

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

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Base : All respondents	

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**Table 1**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**NATION**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
England	1935	929	1006	262	370	671	632	322	179	200	341	503	581	348	501	1935	-	-	-
	84%	84%	84%	84%	83%	84%	83%	80%	76%	78%	86%	87%	85%	82%	81%	100%	-%	-%	-%
											ghi	n				pqr			
Scotland	202	97	105	27	36	69	71	46	31	26	38	42	56	40	63	-	202	-	-
	9%	9%	9%	9%	8%	9%	9%	11%	13%	10%	10%	7%	8%	10%	10%	-%	100%	-%	-%
																	oqr		
Wales	114	54	61	11	25	40	38	24	16	20	9	24	31	21	39	-	-	114	-
	5%	5%	5%	4%	6%	5%	5%	6%	7%	8%	2%	4%	4%	5%	6%	-%	-%	100%	-%
								j	j	j								opr	
Northern Ireland	64	31	33	10	13	22	19	12	11	10	9	11	19	15	19	-	-	-	64
	3%	3%	3%	3%	3%	3%	2%	3%	5%	4%	2%	2%	3%	3%	3%	-%	-%	-%	100%
																		opq	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



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**NATION**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
England	1935	1705	230	1100	831	1242	693
	84%	85%	74%	85%	82%	86%	80%
		b				f	
Scotland	202	167	35	102	99	95	106
	9%	8%	11%	8%	10%	7%	12%
							e
Wales	114	91	24	63	51	76	38
	5%	5%	8%	5%	5%	5%	4%
			a				
Northern Ireland	64	40	24	33	31	35	29
	3%	2%	8%	3%	3%	2%	3%
			a				

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 2**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**REGION**

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
North East	98 4%	45 4%	53 4%	16 5%	20 5%	27 3%	35 5%	15 4%	12 5%	7 3%	12 3%	20 3%	26 4%	21 5%	32 5%	98 5%	- -%	- -%	- -%
North West	257 11%	133 12%	124 10%	33 11%	52 12%	84 10%	88 12%	46 11%	24 10%	25 10%	44 11%	63 11%	74 11%	47 11%	72 12%	257 13%	- -%	- -%	- -%
Yorkshire	196 8%	96 9%	100 8%	29 9%	48 11% e	56 7%	63 8%	32 8% j	19 8% j	22 9% j	8 2%	38 7%	50 7%	38 9%	69 11% kl	196 10% pqr	- -%	- -%	- -%
East Midlands	167 7%	82 7%	85 7%	26 8%	35 8%	55 7%	50 7%	34 8%	26 11%	31 12%	48 12%	48 8%	48 7%	29 7%	42 7%	167 9% pqr	- -%	- -%	- -%
West Midlands	201 9%	99 9%	103 9%	26 8%	39 9%	62 8%	75 10%	30 7%	16 7%	17 7%	17 4%	34 6%	63 9% k	39 9% k	65 10% k	201 10% pqr	- -%	- -%	- -%
East of England	216 9%	104 9%	113 9%	25 8%	41 9%	79 10%	72 9%	35 9%	22 9%	30 12%	45 11%	63 11% n	67 10%	39 9%	46 7%	216 11% pqr	- -%	- -%	- -%
London	286 12%	140 13%	146 12%	45 15% f	56 13% f	121 15% f	64 8%	48 12% j	22 9%	23 9%	29 7%	65 11%	99 14%	45 11%	77 12%	286 15% pqr	- -%	- -%	- -%
South East	319 14%	140 13%	178 15%	39 13%	53 12%	118 15%	108 14%	52 13%	24 10%	27 11%	86 22% ghi	116 20% lmn	100 15% n	47 11%	55 9%	319 16% pqr	- -%	- -%	- -%
South West	195 8%	91 8%	104 9%	23 7%	26 6%	69 9%	77 10% d	29 7%	14 6%	18 7%	52 13% ghi	55 9%	54 8%	42 10%	44 7%	195 10% pqr	- -%	- -%	- -%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 2**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**REGION**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Wales	114	54	61	11	25	40	38	24	16	20	9	24	31	21	39	-	-	114	-
	5%	5%	5%	4%	6%	5%	5%	6%	7%	8%	2%	4%	4%	5%	6%	-%	-%	100%	-%
								j	j	j								opr	
Scotland	202	97	105	27	36	69	71	46	31	26	38	42	56	40	63	-	202	-	-
	9%	9%	9%	9%	8%	9%	9%	11%	13%	10%	10%	7%	8%	10%	10%	-%	100%	-%	-%
																	oqr		
Northern Ireland	64	31	33	10	13	22	19	12	11	10	9	11	19	15	19	-	-	-	64
	3%	3%	3%	3%	3%	3%	2%	3%	5%	4%	2%	2%	3%	3%	3%	-%	-%	-%	100%
																		opq	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 2**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**REGION**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
North East	98 4%	91 5%	7 2%	53 4%	45 4%	65 4%	33 4%
North West	257 11%	241 12% b	17 5%	129 10%	128 13% c	179 12% f	79 9%
Yorkshire	196 8%	173 9%	22 7%	112 9%	83 8%	107 7%	89 10% e
East Midlands	167 7%	138 7%	28 9%	95 7%	71 7%	122 8% f	44 5%
West Midlands	201 9%	179 9%	22 7%	110 8%	91 9%	120 8%	82 9%
East of England	216 9%	175 9%	41 13% a	136 10% d	79 8%	178 12% f	38 4%
London	286 12%	286 14% b	- -%	168 13%	118 12%	55 4%	231 27% e
South East	319 14%	274 14%	44 14%	182 14%	136 13%	269 19% f	50 6%
South West	195 8%	147 7%	49 16% a	115 9%	80 8%	147 10% f	48 6%
Wales	114 5%	91 5%	24 8% a	63 5%	51 5%	76 5%	38 4%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 2**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**REGION**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Scotland	202	167	35	102	99	95	106
	9%	8%	11%	8%	10%	7%	12% e
Northern Ireland	64	40	24	33	31	35	29
	3%	2%	8% a	3%	3%	2%	3%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 3**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**URBANITY**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Urban	2002	956	1046	278	395	688	642	356	203	220	339	495	593	358	554	1705	167	91	40
	86%	86%	87%	89%	89%	86%	85%	88%	86%	86%	85%	85%	87%	85%	89%	88%	83%	79%	63%
				f	f										km	pqr	r	r	
Rural	313	154	159	33	49	113	117	48	33	36	58	86	92	66	68	230	35	24	24
	14%	14%	13%	11%	11%	14%	15%	12%	14%	14%	15%	15%	13%	15%	11%	12%	17%	21%	37%
							cd					n		n			o	o	opq

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 3**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**URBANITY**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Urban	2002	2002	-	1110	888	1151	852
	86%	100%	-%	85%	88%	79%	98%
		b					e
Rural	313	-	313	188	124	297	15
	14%	-%	100%	15%	12%	21%	2%
			a			f	

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 4**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**CABLE AREA**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
TELEWEST	383	193	190	56	74	136	116	82	34	41	49	72	118	69	124	331	51	-	-
	17%	17%	16%	18%	17%	17%	15%	20%	15%	16%	12%	12%	17%	16%	20%	17%	25%	-%	-%
								j					k		k	qr	oqr		
NTL	757	362	395	102	152	265	238	127	77	87	105	202	224	121	209	668	29	31	28
	33%	33%	33%	33%	34%	33%	31%	31%	33%	34%	26%	35%	33%	28%	34%	35%	14%	27%	44%
										j		m				pq	p	opq	
NEITHER	1175	555	620	153	217	400	405	196	125	128	242	307	344	234	289	935	121	83	35
	51%	50%	51%	49%	49%	50%	53%	48%	53%	50%	61%	53%	50%	55%	46%	48%	60%	73%	56%
											ghi	n		n			o	opr	o

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 4**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**CABLE AREA**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
TELEWEST	383	378	5	196	187	145	237
	17%	19%	2%	15%	18%	10%	27%
		b			c		e
NTL	757	730	27	423	332	497	260
	33%	36%	8%	33%	33%	34%	30%
		b				f	
NEITHER	1175	894	281	679	494	805	370
	51%	45%	90%	52%	49%	56%	43%
			a			f	

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 5**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**DEPRIVATION LEVEL**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Low	1448	689	759	162	260	516	510	190	137	160	317	455	447	266	278	1242	95	76	35
	63%	62%	63%	52%	59%	64%	67%	47%	58%	63%	80%	78%	65%	63%	45%	64%	47%	67%	54%
						c	cd		g	g	ghi	lmn	n	n		pr		pr	
Medium	797	384	413	135	167	263	232	193	88	86	80	121	221	150	304	636	97	38	26
	34%	35%	34%	43%	38%	33%	31%	48%	37%	34%	20%	21%	32%	35%	49%	33%	48%	33%	41%
				ef	f			hij	j	j			k	k	klm		oq		o
High	70	37	33	14	17	22	17	21	11	9	-	5	18	8	40	58	10	-	3
	3%	3%	3%	5%	4%	3%	2%	5%	5%	4%	-%	1%	3%	2%	6%	3%	5%	-%	4%
				f				j	j	j			k		klm	q	q		q

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 5**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**DEPRIVATION LEVEL**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Low	1448	1151	297	861	584	1448	-
	63%	57%	95%	66%	58%	100%	-%
			a	d		f	
Medium	797	782	15	406	390	-	797
	34%	39%	5%	31%	38%	-%	92%
		b		c	c		e
High	70	70	-	31	39	-	70
	3%	4%	-%	2%	4%	-%	8%
		b		c	c		e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 6**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SE. GENDER**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Male	1110	1110	-	175	180	381	374	158	108	132	197	284	311	225	289	929	97	54	31
	48%	100%	-%	56%	41%	48%	49%	39%	46%	52%	50%	49%	45%	53%	46%	48%	48%	47%	48%
		b		def		d	d			g	g			ln					
Female	1205	-	1205	136	264	420	385	246	129	124	200	297	374	199	333	1006	105	61	33
	52%	-%	100%	44%	59%	52%	51%	61%	54%	48%	50%	51%	55%	47%	54%	52%	52%	53%	52%
			a		cef	c	c	ij					m		m				

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 6**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SE. GENDER**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Male	1110	956	154	664	444	689	421
	48%	48%	49%	51%	44%	48%	49%
				d			
Female	1205	1046	159	633	568	759	446
	52%	52%	51%	49%	56%	52%	51%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 7**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SF. AGE OF RESPONDENT**

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
16 - 17	64 3%	37 3%	26 2%	64 21% def	- -%	- -%	- -%	3 1%	1 *%	- -%	3 1%	16 3%	21 3%	9 2%	17 3%	54 3%	5 2%	2 2%	3 4%
18 - 24	247 11%	138 12% b	109 9%	247 79% def	- -%	- -%	- -%	52 13% hij	17 7%	18 7%	33 8%	40 7%	91 13% k	46 11% k	70 11% k	209 11%	22 11%	9 8%	8 12%
25 - 34	444 19%	180 16%	264 22% a	- -%	444 100% cef	- -%	- -%	78 19%	45 19%	71 28% ghj	80 20%	102 18%	139 20%	84 20%	118 19%	370 19%	36 18%	25 22%	13 21%
35 - 44	462 20%	206 19%	256 21%	- -%	- -%	462 58% cdf	- -%	56 14%	44 18%	59 23% g	114 29% gh	128 22%	137 20%	83 20%	113 18%	390 20%	37 18%	21 19%	13 21%
45 - 54	339 15%	176 16%	164 14%	- -%	- -%	339 42% cdf	- -%	48 12%	37 16%	41 16%	86 22% g	88 15%	100 15%	62 15%	90 14%	281 15%	31 16%	19 16%	8 13%
55 - 64	353 15%	174 16%	180 15%	- -%	- -%	- -%	353 47% cde	54 13%	34 14%	33 13%	57 14%	105 18%	95 14%	59 14%	95 15%	298 15%	29 14%	18 16%	8 13%
65 - 74	235 10%	124 11%	110 9%	- -%	- -%	- -%	235 31% cde	53 13% j	33 14% j	24 9% j	19 5%	63 11%	63 9%	50 12%	58 9%	195 10%	24 12%	10 9%	5 8%
75+	171 7%	76 7%	95 8%	- -%	- -%	- -%	171 23% cde	60 15% ij	26 11% ij	10 4% j	4 1%	39 7%	40 6%	31 7%	60 10% l	140 7%	17 8%	9 8%	5 8%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 7**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SF. AGE OF RESPONDENT**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
16 - 17	64 3%	57 3%	7 2%	5 *%	58 6% c	42 3%	22 3%
18 - 24	247 11%	221 11%	26 8%	127 10%	120 12%	120 8%	127 15% e
25 - 34	444 19%	395 20%	49 16%	325 25% d	119 12%	260 18%	184 21%
35 - 44	462 20%	400 20%	62 20%	351 27% d	111 11%	299 21%	162 19%
45 - 54	339 15%	288 14%	51 16%	263 20% d	76 7%	217 15%	123 14%
55 - 64	353 15%	296 15%	57 18%	190 15%	162 16%	242 17% f	112 13%
65 - 74	235 10%	202 10%	32 10%	30 2%	205 20% c	157 11%	78 9%
75+	171 7%	143 7%	28 9%	7 1%	162 16% c	112 8%	59 7%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 8**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
A	56 2%	32 3%	24 2%	5 1%	9 2%	16 2%	26 3%	3 1%	1 *%	1 *%	20 5% ghi	56 10% lmn	- -%	- -%	- -%	46 2% r	5 2% r	4 4% r	* *%
B	525 23%	252 23%	273 23%	52 17%	93 21%	199 25% c	180 24% c	14 4%	23 10% g	48 19% gh	210 53% ghi	525 90% lmn	- -%	- -%	- -%	457 24% qr	37 19%	20 17%	11 18%
C1	686 30%	311 28%	374 31%	112 36% ef	139 31%	237 30%	198 26%	64 16%	72 31% g	101 39% ghj	101 26% g	- -%	686 100% kmn	- -%	- -%	581 30%	56 28%	31 27%	19 29%
C2	424 18%	225 20% b	199 17%	55 18%	84 19%	145 18%	139 18%	53 13%	62 26% gj	68 27% gj	53 13%	- -%	- -%	424 100% kln	- -%	348 18%	40 20%	21 18%	15 23%
D	300 13%	148 13%	152 13%	47 15%	54 12%	111 14%	89 12%	72 18% j	53 22% ij	32 12% j	11 3%	- -%	- -%	- -%	300 48% klm	241 12%	32 16%	21 19% or	6 10%
E	321 14%	141 13%	180 15%	40 13%	64 15%	92 12%	125 16% e	197 49% hij	25 11% ij	6 2% j	1 *%	- -%	- -%	- -%	321 52% klm	260 13%	31 15%	18 15%	13 20% o
Refused	2 *%	1 *%	1 *%	- -%	1 *%	- -%	2 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	1 *%	- -%	- -%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 8**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
A	56 2%	43 2%	13 4% a	35 3%	21 2%	45 3% f	10 1%
B	525 23%	451 23%	74 24%	346 27% d	179 18%	410 28% f	115 13%
C1	686 30%	593 30%	92 30%	436 34% d	250 25%	447 31%	239 28%
C2	424 18%	358 18%	66 21%	278 21% d	146 14%	266 18%	158 18%
D	300 13%	266 13%	34 11%	190 15% d	109 11%	143 10%	157 18% e
E	321 14%	288 14%	34 11%	14 1%	306 30% c	134 9%	187 22% e
Refused	2 *%	2 *%	1 *%	- -%	2 *%	2 *%	- -%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 9**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ6 (SG). WORKING STATUS (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Base for %	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Working full time (30hrs/wk+)	917	577	339	80	238	456	142	38	93	145	252	286	325	189	116	773	75	46	23
	40%	52%	28%	26%	54%	57%	19%	9%	39%	57%	63%	49%	47%	45%	19%	40%	37%	40%	37%
		b		f	cf	cf			g	gh	gh	n	n	n					
Working part time (8-29 hrs/wk)	381	87	294	51	87	158	84	56	36	41	81	94	110	88	88	327	28	17	9
	16%	8%	24%	17%	20%	20%	11%	14%	15%	16%	20%	16%	16%	21%	14%	17%	14%	15%	14%
			a	f	f	f					g			ln					
Not working (i.e. under 8hrs/wk) - retired	467	219	247	1	1	6	458	122	67	38	32	135	112	91	127	380	50	22	14
	20%	20%	21%	*%	*%	1%	60%	30%	28%	15%	8%	23%	16%	21%	20%	20%	25%	20%	21%
							cde	ij	ij	j		l		l					
Not working (i.e. under 8hrs/wk) - unemployed (registered/ not registered but looking for work)	161	104	57	42	43	56	21	80	20	8	1	4	14	10	134	123	20	12	7
	7%	9%	5%	13%	10%	7%	3%	20%	8%	3%	*%	1%	2%	2%	21%	6%	10%	10%	11%
		b		ef	f	f		hij	ij	j			k	k	klm		o	o	o
Not working (i.e. under 8hrs/wk) - student	141	74	67	118	17	4	1	25	2	5	10	25	82	18	16	119	15	2	4
	6%	7%	6%	38%	4%	1%	*%	6%	1%	2%	3%	4%	12%	4%	3%	6%	7%	2%	7%
				def	ef			hij					kmn			q	q		q
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	244	47	197	18	58	121	48	80	17	18	21	36	42	27	139	209	14	15	6
	11%	4%	16%	6%	13%	15%	6%	20%	7%	7%	5%	6%	6%	6%	22%	11%	7%	13%	10%
			a		cf	cf		hij							klm			p	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 9**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ6 (SG). WORKING STATUS (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Don't know	5	2	3	1	-	1	3	3	1	-	-	1	-	1	3	4	1	-	-
	*%	*%	*%	*%	-%	*%	*%	1%	*%	-%	-%	*%	-%	*%	*%	*%	*%	-%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 9**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ6 (SG). WORKING STATUS (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Base for %	2315	2002	313	1298	1012	1448	867
Working full time (30hrs/wk+)	917	778	139	917	-	613	304
	40%	39%	44%	71%	-%	42%	35%
			a	d		f	
Working part time (8-29 hrs/wk)	381	332	49	381	-	249	132
	16%	17%	16%	29%	-%	17%	15%
				d			
Not working (i.e. under 8hrs/wk) - retired	467	392	74	-	467	318	149
	20%	20%	24%	-%	46%	22%	17%
					c	f	
Not working (i.e. under 8hrs/wk) - unemployed (registered/ not registered but looking for work)	161	145	16	-	161	66	95
	7%	7%	5%	-%	16%	5%	11%
					c		e
Not working (i.e. under 8hrs/wk) - student	141	130	10	-	141	69	71
	6%	7%	3%	-%	14%	5%	8%
		b			c		e
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	244	220	24	-	244	131	113
	11%	11%	8%	-%	24%	9%	13%
		b			c		e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 9**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ6 (SG). WORKING STATUS (SINGLE CODE)**

