 10%	10 8%	12 9%
15 (15.0)	5 3%	5 4%	5 4%	5 4%	5 4%	* *	5 4%	5 4%	- -	5 4%	5 4%	5 4%
10 (10.0)	* *%	* *%	* *%	* *%	* *%	- -	* *%	* *%	* *%	* *%	- -	* *%
5 (5.0)	1 1%	1 1%	1 1%	1 1%	1 1%	- -	1 1%	1 1%	- -	1 1%	- -	1 1%
Mean score	188.3	180.2	179.4	179.6	179.4	344.8	137.6	206.5	187.4	136.5	198.3	215.7
Standard deviation	559.70	452.77	456.37	454.86	456.37	1554.90	393.09	504.53	416.32	506.63	584.03	612.09

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 50
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair?
 by Crossbreak
 Base: The discount wasn't enough to justify the additional wait

	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES Up to and in cluding 10 em ployees (h)	NUMBER OF EMPLOYEES		NO.of Sites 1 (a)	JOB TITLE Owner/MD (a)	INDUSTRY SECTOR Retail / Wholesale (b)	SECTOR Services (c)	SECTOR Private sector (a)	REGION Scotland (k)	NATION		URBANITY		
	Total	1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	2 to 4 (b)		5 to 9 (c)	1 to 9 (a)							10 to 249 (c)	England (a)	Scotland (c)	Urban (a)	All Rural (d)
Unweighted row	231	74	127	64	50	53	139	127	104	178	106	61	80	182	54	83	54	177	54
Total	202	182	190	10	113	8	191	190	12	186	156	47	72	153	15	176	15	167	35
No amount	14 7%	13 7%	13 7%	1 12%	12 10%	* 3%	13 7%	13 7%	1 11%	14 8%	13 8%	2 5%	6 8%	14 9%	2 11%	12 7%	2 11%	14 8%	1 2%
£5 to £10	1 1%	1 1%	1 1%	- -%	1 1%	* 1%	1 1%	1 1%	- -%	1 1%	1 1%	* 1%	* 1%	1 1%	1 5%	- -%	1 A 5%	1 1%	* 1%
£11 to £15	5 3%	5 3%	5 3%	- -%	5 5%	* 1%	5 3%	5 3%	* 1%	5 3%	5 3%	5 aCe 11%	- -%	5 3%	- -%	5 3%	- -%	5 3%	* 1%
£16 to £21	13 6%	13 7%	13 7%	* 1%	* 1%	* 1%	13 7%	13 7%	* 2%	13 7%	12 8%	11 ACE 23%	1 2%	12 8%	1 6%	10 6%	1 6%	12 7%	1 3%
£22 to £27	11 6%	11 6%	11 6%	* 1%	10 9%	* 1%	11 6%	11 6%	* 1%	11 6%	6 4%	- -%	1 1%	6 4%	1 6%	10 6%	1 6%	11 7%	* 1%
£28 to £33	22 11%	20 c 11%	22 c 11%	* 1%	9 8%	2 BDE 25%	22 11%	22 C 11%	* 1%	22 b 12%	14 9%	1 3%	7 9%	11 7%	3 22%	17 10%	3 a 22%	14 9%	7 a 21%
£34 to £40	17 8%	16 9%	16 9%	* 5%	10 9%	* 2%	16 9%	16 9%	1 5%	17 9%	12 7%	1 1%	11 aBE 16%	17 c 11%	1 6%	16 9%	1 6%	16 10%	1 3%
£41 to £50	38 19%	35 19%	36 19%	2 18%	18 16%	1 10%	36 19%	36 19%	2 16%	32 17%	35 23%	11 aE 24%	18 aE 25%	37 C 24%	2 16%	33 19%	2 16%	26 16%	11 A 32%
£51 to £75	11 6%	11 6%	11 6%	1 5%	6 5%	* 1%	11 6%	11 6%	1 6%	11 6%	11 7%	* 1%	10 aBe 14%	11 7%	* 1%	11 6%	* 1%	6 4%	5 Ab 15%
£76 to £100	14 7%	12 6%	13 7%	1 14%	7 6%	1 11%	13 7%	13 7%	2 a 15%	13 7%	6 4%	2 3%	6 8%	9 6%	1 7%	12 7%	1 7%	13 8%	1 4%
£101+	23 11%	19 10%	20 10%	2 ab 21%	19 16%	1 16%	20 11%	20 10%	3 A 22%	16 9%	13 8%	1 3%	8 12%	10 6%	2 11%	19 11%	2 11%	22 d 13%	1 3%
(Don't know)	32 16%	27 15%	29 16%	2 23%	17 15%	2 28%	30 16%	29 16%	3 21%	31 16%	29 18%	12 C 25%	3 5%	21 14%	1 8%	30 17%	1 8%	26 16%	6 17%
Medians	50.00	50.00	50.00	100.00	50.00	50.00	50.00	50.00	100.00	50.00	50.00	30.00	50.00	50.00	40.00	50.00	40.00	50.00	50.00
Mean score	181.1	180.2	179.4	182.7	272.4	159.5 a	179.6	179.4	210.7	137.6	206.5	62.5	187.4	126.9	66.4	190.0	66.4	206.9	67.0
Standard deviation	453.83	452.77	456.37	263.60	568.85	600.61	454.86	456.37	432.20	393.09	504.53	236.41	416.32	337.33	94.65	466.30	94.65	493.36	163.46

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 50 (continuation)

<WWTPlB> How much would you want off your next bill if you needed to wait 3 days for a repair?

by Crossbreak

Base: The discount wasn't enough to justify the additional wait

	Total	URBAN DETAIL	
		Large City / Smaller city / large town (a)	Medium town (b)
Unweighted row	231	69	59
Total	202	63	52
No amount	14 7%	6 9%	1 2%
£5 to £10	1 1%	- -	* *%
£11 to £15	5 3%	5 bc 8%	* *%
£16 to £21	13 6%	1 2%	5 a 10%
£22 to £27	11 6%	* *%	5 A 10%
£28 to £33	22 11%	7 10%	2 4%
£34 to £40	17 8%	5 c 8%	11 C 20%
£41 to £50	38 19%	7 11%	12 23%
£51 to £75	11 6%	* 1%	* *%
£76 to £100	14 7%	6 10%	6 c 11%
£101+	23 11%	12 b 19%	3 5%
(Don't know)	32 16%	14 22%	7 13%
Medians	50.00	50.00	40.00
Mean score	181.1	298.8 b	81.1
Standard deviation	453.83	640.03	235.78

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 51
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair? TYPE IN HOW MUCH LESS WRITE IN £s -1 = Don't know
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR	SECTOR	NATION	URBANITY
		1 to 4 (a)	1 to 9 (b)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Services (c)	Private sector (a)	England (a)	Urban (a)
Unweighted row	172	59	93	103	93	79	127	76	62	131	62	128
Total	156	142	147	148	147	8	141	115	63	118	135	127
5000 (5000.0)	*	-	*	*	*	*	*	*	*	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%
3000 (3000.0)	*	-	-	-	-	* A	*	-	-	-	*	*
	%	%	%	%	%	1%	%	%	%	%	%	%
2000 (2000.0)	5	5	5	5	5	-	5	5	-	-	5	5
	3%	4%	3%	3%	3%	%	4%	4%	%	%	4%	4%
1500 (1500.0)	5	5	5	5	5	-	-	5	5	5	5	5
	3%	4%	3%	3%	3%	%	%	4%	8%	4%	4%	4%
1000 (1000.0)	1	*	*	*	*	* A	1	*	*	1	*	*
	1%	%	%	%	%	6%	1%	%	1%	1%	%	%
900 (900.0)	*	*	*	*	*	-	*	*	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%
500 (500.0)	1	*	*	*	*	* a	*	*	*	1	*	1
	%	%	%	%	%	2%	%	%	%	%	%	%
400 (400.0)	*	-	-	*	-	* A	*	-	*	*	*	*
	%	%	%	%	%	5%	%	%	1%	%	%	%
300 (300.0)	2	1	1	1	1	* A	1	*	1	*	1	1
	1%	1%	1%	1%	1%	5%	1%	%	1%	%	1%	1%
250 (250.0)	1	-	1	1	1	*	1	-	-	*	1	1
	%	%	%	%	%	1%	%	%	%	%	1%	1%
200 (200.0)	1	*	*	*	*	1 A	1	*	1	1	1	1
	1%	%	%	%	%	11%	1%	%	1%	1%	1%	1%
188 (188.0)	*	-	-	-	-	*	*	-	*	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%
150 (150.0)	5	5	5	5	5	*	5	*	-	*	5	5
	3%	4%	3%	3%	3%	1%	4%	%	%	%	4%	4%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 51 (continuation)
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair? TYPE IN HOW MUCH LESS WRITE IN £s -1 = Don't know