Base : All respondents

	URBANITY		WORKING		DEPRIVATION LEVEL	
	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%	a	b	c	d	e	f
Unweighted total	2879	2394	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	1138	1247	1424	901
Total	2315	2002	1298	1012	1448	867
Don't know	5	5	-	-	3	1
	*%	*%	-%	-%	*%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 10**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ7 (SH). HOUSEHOLD STATUS (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Base for %	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Being bought on mortgage	741	341	399	79	166	390	106	26	42	94	242	293	242	130	75	636	48	35	22
	32%	31%	33%	25%	37%	49%	14%	7%	18%	37%	61%	50%	35%	31%	12%	33%	24%	30%	34%
				f	cf	cdf			g	gh	ghi	lmn	n	n		p			p
Owned outright by household	593	296	297	25	25	102	440	72	67	58	100	198	169	125	100	495	51	28	20
	26%	27%	25%	8%	6%	13%	58%	18%	28%	23%	25%	34%	25%	29%	16%	26%	25%	24%	31%
						cd	cde		g		g	ln	n	n					
Rented from Local Authority/ Housing Association/ Trust	543	254	289	82	108	183	169	213	70	50	15	21	113	100	307	420	77	34	11
	23%	23%	24%	26%	24%	23%	22%	53%	30%	19%	4%	4%	16%	24%	49%	22%	38%	30%	18%
								hij	ij	j			k	kl	klm		or	or	
Rented from Private Landlord	388	189	199	91	138	118	41	89	54	49	41	58	141	59	129	338	24	14	12
	17%	17%	16%	29%	31%	15%	5%	22%	23%	19%	10%	10%	21%	14%	21%	17%	12%	12%	18%
				ef	ef	f		j	j	j			km		km	p			
Other	25	14	11	12	6	6	1	2	2	3	1	5	9	6	5	23	1	1	-
	1%	1%	1%	4%	1%	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	1%	-%
				def	f														
Don't know	26	17	9	21	1	2	2	1	1	1	-	6	12	4	5	23	1	2	-
	1%	2%	1%	7%	*%	*%	*%	*%	*%	*%	-%	1%	2%	1%	1%	1%	*%	2%	-%
				def														r	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 10**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ7 (SH). HOUSEHOLD STATUS (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Base for %	2315	2002	313	1298	1012	1448	867
Being bought on mortgage	741	640	101	594	145	553	187
	32%	32%	32%	46%	14%	38%	22%
				d		f	
Owned outright by household	593	489	104	237	355	451	142
	26%	24%	33%	18%	35%	31%	16%
			a		c	f	
Rented from Local Authority/ Housing Association/ Trust	543	472	70	200	340	210	333
	23%	24%	22%	15%	34%	14%	38%
					c		e
Rented from Private Landlord	388	355	33	241	147	201	187
	17%	18%	11%	19%	14%	14%	22%
		b		d			e
Other	25	22	3	17	8	12	13
	1%	1%	1%	1%	1%	1%	2%
Don't know	26	24	2	9	17	21	5
	1%	1%	1%	1%	2%	1%	1%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 11**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
1	417	196	222	14	43	92	270	154	62	41	17	76	112	64	164	330	52	26	10
	18%	18%	18%	4%	10%	11%	36%	38%	26%	16%	4%	13%	16%	15%	26%	17%	26%	23%	16%
					c	c	cde	hij	ij	j					klm		or	o	
2	746	379	366	62	116	182	387	130	75	81	125	213	198	140	194	632	61	33	19
	32%	34%	30%	20%	26%	23%	51%	32%	32%	32%	31%	37%	29%	33%	31%	33%	30%	29%	30%
							cde					ln							
3	431	190	241	81	117	171	63	58	47	47	83	98	143	83	106	362	36	21	13
	19%	17%	20%	26%	26%	21%	8%	14%	20%	18%	21%	17%	21%	20%	17%	19%	18%	18%	20%
				f	f	f			g		g								
4	475	228	247	98	111	241	25	37	36	55	126	140	161	89	85	402	36	25	12
	21%	21%	21%	32%	25%	30%	3%	9%	15%	21%	32%	24%	23%	21%	14%	21%	18%	22%	19%
				f	f	f			g	g	ghi	n	n	n					
5+	246	117	128	57	57	116	15	25	15	32	47	53	73	48	72	210	17	10	9
	11%	11%	11%	18%	13%	14%	2%	6%	6%	12%	12%	9%	11%	11%	12%	11%	8%	8%	14%
				f	f	f				gh	gh								pq
Mean number of people	2.8	2.8	2.8	3.5	3.1	3.2	1.9	2.1	2.5	2.9	3.2	2.8	2.9	2.9	2.6	2.8	2.6	2.7	2.9
				def	f	f			g	gh	ghi	n	n	n		p			p
Standard deviation	1.38	1.41	1.36	1.29	1.31	1.39	.90	1.25	1.35	1.36	1.22	1.26	1.36	1.36	1.52	1.38	1.36	1.39	1.39
Standard error	.03	.04	.03	.07	.06	.05	.03	.05	.07	.08	.06	.05	.05	.06	.05	.03	.08	.09	.09
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 11**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
1	417 18%	364 18%	54 17%	145 11%	270 27% c	246 17%	172 20%
2	746 32%	634 32%	111 36%	388 30%	356 35% c	505 35% f	241 28%
3	431 19%	376 19%	55 18%	282 22% d	149 15%	268 19%	163 19%
4	475 21%	405 20%	70 22%	332 26% d	143 14%	305 21%	171 20%
5+	246 11%	224 11% b	22 7%	151 12%	94 9%	125 9%	121 14% e
Mean number of people	2.8	2.8	2.7	3.0 d	2.5	2.7	2.9 e
Standard deviation	1.38	1.39	1.35	1.33	1.39	1.31	1.49
Standard error	.03	.03	.06	.04	.04	.03	.04
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 12**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SI (SK). Household size**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Small (1-2 people)	1163	575	588	75	158	273	656	285	137	122	142	290	310	204	358	962	113	59	30
	50%	52%	49%	24%	36%	34%	86%	71%	58%	48%	36%	50%	45%	48%	58%	50%	56%	51%	46%
					c	c	cde	hij	ij	j					klm		r		
Medium (3-4 people)	906	418	488	179	228	412	88	94	84	102	209	238	304	172	192	764	72	46	25
	39%	38%	41%	57%	51%	51%	12%	23%	35%	40%	53%	41%	44%	41%	31%	39%	36%	40%	39%
				f	f	f			g	g	ghi	n	n	n					
Large (5+ people)	246	117	128	57	57	116	15	25	15	32	47	53	73	48	72	210	17	10	9
	11%	11%	11%	18%	13%	14%	2%	6%	6%	12%	12%	9%	11%	11%	12%	11%	8%	8%	14%
				f	f	f				gh	gh								pq

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 12**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SI (SK). Household size**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Small (1-2 people)	1163	998	165	533	626	751	412
	50%	50%	53%	41%	62% c	52% f	48%
Medium (3-4 people)	906	781	125	614	292	573	333
	39%	39%	40%	47% d	29%	40%	38%
Large (5+ people)	246	224	22	151	94	125	121
	11%	11% b	7%	12%	9%	9%	14% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 13**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
None	1372	724	648	155	169	324	724	274	156	149	195	336	403	253	378	1146	128	66	32
	59%	65%	54%	50%	38%	40%	95%	68%	66%	58%	49%	58%	59%	60%	61%	59%	63%	58%	51%
		b		de			cde	ij	j	j						r	r		
1	384	154	230	90	106	165	23	61	32	36	78	101	117	69	96	317	34	19	13
	17%	14%	19%	29%	24%	21%	3%	15%	14%	14%	20%	17%	17%	16%	15%	16%	17%	17%	21%
			a	ef	f	f					h								
2	396	166	230	44	114	229	9	42	33	49	98	112	121	75	89	333	31	20	12
	17%	15%	19%	14%	26%	29%	1%	10%	14%	19%	25%	19%	18%	18%	14%	17%	15%	18%	18%
			a	f	cf	cf				g	gh	n							
3	114	42	72	11	39	61	2	22	9	17	17	25	33	23	33	96	5	7	6
	5%	4%	6%	4%	9%	8%	*%	5%	4%	7%	4%	4%	5%	5%	5%	5%	3%	6%	9%
			a	f	cf	cf													op
4	32	14	18	6	10	15	2	5	1	3	8	7	7	4	14	27	3	2	1
	1%	1%	2%	2%	2%	2%	*%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%
				f	f	f													
5+	18	11	7	5	5	8	-	*	5	1	1	1	5	-	12	16	1	*	*
	1%	1%	1%	1%	1%	1%	-%	*%	2%	1%	*%	*%	1%	-%	2%	1%	*%	*%	*%
				f	f	f			gj						klm				
Mean number of children	.8	.7	.8	.8	1.2	1.1	.1	.6	.7	.8	.9	.7	.7	.7	.8	.8	.6	.8	.9
			a	f	cf	cf				g	gh								p
Standard deviation	1.08	1.05	1.10	1.08	1.17	1.17	.36	.97	1.11	1.13	1.06	1.00	1.06	1.00	1.22	1.09	.97	1.08	1.09
Standard error	.02	.03	.03	.06	.05	.04	.01	.04	.06	.06	.05	.04	.04	.04	.04	.02	.06	.07	.07
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 13**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
None	1372	1182	190	657	710	873	499
	59%	59%	61%	51%	70%	60%	58%
					c		
1	384	334	50	263	120	234	149
	17%	17%	16%	20%	12%	16%	17%
				d			
2	396	340	56	275	121	259	137
	17%	17%	18%	21%	12%	18%	16%
				d			
3	114	101	12	73	40	57	56
	5%	5%	4%	6%	4%	4%	6%
							e
4	32	31	2	21	11	16	17
	1%	2%	1%	2%	1%	1%	2%
5+	18	15	3	9	9	9	9
	1%	1%	1%	1%	1%	1%	1%
Mean number of children	.8	.8	.7	.9	.6	.7	.8
				d			e
Standard deviation	1.08	1.08	1.08	1.10	1.04	1.04	1.15
Standard error	.02	.02	.05	.03	.03	.02	.03
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 14**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SK (SL). And are you the parent or guardian of any of the children in the household? (SINGLE CODE)**

Base : Those with children aged under 18 in the household

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	~f	g	h	i	j	k	l	m	n	o	~p	~q	r
Unweighted total	1075	428	647	191	312	526	46	168	107	132	204	243	303	211	317	778	94	86	117
Effective Weighted Sample	900	358	542	157	260	446	37	138	89	112	175	209	252	180	268	700	91	78	113
Total	943	386	557	156	275	477	35	130	81	107	202	245	283	171	244	790	74	48	31
Yes	795	301	494	45	259	465	**	118	77	102	188	208	235	142	209	664	**	**	25
	84%	78%	89%	29%	94%	97%	**	91%	95%	95%	93%	85%	83%	83%	86%	84%	**	**	81%
			a		c	cd													
No	129	79	50	108	10	2	**	9	2	3	11	32	45	22	31	109	**	**	6
	14%	21%	9%	70%	4%	1%	**	7%	2%	3%	6%	13%	16%	13%	13%	14%	**	**	19%
		b		de	e														
Refused	19	6	13	2	6	10	**	3	2	2	3	4	3	7	4	16	**	**	-
	2%	1%	2%	1%	2%	2%	**	3%	3%	2%	1%	2%	1%	4%	2%	2%	**	**	-%
														l					
Mean number of children	1.8	1.9	1.8	1.7	1.9	1.9	**	1.8	1.9	1.9	1.8	1.8	1.8	1.8	2.0	1.9	**	**	1.8
					c	c									klm				
Standard deviation	.93	.96	.91	.97	.93	.91	**	.87	1.06	.94	.80	.78	.89	.77	1.16	.94	**	**	.86
Standard error	.03	.05	.04	.07	.05	.04	**	.07	.10	.08	.06	.05	.05	.05	.06	.03	**	**	.08
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 14**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SK (SL). And are you the parent or guardian of any of the children in the household? (SINGLE CODE)**

Base : Those with children aged under 18 in the household

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1075	902	173	670	404	632	443
Effective Weighted Sample	900	761	144	570	340	527	375
Total	943	820	123	641	302	575	368
Yes	795	690	106	581	214	485	310
	84%	84%	86%	91%	71%	84%	84%
				d			
No	129	114	15	46	83	74	56
	14%	14%	12%	7%	27%	13%	15%
				c			
Refused	19	17	2	14	5	17	2
	2%	2%	2%	2%	2%	3%	1%
						f	
Mean number of children	1.8	1.8	1.8	1.8	1.9	1.8	1.9
Standard deviation	.93	.92	.97	.88	1.03	.88	1.00
Standard error	.03	.03	.07	.03	.05	.03	.05
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 15**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Can use to make and receive calls	1911	906	1005	219	298	689	705	265	192	219	367	551	572	355	430	1612	152	93	53
	83%	82%	83%	70%	67%	86%	93%	66%	81%	86%	92%	95%	83%	84%	69%	83%	75%	82%	83%
						cd	cde		g	g	ghi	lmn	n	n		p			p
Can receive but not make calls/ incoming only	22	8	15	6	4	9	3	2	3	5	4	5	7	3	6	16	3	3	*
	1%	1%	1%	2%	1%	1%	*%	*%	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	*%
				f														or	
Line not working properly/ needs to be repaired	10	2	8	1	7	2	-	3	1	1	2	2	2	2	3	7	1	1	*
	*%	*%	1%	*%	2%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%
					ef														
No, do not have landline phone	372	194	177	86	135	101	50	134	41	32	24	22	104	63	182	299	46	16	11
	16%	18%	15%	28%	30%	13%	7%	33%	17%	12%	6%	4%	15%	15%	29%	15%	23%	14%	16%
				ef	ef	f		hij	j	j			k	k	klm		oq		
Don't know	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%
																		o	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 15**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Can use to make and receive calls	1911	1629	281	1108	799	1269	641
	83%	81%	90%	85%	79%	88%	74%
			a	d		f	
Can receive but not make calls/ incoming only	22	22	-	17	5	10	12
	1%	1%	-%	1%	1%	1%	1%
		b		d			
Line not working properly/ needs to be repaired	10	8	2	6	4	8	2
	*%	*%	1%	*%	*%	1%	*%
No, do not have landline phone	372	342	29	166	204	160	211
	16%	17%	9%	13%	20%	11%	24%
		b			c		e
Don't know	1	1	-	1	-	1	-
	*%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 16**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with a landline phone at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2421	1129	1292	254	332	770	1064	407	279	284	387	615	687	499	616	1770	202	227	222
Effective Weighted Sample	1950	905	1045	211	278	656	830	318	218	235	325	507	555	401	501	1534	193	184	208
Total	1943	916	1027	225	309	701	709	270	195	224	373	558	582	360	440	1636	156	98	53
Yes to make calls	1809	851	958	192	273	663	682	244	182	211	348	530	538	333	407	1519	145	94	51
	93%	93%	93%	85%	88%	95%	96%	90%	93%	94%	93%	95%	93%	92%	93%	93%	93%	96%	96%
						cd	cd												
Yes to receive calls	1791	843	948	198	275	652	666	242	182	211	347	528	531	328	402	1504	142	94	51
	92%	92%	92%	88%	89%	93%	94%	90%	93%	94%	93%	95%	91%	91%	91%	92%	91%	96%	95%
						cd	cd					lmn					op		
Yes for internet access	1131	537	594	148	200	458	325	111	105	150	248	350	367	218	195	930	86	72	42
	58%	59%	58%	66%	65%	65%	46%	41%	54%	67%	67%	63%	63%	60%	44%	57%	55%	74%	79%
				f	f	f			g	gh	gh	n	n	n				op	op
No do not use landline at home	42	24	18	14	8	10	11	13	3	1	7	8	16	4	13	38	3	1	*
	2%	3%	2%	6%	2%	1%	2%	5%	1%	1%	2%	1%	3%	1%	3%	2%	2%	1%	1%
				def				hij											
Don't know	2	2	1	-	-	-	2	1	-	-	-	-	-	-	2	2	-	-	-
	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 16**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with a landline phone at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2421	1983	438	1165	1252	1572	849
Effective Weighted Sample	1950	1611	354	991	1017	1263	689
Total	1943	1659	283	1131	808	1287	655
Yes to make calls	1809	1534	275	1038	768	1200	610
	93%	92%	97%	92%	95%	93%	93%
			a		c		
Yes to receive calls	1791	1521	270	1034	754	1191	599
	92%	92%	95%	91%	93%	93%	91%
			a				
Yes for internet access	1131	963	167	744	386	761	370
	58%	58%	59%	66%	48%	59%	56%
				d			
No do not use landline at home	42	39	4	21	22	28	14
	2%	2%	1%	2%	3%	2%	2%
Don't know	2	2	-	2	1	1	2
	*%	*%	-%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 17**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC3 (QC29). Do you use a pre-payment plan for your landline where you pay 12 months line rental in advance? IF NECESSARY - Line rental would usually be charged a month in advance for those with monthly bills or a quarter in advance for those with quarterly bills. This type of pre-payment plan covers the line rental in advance for a full 12 months. (SINGLE CODE)**

Base : Those with a landline phone at home that can used to make and receive calls

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2383	1115	1268	247	321	756	1058	403	274	279	380	606	677	492	605	1747	198	218	220
Effective Weighted Sample	1918	895	1024	204	269	645	826	316	214	231	319	499	548	395	492	1513	189	176	206
Total	1911	906	1005	219	298	689	705	265	192	219	367	551	572	355	430	1612	152	93	53
Yes	341	149	192	28	49	144	119	56	32	42	68	111	97	62	70	284	35	17	6
	18%	16%	19%	13%	16%	21% cf	17%	21%	17%	19%	19%	20%	17%	17%	16%	18% r	23% r	18% r	10%
No	1436	688	748	133	231	511	560	199	155	169	282	397	431	269	338	1213	111	70	42
	75%	76%	74%	61%	78% c	74% c	79% ce	75%	81%	77%	77%	72%	75%	76%	78% k	75%	73%	75%	79%
Don't know	134	69	65	57	17	34	26	10	5	8	17	43	43	25	23	116	7	6	5
	7%	8%	6%	26% def	6%	5%	4%	4%	2%	4%	5%	8%	8%	7%	5%	7%	5%	6%	10% p

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 17**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC3 (QC29). Do you use a pre-payment plan for your landline where you pay 12 months line rental in advance? IF NECESSARY - Line rental would usually be charged a month in advance for those with monthly bills or a quarter in advance for those with quarterly bills. This type of pre-payment plan covers the line rental in advance for a full 12 months. (SINGLE CODE)**

Base : Those with a landline phone at home that can used to make and receive calls

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2383	1947	436	1142	1237	1551	832
Effective Weighted Sample	1918	1582	352	972	1005	1244	676
Total	1911	1629	281	1108	799	1269	641
Yes	341 18%	285 18%	55 20%	209 19%	130 16%	219 17%	121 19%
No	1436 75%	1233 76%	203 72%	838 76%	597 75%	957 75%	479 75%
Don't know	134 7%	111 7%	23 8%	62 6%	72 9%	93 7%	41 6%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 18**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC4 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)**

Base : Those with a landline phone at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2421	1129	1292	254	332	770	1064	407	279	284	387	615	687	499	616	1770	202	227	222
Effective Weighted Sample	1950	905	1045	211	278	656	830	318	218	235	325	507	555	401	501	1534	193	184	208
Total	1943	916	1027	225	309	701	709	270	195	224	373	558	582	360	440	1636	156	98	53
BT	899	434	464	96	109	297	396	138	84	91	178	294	245	161	197	754	70	45	29
	46%	47%	45%	43%	35%	42%	56%	51%	43%	41%	48%	53%	42%	45%	45%	46%	45%	47%	55%
						d	cde	i				lmn							op
Virgin Media (including NTL and Telewest)	359	164	195	35	62	147	115	38	43	48	65	92	110	68	89	310	32	8	8
	18%	18%	19%	16%	20%	21%	16%	14%	22%	22%	17%	16%	19%	19%	20%	19%	21%	8%	16%
						f			g	g						q	q		q
SkyTalk	277	126	151	41	72	107	57	42	21	30	51	71	92	49	65	221	27	22	8
	14%	14%	15%	18%	23%	15%	8%	16%	11%	14%	14%	13%	16%	14%	15%	13%	17%	22%	14%
				f	ef	f												or	
Talk Talk/ Carphone Warehouse	223	103	120	23	40	83	78	30	30	30	39	55	66	51	51	190	15	12	6
	12%	11%	12%	10%	13%	12%	11%	11%	15%	14%	10%	10%	11%	14%	12%	12%	9%	13%	11%
														k					
Post Office	25	12	13	4	3	7	12	5	3	6	3	4	8	5	8	22	2	1	-
	1%	1%	1%	2%	1%	1%	2%	2%	2%	3%	1%	1%	1%	1%	2%	1%	1%	1%	-%
Kingston Communications	14	6	9	3	3	3	5	2	3	3	4	5	3	3	4	14	-	-	-
	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	-%	-%	-%
Other	116	55	62	6	17	51	42	11	11	13	32	29	49	19	19	100	8	8	1
	6%	6%	6%	3%	6%	7%	6%	4%	6%	6%	9%	5%	8%	5%	4%	6%	5%	8%	2%
						c					g		kn			r		r	
Don't know	28	15	14	17	1	6	5	5	*	2	3	9	10	3	6	25	2	1	*
	1%	2%	1%	8%	*%	1%	1%	2%	*%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 18**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC4 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)**

Base : Those with a landline phone at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2421	1983	438	1165	1252	1572	849
Effective Weighted Sample	1950	1611	354	991	1017	1263	689
Total	1943	1659	283	1131	808	1287	655
BT	899	707	192	494	404	626	273
	46%	43%	68%	44%	50%	49%	42%
			a		c	f	
Virgin Media (including NTL and Telewest)	359	353	6	213	145	202	157
	18%	21%	2%	19%	18%	16%	24%
		b					e
SkyTalk	277	244	33	193	84	177	100
	14%	15%	12%	17%	10%	14%	15%
				d			
Talk Talk/ Carphone Warehouse	223	196	28	131	92	151	72
	12%	12%	10%	12%	11%	12%	11%
Post Office	25	22	3	11	14	20	6
	1%	1%	1%	1%	2%	2%	1%
Kingston Communications	14	14	-	8	6	8	6
	1%	1%	-%	1%	1%	1%	1%
Other	116	98	18	73	43	85	32
	6%	6%	6%	6%	5%	7%	5%
Don't know	28	25	4	8	20	19	9
	1%	1%	1%	1%	3%	1%	1%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 19**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC5 (QC7A). SHOWCARD How likely is it that your household will get a landline phone at home in the next 12 months? (SINGLE CODE)**

Base : Those without a landline phone at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	~f	g	~h	~i	~j	~k	l	~m	n	o	~p	~q	~r
Unweighted total	457	237	220	105	148	124	80	190	52	36	24	22	108	80	247	315	61	36	45
Effective Weighted Sample	373	192	181	88	119	108	63	155	44	31	21	18	88	68	204	276	59	32	43
Total	372	194	177	86	135	101	50	134	41	32	24	22	104	63	182	299	46	16	11
Certain to	12	6	6	4	4	4	**	7	**	**	**	**	1	**	8	10	**	**	**
	3%	3%	3%	5%	3%	3%	**	5%	**	**	**	**	1%	**	4%	3%	**	**	**
Very likely	14	7	7	4	4	6	**	3	**	**	**	**	4	**	5	11	**	**	**
	4%	3%	4%	4%	3%	6%	**	2%	**	**	**	**	4%	**	3%	4%	**	**	**
Likely	26	14	12	5	13	8	**	6	**	**	**	**	10	**	8	24	**	**	**
	7%	7%	7%	5%	10%	8%	**	5%	**	**	**	**	10%	**	4%	8%	**	**	**
Unlikely	40	17	23	8	19	13	**	13	**	**	**	**	10	**	19	33	**	**	**
	11%	9%	13%	10%	14%	13%	**	9%	**	**	**	**	10%	**	11%	11%	**	**	**
Very unlikely	95	50	45	18	42	23	**	28	**	**	**	**	37	**	37	72	**	**	**
	26%	26%	25%	21%	31%	23%	**	21%	**	**	**	**	35%	**	20%	24%	**	**	**
													n						
Certain not to	152	86	65	34	41	43	**	67	**	**	**	**	33	**	86	122	**	**	**
	41%	44%	37%	40%	30%	42%	**	50%	**	**	**	**	32%	**	47%	41%	**	**	**
															l				
Don't know	32	14	18	13	12	4	**	11	**	**	**	**	8	**	19	25	**	**	**
	9%	7%	10%	16%	9%	4%	**	8%	**	**	**	**	8%	**	11%	8%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 19**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC5 (QC7A). SHOWCARD How likely is it that your household will get a landline phone at home in the next 12 months? (SINGLE CODE)**

Base : Those without a landline phone at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	d	e	f
Significance Level: 95%							
Unweighted total	457	410	47	173	282	202	255
Effective Weighted Sample	373	337	38	145	232	161	212
Total	372	342	29	166	204	160	211
Certain to	12	11	**	6	6	3	9
	3%	3%	**	3%	3%	2%	4%
Very likely	14	12	**	8	5	6	8
	4%	4%	**	5%	3%	3%	4%
Likely	26	26	**	13	13	10	17
	7%	8%	**	8%	7%	6%	8%
Unlikely	40	36	**	13	27	20	20
	11%	11%	**	8%	13%	13%	9%
Very unlikely	95	90	**	48	46	44	51
	26%	26%	**	29%	23%	27%	24%
Certain not to	152	139	**	65	86	66	86
	41%	41%	**	39%	42%	41%	41%
Don't know	32	28	**	13	20	11	21
	9%	8%	**	8%	10%	7%	10%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 20**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC6 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a landline phone in next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K-£17.5K	£17.5K-£29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	d	~e	~f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	361	192	169	73	115	99	74	153	44	28	19	17	86	63	195	246	49	30	36
Effective Weighted Sample	294	154	140	61	92	87	58	125	37	24	17	14	70	54	161	216	47	26	35
Total	287	153	134	60	101	79	47	107	34	23	19	16	80	48	142	228	38	13	8
Happy to use mobile phone instead	149	80	69	**	50	**	**	42	**	**	**	**	**	**	68	119	**	**	**
	52%	52%	52%	**	50%	**	**	40%	**	**	**	**	**	**	48%	52%	**	**	**
No need	130	73	57	**	42	**	**	48	**	**	**	**	**	**	54	109	**	**	**
	45%	47%	43%	**	41%	**	**	45%	**	**	**	**	**	**	38%	48%	**	**	**
Too expensive generally	51	23	28	**	12	**	**	29	**	**	**	**	**	**	34	30	**	**	**
	18%	15%	21%	**	12%	**	**	27%	**	**	**	**	**	**	24%	13%	**	**	**
Line rental is too expensive	47	17	30	**	13	**	**	20	**	**	**	**	**	**	25	33	**	**	**
	16%	11%	23%	**	13%	**	**	19%	**	**	**	**	**	**	18%	14%	**	**	**
			a																
Call charges are too expensive	30	10	20	**	9	**	**	15	**	**	**	**	**	**	19	14	**	**	**
	11%	6%	15%	**	9%	**	**	14%	**	**	**	**	**	**	14%	6%	**	**	**
			a																
Can't afford it	28	16	12	**	10	**	**	16	**	**	**	**	**	**	20	18	**	**	**
	10%	10%	9%	**	10%	**	**	15%	**	**	**	**	**	**	14%	8%	**	**	**
Connection charge is too expensive	7	3	4	**	2	**	**	2	**	**	**	**	**	**	3	5	**	**	**
	3%	2%	3%	**	2%	**	**	2%	**	**	**	**	**	**	2%	2%	**	**	**
To avoid unsolicited calls	4	1	3	**	1	**	**	1	**	**	**	**	**	**	2	2	**	**	**
	1%	1%	2%	**	1%	**	**	1%	**	**	**	**	**	**	2%	1%	**	**	**
Have no need to make telephone calls	4	1	3	**	1	**	**	3	**	**	**	**	**	**	3	3	**	**	**
	1%	1%	3%	**	1%	**	**	3%	**	**	**	**	**	**	2%	1%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 20**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC6 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a landline phone in next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K-£17.5K	£17.5K-£29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	d	~e	~f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	361	192	169	73	115	99	74	153	44	28	19	17	86	63	195	246	49	30	36
Effective Weighted Sample	294	154	140	61	92	87	58	125	37	24	17	14	70	54	161	216	47	26	35
Total	287	153	134	60	101	79	47	107	34	23	19	16	80	48	142	228	38	13	8
I am renting the property and unable to get permanent landline	4 1%	2 1%	1 1%	** **	1 1%	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	- -%	4 2%	** **	** **	** **
Inconvenient/would never be at home to use it	3 1%	3 2%	- -%	** **	1 1%	** **	** **	- -%	** **	** **	** **	** **	** **	** **	- -%	3 1%	** **	** **	** **
Outstanding debt to landline supplier/ won't reconnect	3 1%	* *%	3 2%	** **	3 3%	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	1 1%	3 1%	** **	** **	** **
Complicated billing	2 1%	2 1%	1 *%	** **	- -%	** **	** **	2 2%	** **	** **	** **	** **	** **	** **	* *%	2 1%	** **	** **	** **
I am moving address in the near future	2 1%	2 1%	1 *%	** **	1 1%	** **	** **	- -%	** **	** **	** **	** **	** **	** **	- -%	1 *%	** **	** **	** **
Other	5 2%	2 1%	3 2%	** **	1 1%	** **	** **	2 2%	** **	** **	** **	** **	** **	** **	3 2%	4 2%	** **	** **	** **
ANY INVOLUNTARY REASONS	116 40%	53 35%	62 47%	** **	38 37%	** **	** **	53 49%	** **	** **	** **	** **	** **	** **	64 45%	79 35%	** **	** **	** **
			a																
ANY VOLUNTARY REASONS	227 79%	127 83%	100 75%	** **	78 77%	** **	** **	77 72%	** **	** **	** **	** **	** **	** **	105 74%	187 82%	** **	** **	** **
ONLY VOLUNTARY REASONS	169 59%	100 65%	69 52%	** **	62 61%	** **	** **	53 50%	** **	** **	** **	** **	** **	** **	76 54%	147 65%	** **	** **	** **
		b																	
Don't know	1 *%	- -%	1 1%	** **	1 1%	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	1 *%	- -%	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 20**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC6 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a landline phone in next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	361	325	36	135	224	167	194
Effective Weighted Sample	294	267	30	113	184	135	159
Total	287	265	22	126	159	130	157
Happy to use mobile phone instead	149	137	**	71	78	65	84
	52%	52%	**	56%	49%	50%	54%
No need	130	120	**	61	68	57	73
	45%	45%	**	48%	43%	44%	46%
Too expensive generally	51	46	**	15	36	25	26
	18%	17%	**	12%	22%	19%	17%
				c			
Line rental is too expensive	47	42	**	23	24	22	25
	16%	16%	**	18%	15%	17%	16%
Call charges are too expensive	30	26	**	11	20	18	13
	11%	10%	**	8%	12%	14%	8%
Can't afford it	28	26	**	7	21	16	12
	10%	10%	**	5%	13%	12%	8%
				c			
Connection charge is too expensive	7	7	**	2	5	1	7
	3%	2%	**	1%	3%	1%	4%
							e
To avoid unsolicited calls	4	4	**	3	1	3	1
	1%	1%	**	2%	1%	2%	1%
Have no need to make telephone calls	4	3	**	1	3	2	2
	1%	1%	**	1%	2%	2%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 20**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC6 (QC7B). Why are you unlikely to get a landline phone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a landline phone in next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL ~b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	361	325	36	135	224	167	194
Effective Weighted Sample	294	267	30	113	184	135	159
Total	287	265	22	126	159	130	157
I am renting the property and unable to get permanent landline	4 1%	4 1%	** **	- -%	4 2%	- -%	4 2%
Inconvenient/would never be at home to use it	3 1%	3 1%	** **	3 3% d	- -%	3 3% f	- -%
Outstanding debt to landline supplier/ won't reconnect	3 1%	3 1%	** **	2 2%	1 1%	1 1%	2 1%
Complicated billing	2 1%	2 1%	** **	- -%	2 2%	* *%	2 1%
I am moving address in the near future	2 1%	2 1%	** **	2 1%	1 *%	1 *%	2 1%
Other	5 2%	5 2%	** **	* *%	4 3%	1 1%	3 2%
ANY INVOLUNTARY REASONS	116 40%	107 40%	** **	44 35%	71 45%	55 42%	61 39%
ANY VOLUNTARY REASONS	227 79%	208 79%	** **	107 84%	119 75%	101 78%	126 80%
ONLY VOLUNTARY REASONS	169 59%	156 59%	** **	82 65%	86 54%	74 57%	95 60%
Don't know	1 *%	1 *%	** **	- -%	1 *%	1 1%	- -%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 21**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC7 (QC6). SHOWCARD Thinking about landline phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Hearing the person on the other end of the line in a conversation even with the volume turned up	32 1%	10 1%	22 2%	2 1%	2 *%	3 *%	26 3% cde	11 3% j	3 1%	2 1%	2 *%	11 2% l	3 *%	6 1%	12 2% l	25 1%	5 2%	2 1%	1 1%
Seeing a digital display	19 1%	8 1%	11 1%	2 1%	1 *%	2 *%	14 2% de	5 1%	2 1%	1 *%	2 1%	4 1%	4 1%	2 *%	9 1%	16 1%	2 1%	1 1%	* *%
Hearing the phone ring, even with the volume turned up	17 1%	6 1%	11 1%	- -%	- -%	1 *%	16 2% cde	6 1% j	2 1%	* *%	- -%	6 1%	2 *%	1 *%	7 1%	15 1%	1 1%	* *%	1 1%
Picking up the handset when the phone rings	17 1%	4 *%	12 1%	1 *%	2 *%	3 *%	11 1% e	4 1%	3 1% j	- -%	- -%	2 *%	8 1%	1 *%	5 1%	15 1%	1 *%	1 1%	* *%
Holding the handset to your ear	14 1%	4 *%	9 1%	2 1%	3 1%	1 *%	7 1% e	3 1%	3 1%	1 *%	1 *%	4 1%	2 *%	1 *%	6 1%	9 *%	3 2% o	1 1%	* *%
Any other difficulties	33 1%	18 2%	15 1%	2 1%	2 *%	5 1%	24 3% cde	8 2%	7 3% i	1 1%	5 1%	12 2% l	2 *%	7 2% l	11 2% l	25 1%	5 3%	3 2%	* 1%
No, none	2206 95%	1066 96%	1140 95%	301 97% f	435 98% f	783 98% f	688 91%	375 93%	221 93%	249 97% gh	388 98% gh	552 95%	663 97% n	408 96% n	582 94%	1848 95%	187 93%	109 96%	61 96%
Don't know	8 *%	4 *%	4 *%	1 *%	1 *%	4 1%	1 *%	2 *%	- -%	- -%	1 *%	1 *%	2 *%	1 *%	4 1%	7 *%	1 *%	- -%	- -%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 21**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QC7 (QC6). SHOWCARD Thinking about landline phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Hearing the person on the other end of the line in a conversation even with the volume turned up	32 1%	27 1%	5 2%	8 1%	24 2% c	22 2%	10 1%
Seeing a digital display	19 1%	17 1%	2 1%	5 *% c	14 1% c	9 1%	10 1%
Hearing the phone ring, even with the volume turned up	17 1%	16 1%	1 *%	2 *% c	15 2% c	13 1%	4 *%
Picking up the handset when the phone rings	17 1%	14 1%	3 1%	5 *% c	12 1% c	9 1%	8 1%
Holding the handset to your ear	14 1%	12 1%	2 1%	6 *% c	7 1% c	7 1%	6 1%
Any other difficulties	33 1%	29 1%	3 1%	4 *% c	29 3% c	16 1%	17 2%
No, none	2206 95%	1908 95%	298 95%	1267 98% d	934 92%	1385 96%	820 95%
Don't know	8 *%	8 *%	- -%	5 *%	2 *%	4 *%	4 *%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 22**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total		2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample		2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total		2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
One	(1.0)	535	231	304	38	107	117	273	193	79	53	20	92	142	80	221	425	63	31	16
		23%	21%	25% a	12%	24% ce	15%	36% cde	48% hij	33% ij	21% j	5%	16%	21% k	19% klm	35% klm	22%	31% o	27%	25%
Two	(2.0)	918	452	466	71	229	332	287	96	86	126	194	260	277	190	190	770	73	51	23
		40%	41%	39%	23%	52% cef	41% c	38% c	24%	36% g	49% gh	49% gh	45% n	40% n	45% n	31%	40%	36%	45% r	36%
Three	(3.0)	364	178	186	76	71	159	58	38	37	36	78	104	114	67	78	317	26	12	8
		16%	16%	15%	25% df	16% f	20% f	8%	9%	16% g	14%	20% g	18% n	17% n	16%	12%	16% q	13%	11%	13%
Four or more	(4.0)	386	202	184	124	36	185	42	28	19	36	104	108	139	68	71	331	28	13	14
		17%	18%	15%	40% def	8% df	23% df	6%	7%	8%	14% gh	26% ghi	19% n	20% n	16% n	11%	17% q	14%	11%	21% pq
None	(0.0)	112	48	64	2	1	9	99	49	15	5	*	17	14	18	62	91	11	7	3
		5%	4%	5%	1%	1% *	1%	13% cde	12% hij	6% ij	2% j	1% *	3%	2%	4% l	10% klm	5%	5%	6%	5%
Don't know		*	-	*	-	-	-	*	-	-	-	-	-	-	*	-	*	-	-	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean mobiles in household		2.2	2.2	2.1	2.9	2.1	2.5	1.6	1.5	1.9	2.2	2.7	2.3	2.3	2.2	1.8	2.2	2.0	1.9	2.2
			b		def	f	df			g	gh	ghi	n	n	n		pq			pq
Standard deviation		1.11	1.10	1.11	1.08	.86	1.04	1.00	1.05	1.03	.98	.93	1.04	1.08	1.06	1.14	1.10	1.11	1.04	1.18
Standard error		.02	.03	.03	.06	.04	.03	.03	.04	.06	.05	.05	.04	.04	.04	.04	.02	.07	.06	.07
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 22**

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

Base : All respondents

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%			a	b	c	d	e	f
Unweighted total		2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample		2323	1949	392	1138	1247	1424	901
Total		2315	2002	313	1298	1012	1448	867
One	(1.0)	535	471	64	203	330	300	235
		23%	24%	20%	16%	33% c	21%	27% e
Two	(2.0)	918	784	134	602	316	626	292
		40%	39%	43%	46% d	31%	43% f	34%
Three	(3.0)	364	317	47	236	127	229	135
		16%	16%	15%	18% d	13%	16%	16%
Four or more	(4.0)	386	332	54	251	135	231	155
		17%	17%	17%	19% d	13%	16%	18%
None	(0.0)	112	98	14	6	104	61	50
		5%	5%	5%	*% c	10% c	4%	6%
Don't know		*	*	-	-	*	-	*
		*% c	*% c	-% c	-% c	*% c	-% c	*% c
Mean mobiles in household		2.2	2.2	2.2	2.4 d	1.9	2.2	2.1
Standard deviation		1.11	1.11	1.09	.98	1.18	1.07	1.17
Standard error		.02	.02	.05	.03	.03	.03	.04
Columns Tested: a,b - c,d - e,f								