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR	SECTOR	NATION	URBANITY
		1 to 4 (a)	1 to 9 (b)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Services (c)	Private sector (a)	England (a)	Urban (a)
Unweighted row	172	59	93	103	93	79	127	76	62	131	62	128
Total	156	142	147	148	147	8	141	115	63	118	135	127
120	(120.0)	1 1%	1 1%	1 1%	1 1%	- -	1 1%	1 1%	1 1%	1 1%	- -	1 1%
100	(100.0)	14 9%	12 8%	12 8%	13 8%	2 A 21%	13 9%	6 5%	6 9%	8 7%	12 9%	12 10%
80	(80.0)	1 *%	- -%	1 *%	1 *%	* *%	- -%	- -%	* *%	1 1%	1 *%	1 *%
75	(75.0)	1 1%	* *%	* *%	* *%	* A 5%	1 1%	* *%	* *%	* *%	* *%	1 1%
66	(66.0)	5 3%	5 4%	5 3%	5 3%	- -%	5 4%	5 4%	5 8%	5 4%	5 4%	5 4%
60	(60.0)	5 3%	5 4%	5 3%	5 4%	* 3%	5 4%	5 4%	5 8%	5 5%	5 4%	* *%
51	(51.0)	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
50	(50.0)	38 24%	35 25%	36 24%	36 24%	2 24%	32 23%	35 31%	18 E 29%	37 C 31%	33 25%	26 21%
40	(40.0)	17 11%	16 11%	16 11%	16 11%	* 3%	16 12%	11 10%	11 Be 18%	16 c 14%	16 12%	16 12%
35	(35.0)	* *%	- -%	* *%	* *%	* A 5%	* *%	* *%	* *%	* *%	* *%	* *%
30	(30.0)	22 14%	20 14%	22 c 15%	22 15%	22 c 15%	* 1%	22 b 15%	14 12%	7 11%	11 9%	17 13%
25	(25.0)	10 7%	10 7%	10 7%	10 7%	* 1%	10 7%	5 5%	- -%	5 4%	10 8%	10 8%
23	(23.0)	1 1%	1 1%	1 1%	1 1%	- -%	1 1%	1 1%	1 1%	1 1%	- -%	1 1%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 51 (continuation)
 <WWTP1B> How much would you want off your next bill if you needed to wait 3 days for a repair? TYPE IN HOW MUCH LESS WRITE IN £s -1 = Don't know
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES		NUMBER OF EM PLOYEES	NUMBER OF EMPLOYEES		NO.of Sites	JOB TITLE	INDUSTRY SECTOR	SECTOR	NATION	URBANITY
		1 to 4 (a)	1 to 9 (b)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	Owner/MD (a)	Services (c)	Private sector (a)	England (a)	Urban (a)
Unweighted row	172	59	93	103	93	79	127	76	62	131	62	128
Total	156	142	147	148	147	8	141	115	63	118	135	127
20 (20.0)	13 8%	13 9%	13 9%	13 9%	13 9%	* 3%	13 9%	12 11%	1 2%	12 10%	10 8%	12 9%
15 (15.0)	5 3%	5 4%	5 4%	5 4%	5 4%	* 4%	5 4%	5 4%	- -%	5 4%	5 4%	5 4%
10 (10.0)	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%
5 (5.0)	1 1%	1 1%	1 1%	1 1%	1 1%	- -%	1 1%	1 1%	- -%	1 1%	- -%	1 1%
Mean score	181.1	180.2	179.4	179.6	179.4	210.7	137.6	206.5	187.4	126.9	190.0	206.9
Standard deviation	453.83	452.77	456.37	454.86	456.37	432.20	393.09	504.53	416.32	337.33	466.30	493.36