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 23**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total		2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample		2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total		2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
No	(0.0)	50 2%	28 3%	21 2%	4 1%	3 1%	5 1%	38 5% cde	10 3% j	6 3% j	9 3% j	1 *% j	10 2%	11 2%	11 3%	16 3%	44 2%	2 1%	2 2%	1 2%
1	(1.0)	1979 85%	938 84%	1041 86%	284 91% f	399 90% f	719 90% f	577 76%	323 80%	208 88% g	225 88% g	360 91% g	506 87% n	594 87% n	370 87% n	508 82%	1642 85%	179 89%	103 90%	55 86%
2	(2.0)	146 6%	86 8% b	60 5%	17 6%	35 8% f	57 7%	37 5%	15 4%	5 2%	12 5%	34 9% gh	46 8% mn	54 8% mn	20 5%	27 4%	133 7% q	7 4%	3 2%	3 5%
3	(3.0)	15 1%	4 *%	10 1%	2 1%	3 1%	6 1%	4 1%	3 1%	1 *%	2 1%	- -%	1 *%	7 1%	2 1%	3 1%	13 1%	1 1%	- -%	- -%
4 or more	(4.0)	13 1%	6 1%	8 1%	1 *%	3 1%	6 1%	3 *%	4 1%	1 *%	3 1%	1 *%	* *%	6 1%	2 1%	5 1%	11 1%	1 *%	- -%	1 2% q
No mobiles in household	(0.0)	112 5%	48 4%	65 5%	2 1%	1 *%	9 1%	99 13% cde	49 12% hij	15 6% ij	5 2% j	* *%	17 3%	14 2%	18 4% l	62 10% klm	92 5%	11 5%	7 6%	3 5%
Mean mobiles used		1.0	1.0	1.0	1.1 f	1.1 f	1.1 f	.9	.9	1.0	1.0	1.1 gh	1.0 n	1.1 mn	1.0	1.0	1.0 q	1.0	.9	1.0 q
Standard deviation		.46	.45	.46	.36	.41	.42	.52	.54	.40	.50	.34	.37	.47	.43	.51	.47	.41	.32	.52
Standard error		.01	.01	.01	.02	.02	.01	.02	.02	.02	.03	.02	.01	.02	.02	.02	.01	.03	.02	.03
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 23**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
		Total	URBAN	RURAL	YES	NO	MEDIUM/ HIGH
Significance Level: 95%			a	b	c	d	f
Unweighted total		2879	2394	485	1339	1534	1775
Effective Weighted Sample		2323	1949	392	1138	1247	1424
Total		2315	2002	313	1298	1012	1448
No	(0.0)	50	42	8	10	40	32
		2%	2%	3%	1%	4%	2%
					c		
1	(1.0)	1979	1715	264	1157	819	1245
		85%	86%	84%	89%	81%	86%
					d		
2	(2.0)	146	125	21	109	37	88
		6%	6%	7%	8%	4%	6%
					d		
3	(3.0)	15	12	2	10	5	11
		1%	1%	1%	1%	*%	1%
							*%
4 or more	(4.0)	13	10	3	6	7	11
		1%	1%	1%	*%	1%	1%
							*%
No mobiles in household	(0.0)	112	98	14	6	105	61
		5%	5%	5%	*%	10%	4%
					c		
Mean mobiles used		1.0	1.0	1.0	1.1	.9	1.0
					d		
Standard deviation		.46	.45	.50	.40	.50	.47
Standard error		.01	.01	.02	.01	.01	.01
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 24**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
O2	499	220	278	76	123	184	116	94	53	63	101	121	165	87	124	390	48	18	43
	23%	21%	25%	25% f	28% f	23% f	19%	27%	25%	26%	26%	22%	25%	22%	23%	22%	25% q	17%	73% opq
Vodafone	417	208	209	55	72	167	123	53	32	51	100	115	132	68	103	343	49	22	4
	19%	20%	19%	18%	16%	21% d	20%	15%	15%	21%	25% gh	21%	20%	17%	19%	19% r	26% or	20% r	7%
Orange	416	185	231	48	80	144	144	66	44	53	71	117	117	79	103	352	25	33	6
	19%	18%	21%	16%	18%	18%	23% ce	19%	21%	22%	18%	21%	18%	20%	19%	20% pr	13%	32% opr	10%
TMobile	274	138	136	49	53	98	73	45	21	23	40	66	77	56	75	246	17	9	1
	13%	13%	12%	16%	12%	12%	12%	13%	10%	9%	10%	12%	12%	14%	14%	14% pqr	9% r	8% r	2%
'3'	187	93	94	27	63	71	25	35	20	19	28	40	59	37	51	156	19	9	2
	9%	9%	8%	9% f	14% cef	9% f	4%	10%	9%	8%	7%	7%	9%	9%	9%	9% r	10% r	9% r	3%
Virgin Media/ Any Virgin	123	69	54	10	11	52	50	19	16	9	20	26	44	23	31	111	10	2	*
	6%	7%	5%	3%	2%	7% cd	8% cd	5%	8%	4%	5%	5%	7%	6%	6%	6% qr	5% r	2%	1%
Tesco	110	52	57	19	15	38	38	10	12	11	15	24	31	26	29	89	13	7	1
	5%	5%	5%	6%	3%	5%	6%	3%	6%	4%	4%	4%	5%	7%	5%	5% r	7% r	6% r	1%
EE/ Everything Everywhere	52	33	19	13	11	15	13	6	3	7	11	20	13	10	9	49	2	1	*
	2%	3% b	2%	4% e	3%	2%	2%	2%	1%	3%	3%	4% n	2%	2%	2%	3%	1%	1%	1%
Other	50	27	23	7	11	15	17	11	10	5	8	18	15	7	10	41	5	3	1
	2%	3%	2%	2%	3%	2%	3%	3%	5%	2%	2%	3%	2%	2%	2%	2%	3%	3%	1%
Don't know	26	8	19	1	-	3	23	5	4	2	1	6	8	3	9	23	1	2	*
	1%	1%	2%	*%	-%	*%	4% cde	1%	2% j	1%	*%	1%	1%	1%	2%	1%	1%	2%	*%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 24**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
O2	499	432	67	299	200	309	189
	23%	23%	23%	23%	23%	23%	24%
Vodafone	417	339	78	271	146	286	131
	19%	18%	27%	21%	17%	21%	16%
			a	d		f	
Orange	416	351	64	236	179	294	122
	19%	19%	22%	18%	21%	22%	15%
						f	
TMobile	274	250	23	158	114	144	130
	13%	13%	8%	12%	13%	11%	16%
		b					e
'3'	187	177	9	129	58	90	97
	9%	10%	3%	10%	7%	7%	12%
		b		d			e
Virgin Media/ Any Virgin	123	114	9	70	52	72	51
	6%	6%	3%	5%	6%	5%	6%
		b					
Tesco	110	89	21	55	55	82	28
	5%	5%	7%	4%	6%	6%	3%
					c	f	
EE/ Everything Everywhere	52	41	11	32	20	33	18
	2%	2%	4%	2%	2%	2%	2%
Other	50	46	4	29	21	27	23
	2%	2%	2%	2%	2%	2%	3%
Don't know	26	23	4	4	22	18	9
	1%	1%	1%	1%	3%	1%	1%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 25**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD4 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
Prepay/ Pay as you go	815	409	406	86	119	232	378	201	103	84	76	160	218	144	292	642	98	43	32
	38%	40%	36%	28%	27%	29%	61%	58%	48%	35%	19%	29%	33%	37%	54%	36%	52%	41%	55%
							cde	hij	ij	j				k	klm		oq		oq
Postpay/ monthly contract	1330	621	710	218	318	553	241	143	112	157	316	390	440	249	250	1151	91	62	27
	62%	60%	63%	72%	72%	70%	39%	41%	52%	65%	80%	70%	67%	63%	46%	64%	48%	59%	45%
				f	f	f			g	gh	ghi	mn	n	n		pr		pr	
Other	5	3	2	-	3	1	1	-	-	1	2	3	2	*	-	5	-	*	-
	0.2%	0.3%	0.2%	0%	1%	0.1%	0.2%	0%	0%	0.4%	0.6%	0.5%	0.3%	0.5%	0%	0.3%	0%	0.5%	0%
Don't know	2	1	1	*	-	1	1	1	-	-	1	1	1	*	*	2	-	-	*
	0.1%	0.1%	0.1%	0.3%	0%	0.1%	0.2%	0.3%	0%	0%	0.3%	0.2%	0.2%	0.3%	0.3%	0.1%	0%	0%	0.5%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 25**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD4 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Prepay/ Pay as you go	815	700	115	318	496	468	347
	38%	38%	40%	25%	57%	35%	43%
					c		e
Postpay/ monthly contract	1330	1157	173	958	370	881	450
	62%	62%	60%	75%	43%	65%	56%
				d		f	
Other	5	4	2	5	-	4	1
	*%	*%	1%	*%	-%	*%	*%
				d			
Don't know	2	2	*	1	1	2	*
	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 26**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD5 (QD11A). When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)**

Base : Those who use a postpay/ contract mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1453	668	785	233	332	592	295	177	133	188	315	385	469	294	304	1118	113	119	103
Effective Weighted Sample	1225	563	662	196	280	509	241	147	111	157	268	331	391	251	259	998	110	105	100
Total	1330	621	710	218	318	553	241	143	112	157	316	390	440	249	250	1151	91	62	27
Handset and contract	1133	522	610	183	292	472	185	121	96	140	283	336	380	210	207	976	79	57	21
	85%	84%	86%	84%	92% cef	85% f	77%	84%	85%	90%	89%	86%	86%	84%	83%	85%	87%	92% r	79%
SIM card only	174	88	86	31	21	74	47	19	14	16	30	47	53	37	36	155	8	5	6
	13%	14%	12%	14% d	7%	13% d	19% de	13%	12%	10%	10%	12%	12%	15%	15%	13%	9%	8%	21% opq
Don't know	24	11	13	4	5	7	9	4	2	1	3	7	7	2	7	20	4	-	-
	2%	2%	2%	2%	1%	1%	4% e	3%	2%	*%	1%	2%	2%	1%	3%	2%	5% oqr	-%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 26**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD5 (QD11A). When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)**

Base : Those who use a postpay/ contract mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	1453	1229	224	957	493	936	517
Effective Weighted Sample	1225	1038	193	823	416	788	438
Total	1330	1157	173	958	370	881	450
Handset and contract	1133	978	154	830	301	760	373
	85%	85%	89%	87% d	81%	86%	83%
SIM card only	174	158	16	111	62	105	69
	13%	14%	9%	12%	17% c	12%	15%
Don't know	24	21	3	17	7	16	8
	2%	2%	2%	2%	2%	2%	2%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 27**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD6 (QD24B). Do you personally use a smartphone? IF UNSURE - A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the Samsung Galaxy.**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER	£11.5K-	£17.5K-	£30K+	AB	C1	C2	DE	ENG	SCOT	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
Yes	1295	645	650	255	356	514	169	147	108	154	303	366	431	227	269	1099	97	65	34
	60%	62%	58%	84%	81%	65%	27%	43%	50%	63%	77%	66%	65%	58%	50%	61%	52%	61%	58%
		b		ef	ef	f				gh	ghi	mn	mn	n		p		p	
No	849	386	462	49	82	269	448	194	106	89	92	186	225	165	272	693	91	40	25
	39%	37%	41%	16%	19%	34%	72%	56%	49%	37%	23%	34%	34%	42%	50%	39%	48%	38%	42%
						cd	cde	ij	ij	j				kl	klm		oq		
Don't know	9	3	6	*	2	3	4	3	2	-	-	1	4	2	2	7	1	1	*
	0.4%	0.3%	0.5%	0.1%	0.2%	0.3%	0.6%	0.1%	0.1%	0.0%	0.0%	0.1%	0.4%	0.2%	0.2%	0.4%	0.1%	0.1%	0.1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 27**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD6 (QD24B). Do you personally use a smartphone? IF UNSURE - A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the Samsung Galaxy.**

Base : Those who personally use a mobile phone

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Yes	1295 60%	1133 61%	161 56%	911 71% d	383 44%	810 60%	485 61%
No	849 39%	721 39%	128 44%	366 29%	481 55% c	536 40%	313 39%
Don't know	9 *%	8 *%	1 *%	5 *%	4 *%	9 1%	1 *%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 28**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD7 (QD27). SHOWCARD How likely is it that you will get a smartphone in the next 12 months? (SINGLE CODE)**

Base : Those without a smartphone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1149	533	616	63	96	315	674	290	151	120	103	234	289	246	380	815	119	105	110
Effective Weighted Sample	925	421	505	53	79	271	529	235	118	102	85	187	230	203	311	705	113	86	103
Total	849	386	462	49	82	269	448	194	106	89	92	186	225	165	272	693	91	40	25
Certain to	24	13	11	**	**	8	7	2	2	2	1	3	10	3	9	22	1	-	1
	3%	3%	2%	**	**	3%	2%	1%	2%	2%	1%	1%	4%	2%	3%	3%	1%	-%	4%
Very likely	20	10	10	**	**	5	4	4	3	2	3	2	4	4	9	15	1	2	1
	2%	3%	2%	**	**	2%	1%	2%	2%	2%	3%	1%	2%	2%	3%	2%	2%	4%	5%
Likely	75	34	41	**	**	32	13	10	9	10	16	21	20	12	22	59	11	4	1
	9%	9%	9%	**	**	12%	3%	5%	9%	11%	17%	11%	9%	7%	8%	8%	13%	9%	3%
						f				g	g						r		
Unlikely	140	67	73	**	**	49	72	31	15	23	24	37	45	24	34	120	11	8	2
	17%	17%	16%	**	**	18%	16%	16%	14%	26%	26%	20%	20%	14%	13%	17%	12%	19%	7%
										gh	h	n	n			r		r	
Very unlikely	192	82	110	**	**	61	115	40	26	24	17	44	48	37	63	144	30	10	8
	23%	21%	24%	**	**	23%	26%	21%	24%	28%	18%	23%	21%	22%	23%	21%	33%	26%	31%
																o	o		o
Certain not to	292	132	160	**	**	65	206	74	37	22	22	56	74	66	96	242	28	13	10
	34%	34%	35%	**	**	24%	46%	38%	35%	25%	24%	30%	33%	40%	35%	35%	31%	32%	38%
						e		ij						k					
Don't know	105	48	57	**	**	49	31	33	14	6	10	24	23	20	38	90	8	4	3
	12%	13%	12%	**	**	18%	7%	17%	14%	7%	11%	13%	10%	12%	14%	13%	9%	10%	11%
						f		i											

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 28**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD7 (QD27). SHOWCARD How likely is it that you will get a smartphone in the next 12 months? (SINGLE CODE)**

Base : Those without a smartphone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1149	932	217	391	755	727	422
Effective Weighted Sample	925	756	179	332	619	581	344
Total	849	721	128	366	481	536	313
Certain to	24	23	2	15	9	9	15
	3%	3%	1%	4%	2%	2%	5% e
Very likely	20	17	2	7	13	9	10
	2%	2%	2%	2%	3%	2%	3%
Likely	75	63	12	50	25	45	29
	9%	9%	9%	14% d	5%	8%	9%
Unlikely	140	113	27	71	69	95	45
	17%	16%	21%	19% d	14%	18%	14%
Very unlikely	192	168	24	82	110	132	60
	23%	23%	19%	22%	23%	25%	19%
Certain not to	292	249	43	94	197	178	115
	34%	35%	34%	26%	41% c	33%	37%
Don't know	105	88	17	46	58	67	38
	12%	12%	14%	13%	12%	12%	12%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 29**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a smartphone in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	h	~i	~j	k	l	m	n	o	~p	~q	~r
Unweighted total	873	404	469	19	47	211	595	227	114	95	72	177	222	194	280	616	89	82	86
Effective Weighted Sample	696	315	381	17	37	181	466	182	88	80	60	141	174	157	228	527	84	67	80
Total	625	281	344	16	41	175	392	146	77	69	63	136	167	127	194	507	68	31	19
No need	428	196	232	**	**	103	296	88	51	**	**	111	112	88	117	353	**	**	**
	68%	70%	68%	**	**	59%	76%	61%	66%	**	**	81%	67%	69%	60%	70%	**	**	**
							e					lmn							
Satisfied with using home phones/ other mobile phones	108	50	57	**	**	34	69	19	12	**	**	28	27	25	28	79	**	**	**
	17%	18%	17%	**	**	19%	18%	13%	15%	**	**	21%	16%	19%	14%	16%	**	**	**
Don't know how you use smartphones	91	32	60	**	**	18	71	26	14	**	**	22	20	20	30	67	**	**	**
	15%	11%	17%	**	**	11%	18%	18%	18%	**	**	16%	12%	16%	15%	13%	**	**	**
			a				e												
Can't afford it	77	40	36	**	**	32	27	25	13	**	**	3	16	10	48	62	**	**	**
	12%	14%	11%	**	**	18%	7%	17%	16%	**	**	2%	10%	8%	25%	12%	**	**	**
						f							k	k	klm				
Too expensive to set up/ buy	51	21	31	**	**	19	22	16	3	**	**	6	14	7	24	39	**	**	**
	8%	7%	9%	**	**	11%	6%	11%	4%	**	**	4%	8%	6%	13%	8%	**	**	**
						f									km				
Contracts are too expensive	25	13	13	**	**	11	8	9	4	**	**	3	7	3	12	21	**	**	**
	4%	5%	4%	**	**	6%	2%	6%	5%	**	**	2%	4%	2%	6%	4%	**	**	**
						f													
Calls are too expensive	7	3	4	**	**	3	3	3	1	**	**	2	1	*	4	5	**	**	**
	1%	1%	1%	**	**	2%	1%	2%	1%	**	**	1%	1%	%	2%	1%	**	**	**
Other	15	8	7	**	**	2	9	5	1	**	**	6	5	2	3	12	**	**	**
	2%	3%	2%	**	**	1%	2%	3%	1%	**	**	4%	3%	1%	2%	2%	**	**	**
ANY INVOLUNTARY REASONS	215	89	126	**	**	65	119	66	29	**	**	32	48	39	95	166	**	**	**
	34%	32%	37%	**	**	37%	30%	45%	38%	**	**	24%	29%	31%	49%	33%	**	**	**
															klm				

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 29**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a smartphone in the next 12 months