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 52
 <WWTPIC> Which of the following best describes why you would be unwilling to pay a higher price for a faster repair?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES			NUMBER OF EMPLOYEES			NUMBER OF EM PLOYEES Up to and in cluding 10 em ployees (h)	NUMBER OF EMPLOYEES		NO.of Sites 1 (a)	JOB TITLE Owner/MD (a)	INDUSTRY SECTOR			SECTOR Private sector (a)	REGION		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	1 (a)	2 to 4 (b)	5 to 9 (c)		1 to 9 (a)	10 to 249 (c)			Primary (a)	Retail / Wholesale (b)	Services (c)		Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted row	339	165	231	68	83	82	66	244	231	108	285	181	75	80	115	275	84	73	71
Total	350	326	339	10	171	155	13	341	339	12	342	287	83	103	99	286	17	30	9
I'm happy with a 2 day wait for a repair	141 40%	136 CD 42%	140 CD 41%	1 10%	98 BCDE 57%	38 e 25%	4 dE 33%	140 41%	140 C 41%	1 11%	140 B 41%	122 43%	41 ce 50%	47 46%	33 33%	120 42%	8 43%	12 41%	4 42%
The prices were too much to justify the faster repair	101 29%	94 c 29%	99 c 29%	2 16%	28 17%	66 AD 42%	4 AD 34%	99 29%	99 c 29%	2 17%	98 29%	76 27%	15 18%	20 19%	30 31%	71 25%	3 18%	12 J 41%	3 j 31%
My current service provider offers better than 2 days for repair	80 23%	71 22%	77 23%	3 26%	40 24%	30 19%	6 ABD 50%	77 23%	77 23%	4 30%	79 23%	68 24%	18 22%	22 21%	28 28%	67 23%	3 15%	5 17%	2 22%
Wouldn't want to pay anything for repair / should be included in contractual price / already paying for service	49 14%	44 14%	46 13%	3 ABD 34%	22 13%	22 14%	2 12%	47 14%	46 13%	3 A 30%	46 14%	39 14%	9 11%	23 aE 23%	16 e 16%	38 c 13%	4 kl 25%	4 12%	1 9%
It's the providers responsibility / duty of care to repair faults for businesses	21 6%	20 6%	20 6%	1 ab 14%	11 6%	9 6%	* 1%	21 6%	20 6%	1 a 12%	21 6%	19 7%	1 1%	7 7%	13 AE 13%	16 6%	2 l 11%	3 8%	* *
Should be repaired ASAP / straight away / immediately	7 2%	5 2%	5 2%	2 ABd 17%	5 3%	- -	- -	6 2%	5 2%	2 A 15%	6 2%	6 2%	* 1%	5 5%	* *	1 *	* *	* *	- -
Should be repaired within a day.	6 2%	6 2%	6 2%	* 1%	5 3%	1 *	* *	6 2%	6 2%	* 1%	6 2%	6 2%	* *	* *	* *	1 *	1 k 5%	* *	- -
Other (specify)	18 5%	17 5%	17 5%	1 8%	1 1%	16 Ac 10%	* *	18 5%	17 5%	1 8%	18 5%	13 4%	6 c 7%	11 Ce 11%	1 1%	18 6%	1 4%	1 3%	* 3%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 52 (continuation)
 <WWTPIC> Which of the following best describes why you would be unwilling to pay a higher price for a faster repair?
 by Crossbreak
 Base: All respondents

	Total	NATION				URBANITY			URBAN DETAIL		
		England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	339	111	84	73	71	236	61	102	91	74	71
Total	350	294	17	30	9	251	86	99	98	84	69
I'm happy with a 2 day wait for a repair	141 40%	118 40%	8 43%	12 41%	4 42%	95 38%	39 45%	46 47%	41 41%	31 37%	23 34%
The prices were too much to justify the faster repair	101 29%	82 28%	3 18%	12 B 41%	3 b 31%	79 32%	19 22%	22 22%	37 38%	25 29%	17 25%
My current service provider offers better than 2 days for repair	80 23%	71 24%	3 15%	5 17%	2 22%	56 22%	22 26%	25 25%	23 24%	15 17%	18 26%
Wouldn't want to pay anything for repair / should be included in contractual price / already paying for service	49 14%	40 14%	4 acd 25%	4 12%	1 9%	40 16%	7 8%	9 9%	3 4%	24 A 29%	12 A 18%
It's the providers responsibility / duty of care to repair faults for businesses	21 6%	17 6%	2 d 11%	3 8%	* *%	20 bd 8%	1 1%	1 1%	1 1%	8 a 9%	12 A 17%
Should be repaired ASAP / straight away / immediately	7 2%	7 2%	* *%	* *%	- -%	2 1%	5 A 6%	5 A 5%	1 1%	* 1%	- -%
Should be repaired within a day.	6 2%	5 2%	1 c 5%	* *%	- -%	1 *%	5 A 6%	6 A 6%	* *%	* *%	* *%
Other (specify)	18 5%	16 6%	1 4%	1 3%	* 3%	18 bD 7%	* *%	* *%	11 c 12%	5 6%	1 2%

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 53
 <WWTP1D> At what price would you be willing to pay for a repair within 1 day?
 by Crossbreak
 Base: The prices were too much to justify the faster repair

	NUMBER OF EM PLOYEES	NUMBER OF EM PLOYEES	NUMBER OF EM PLOYEES	NO.of Sites	JOB TITLE	SECTOR	URBANITY	
Total	1 to 9 (b)	Up to and in cluding 10 em ployees (h)	1 to 9 (a)	1 (a)	Owner/MD (a)	Private sector (a)	Urban (a)	
Unweighted row	97	71	73	71	83	51	78	70
Total	101	99	99	99	98	76	71	79
No amount	77 77%	76 77%	76 77%	76 77%	77 78%	60 78%	54 76%	61 77%
£5 to £10	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%
(Don't know)	22 22%	22 22%	22 22%	22 22%	21 21%	16 21%	16 23%	17 21%
(Refused)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Mean score	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
Standard deviation	-	-	-	-	-	-	-	-

95 percent as lower case or +, 99 percent as UPPER CASE or ++

Table 54
 <F4> Into which of the following bands does the company turnover's in the UK fall?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EMPLOYEES	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	Up to and including 10 employees (h)	1 to 9 (a)	10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Up to £50,000	286	280 CD	285 CD	1	*	223 BCDEFG	58 E	5 E	1 E	*	* E	* E	285	285 C	1	284 BC	2	*	
	29%	31%	30%	3%	6%	55%	11%	10%	6%	*%	5%	6%	30%	30%	3%	30%	4%	1%	
£50,001 to £100,000	269	263 CD	268 CD	1	-	106 CDEFG	157 CDEFG	5 DEFG	*	*	-	-	268	268 C	1	258 B	6	6 AB	
	27%	29%	28%	1%	-%	26%	31%	11%	1%	2%	-%	-%	28%	28%	1%	28%	10%	56%	
£100,001 to £250,000	203	192 CD	202 CD	1	* c	37 e AcDEFG	155	10 ADEFG	1	*	* E	*	202	202 C	1	190 C	13 C	*	
	20%	21%	21%	2%	6%	9%	30%	21%	4%	1%	10%	3%	21%	21%	3%	20%	23%	1%	
£250,001 to £500,000	87	69	82	5 ABd	*	14	55 A	13 ABDEFG	4 ABDEFG	1	*	*	84	82	5 a	74	13 AC	*	
	9%	8%	9%	14%	4%	3%	11%	27%	25%	5%	3%	5%	9%	9%	13%	8%	23%	1%	
£500,001 to £999,999	47	33	41	6 ABd	* a	1	32 A	8 ABd	2 A	4 ABdfg	* A	* A	41	41	6 A	35	10 A	1 A	
	5%	4%	4%	15%	8%	*%	6%	17%	9%	20%	8%	8%	4%	4%	14%	4%	18%	12%	
£1 million to £2 million	26	11	13	12 ABD	* AB	-	11	3 AB	6 ABCEFG	6 ABCfG	* ABg	-	16	13	12 A	21	4 A	1 A	
	3%	1%	1%	31%	5%	-%	2%	6%	37%	26%	10%	-%	2%	1%	28%	2%	7%	10%	
Over £2 million to £5 million	8	-	*	6 AB	1 AB	-	-	*	2 ABC	4 ABCd	1 ABCd	* ABC	*	*	7 A	6	1	1 Ab	
	1%	-%	*%	17%	17%	-%	-%	*%	11%	21%	22%	11%	*%	*%	17%	1%	2%	8%	
Over £5 million to £10 million	3	-	*	2 AB	1 ABC	-	-	*	* AB	2 ABCD	1 ABCDe	1 ABCDef	*	*	3 A	1	2 A	* A	
	*%	-%	*%	4%	24%	-%	-%	*%	1%	7%	16%	33%	*%	*%	7%	*%	3%	2%	
Over £10 million to £15 million	1	-	-	* aB	* ABC	-	-	-	*	* b	* ABCDE	* ABCDE	-	-	1 A	*	*	* A	
	*%	-%	-%	*%	8%	-%	-%	-%	*%	*%	11%	4%	-%	-%	1%	*%	*%	1%	
Over £15 million to £20 million	1	-	-	* AB	* ABc	-	-	-	-	* Abc	* ABCD	* ABCD	-	-	1 A	*	*	* AB	
	*%	-%	-%	1%	4%	-%	-%	-%	-%	2%	5%	3%	-%	-%	2%	*%	*%	4%	
Over £20 million to £25 million	*	-	-	*	* ABC	-	-	-	-	*	-	* ABCDef	-	-	* A	*	*	* A	
	*%	-%	-%	*%	4%	-%	-%	-%	-%	*%	-%	8%	-%	-%	1%	*%	*%	1%	