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	h	~i	~j	k	l	m	n	o	~p	~q	~r
Unweighted total	873	404	469	19	47	211	595	227	114	95	72	177	222	194	280	616	89	82	86
Effective Weighted Sample	696	315	381	17	37	181	466	182	88	80	60	141	174	157	228	527	84	67	80
Total	625	281	344	16	41	175	392	146	77	69	63	136	167	127	194	507	68	31	19
ANY VOLUNTARY REASONS	486	224	263	**	**	128	327	98	58	**	**	124	130	102	131	396	**	**	**
	78%	80%	76%	**	**	73%	83%	67%	75%	**	**	91%	78%	80%	68%	78%	**	**	**
							e					lmn	n	n					
ONLY VOLUNTARY REASONS	398	186	212	**	**	104	270	75	47	**	**	101	115	86	96	329	**	**	**
	64%	66%	62%	**	**	59%	69%	52%	61%	**	**	74%	69%	67%	50%	65%	**	**	**
							e					n	n	n					
Don't know	7	2	5	**	**	3	3	2	1	**	**	2	2	1	3	7	**	**	**
	1%	1%	1%	**	**	2%	1%	2%	1%	**	**	1%	1%	1%	1%	1%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 29**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a smartphone in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	873	707	166	271	600	566	307
Effective Weighted Sample	696	567	138	227	486	451	244
Total	625	530	95	248	376	405	219
No need	428	364	63	155	272	278	150
	68%	69%	67%	63%	72%	69%	68%
				c			
Satisfied with using home phones/ other mobile phones	108	92	15	49	58	73	35
	17%	17%	16%	20%	16%	18%	16%
Don't know how you use smartphones	91	80	11	32	59	61	31
	15%	15%	12%	13%	16%	15%	14%
Can't afford it	77	67	10	31	45	44	33
	12%	13%	10%	13%	12%	11%	15%
Too expensive to set up/ buy	51	47	5	18	34	29	22
	8%	9%	5%	7%	9%	7%	10%
Contracts are too expensive	25	25	-	11	15	10	15
	4%	5%	-%	4%	4%	3%	7%
		b					e
Calls are too expensive	7	6	1	1	6	2	5
	1%	1%	1%	*%	2%	1%	2%
Other	15	11	5	6	9	7	9
	2%	2%	5%	2%	2%	2%	4%
			a				
ANY INVOLUNTARY REASONS	215	189	26	81	133	132	83
	34%	36%	27%	33%	35%	33%	38%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 29**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD8 (QD38). Why are you unlikely to get a smartphone at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get a smartphone in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	873	707	166	271	600	566	307
Effective Weighted Sample	696	567	138	227	486	451	244
Total	625	530	95	248	376	405	219
ANY VOLUNTARY REASONS	486	412	74	186	300	321	166
	78%	78%	79%	75%	80%	79%	76%
ONLY VOLUNTARY REASONS	398	335	63	157	241	264	134
	64%	63%	67%	64%	64%	65%	61%
Don't know	7	5	3	5	2	5	2
	1%	1%	3%	2%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 30**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
Send/ receive text messages (SMS)	1918	915	1002	293	419	737	468	285	188	223	377	502	588	350	477	1606	169	89	53
	89%	89%	90%	96% f	95% f	94% f	75%	82%	88%	92% g	95% gh	91%	89%	89%	88%	89%	90%	85%	90%
Use your phone as a camera	1338	632	707	245	342	526	226	174	122	160	308	368	442	227	300	1120	114	64	40
	62%	61%	63%	80% ef	78% ef	67% f	36%	50%	57%	66% gh	78% ghi	67% mn	67% mn	57%	55%	62%	60%	61%	67%
Accessing the internet	1043	526	517	218	302	412	112	103	78	122	253	311	356	175	201	881	79	50	33
	48%	51% b	46%	72% ef	69% ef	52% f	18%	30%	36%	50% gh	64% ghi	56% mn	54% mn	44% n	37%	49% p	42%	47%	55% p
Send/ receive messages with pictures/ images	889	404	486	177	259	346	107	97	66	102	213	253	318	153	164	765	62	37	26
	41%	39%	43% a	58% ef	59% ef	44% f	17%	28%	31%	42% gh	54% ghi	46% mn	48% mn	39% n	30%	42% pq	33%	35%	44% p
Send/ receive emails (not SMS)	810	410	400	161	235	329	85	77	53	96	229	274	276	122	137	696	58	36	22
	38%	40%	36%	53% ef	53% ef	42% f	14%	22%	25%	40% gh	58% ghi	49% lmn	42% mn	31% n	25%	39% p	30%	34%	36%
Visiting social networking sites e.g. Facebook, Twitter, LinkedIn	791	350	441	199	270	283	39	98	62	89	194	214	271	127	178	677	53	37	24
	37%	34%	39% a	65% ef	61% ef	36% f	6%	28%	29%	37% g	49% ghi	39% mn	41% mn	32%	33%	38% p	28%	35%	41% p
Play games	725	362	363	179	234	262	50	96	53	93	161	180	238	132	174	609	59	34	23
	34%	35%	32%	59% ef	53% ef	33% f	8%	28%	25%	39% gh	41% gh	33%	36%	34%	32%	34%	31%	32%	39%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 30**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
Download apps or programs directly to your phone	657 31%	333 32%	323 29%	151 50% ef	208 47% ef	239 30% f	60 10%	73 21%	40 19%	78 32% gh	167 42% ghi	186 34% n	221 33% n	115 29%	135 25%	554 31% q	57 30% q	23 21%	23 39% opq
Record video clips using the phone	650 30%	300 29%	350 31%	153 50% ef	202 46% ef	243 31% f	53 8%	78 23%	44 20%	84 35% gh	150 38% gh	175 32% n	223 34% n	117 30%	134 25%	546 30%	57 30%	25 24%	21 36% q
Use IM/ Instant Messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp, Facebook Messenger)	645 30%	304 29%	341 30%	173 57% def	202 46% ef	223 28% f	47 7%	73 21%	44 20%	71 29% gh	172 43% ghi	189 34% mn	234 35% mn	101 26%	121 22%	551 31% q	51 27%	23 22%	20 34% q
Listen to music using MP3 function	464 22%	251 24% b	213 19%	147 48% def	149 34% ef	144 18% f	26 4%	62 18% h	24 11%	55 23% h	118 30% gh	121 22%	158 24% n	80 20%	104 19%	386 21%	44 24%	18 17%	16 27% q
Send/ receive video clips	461 21%	205 20%	256 23%	114 37% ef	156 36% ef	159 20% f	32 5%	53 15%	39 18%	46 19%	97 25% g	127 23% n	162 25% n	83 21%	89 16%	400 22%	32 17%	17 16%	13 22%
Accessing/ receiving news	450 21%	251 24% b	200 18%	93 31% ef	146 33% ef	177 22% f	34 6%	46 13%	26 12%	56 23% gh	123 31% ghi	158 28% mn	156 24% mn	65 17%	71 13%	392 22% q	31 16%	14 13%	13 22% q
Video streaming e.g. via YouTube	428 20% b	240 23% b	188 17%	134 44% def	143 33% ef	134 17% f	18 3%	50 15%	22 10%	47 19% h	104 26% ghi	129 23% n	148 22% n	72 18%	79 15%	366 20% q	33 17%	13 12%	17 28% opq

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 30**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K-£17.5K	£17.5K-£29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
'Check-in' and share your location on social networking sites (e.g. Facebook, Foursquare)	378 18%	177 17%	201 18%	105 34% ef	125 28% ef	134 17% f	14 2%	46 13%	21 10%	45 18% h	96 24% gh	101 18% n	142 21% mn	64 16%	72 13%	322 18% p	22 12%	19 18%	15 25% op
Use your handset to help you shop e.g. compare prices online, read internet reviews, take photos of products	357 17%	176 17%	182 16%	90 30% ef	121 28% ef	128 16% f	19 3%	40 12%	18 8%	47 19% gh	99 25% gh	112 20% mn	124 19% mn	52 13%	70 13%	303 17%	26 14%	12 12%	16 27% opq
Accessing/ receiving sports/ team news/ scores	325 15%	222 21% b	102 9%	84 28% def	90 21% ef	124 16% f	27 4%	26 8%	14 6%	31 13% gh	86 22% ghi	114 21% lmn	104 16% n	59 15% n	48 9%	284 16% p	19 10%	12 11%	10 16% p
Listen to FM radio	321 15%	171 16%	151 13%	73 24% ef	98 22% ef	118 15% f	32 5%	41 12%	29 13%	42 17% g	71 18% g	89 16%	105 16%	52 13%	75 14%	280 16% pq	19 10%	11 10%	11 19% pq
Sending a tweet on Twitter (through a text, an app, the browser, or phone's built-in feature)	283 13%	152 15% b	131 12%	97 32% def	89 20% ef	91 12% f	7 1%	25 7%	12 6%	41 17% gh	65 17% gh	79 14% n	111 17% mn	43 11%	50 9%	243 14%	19 10%	10 10%	10 18% pq
Making voice calls using a VoIP service e.g. Skype	253 12%	139 13% b	114 10%	60 20% ef	86 20% ef	91 12% f	16 3%	30 9% h	8 4%	29 12% h	63 16% gh	87 16% mn	89 13% n	39 10%	38 7%	223 12% q	15 8%	5 5%	10 16% pq

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 30**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
TV streaming (e.g. BBC iPlayer, Sky Go)	232 11%	138 13% b	94 8%	66 22% def	67 15% ef	85 11% f	14 2%	25 7%	12 6%	31 13% gh	67 17% gh	63 11% n	79 12% n	49 12% n	41 8%	198 11%	14 7%	9 9%	10 17% opq
Video calling e.g. via Facetime	227 11%	119 12%	108 10%	71 23% def	72 16% ef	76 10% f	10 2%	29 8%	12 5%	21 8%	53 13% gh	63 11%	86 13% mn	34 9%	44 8%	196 11%	13 7%	8 8%	11 18% opq
Download a new video clip	208 10%	123 12% b	85 8%	57 19% ef	75 17% ef	64 8% f	13 2%	21 6%	12 6%	28 11% gh	47 12% gh	57 10%	74 11%	33 8%	45 8%	174 10%	19 10%	6 6%	9 15% oq
Download TV programmes e.g. via BBC iPlayer	167 8%	96 9% b	71 6%	50 17% ef	55 13% ef	56 7% f	6 1%	15 4%	6 3%	25 10% gh	45 11% gh	49 9% n	56 8%	31 8%	31 6%	144 8%	12 6%	4 4%	7 12% pq
Listen to Podcasts	120 6%	75 7% b	45 4%	34 11% ef	36 8% f	47 6% f	3 *%	6 2%	4 2%	12 5% g	37 9% ghi	48 9% mn	40 6% n	15 4%	17 3%	105 6%	6 3%	5 5%	5 8% p
Other	11 1%	6 1%	5 *%	- -%	1 *%	1 *%	10 2% cde	3 1%	1 *%	3 1%	1 *%	3 1%	3 *%	2 *%	3 1%	10 1%	1 *%	* *%	- -%
None of these	129 6%	69 7%	60 5%	- -%	* *%	15 2% cd	114 18% cde	40 12% ij	17 8% ij	9 4%	7 2%	27 5%	34 5%	25 6%	43 8% kl	100 6%	14 8%	10 10% o	4 7%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

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**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Send/ receive text messages (SMS)	1918	1661	257	1201	715	1192	726
	89%	89%	89%	94%	82%	88%	91%
				d			e
Use your phone as a camera	1338	1160	178	909	429	849	489
	62%	62%	61%	71%	49%	63%	61%
				d			
Accessing the internet	1043	922	121	753	290	652	391
	48%	49%	42%	59%	33%	48%	49%
		b		d			
Send/ receive messages with pictures/ images	889	772	117	626	263	557	332
	41%	41%	40%	49%	30%	41%	42%
				d			
Send/ receive emails (not SMS)	810	722	88	616	194	520	290
	38%	39%	30%	48%	22%	38%	36%
		b		d			
Visiting social networking sites e.g. Facebook, Twitter, LinkedIn	791	706	86	551	240	474	317
	37%	38%	29%	43%	28%	35%	40%
		b		d			e
Play games	725	645	80	493	233	421	305
	34%	35%	28%	38%	27%	31%	38%
		b		d			e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 30**

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**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Download apps or programs directly to your phone	657 31%	581 31%	76 26%	474 37% d	182 21%	409 30%	248 31%
Record video clips using the phone	650 30%	569 31%	81 28%	445 35% d	205 24%	395 29%	255 32%
Use IM/ Instant Messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp, Facebook Messenger)	645 30%	583 31% b	62 21%	451 35% d	194 22%	391 29%	254 32%
Listen to music using MP3 function	464 22%	409 22%	55 19%	308 24% d	156 18%	263 19%	201 25% e
Send/ receive video clips	461 21%	404 22%	58 20%	327 26% d	134 15%	278 21%	184 23%
Accessing/ receiving news	450 21%	403 22% b	48 16%	344 27% d	107 12%	283 21%	167 21%
Video streaming e.g. via YouTube	428 20%	382 20% b	46 16%	305 24% d	123 14%	247 18%	181 23% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

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**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
'Check-in' and share your location on social networking sites (e.g. Facebook, Foursquare)	378 18%	338 18%	40 14%	279 22% d	99 11%	236 17%	142 18%
Use your handset to help you shop e.g. compare prices online, read internet reviews, take photos of products	357 17%	301 16%	56 19%	263 21% d	94 11%	222 16%	135 17%
Accessing/ receiving sports/ team news/ scores	325 15%	287 15%	38 13%	244 19% d	81 9%	196 14%	128 16%
Listen to FM radio	321 15%	279 15%	42 14%	230 18% d	91 11%	196 14%	125 16%
Sending a tweet on Twitter (through a text, an app, the browser, or phone's built-in feature)	283 13%	257 14% b	26 9%	194 15% d	89 10%	178 13%	105 13%
Making voice calls using a VoIP service e.g. Skype	253 12%	226 12%	27 9%	189 15% d	64 7%	148 11%	104 13%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 30**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD9 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
TV streaming (e.g. BBC iPlayer, Sky Go)	232	204	27	175	56	134	98
	11%	11%	9%	14% d	6%	10%	12%
Video calling e.g. via Facetime	227	206	21	156	71	145	82
	11%	11% b	7%	12% d	8%	11%	10%
Download a new video clip	208	184	24	155	53	125	84
	10%	10%	8%	12% d	6%	9%	10%
Download TV programmes e.g. via BBC iPlayer	167	153	14	125	42	96	72
	8%	8% b	5%	10% d	5%	7%	9%
Listen to Podcasts	120	99	21	95	25	77	43
	6%	5%	7%	7% d	3%	6%	5%
Other	11	11	*	3	8	9	2
	1%	1%	*%	*% c	1% c	1%	*%
None of these	129	106	23	17	111	88	41
	6%	6%	8%	1%	13% c	7%	5%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 31**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
Send/ receive text messages (SMS)	1771	829	942	277	394	698	402	263	174	207	352	466	546	320	438	1484	153	84	49
	82%	80%	84%	91%	89%	89%	65%	76%	81%	86%	89%	84%	83%	81%	81%	83%	81%	80%	83%
			a	f	f	f				g	gh								
Accessing the internet	862	444	418	191	257	333	81	83	61	100	220	259	294	149	160	727	63	46	26
	40%	43%	37%	63%	58%	42%	13%	24%	28%	41%	56%	47%	44%	38%	29%	40%	34%	43%	44%
		b		ef	ef	f				gh	ghi	mn	mn	n		p		p	p
Use your phone as a camera	825	386	439	168	230	324	103	112	76	106	217	234	263	147	181	689	62	49	25
	38%	37%	39%	55%	52%	41%	17%	32%	35%	44%	55%	42%	40%	37%	33%	38%	33%	47%	41%
				ef	ef	f				g	ghi	n	n					op	
Visiting social networking sites e.g. Facebook, Twitter, LinkedIn	653	289	364	177	220	228	28	85	51	72	157	168	231	108	145	550	48	34	21
	30%	28%	33%	58%	50%	29%	5%	25%	24%	30%	40%	30%	35%	27%	27%	31%	25%	32%	35%
			a	def	ef	f					ghi		mn						p
Send/ receive emails (not SMS)	631	316	315	128	187	253	63	59	33	81	193	223	201	103	104	536	44	33	19
	29%	31%	28%	42%	43%	32%	10%	17%	15%	34%	49%	40%	30%	26%	19%	30%	23%	31%	31%
				ef	ef	f				gh	ghi	lmn	n	n		p			
Use IM/ Instant Messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp, Facebook Messenger)	538	244	293	152	173	179	34	63	35	55	141	155	201	84	98	467	35	20	16
	25%	24%	26%	50%	39%	23%	6%	18%	16%	23%	36%	28%	30%	21%	18%	26%	18%	19%	27%
				def	ef	f					ghi	mn	mn			pq			p
Send/ receive messages with pictures/ images	508	228	279	105	157	184	61	63	41	66	126	133	176	96	101	424	38	31	16
	24%	22%	25%	35%	36%	23%	10%	18%	19%	27%	32%	24%	27%	24%	19%	24%	20%	29%	27%
				ef	ef	f				gh	gh	n	n	n				p	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

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**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
Play games	494 23%	248 24%	247 22%	134 44% ef	167 38% ef	165 21% f	28 5%	68 20%	33 15%	65 27% gh	111 28% gh	107 19%	157 24%	100 25% k	130 24%	412 23%	39 21%	26 24%	17 29% op
Download apps or programs directly to your phone	369 17%	190 18%	179 16%	96 31% ef	135 31% ef	120 15% f	19 3%	51 15%	21 10%	45 19% h	94 24% gh	96 17%	119 18%	68 17%	85 16%	308 17%	30 16%	17 16%	15 25% opq
Listen to music using MP3 function	342 16%	185 18% b	157 14%	119 39% def	112 26% ef	96 12% f	15 2%	49 14% h	18 8%	43 18% h	84 21% gh	77 14%	119 18%	62 16%	83 15%	278 15%	37 19%	15 14%	12 20%
Record video clips using the phone	327 15%	146 14%	181 16%	81 27% ef	112 25% ef	113 14% f	21 3%	44 13%	21 10%	45 19% h	94 24% gh	89 16%	104 16%	60 15%	74 14%	274 15%	21 11%	20 19% p	13 22% op
Accessing/ receiving news	297 14%	171 17% b	127 11%	62 20% f	96 22% ef	123 16% f	17 3%	34 10%	17 8%	35 15% h	86 22% ghi	109 20% mn	104 16% mn	40 10%	44 8%	255 14%	23 12%	11 11%	9 14%
'Check-in' and share your location on social networking sites (e.g. Facebook, Foursquare)	283 13%	130 13%	153 14%	80 26% ef	99 23% ef	95 12% f	9 1%	34 10%	17 8%	35 15% h	67 17% gh	71 13%	114 17% kmn	43 11%	55 10%	243 13% p	13 7%	17 16% p	11 18% p
Video streaming e.g. via YouTube	260 12%	149 14% b	111 10%	90 30% def	88 20% ef	79 10% f	3 *%	31 9%	11 5%	37 15% gh	61 15% gh	71 13%	90 14% n	44 11%	54 10%	224 12%	17 9%	9 8%	11 18% opq

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

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**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
Accessing/ receiving sports/ team news/ scores	212 10%	155 15% b	57 5%	58 19% ef	64 15% ef	77 10% f	12 2%	14 4%	5 2%	19 8% h	64 16% ghi	72 13% n	70 11% n	42 11% n	27 5%	183 10%	14 7%	10 9%	6 10%
Use your handset to help you shop e.g. compare prices online, read internet reviews, take photos of products	208 10%	110 11%	99 9%	53 17% ef	85 19% ef	63 8% f	8 1%	23 7%	12 6%	29 12% gh	62 16% gh	59 11% n	72 11% n	39 10%	38 7%	174 10%	14 7%	10 9%	10 18% opq
Sending a tweet on Twitter (through a text, an app, the browser, or phone's built-in feature)	208 10%	116 11% b	92 8%	78 26% def	68 15% ef	60 8% f	2 *%	16 5%	10 4%	34 14% gh	42 11% gh	51 9% n	94 14% kmn	32 8%	31 6%	174 10%	16 9%	10 10%	7 12%
Send/ receive video clips	200 9%	82 8%	117 10% a	58 19% ef	70 16% ef	59 7% f	13 2%	27 8%	14 6%	20 8%	44 11%	52 9%	65 10%	40 10%	42 8%	172 10% p	9 5%	11 11% p	7 12% p
Listen to FM radio	198 9%	117 11% b	81 7%	49 16% ef	63 14% ef	71 9% f	14 2%	22 6%	16 7%	30 12% g	41 10% g	52 9%	61 9%	33 8%	52 10%	169 9%	13 7%	8 8%	8 13% p
Making voice calls using a VoIP service e.g. Skype	157 7%	81 8%	76 7%	36 12% ef	62 14% ef	50 6% f	9 1%	23 7% h	6 3%	17 7% h	37 9% h	51 9% n	55 8% n	26 7%	25 5%	136 8%	11 6%	4 4%	6 10% q
Video calling e.g. via Facetime	140 7%	69 7%	71 6%	46 15% ef	52 12% ef	41 5% f	1 *%	17 5%	6 3%	16 7%	35 9% gh	40 7%	50 8%	22 6%	28 5%	120 7% p	6 3%	6 6%	7 12% opq