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Table 54 (continuation)
 <F4> Into which of the following bands does the company turnover's in the UK fall?
 by Crossbreak
 Base: All respondents

	Total	NUMBER OF EMPLOYEES				NUMBER OF EMPLOYEES								NUMBER OF EM PLOYEES Up to and in cluding 10 em ployees (h)	NUMBER OF EMPLOYEES		NO.of Sites		
		1 to 4 (a)	1 to 9 (b)	10 to 49 (c)	50 to 249 (d)	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	1 to 9 (a)		10 to 249 (c)	1 (a)	2 to 3 (b)	4+ (c)	
Unweighted row	1001	400	610	256	135	170	230	210	125	131	71	64	653	610	391	800	146	55	
Total	1001	910	957	38	6	403	508	47	17	21	3	3	963	957	44	933	58	10	
Over £25 million to £100 million	1 %	- %	- %	* AB 1%	* ABC 6%	- %	- %	- %	- %	* ABc 2%	* ABCd 2%	* ABCDef 11%	- %	- %	1 A 2%	* %	* %	* A 2%	
£100 million or more	* %	- %	- %	* AB %	- %	- %	- %	- %	- %	- %	* AB %	* ABc 1%	- %	- %	* %	- %	* %	* A %	
Don't know	13 1%	8 1%	10 1%	3 AB 7%	* AB 6%	1 %	7 1%	2 AB 4%	* A 3%	2 ABcd 11%	* AB 8%	* A 3%	10 1%	10 1%	3 A 7%	7 1%	5 Ac 9%	* %	
(Refused)	58 6%	55 6%	56 d 6%	1 3%	* 1%	22 5%	34 f 7%	1 2%	1 3%	* 2%	- %	* 3%	57 6%	56 c 6%	1 3%	57 b 6%	* 1%	* %	
ANNAUL TURNOVER																			
Under £100,000 (a)	555	543 CD	553 CD	2	*	328 BCDEFG	215 CDEFG	10 DEFG	1	1	*	*	553	553 C	2	541 B	8	6 B	
	55%	60%	58%	4%	6%	82%	42%	21%	6%	2%	5%	6%	57%	58%	4%	58%	14%	57%	
Over £100,000 - £1 million (b)	337 34%	293 D 32%	324 D 34%	12 D 31%	1 18%	52 13%	242 AEF 48%	31 ABDEFG 66%	6 Aef 38%	5 A 26%	1 20%	* 16%	327 34%	324 34%	13 29%	299 C 32%	37 AC 64%	1 14%	
Over £1m (c)	39 4%	11 1%	14 1%	21 AB 55%	4 ABC 69%	- %	11 2%	3 AB 6%	8 ABC 49%	12 ABC 59%	2 ABCd 67%	2 ABCD 71%	16 2%	14 1%	25 A 57%	29 3%	7 A 12%	3 AB 28%	

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Table 54 (continuation)
 <F4> Into which of the following bands does the company turnover's in the UK fall?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wholesale (b)	Services (c)	Government (d)	Go sector, (i)	Third sector, including central, local, national, ed NGOs, education quangos, and not for health) profits (d) etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
Up to £50,000	286 29%	242 cDEF 32%	1 4%	6 df 15%	44 21%	59 24%	110 ABe 35%	35 ABE 42%	39 25%	247 B 30%	39 B 25%	14 dFk 36%	17 27%	8 dF 35%	247 28%	14 ac 36%	17 27%	8 35%
£50,001 to £100,000	269 27%	189 C 25%	6 C 22%	16 ACDF 44%	68 Bc 33%	50 20%	76 24%	21 26%	54 Bc 35%	213 B 26%	54 aB 35%	8 20%	14 23%	4 20%	242 b 28%	8 20%	14 23%	4 20%
£100,001 to £250,000	203 20%	161 22%	8 c 28%	6 17%	17 8%	73 ACD 30%	62 A 20%	11 14%	40 Ad 25%	162 20%	40 b 25%	9 A 22%	16 Af 26%	4 A 19%	174 20%	9 22%	16 26%	4 19%
£250,001 to £500,000	87 9%	56 7%	3 11%	2 6%	25 E 12%	19 8%	31 e 10%	6 7%	6 4%	74 c 9%	6 4%	4 Cd 10%	8 Cdh 12%	3 CDH 13%	73 8%	4 10%	8 12%	3 a 13%
£500,001 to £999,999	47 5%	35 22%	6 ACEF 22%	1 4%	8 4%	25 aCE 10%	5 1%	6 Ce 8%	2 2%	45 5%	2 2%	2 4%	1 2%	1 gK 6%	43 5%	2 4%	1 2%	1 C 6%
£1 million to £2 million	26 3%	11 1%	1 2%	3 A 8%	9 c 4%	9 4%	5 2%	1 1%	2 1%	23 3%	2 1%	1 2%	1 1%	* 1%	24 3%	1 2%	1 1%	* 1%
Over £2 million to £5 million	8 1%	1 *%	1 A 3%	1 A 3%	3 2%	1 *%	2 1%	* *%	1 1%	6 1%	1 1%	* 1%	1 1%	* 1%	6 1%	* 1%	1 1%	* 1%
Over £5 million to £10 million	3 *%	* *%	* A 1%	* *%	1 1%	1 *%	1 *%	* *%	1 *%	2 *%	1 *%	* *%	* *%	* *%	3 *%	* *%	* *%	* *%
Over £10 million to £15 million	1 *%	* *%	* A 1%	* *%	* *%	* *%	* *%	- -%	- -%	1 *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%
Over £15 million to £20 million	1 *%	- -%	* A 2%	- -%	* *%	* *%	* *%	- -%	* *%	1 *%	* *%	* *%	- -%	- -%	1 *%	* *%	- -%	- -%

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Table 54 (continuation)
 <F4> Into which of the following bands does the company turnover's in the UK fall?
 by Crossbreak
 Base: All respondents