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 31**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2595	1241	1354	351	476	873	894	483	290	302	408	599	752	522	720	1881	244	229	241
Effective Weighted Sample	2117	1004	1113	292	394	745	704	390	232	251	344	497	612	428	597	1649	234	193	229
Total	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
TV streaming (e.g. BBC iPlayer, Sky Go)	131 6%	80 8% b	51 5%	37 12% ef	42 10% ef	45 6% f	7 1%	16 5%	4 2%	17 7% h	43 11% gh	30 5%	46 7% n	31 8% n	24 4%	107 6%	10 5%	7 7%	7 12% op
Download a new video clip	107 5%	62 6% b	45 4%	33 11% ef	45 10% ef	27 3% f	2 *%	11 3%	4 2%	16 7% gh	26 7% gh	28 5%	34 5%	20 5%	24 4%	91 5%	8 4%	4 4%	5 8%
Download TV programmes e.g. via BBC iPlayer	88 4%	49 5%	40 4%	27 9% ef	37 8% ef	25 3% f	- -%	8 2%	4 2%	13 6% gh	28 7% gh	23 4%	32 5%	16 4%	17 3%	73 4%	7 4%	4 4%	5 8% o
Listen to Podcasts	71 3%	49 5% b	22 2%	23 7% ef	23 5% ef	23 3% f	3 *%	3 1%	4 2%	8 3% g	26 7% gh	27 5% n	23 3%	11 3%	10 2%	61 3%	2 1%	4 4%	3 5% p
Other	11 1%	5 1%	6 1%	1 *%	1 *%	1 *%	9 1% e	1 *%	1 *%	3 1%	1 *%	4 1%	3 *%	2 1%	2 *%	11 1%	- -%	* *%	- -%
None of these	213 10%	117 11% b	96 9%	- -%	5 1%	26 3% cd	182 29% cde	59 17% ij	30 14% ij	16 7%	14 3%	45 8%	55 8%	41 10%	72 13% kl	167 9%	28 15% or	12 12%	5 9%
Don't know	2 *%	1 *%	1 *%	- -%	- -%	- -%	2 *%	1 *%	* *%	* *%	1 *%	1 *%	- -%	1 *%	- -%	2 *%	- -%	1 1%	- -%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

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**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Send/ receive text messages (SMS)	1771	1534	237	1125	643	1103	668
	82%	82%	82%	88%	74%	81%	84%
				d			
Accessing the internet	862	766	96	629	233	536	326
	40%	41%	33%	49%	27%	40%	41%
		b		d			
Use your phone as a camera	825	717	107	587	238	507	318
	38%	39%	37%	46%	27%	37%	40%
				d			
Visiting social networking sites e.g. Facebook, Twitter, LinkedIn	653	584	69	455	198	391	262
	30%	31%	24%	35%	23%	29%	33%
		b		d			
Send/ receive emails (not SMS)	631	557	74	488	143	406	225
	29%	30%	25%	38%	16%	30%	28%
				d			
Use IM/ Instant Messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp, Facebook Messenger)	538	487	51	373	165	322	216
	25%	26%	18%	29%	19%	24%	27%
		b		d			

Columns Tested: a,b - c,d - e,f

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**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Send/ receive messages with pictures/ images	508 24%	441 24%	67 23%	365 28% d	142 16%	298 22%	209 26% e
Play games	494 23%	439 24%	55 19%	336 26% d	158 18%	282 21%	212 27% e
Download apps or programs directly to your phone	369 17%	331 18% b	38 13%	259 20% d	110 13%	214 16%	156 19% e
Listen to music using MP3 function	342 16%	298 16%	44 15%	226 18% d	116 13%	193 14%	149 19% e
Record video clips using the phone	327 15%	288 15%	39 14%	229 18% d	98 11%	193 14%	134 17%
Accessing/ receiving news	297 14%	268 14% b	30 10%	225 18% d	72 8%	190 14%	107 13%
'Check-in' and share your location on social networking sites (e.g. Facebook, Foursquare)	283 13%	256 14% b	27 9%	207 16% d	75 9%	181 13%	102 13%
Columns Tested: a,b - c,d - e,f							

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**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Video streaming e.g. via YouTube	260 12%	232 12%	28 10%	181 14% d	79 9%	143 11%	117 15% e
Accessing/ receiving sports/ team news/ scores	212 10%	190 10%	22 8%	162 13% d	51 6%	131 10%	82 10%
Use your handset to help you shop e.g. compare prices online, read internet reviews, take photos of products	208 10%	177 9%	32 11%	157 12% d	51 6%	132 10%	77 10%
Sending a tweet on Twitter (through a text, an app, the browser, or phone's built-in feature)	208 10%	190 10% b	19 6%	142 11% d	66 8%	132 10%	77 10%
Send/ receive video clips	200 9%	175 9%	25 8%	140 11% d	59 7%	109 8%	90 11% e
Listen to FM radio	198 9%	174 9%	24 8%	143 11% d	55 6%	112 8%	85 11%
Making voice calls using a VoIP service e.g. Skype	157 7%	135 7%	22 8%	117 9% d	41 5%	94 7%	64 8%

Columns Tested: a,b - c,d - e,f



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**QD10 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)**

Base : Those who personally use a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2595	2162	433	1321	1270	1608	987
Effective Weighted Sample	2117	1777	356	1122	1043	1307	812
Total	2153	1862	290	1282	868	1355	798
Video calling e.g. via Facetime	140 7%	123 7%	17 6%	92 7%	48 6%	85 6%	55 7%
TV streaming (e.g. BBC iPlayer, Sky Go)	131 6%	116 6%	16 5%	97 8% d	34 4%	73 5%	58 7%
Download a new video clip	107 5%	92 5%	15 5%	79 6% d	27 3%	62 5%	45 6%
Download TV programmes e.g. via BBC iPlayer	88 4%	80 4%	8 3%	66 5% d	23 3%	49 4%	39 5%
Listen to Podcasts	71 3%	57 3%	14 5%	57 4% d	14 2%	44 3%	27 3%
Other	11 1%	11 1%	* *%	3 *%	8 1% c	11 1% f	- -%
None of these	213 10%	177 10%	35 12%	44 3%	168 19% c	138 10%	75 9%
Don't know	2 *%	2 *%	- -%	1 *%	1 *%	2 *%	- -%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

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**QD11 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Significance Level: 95%																			
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Navigating the phone's menu system to use the different features on your phone	60 3%	28 3%	32 3%	- -%	3 1%	18 2% cd	39 5% cde	15 4%	8 4%	7 3%	11 3%	19 3%	17 2%	12 3%	13 2%	46 2%	12 6% oqr	1 1%	1 1%
Writing text messages	55 2%	24 2%	31 3%	- -%	1 *%	7 1%	47 6% cde	20 5% hij	4 2%	4 1%	4 1%	12 2%	15 2%	5 1%	24 4% m	41 2%	10 5% o	3 3%	2 3%
Pressing the buttons on your mobile phone	33 1%	18 2%	15 1%	2 1%	1 *%	6 1%	24 3% cde	10 2% j	2 1%	5 2% j	1 *%	8 1%	8 1%	6 1%	11 2%	27 1%	3 2%	2 2%	* 1%
Hearing the person on the other end of the line in a conversation, even with the volume turned up	32 1%	11 1%	21 2%	2 1%	3 1%	8 1%	19 2% cde	6 2%	4 2%	3 1%	6 1%	11 2%	7 1%	3 1%	11 2%	27 1%	2 1%	1 1%	1 1%
Seeing and being able to read the digital display	30 1%	12 1%	18 1%	1 *%	1 *%	9 1%	19 3% cde	9 2%	2 1%	3 1%	5 1%	7 1%	7 1%	4 1%	11 2%	24 1%	3 2%	2 1%	1 2%
Seeing the numbers used to dial with	25 1%	12 1%	13 1%	- -%	1 *%	4 *%	20 3% cde	8 2% j	3 1%	3 1%	* *%	6 1%	3 *%	3 1%	12 2% l	20 1%	2 1%	1 1%	1 2%
Using touch to open, close or move within the screen	20 1%	7 1%	13 1%	1 *%	* *%	4 1%	15 2% cde	7 2%	1 *%	3 1%	1 *%	8 1%	4 1%	1 *%	7 1%	16 1%	2 1%	* *%	2 2% o

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

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**QD11 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Hearing the phone ring, even with the volume turned up	19 1%	5 *%	14 1%	- -%	* *%	3 *%	16 2% cde	4 1%	2 1%	1 *%	3 1%	6 1%	4 1%	2 *%	8 1%	17 1%	* *%	1 1%	1 1%
Using the letters displayed on the on-screen keyboard	18 1%	6 1%	12 1%	1 *%	2 *%	4 *%	11 1%	4 1%	2 1%	2 1%	4 1%	8 1% m	4 1%	1 *%	5 1%	17 1%	* *%	1 1%	* *%
Picking up the handset when your mobile rings	14 1%	5 *%	8 1%	1 *%	* *%	6 1%	7 1%	4 1%	1 1%	1 *%	4 1%	5 1%	3 *%	* *%	5 1%	12 1%	- -%	1 1%	1 1%
Holding the mobile phone to your ear	13 1%	6 1%	7 1%	1 *%	2 *%	3 *%	8 1%	3 1%	1 *%	2 1%	1 *%	7 1%	2 *%	1 *%	3 1%	12 1%	1 *%	* *%	1 1%
Any other difficulties	62 3%	30 3%	32 3%	2 1%	9 2%	17 2%	33 4% ce	15 4%	10 4%	5 2%	9 2%	12 2%	20 3%	12 3%	17 3%	53 3%	6 3%	2 1%	1 1%
No, none	2053 89%	988 89%	1064 88%	301 97% ef	422 95% f	737 92% f	592 78%	333 82%	205 87%	236 92% gh	357 90% g	522 90% n	617 90% n	379 89%	533 86%	1721 89% p	171 85%	103 90%	58 90%
Don't know	37 2%	18 2%	20 2%	- -%	1 *%	4 1%	32 4% cde	12 3% ij	5 2% i	- -%	2 1%	6 1%	5 1%	7 2%	20 3% kl	32 2%	3 1%	2 2%	1 1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

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**QD11 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Navigating the phone's menu system to use the different features on your phone	60 3%	43 2%	18 6% a	29 2%	31 3%	43 3%	17 2%
Writing text messages	55 2%	44 2%	11 4%	12 1%	43 4% c	36 2%	19 2%
Pressing the buttons on your mobile phone	33 1%	23 1%	10 3% a	9 1%	24 2% c	20 1%	13 1%
Hearing the person on the other end of the line in a conversation, even with the volume turned up	32 1%	26 1%	5 2%	12 1%	20 2% c	24 2%	8 1%
Seeing and being able to read the digital display	30 1%	25 1%	4 1%	10 1%	20 2% c	16 1%	13 2%
Seeing the numbers used to dial with	25 1%	19 1%	5 2%	4 *%	20 2% c	15 1%	9 1%

Columns Tested: a,b - c,d - e,f

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**QD11 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Using touch to open, close or move within the screen	20 1%	17 1%	3 1%	3 *%	17 2% c	11 1%	9 1%
Hearing the phone ring, even with the volume turned up	19 1%	15 1%	4 1%	6 *%	14 1% c	13 1%	6 1%
Using the letters displayed on the on-screen keyboard	18 1%	13 1%	5 2% a	7 1%	12 1%	10 1%	8 1%
Picking up the handset when your mobile rings	14 1%	13 1%	1 *%	4 *%	10 1% c	10 1%	4 *%
Holding the mobile phone to your ear	13 1%	10 1%	3 1%	5 *%	8 1%	9 1%	5 1%
Any other difficulties	62 3%	54 3%	8 3%	26 2%	35 3% c	33 2%	29 3%
No, none	2053 89%	1788 89% b	265 85%	1204 93% d	846 84%	1281 88%	772 89%

Columns Tested: a,b - c,d - e,f

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**QD11 (QD6). SHOWCARD Thinking about mobile phones, do you ever have/ think you might have difficulties with any of the following? (MULTI CODE)**

Base : All respondents

	URBANITY		WORKING		DEPRIVATION LEVEL		
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Don't know	37 2%	31 2%	7 2%	3 *%	34 3%	26 2%	11 1%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 33**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes - desktop PC	823	415	409	100	124	338	262	69	74	79	204	300	251	125	146	725	50	31	18
	36%	37%	34%	32%	28%	42%	34%	17%	31%	31%	51%	52%	37%	30%	24%	37%	25%	27%	28%
						cdf	d		g	g	ghi	lmn	mn	n		pqr			
Yes - laptop	1529	736	793	237	307	619	366	177	135	188	341	453	503	281	291	1289	121	78	41
	66%	66%	66%	76%	69%	77%	48%	44%	57%	73%	86%	78%	73%	66%	47%	67%	60%	68%	64%
				df	f	df			g	gh	ghi	mn	mn	n		p			
Yes - netbook	183	99	84	30	27	96	30	11	9	16	64	77	65	19	23	149	19	8	6
	8%	9%	7%	10%	6%	12%	4%	3%	4%	6%	16%	13%	9%	4%	4%	8%	10%	7%	10%
				f		df				g	ghi	lmn	mn						
Yes - tablet computer - e.g. iPad	665	326	340	105	149	292	120	45	56	80	208	244	232	105	84	547	64	32	22
	29%	29%	28%	34%	34%	36%	16%	11%	24%	31%	52%	42%	34%	25%	14%	28%	32%	28%	34%
				f	f	f			g	g	ghi	lmn	mn	n					o
No	457	223	234	46	67	82	261	184	55	29	12	40	85	87	244	366	54	23	13
	20%	20%	19%	15%	15%	10%	34%	45%	23%	11%	3%	7%	12%	20%	39%	19%	27%	20%	21%
				e	e		cde	hij	ij	j			k	kl	klm		o		
Don't know	1	-	1	-	-	-	1	*	-	-	-	-	*	-	*	*	-	*	-
	*%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 33**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes - desktop PC	823 36%	713 36%	110 35%	518 40% d	304 30%	554 38% f	269 31%
Yes - laptop	1529 66%	1317 66%	212 68%	991 76% d	536 53%	998 69% f	531 61%
Yes - netbook	183 8%	155 8%	28 9%	131 10% d	52 5%	116 8%	67 8%
Yes - tablet computer - e.g. iPad	665 29%	584 29%	81 26%	474 36% d	192 19%	461 32% f	204 24%
No	457 20%	397 20%	60 19%	123 9%	332 33% c	232 16%	225 26% e
Don't know	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 34**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE2 (QE35). How many tablet computers do you have in your household? (SINGLE CODE)**

Base : Those with any tablet computers in the household

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%			a	b	c	d	e	f	~g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total		759	367	392	121	156	315	167	56	71	103	211	254	256	143	106	531	80	65	83
Effective Weighted Sample		624	301	323	99	129	265	135	45	56	85	179	213	212	116	88	474	77	56	80
Total		665	326	340	105	149	292	120	45	56	80	208	244	232	105	84	547	64	32	22
One	(1.0)	458 69%	221 68%	237 70%	66 63%	116 78% ce	183 63%	94 78% ce	** **	** **	55 69%	126 61%	168 69%	155 67%	69 66%	66 78%	374 68%	** **	** **	** **
Two	(2.0)	151 23%	79 24%	72 21%	26 25%	25 17%	78 27% d	22 18%	** **	** **	21 26%	57 27%	55 23%	57 25%	25 24%	14 17%	125 23%	** **	** **	** **
Three	(3.0)	37 6%	15 5%	22 6%	8 8%	5 4%	18 6%	5 4%	** **	** **	4 5%	16 8%	14 6%	13 6%	6 6%	3 4%	31 6%	** **	** **	** **
Four	(4.0)	10 2%	6 2%	5 1%	2 1%	1 1%	8 3% f	- -%	** **	** **	* *%	6 3%	4 2%	3 1%	3 2%	- -%	9 2%	** **	** **	** **
Five or more	(5.0)	8 1%	5 1%	3 1%	2 2%	2 1%	4 1%	- -%	** **	** **	- -%	3 2%	2 1%	4 2%	1 1%	1 2%	7 1%	** **	** **	** **
Don't know		1 *%	- -%	1 *%	1 1%	- -%	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	1 1%	- -%	1 *%	** **	** **	** **
Mean number		1.4	1.4	1.4	1.5 df	1.3	1.5 df	1.3	**	**	1.4	1.6 i	1.4	1.5	1.5	1.3	1.4	**	**	**
Standard deviation		.77	.79	.76	.87	.69	.84	.52	**	**	.59	.88	.75	.81	.82	.69	.79	**	**	**
Standard error		.03	.04	.04	.08	.06	.05	.04	**	**	.06	.06	.05	.05	.07	.07	.03	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 34**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE2 (QE35). How many tablet computers do you have in your household? (SINGLE CODE)**

Base : Those with any tablet computers in the household

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%			a	b	c	d	e	f
Unweighted total		759	646	113	492	267	508	251
Effective Weighted Sample		624	532	96	414	218	420	205
Total		665	584	81	474	192	461	204
One	(1.0)	458	410	48	318	140	319	139
		69%	70%	59%	67%	73%	69%	68%
			b					
Two	(2.0)	151	130	21	118	33	107	44
		23%	22%	26%	25%	17%	23%	21%
					d			
Three	(3.0)	37	27	10	26	11	23	14
		6%	5%	12%	6%	6%	5%	7%
				a				
Four	(4.0)	10	8	2	7	4	9	2
		2%	1%	3%	1%	2%	2%	1%
Five or more	(5.0)	8	8	-	5	3	2	6
		1%	1%	-%	1%	2%	1%	3%
								e
Don't know		1	1	-	-	1	1	-
		*%	*%	-%	-%	*%	*%	-%
Mean number		1.4	1.4	1.6	1.4	1.4	1.4	1.5
Standard deviation		.77	.77	.81	.75	.83	.72	.88
Standard error		.03	.03	.08	.03	.05	.03	.06

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 35**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE3 (QE36). Do you personally use this/ any of these tablet computer/s? (SINGLE CODE)**

Base : Those with any tablet computers in the household

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	~g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	759	367	392	121	156	315	167	56	71	103	211	254	256	143	106	531	80	65	83
Effective Weighted Sample	624	301	323	99	129	265	135	45	56	85	179	213	212	116	88	474	77	56	80
Total	665	326	340	105	149	292	120	45	56	80	208	244	232	105	84	547	64	32	22
Yes	535	263	272	89	130	230	85	**	**	64	174	210	191	74	60	441	**	**	**
	80%	81%	80%	85% f	88% ef	79%	71%	**	**	80%	83%	86% mn	82% mn	71%	71%	81%	**	**	**
No	130	63	67	15	19	61	35	**	**	16	35	33	42	31	24	106	**	**	**
	20%	19%	20%	15%	12%	21% d	29% cd	**	**	20%	17%	14%	18%	29% kl	29% kl	19%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 35**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE3 (QE36). Do you personally use this/ any of these tablet computer/s? (SINGLE CODE)**

Base : Those with any tablet computers in the household

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	759	646	113	492	267	508	251
Effective Weighted Sample	624	532	96	414	218	420	205
Total	665	584	81	474	192	461	204
Yes	535	473	63	392	143	370	165
	80%	81%	77%	83%	74%	80%	81%
				d			
No	130	111	19	81	49	91	39
	20%	19%	23%	17%	26%	20%	19%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 36**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE4 (QE37). Is your tablet computer 3G enabled? This means that the tablet could be used - with a SIM card - to go online from anywhere with a signal, without the need for a Wi-Fi connection? (SINGLE CODE)**

Base : Those who personally use a tablet computer

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	~g	~h	~i	j	k	l	~m	~n	o	~p	~q	~r
Unweighted total	594	286	308	104	130	241	119	42	46	80	171	215	205	99	75	417	63	53	61
Effective Weighted Sample	490	237	254	86	109	205	95	33	36	66	146	180	171	80	62	373	61	45	59
Total	535	263	272	89	130	230	85	33	34	64	174	210	191	74	60	441	52	27	16
Yes	241	115	126	34	64	103	40	**	**	**	86	108	75	**	**	200	**	**	**
	45%	44%	46%	38%	49%	45%	47%	**	**	**	50%	51%	39%	**	**	45%	**	**	**
No	265	137	128	52	63	115	35	**	**	**	85	97	105	**	**	217	**	**	**
	50%	52%	47%	58%	49%	50%	41%	**	**	**	49%	46%	55%	**	**	49%	**	**	**
Don't know	29	11	18	4	3	11	11	**	**	**	3	5	10	**	**	24	**	**	**
	5%	4%	7%	4%	2%	5%	13%	**	**	**	2%	2%	5%	**	**	5%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 36**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE4 (QE37). Is your tablet computer 3G enabled? This means that the tablet could be used - with a SIM card - to go online from anywhere with a signal, without the need for a Wi-Fi connection? (SINGLE CODE)**