	JOB TITLE				INDUSTRY SECTOR					SECTOR		REGION			NATION			
	Total	Owner/MD (a)	Senior Manager (d)	Other finance (e)	Primary (a)	Retail / Wh olesale (b)	Services (c)	Govt (i)	Third sector, in cluding central, ch local, arities, ed NGOs, ucation quangos, and not for health) profits etc (e)	Private sector (a)	Third (c)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (a)	Wales (b)	Scotland (c)	Northern Ireland (d)
Unweighted row	1001	486	88	76	220	234	333	82	132	821	132	221	209	201	370	221	209	201
Total	1001	746	29	37	205	248	310	82	156	827	156	40	63	22	877	40	63	22
Over £20 million to £25 million	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%
Over £25 million to £100 million	1 *%	- -%	* A 2%	* *%	* *%	1 *%	* *%	- -%	- -%	1 *%	- -%	* *%	* *%	* *%	1 *%	* *%	* *%	* *%
£100 million or more	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
Don't know	13 1%	1 *%	1 A 3%	* 1%	7 bc 3%	1 *%	3 1%	1 1%	1 1%	11 1%	1 1%	1 1%	2 3%	1 e 3%	10 1%	1 1%	2 3%	1 3%
(Refused)	58 6%	50 d 7%	* *%	1 2%	22 BcD 11%	8 3%	17 d 5%	* *%	10 d 7%	42 5%	10 7%	1 3%	3 4%	* 2%	53 d 6%	1 3%	3 4%	* 2%
ANNUAL TURNOVER																		
Under £100,000 (a)	555 55%	431 CDF 58%	8 26%	22 CDF 59%	111 b 54%	109 44%	185 B 60%	56 aB 68%	93 B 60%	460 B 56%	93 B 60%	22 Bi 56%	32 b 50%	12 B 55%	490 56%	22 56%	32 50%	12 55%
Over £100,000 - £1 million (b)	337 34%	251 34%	17 ACE 60%	10 27%	51 25%	118 ACDE 48%	97 31%	24 29%	48 31%	281 34%	48 31%	14 36%	25 cf 39%	8 38%	290 33%	14 36%	25 39%	8 38%
Over £1m (c)	39 4%	12 2%	3 A 10%	4 A 11%	14 ce 7%	12 5%	8 3%	1 2%	3 2%	34 4%	3 2%	1 3%	2 3%	1 3%	35 4%	1 3%	2 3%	1 3%

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Table 54 (continuation)
 <F4> Into which of the following bands does the company turnover's in the UK fall?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
Up to £50,000	286 29%	184 25%	82 A 37%	20 A 47%	102 A 39%	72 c 25%	76 C 32%	36 17%
£50,001 to £100,000	269 27%	206 c 28%	55 25%	8 18%	63 24%	72 25%	76 32%	59 28%
£100,001 to £250,000	203 20%	180 BCD 24%	18 8%	5 11%	23 9%	82 B 29%	38 16%	60 B 28%
£250,001 to £500,000	87 9%	56 8%	29 a 13%	2 6%	31 a 12%	17 6%	25 10%	14 7%
£500,001 to £999,999	47 5%	33 4%	13 6%	1 2%	14 5%	12 4%	5 2%	16 B 8%
£1 million to £2 million	26 3%	22 3%	3 1%	* *%	3 1%	16 bc 6%	4 1%	3 1%
Over £2 million to £5 million	8 1%	5 1%	2 1%	* 1%	3 1%	3 1%	2 1%	* *%
Over £5 million to £10 million	3 *%	3 *%	* *%	* *%	1 *%	2 1%	* *%	* *%
Over £10 million to £15 million	1 *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%
Over £15 million to £20 million	1 *%	* *%	1 *%	- -%	1 *%	* *%	- -%	- -%
Over £20 million to £25 million	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%
Over £25 million to £100 million	1 *%	1 *%	* *%	- -%	* *%	* *%	* *%	* *%

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Table 54 (continuation)
 <F4> Into which of the following bands does the company turnover's in the UK fall?
 by Crossbreak
 Base: All respondents

	Total	URBANITY				URBAN DETAIL		
		Urban (a)	Rural (b)	Remote Rural (c)	All Rural (d)	Large City / Smaller city / large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1001	720	174	106	280	281	225	214
Total	1001	736	222	42	264	285	240	212
£100 million or more	*	*	-	-	-	*	*	-
	*%	*%	-%	-%	-%	*%	*%	-%
Don't know	13	10	2	*	3	3	2	6
	1%	1%	1%	1%	1%	1%	1%	3%
(Refused)	58	35	17	6 A	22 a	7	12	16 A
	6%	5%	8%	13%	8%	2%	5%	8%
ANNUAL TURNOVER								
Under £100,000 (a)	555	390	137 a	27 a	165 A	144	152 AC	95
	55%	53%	62%	65%	62%	50%	63%	45%
Over £100,000 - £1 million (b)	337	269 bCD	60	8	68	111 b	68	91 B
	34%	37%	27%	20%	26%	39%	28%	43%
Over £1m (c)	39	31	6	1	7	21 bC	6	3
	4%	4%	3%	1%	3%	8%	3%	2%

95 percent as lower case or +, 99 percent as UPPER CASE or ++