Base : Those who personally use a tablet computer

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	d	e	f
Significance Level: 95%							
Unweighted total	594	509	85	399	195	394	200
Effective Weighted Sample	490	422	72	339	158	328	163
Total	535	473	63	392	143	370	165
Yes	241	216	**	180	61	170	71
	45%	46%	**	46%	43%	46%	43%
No	265	231	**	195	70	180	85
	50%	49%	**	50%	49%	49%	51%
Don't know	29	25	**	18	11	20	9
	5%	5%	**	5%	8%	5%	6%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 37**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE5 (QE38). And do you have a separate mobile subscription for your tablet, which allows you to go online from anywhere with a 3G signal, without the need for a Wi-Fi connection? (SINGLE CODE)**

Base : Those who use a 3G enabled tablet computer

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	~f	~g	~h	~i	~j	k	~l	~m	~n	o	~p	~q	~r
Unweighted total	260	119	141	41	63	105	51	17	18	39	83	108	80	37	35	186	30	18	26
Effective Weighted Sample	215	100	115	34	52	89	42	13	14	31	70	91	66	31	29	165	29	15	25
Total	241	115	126	34	64	103	40	14	14	29	86	108	75	29	29	200	25	9	7
Yes	107	50	57	**	**	52	**	**	**	**	**	52	**	**	**	90	**	**	**
	44%	43%	45%	**	**	50%	**	**	**	**	**	48%	**	**	**	45%	**	**	**
No	123	60	63	**	**	48	**	**	**	**	**	51	**	**	**	101	**	**	**
	51%	53%	50%	**	**	47%	**	**	**	**	**	47%	**	**	**	50%	**	**	**
Don't know	11	5	6	**	**	3	**	**	**	**	**	6	**	**	**	9	**	**	**
	5%	4%	5%	**	**	3%	**	**	**	**	**	5%	**	**	**	5%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 37**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE5 (QE38). And do you have a separate mobile subscription for your tablet, which allows you to go online from anywhere with a 3G signal, without the need for a Wi-Fi connection? (SINGLE CODE)**

Base : Those who use a 3G enabled tablet computer

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	~d	e	~f
Unweighted total	260	228	32	177	83	175	85
Effective Weighted Sample	215	189	26	149	69	145	71
Total	241	216	25	180	61	170	71
Yes	107	98	**	86	**	77	**
	44%	45%	**	48%	**	45%	**
No	123	110	**	87	**	84	**
	51%	51%	**	48%	**	49%	**
Don't know	11	9	**	7	**	9	**
	5%	4%	**	4%	**	5%	**

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 38**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE6 (QE2). Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, laptop, mobile phone etc)? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes - have access and use at home	1844	891	953	271	397	708	468	221	181	226	388	522	604	330	387	1552	152	90	51
	80%	80%	79%	87%	89%	88%	62%	55%	77%	88%	98%	90%	88%	78%	62%	80%	75%	79%	79%
				f	f	f			g	gh	ghi	mn	mn	n					
Yes - have access but don't use at home	56	23	33	8	4	17	27	13	3	8	3	14	11	18	12	48	4	2	2
	2%	2%	3%	3%	1%	2%	4%	3%	1%	3%	1%	2%	2%	4%	2%	2%	2%	2%	2%
							d	j		j				ln					
No do not have access at home	408	191	217	30	42	74	262	170	52	22	6	44	69	75	219	330	45	21	12
	18%	17%	18%	10%	9%	9%	34%	42%	22%	9%	2%	8%	10%	18%	35%	17%	22%	19%	18%
							cde	hij	ij	j				kl	klm		o		
Don't know	8	5	2	2	1	2	3	-	*	-	-	*	1	2	5	7	1	*	*
	*%	*%	*%	1%	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	1%	*%	*%	*%	*%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 38**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE6 (QE2). Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, laptop, mobile phone etc)? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes - have access and use at home	1844	1596	248	1182	662	1189	655
	80%	80%	79%	91% d	65%	82% f	76%
Yes - have access but don't use at home	56	44	12	21	35	38	18
	2%	2%	4% a	2%	3% c	3%	2%
No do not have access at home	408	356	51	93	311	219	189
	18%	18%	16%	7%	31% c	15%	22% e
Don't know	8	7	1	2	5	3	5
	*%	*%	*%	*%	*%	*%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 39**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE7 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all (via any device, e.g. PC, laptop, mobile phone, etc.)? IF YES: Where is that? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Your workplace	683 29%	369 33% b	314 26% f	67 21% f	170 38% cf	355 44% cdf	91 12%	26 6%	36 15% g	97 38% gh	223 56% ghi	272 47% lmn	277 40% mn	96 23% n	38 6%	588 30%	49 25%	30 26%	16 25%
In someone else's home	355 15%	161 15%	194 16%	98 31% def	108 24% ef	90 11% f	60 8%	60 15% h	21 9%	26 10%	96 24% ghi	100 17% n	109 16%	63 15%	82 13%	295 15%	32 16%	13 11%	14 23% oq
School/ college	116 5%	65 6%	51 4%	85 27% def	13 3% f	14 2% f	4 1%	13 3% h	2 1%	4 1%	13 3% h	29 5% n	55 8% kmn	15 4%	16 3%	97 5%	10 5%	5 4%	5 7%
Library	109 5%	52 5%	57 5%	41 13% def	28 6% ef	22 3%	18 2%	32 8% h	5 2%	12 5%	18 5%	26 4%	30 4%	15 4%	38 6%	97 5% q	8 4%	1 1%	3 4%
Internet café	84 4%	46 4%	38 3%	20 6% f	19 4% f	36 4% f	10 1%	11 3%	8 3%	10 4%	22 5% g	25 4%	30 4%	14 3%	16 3%	76 4% q	5 2%	1 1%	3 4% q
University	60 3%	32 3%	28 2%	37 12% def	10 2% f	9 1%	3 *%	11 3% h	1 *%	4 2%	13 3% h	15 3% n	38 6% kmn	5 1%	2 *%	50 3%	6 3%	2 2%	1 2%
Other	187 8%	109 10% b	78 6%	22 7%	50 11% f	73 9% f	43 6%	16 4%	17 7% g	24 9% g	77 19% ghi	67 12% mn	67 10% mn	24 6%	29 5%	156 8%	19 9%	8 7%	4 6%
No, do not	1159 50%	517 47%	642 53% a	75 24%	165 37% c	340 42% c	579 76% cde	281 70% ij	159 67% ij	124 48% j	93 23%	198 34%	256 37%	257 61% kl	446 72% klm	948 49%	113 56% o	64 56% o	33 52%
EVER USE INTERNET AT HOME OR ELSEWHERE	1929 83%	931 84%	998 83%	294 95% f	417 94% f	731 91% f	486 64%	247 61%	189 80% g	234 91% gh	394 99% ghi	535 92% mn	630 92% mn	342 81% n	420 68%	1624 84% p	158 78%	94 82%	52 82%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**
**Table 39**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE7 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all (via any device, e.g. PC, laptop, mobile phone, etc.)? IF YES: Where is that? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Your workplace	683 29%	593 30%	90 29%	660 51% d	22 2%	488 34% f	195 22%
In someone else's home	355 15%	313 16%	42 13%	213 16%	142 14%	222 15%	133 15%
School/ college	116 5%	105 5%	11 4%	29 2%	87 9% c	62 4%	54 6% e
Library	109 5%	102 5% b	7 2%	46 4%	63 6% c	40 3%	69 8% e
Internet café	84 4%	77 4%	8 3%	53 4%	31 3%	46 3%	39 4%
University	60 3%	55 3%	4 1%	21 2%	39 4% c	32 2%	28 3%
Other	187 8%	157 8%	30 10%	141 11% d	46 5%	139 10% f	48 6%
No, do not	1159 50%	992 50%	167 53%	449 35%	705 70% c	690 48%	469 54% e
EVER USE INTERNET AT HOME OR ELSEWHERE	1929 83%	1669 83%	260 83%	1224 94% d	705 70%	1232 85% f	697 80%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 40**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE8 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)**

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
Every day	1399	689	710	240	339	537	283	158	117	177	328	441	482	219	255	1175	108	74	42
	73%	74%	71%	82% ef	81% ef	73% f	58%	64%	62%	76% gh	83% ghi	83% lmn	77% mn	64%	61%	72%	68%	79% p	80% op
Several times a week	294	137	157	32	50	110	103	40	41	33	46	55	91	75	72	249	28	12	5
	15%	15%	16%	11%	12%	15%	21% cde	16%	22% ij	14%	12%	10%	15% k	22% kl	17% k	15%	17% r	12%	10%
At least once a week	128	63	66	17	17	54	40	23	18	9	12	23	29	30	46	110	11	4	3
	7%	7%	7%	6%	4%	7% d	8% d	9% ij	9% ij	4%	3%	4%	5% kl	9% kl	11% kl	7%	7%	4%	6%
At least once a month	49	19	30	4	8	20	16	12	8	8	3	6	15	5	23	41	4	3	1
	3%	2%	3%	1%	2%	3%	3%	5% j	4% j	3% j	1%	1%	2%	2%	5% klm	3%	2%	3%	3%
A few times a year	13	9	3	1	1	2	9	3	1	4	-	1	3	2	6	11	2	-	*
	1%	1%	*%	*%	*%	*%	2% de	1%	1%	2% j	-%	*%	1%	1%	1%	1%	1%	-%	*%
Less than once a year	3	1	1	-	-	1	2	2	1	-	-	1	-	1	-	2	-	*	*
	*%	*%	*%	-%	-%	*%	*%	1%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	1%
Never	40	12	28	-	2	7	31	8	3	4	5	5	8	9	17	34	5	1	*
	2%	1%	3% a	-%	1%	1%	6% cde	3%	2%	2%	1%	1%	1%	3%	4% kl	2%	3% r	1%	*%
Don't know	4	2	2	-	-	1	2	2	-	1	-	2	-	-	2	2	2	1	-
	*%	*%	*%	-%	-%	*%	*%	1%	-%	*%	-%	*%	-%	-%	*%	*%	1% o	1%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 40**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE8 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Every day	1399	1217	181	942	457	902	497
	73%	73%	70%	77%	65%	73%	71%
				d			
Several times a week	294	245	49	177	116	191	103
	15%	15%	19%	15%	16%	16%	15%
At least once a week	128	111	17	62	66	78	51
	7%	7%	7%	5%	9%	6%	7%
				c			
At least once a month	49	44	4	21	28	22	26
	3%	3%	2%	2%	4%	2%	4%
					c		e
A few times a year	13	10	3	3	9	8	5
	1%	1%	1%	*%	1%	1%	1%
					c		
Less than once a year	3	2	*	1	2	2	*
	*%	*%	*%	*%	*%	*%	*%
Never	40	36	4	16	24	27	13
	2%	2%	2%	1%	3%	2%	2%
					c		
Don't know	4	3	1	1	3	2	2
	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 41**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with access to the internet at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2226	1057	1169	319	429	797	680	309	241	291	402	570	692	444	517	1628	200	193	205
Effective Weighted Sample	1831	867	964	266	356	678	542	254	194	243	339	475	567	368	432	1438	192	164	196
Total	1900	914	986	279	402	725	495	234	184	234	391	537	615	347	399	1599	156	93	52
Ordinary phone line - dialup access	13 1%	4 *%	9 1%	- -%	7 2%	4 1%	3 1%	4 2%	1 1%	3 1%	3 1%	2 *%	5 1%	3 1%	4 1%	13 1%	- -%	* *%	* *%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include superfast broadband services.	1705 90%	822 90%	883 90%	235 84%	324 81%	682 94% cd	465 94% cd	179 76%	157 85% g	209 90% g	370 95% ghi	517 96% lmn	552 90% n	309 89% n	326 82%	1445 90% p	131 84%	82 88%	48 91% p
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	189 10%	96 10%	94 9%	28 10% f	64 16% cef	69 9% f	28 6%	32 14%	20 11%	21 9%	48 12%	48 9%	60 10%	33 9%	48 12%	135 8%	38 24% oqr	10 11%	7 13% o
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	555 29%	270 30%	285 29%	114 41% ef	160 40% ef	217 30% f	65 13%	65 28%	52 28%	80 34%	159 41% gh	161 30%	185 30%	98 28%	112 28%	457 29%	44 28%	24 26%	30 58% opq
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 41**

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

Base : Those with access to the internet at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2226	1057	1169	319	429	797	680	309	241	291	402	570	692	444	517	1628	200	193	205
Effective Weighted Sample	1831	867	964	266	356	678	542	254	194	243	339	475	567	368	432	1438	192	164	196
Total	1900	914	986	279	402	725	495	234	184	234	391	537	615	347	399	1599	156	93	52
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	46 2%	23 2%	23 2%	10 4% f	7 2%	23 3% f	6 1%	3 1%	3 2%	4 2%	22 6% ghi	23 4% lmn	11 2%	5 1%	7 2%	37 2%	5 3%	2 2%	2 4%
Other	3 *%	2 *%	1 *%	1 *%	1 *%	- -%	2 *%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	- -%	1 *%	3 *%	1 *%	- -%	- -%
Don't know	10 1%	5 1%	6 1%	2 1%	- -%	1 *%	6 1% de	2 1%	1 1%	- -%	1 *%	3 *%	1 *%	4 1% l	2 *%	9 1%	1 1%	* *%	- -%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 41**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2226	1851	375	1237	988	1413	813
Effective Weighted Sample	1831	1532	312	1049	819	1160	673
Total	1900	1639	261	1202	697	1227	673
Ordinary phone line - dialup access	13 1%	9 1%	4 2%	10 1%	4 1%	12 1% f	1 *%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include superfast broadband services.	1705 90%	1476 90%	229 88%	1096 91% d	609 87%	1121 91% f	584 87%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	189 10%	162 10%	27 11%	135 11% d	54 8%	132 11%	57 9%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	555 29%	479 29%	77 29%	401 33% d	154 22%	337 27%	218 32% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 41**

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

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2226	1851	375	1237	988	1413	813
Effective Weighted Sample	1831	1532	312	1049	819	1160	673
Total	1900	1639	261	1202	697	1227	673
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	46 2%	38 2%	8 3%	36 3% d	10 1%	28 2%	19 3%
Other	3 *%	3 *%	1 *%	- -%	3 *% c	2 *%	1 *%
Don't know	10 1%	7 *%	3 1%	2 *%	8 1% c	6 *%	4 1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 42**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE10 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?**

Base : Those in a household with mobile broadband

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	224	112	112	37	64	84	39	38	28	28	51	51	67	40	66	131	48	18	27
Effective Weighted Sample	178	91	87	30	52	69	30	30	23	22	42	41	53	33	53	112	46	16	26
Total	189	96	94	28	64	69	28	32	20	21	48	48	60	33	48	135	38	10	7
Yes	167	83	84	**	**	**	**	**	**	**	**	**	**	**	**	119	**	**	**
	88%	87%	89%	**	**	**	**	**	**	**	**	**	**	**	**	88%	**	**	**
No	21	11	10	**	**	**	**	**	**	**	**	**	**	**	**	16	**	**	**
	11%	12%	11%	**	**	**	**	**	**	**	**	**	**	**	**	12%	**	**	**
Don't know	1	1	-	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	2%	-%	**	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 42**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE10 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?**

Base : Those in a household with mobile broadband

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	~d	e	~f
Significance Level: 95%							
Unweighted total	224	187	37	140	84	147	77
Effective Weighted Sample	178	148	32	114	72	119	59
Total	189	162	27	135	54	132	57
Yes	167	145	**	118	**	116	**
	88%	90%	**	87%	**	88%	**
No	21	16	**	17	**	15	**
	11%	10%	**	13%	**	11%	**
Don't know	1	1	**	-	**	1	**
	1%	*%	**	-%	**	1%	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 43**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE11 (QE22D). SHOWCARD Which of these best describe what you use to connect to your mobile broadband service (connecting via a USB stick or dongle, or built in 3G connectivity in a laptop or another device)? (MULTI CODE)**

Base : Those who use mobile broadband to access the internet

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	198	97	101	31	61	73	33	35	24	25	45	46	60	34	58	117	42	15	24
Effective Weighted Sample	158	78	80	26	50	60	26	28	20	20	37	38	47	28	47	100	40	14	23
Total	167	83	84	23	61	60	23	29	18	19	42	41	54	28	44	119	33	9	6
We have a dongle or USB stick that plugs into a computer or tablet to connect to mobile broadband	77 46%	** **	39 47%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	60 50%	** **	** **	** **
Our computer or tablet has a SIM card built in that connects to mobile broadband	72 43%	** **	39 47%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	45 38%	** **	** **	** **
We have a standalone mobile broadband modem (MiFi)	26 15%	** **	11 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	19 16%	** **	** **	** **
Don't know	7 4%	** **	3 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	6 5%	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 43**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE11 (QE22D). SHOWCARD Which of these best describe what you use to connect to your mobile broadband service (connecting via a USB stick or dongle, or built in 3G connectivity in a laptop or another device)? (MULTI CODE)**

Base : Those who use mobile broadband to access the internet

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	c	~d	e	~f
Significance Level: 95%							
Unweighted total	198	170	28	125	73	129	69
Effective Weighted Sample	158	135	24	101	63	105	54
Total	167	145	21	118	48	116	50
We have a dongle or USB stick that plugs into a computer or tablet to connect to mobile broadband	77	68	**	49	**	48	**
	46%	47%	**	41%	**	41%	**
Our computer or tablet has a SIM card built in that connects to mobile broadband	72	64	**	58	**	55	**
	43%	44%	**	49%	**	47%	**
We have a standalone mobile broadband modem (MiFi)	26	22	**	21	**	24	**
	15%	15%	**	18%	**	20%	**
Don't know	7	7	**	4	**	4	**
	4%	4%	**	3%	**	3%	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 44**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE12 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)**

Base : Those with access to the internet at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2226	1057	1169	319	429	797	680	309	241	291	402	570	692	444	517	1628	200	193	205
Effective Weighted Sample	1831	867	964	266	356	678	542	254	194	243	339	475	567	368	432	1438	192	164	196
Total	1900	914	986	279	402	725	495	234	184	234	391	537	615	347	399	1599	156	93	52
Virgin Media (NTL/ Telewest/ Blueyonder)	390 21%	186 20%	204 21%	53 19%	80 20%	158 22%	99 20%	41 18%	44 24%	49 21%	73 19%	97 18%	127 21%	77 22%	90 23%	339 21% q	34 22% q	8 9% q	9 17% q
BT Total Broadband/ BT Yahoo/ BT Openworld	354 19%	177 19%	177 18%	42 15%	49 12%	139 19% d	124 25% cde	36 15%	18 10%	48 21% h	91 23% gh	138 26% lmn	111 18% n	59 17% n	47 12%	296 19%	32 20%	19 20%	8 15%
Sky	344 18%	159 17%	184 19%	57 20% f	98 24% ef	126 17% f	64 13%	44 19%	30 16%	36 15%	67 17%	89 17%	111 18%	66 19%	79 20%	276 17%	30 19%	29 31% opr	9 17%
Talk Talk (Carphone Warehouse)	239 13%	123 13%	116 12%	32 12%	46 12%	87 12%	74 15%	33 14%	31 17%	32 14%	43 11%	56 10%	81 13%	46 13%	56 14%	209 13% p	12 7%	11 12%	7 13%
BT Infinity	117 6%	53 6%	64 7%	21 7% f	18 5%	58 8% df	20 4%	9 4%	6 3%	11 5%	39 10% ghi	50 9% ln	32 5%	21 6%	14 3%	95 6%	7 5%	3 4%	12 23% opq
BT (other/ unspecified)	78 4%	41 5%	37 4%	10 4%	12 3%	30 4%	26 5%	6 3%	8 5%	16 7% gj	12 3%	21 4%	27 4%	19 5%	12 3%	68 4%	7 4%	3 3%	1 2%
Orange	60 3%	24 3%	36 4%	4 1%	22 6% cf	22 3%	12 2%	7 3%	7 4%	12 5%	14 4%	12 2%	24 4%	13 4%	9 2%	52 3% r	2 1%	6 7% opr	* 1%
O2	46 2%	24 3%	22 2%	8 3% f	19 5% ef	16 2% f	3 1%	13 6% ij	4 2%	3 1%	8 2%	10 2%	12 2%	7 2%	18 4% kl	36 2%	8 5% oq	- -%	2 5% q
AOL	40 2%	15 2%	24 2%	2 1%	2 1%	22 3% cd	13 3% d	5 2%	6 3%	4 2%	7 2%	9 2%	14 2%	6 2%	10 2%	31 2%	4 3%	3 3%	1 2%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 44**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE12 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)**

Base : Those with access to the internet at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2226	1057	1169	319	429	797	680	309	241	291	402	570	692	444	517	1628	200	193	205
Effective Weighted Sample	1831	867	964	266	356	678	542	254	194	243	339	475	567	368	432	1438	192	164	196
Total	1900	914	986	279	402	725	495	234	184	234	391	537	615	347	399	1599	156	93	52
'3'	38 2%	18 2%	20 2%	5 2%	22 5% cef	9 1%	3 1%	13 6% hj	4 2%	7 3% j	2 *%	5 1%	10 2%	6 2%	16 4% kl	33 2%	4 2%	1 1%	1 2%
Plusnet	28 1%	15 2%	13 1%	3 1%	6 1%	10 1%	9 2%	2 1%	4 2%	3 1%	6 2%	4 1%	15 2% km	* *%	8 2% m	26 2%	1 1%	1 1%	* 1%
T-Mobile	17 1%	10 1%	7 1%	6 2% ef	5 1%	3 *%	3 1%	3 1%	3 2% i	- -%	2 *%	2 *%	7 1%	2 1%	6 1%	10 1%	6 4% or	1 1%	- -%
Vodafone	15 1%	9 1%	6 1%	5 2% f	4 1%	4 1%	2 *%	3 1%	1 1%	1 *%	2 1%	3 1%	1 *%	5 2% l	5 1% l	11 1%	2 1%	2 2%	* *%
Post Office	11 1%	5 1%	6 1%	1 *%	2 1%	5 1%	4 1%	1 *%	3 2%	3 1%	2 1%	3 1%	4 1%	2 *%	2 1%	10 1%	- -%	* *%	1 1%
Other	76 4%	33 4%	42 4%	17 6% e	13 3%	22 3%	24 5%	12 5%	10 6%	7 3%	20 5%	25 5%	26 4%	11 3%	14 3%	67 4% r	6 4% r	2 2%	* *%
Don't know	49 3%	21 2%	28 3%	13 5% de	4 1%	13 2%	18 4% d	7 3% j	5 3% j	2 1%	2 1%	14 3%	13 2%	8 2%	13 3%	41 3%	3 2%	4 4%	* 1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 44**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE12 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)**

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2226	1851	375	1237	988	1413	813
Effective Weighted Sample	1831	1532	312	1049	819	1160	673
Total	1900	1639	261	1202	697	1227	673
Virgin Media (NTL/ Telewest/ Blueyonder)	390	382	8	234	155	220	171
	21%	23%	3%	19%	22%	18%	25%
		b					e
BT Total Broadband/ BT Yahoo/ BT Openworld	354	269	85	231	123	265	89
	19%	16%	33%	19%	18%	22%	13%
			a			f	
Sky	344	304	40	238	105	218	126
	18%	19%	15%	20%	15%	18%	19%
				d			
Talk Talk (Carphone Warehouse)	239	213	26	150	89	155	84
	13%	13%	10%	12%	13%	13%	12%
BT Infinity	117	87	31	79	38	93	24
	6%	5%	12%	7%	5%	8%	4%
			a			f	
BT (other/ unspecified)	78	63	15	51	27	52	26
	4%	4%	6%	4%	4%	4%	4%
Orange	60	52	8	44	16	42	18
	3%	3%	3%	4%	2%	3%	3%
O2	46	40	6	24	22	18	28
	2%	2%	2%	2%	3%	1%	4%
							e
AOL	40	29	10	23	17	23	17
	2%	2%	4%	2%	2%	2%	3%
			a				

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 44**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE12 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)**

Base : Those with access to the internet at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2226	1851	375	1237	988	1413	813
Effective Weighted Sample	1831	1532	312	1049	819	1160	673
Total	1900	1639	261	1202	697	1227	673
'3'	38	35	3	18	20	18	21
	2%	2%	1%	2%	3%	1%	3%
				c			e
Plusnet	28	22	6	17	10	18	9
	1%	1%	2%	1%	2%	1%	1%
T-Mobile	17	13	4	11	6	8	8
	1%	1%	1%	1%	1%	1%	1%
Vodafone	15	13	2	9	6	9	6
	1%	1%	1%	1%	1%	1%	1%
Post Office	11	9	2	5	6	10	1
	1%	1%	1%	*%	1%	1%	*%
Other	76	66	9	47	28	47	29
	4%	4%	4%	4%	4%	4%	4%
Don't know	49	42	7	20	28	31	17
	3%	3%	3%	2%	4%	3%	3%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 45**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE13 (QE3B). How many people aged 16 or over in your household (including yourself) could access the fixed broadband connection in your home if they wanted to?**

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1763	837	926	257	330	689	486	181	160	236	368	495	542	360	364	1306	142	142	173
Effective Weighted Sample	1458	690	768	215	277	583	390	146	129	197	312	415	449	298	305	1161	137	121	167
Total	1522	731	791	228	300	631	362	137	123	184	357	471	484	282	284	1293	114	69	45
1	125 8%	31 4%	95 12% a	4 2%	37 12% ce	45 7% c	39 11% ce	33 24% ij	19 16% ij	11 6% j	8 2%	22 5%	34 7%	20 7%	49 17% klm	100 8%	13 11%	6 8%	7 16% oq
2	884 58%	429 59%	455 58%	71 31%	202 67% ce	366 58% c	245 68% ce	71 52%	74 60%	127 69% g	229 64% g	307 65% ln	266 55%	172 61% n	139 49%	749 58%	64 56%	46 66%	25 56%
3	269 18%	141 19%	128 16%	76 33% def	36 12%	110 18% df	46 13%	24 18%	23 18%	23 13%	59 16%	71 15%	99 20% k	42 15%	57 20%	232 18%	19 17%	10 15%	7 17%
4	176 12%	94 13%	83 10%	52 23% def	23 8%	80 13% df	21 6%	3 3%	5 4%	16 9% g	48 13% gh	57 12%	62 13%	34 12%	24 8%	156 12%	11 10%	6 9%	3 8%
5 or more	58 4%	31 4%	26 3%	22 9% def	2 1%	27 4% d	7 2%	2 2%	2 2%	6 3%	13 4%	13 3%	20 4%	11 4%	14 5%	51 4%	4 3%	2 2%	2 3%
Don't know	9 1%	5 1%	4 1%	2 1%	1 *% j	3 *% j	4 1%	3 2% j	- -%	1 *% j	1 *% j	2 *% j	3 1% j	3 1% j	2 1% j	5 *% j	4 3% oqr	- -%	- -%
Mean number of people	2.4	2.5 b	2.3	3.0 def	2.1	2.4 df	2.2	1.9	2.2 g	2.3 gh	2.5 ghi	2.4 n	2.5 n	2.4 n	2.3	2.4 r	2.3	2.3	2.2
Standard deviation	.99	.98	.99	1.11	.79	1.02	.83	.90	.81	.88	.95	.91	1.02	.97	1.09	1.00	1.03	.90	.96
Standard error	.02	.03	.03	.07	.04	.04	.04	.07	.06	.06	.05	.04	.04	.05	.06	.03	.09	.08	.07
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 45**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE13 (QE3B). How many people aged 16 or over in your household (including yourself) could access the fixed broadband connection in your home if they wanted to?**

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1763	1469	294	1038	724	1127	636
Effective Weighted Sample	1458	1222	246	880	604	934	526
Total	1522	1315	207	1003	518	998	524
1	125 8%	111 8%	14 7%	71 7%	54 11% c	73 7%	53 10%
2	884 58%	752 57%	132 64%	614 61% d	270 52%	612 61% f	272 52%
3	269 18%	239 18%	30 15%	161 16%	108 21% c	181 18%	88 17%
4	176 12%	150 11%	26 13%	115 11%	62 12%	104 10%	72 14%
5 or more	58 4%	54 4%	4 2%	38 4%	20 4%	24 2%	34 6% e
Don't know	9 1%	9 1%	1 *%	5 1%	4 1%	5 *%	5 1%
Mean number of people	2.4	2.4	2.3	2.4	2.4	2.4	2.5 e
Standard deviation	.99	1.01	.91	.98	1.03	.91	1.14
Standard error	.02	.03	.05	.03	.04	.03	.05
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 46**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE14 (QE3A). How many people aged 16 or over in your household (including yourself) could access the mobile broadband connection in your home if they wanted to?**

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

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	199	100	99	36	57	75	31	28	22	25	49	48	58	36	57	117	41	15	26
Effective Weighted Sample	157	81	76	29	45	61	24	21	18	19	41	38	45	30	46	100	39	13	25
Total	170	87	83	28	57	62	23	24	16	18	46	45	53	29	43	123	33	9	7
1	31	15	**	**	**	**	**	**	**	**	**	**	**	**	**	27	**	**	**
	18%	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	22%	**	**	**
2	98	50	**	**	**	**	**	**	**	**	**	**	**	**	**	69	**	**	**
	58%	58%	**	**	**	**	**	**	**	**	**	**	**	**	**	56%	**	**	**
3	20	11	**	**	**	**	**	**	**	**	**	**	**	**	**	12	**	**	**
	12%	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	10%	**	**	**
4	14	7	**	**	**	**	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	8%	**	**	**
5 or more	2	1	**	**	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	1%	**	**	**
Don't know	5	3	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**
Mean number of people	2.1	2.1	**	**	**	**	**	**	**	**	**	**	**	**	**	2.0	**	**	**
Standard deviation	.94	.96	**	**	**	**	**	**	**	**	**	**	**	**	**	.93	**	**	**
Standard error	.07	.10	**	**	**	**	**	**	**	**	**	**	**	**	**	.09	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 46**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE14 (QE3A). How many people aged 16 or over in your household (including yourself) could access the mobile broadband connection in your home if they wanted to?**

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

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	~d	e	~f
Unweighted total	199	166	33	127	72	133	66
Effective Weighted Sample	157	131	29	103	62	107	51
Total	170	147	23	124	46	120	50
1	31	29	**	21	**	15	**
	18%	20%	**	17%	**	12%	**
2	98	82	**	78	**	79	**
	58%	56%	**	63%	**	66%	**
3	20	18	**	11	**	14	**
	12%	12%	**	9%	**	12%	**
4	14	13	**	10	**	8	**
	8%	9%	**	8%	**	6%	**
5 or more	2	2	**	2	**	1	**
	1%	2%	**	1%	**	1%	**
Don't know	5	4	**	3	**	3	**
	3%	2%	**	2%	**	3%	**
Mean number of people	2.1	2.1	**	2.1	**	2.1	**
Standard deviation	.94	.97	**	.91	**	.84	**
Standard error	.07	.08	**	.08	**	.07	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 47**

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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
General surfing/ browsing the internet	1645	819	826	258	365	635	387	179	153	204	365	486	552	283	323	1383	137	82	43
	85%	88%	83%	88%	88%	87%	79%	72%	81%	87%	93%	91%	88%	83%	77%	85%	87%	87%	82%
		b		f	f	f			g	g	ghi	mn	mn	n					
Sending and receiving e-mail	1607	778	829	244	356	621	386	169	150	201	366	492	542	277	295	1352	133	81	41
	83%	84%	83%	83%	85%	85%	79%	68%	79%	86%	93%	92%	86%	81%	70%	83%	84%	87%	79%
					f	f			g	g	ghi	lmn	mn	n					
Purchasing goods/services/ tickets etc.	1284	612	672	193	294	504	292	126	110	166	303	404	453	222	203	1076	114	56	38
	67%	66%	67%	66%	70%	69%	60%	51%	58%	71%	77%	76%	72%	65%	48%	66%	72%	60%	73%
					f	f				gh	gh	mn	mn	n			q		q
Banking	1162	555	607	139	297	491	234	105	97	153	317	403	407	177	173	986	91	57	28
	60%	60%	61%	47%	71%	67%	48%	42%	51%	65%	81%	75%	65%	52%	41%	61%	57%	60%	54%
					cf	cf				gh	ghi	lmn	mn	n					
Using social networking sites (such as Facebook, LinkedIn or Bebo)	1027	455	571	215	288	401	123	134	85	134	232	283	351	178	214	869	72	55	30
	53%	49%	57%	73%	69%	55%	25%	54%	45%	57%	59%	53%	56%	52%	51%	54%	46%	58%	58%
			a	ef	ef	f		h		h	h					p		p	p
Communicating via instant messaging e.g. Facebook Chat, MSN Messenger, Skype Chat	918	428	489	189	257	347	125	121	67	116	220	279	310	148	179	788	58	43	28
	48%	46%	49%	64%	62%	47%	26%	49%	36%	50%	56%	52%	49%	43%	43%	49%	37%	46%	54%
				ef	ef	f		h		h	h	mn	n			p			p
Finding/ downloading information for work/ business	832	465	368	114	200	374	145	71	51	109	215	310	287	126	108	718	51	45	18
	43%	50%	37%	39%	48%	51%	30%	29%	27%	47%	55%	58%	46%	37%	26%	44%	32%	48%	35%
		b		f	cf	cf				gh	gh	lmn	mn	n		pr		pr	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
Watching video clips/ webcasts (e.g. YouTube or X Factor)	749 39%	384 41% b	365 37% def	174 59% def	206 49% ef	270 37% f	100 21%	74 30%	53 28%	104 45% gh	158 40% gh	229 43% n	256 41% n	128 37%	135 32%	647 40% q	52 33%	27 29%	24 45% pq
To find information on health related issues e.g. NHS Direct/ NHS 24	703 36%	315 34%	388 39% a	79 27%	169 40% cf	310 42% cf	145 30%	75 30%	65 34%	94 40% g	177 45% gh	236 44% mn	243 39% mn	107 31%	117 28%	609 38% pr	48 30%	31 33%	16 30%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	693 36%	359 39% b	334 33%	142 48% def	166 40% f	265 36% f	120 25%	68 28%	47 25%	95 41% gh	175 45% gh	240 45% lmn	237 38% n	113 33% n	101 24%	602 37% p	43 27%	28 30%	19 37% p
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	690 36%	347 37%	343 34%	70 24%	165 39% cf	302 41% cf	154 32% c	68 27%	47 25%	87 37% gh	207 53% ghi	263 49% lmn	235 37% mn	105 31% n	88 21%	594 37% pr	46 29%	37 40% pr	13 24%
Playing games online/ interactively	689 36%	354 38% b	335 34%	149 51% ef	192 46% ef	248 34% f	99 20%	101 41%	69 37%	92 39%	140 36%	161 30%	233 37% k	128 37% k	166 39% k	580 36%	61 38%	30 32%	18 34%
Downloading music files, movies or video clips	665 34%	353 38% b	312 31%	160 54% def	165 40% f	266 36% f	73 15%	64 26%	42 22%	82 35% gh	163 41% gh	217 41% mn	230 37% n	109 32%	108 26%	563 35%	58 37%	27 28%	18 34%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			



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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
Finding/ downloading information for school/ college/ university/ homework	606 31%	283 30%	323 32%	153 52% def	119 29% f	265 36% df	70 14%	59 24%	40 21%	71 30% h	154 39% ghi	207 39% mn	226 36% mn	84 25%	89 21%	527 32% pr	40 25%	27 29%	13 25%
Watching live TV programmes	539 28%	283 30% b	255 26%	114 39% ef	142 34% f	208 28% f	74 15%	62 25%	45 24%	66 28%	135 34% gh	180 34% mn	181 29% n	83 24%	95 23%	458 28%	36 22%	29 31%	17 32% p
Making voice calls using a VoIP service e.g. Skype	485 25%	258 28% b	227 23%	97 33% ef	134 32% ef	165 23%	88 18%	51 21%	30 16%	50 21%	118 30% ghi	190 35% lmn	152 24% n	71 21%	71 17%	431 27% pq	29 18%	14 15%	11 21%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	481 25%	239 26%	243 24%	109 37% ef	131 31% ef	175 24% f	67 14%	59 24% h	31 16%	70 30% h	126 32% gh	139 26% n	178 28% n	83 24%	82 19%	413 25%	34 22%	19 20%	15 28%
Listening to radio	385 20%	205 22% b	180 18%	74 25% f	100 24% f	143 20% f	68 14%	40 16% h	18 10%	47 20% h	100 25% gh	134 25% mn	137 22% n	57 17%	57 14%	336 21% q	27 17%	11 12%	11 20% q
Using Twitter (browsing/ reading site)	373 19%	199 21% b	173 17%	103 35% def	104 25% ef	139 19% f	27 6%	39 16% h	15 8%	53 23% gh	89 22% gh	129 24% mn	140 22% mn	42 12%	62 15%	318 20%	31 19%	13 14%	11 21%
Real time gambling/ trading/ auctions	335 17%	179 19% b	156 16%	58 20% f	94 23% f	140 19% f	43 9%	37 15%	28 15%	55 23% ghj	65 17%	91 17% n	127 20% n	70 20% n	48 11%	273 17% r	40 25% or	18 20% r	4 8%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
Downloading films (Video on Demand) e.g. LoveFilm, Netflix	250 13%	136 15% b	113 11%	71 24% def	75 18% ef	91 12% f	13 3%	27 11%	12 7%	30 13% h	57 15% h	74 14%	88 14%	42 12%	44 11%	211 13%	20 13%	10 11%	8 16%
Using Twitter (account holder, posting on site)	232 12%	127 14% b	104 10%	76 26% def	65 16% ef	78 11% f	12 3%	31 13% h	8 4%	32 14% h	49 12% h	68 13% m	92 15% m	29 8%	44 10%	205 13% q	15 9%	4 4%	7 14% q
Streamed audio services (free)	207 11%	131 14% b	76 8%	54 18% ef	62 15% ef	76 10% f	15 3%	28 11% h	9 5%	32 14% h	41 10% h	65 12% n	77 12% n	31 9%	34 8%	180 11% q	15 9%	5 5%	7 13% q
Communicating via chat rooms e.g. virtual assistance on a website, chatting on online dating sites	192 10%	109 12% b	83 8%	41 14% ef	63 15% ef	69 9% f	19 4%	33 13% h	12 7%	30 13% h	39 10%	51 10% m	72 11% m	19 6%	49 12% m	173 11% p	8 5%	6 6%	5 9%
Streamed audio services (subscription)	90 5%	57 6% b	33 3%	23 8% ef	34 8% ef	27 4% f	6 1%	16 6% h	3 1%	18 8% h	18 5% h	22 4%	36 6%	13 4%	19 5%	81 5% q	5 3%	1 1%	2 5%
Other	31 2%	18 2%	13 1%	3 1%	2 1%	11 1%	15 3% d	8 3% j	3 1%	2 1%	3 1%	5 1%	10 2%	4 1%	12 3% k	27 2%	1 1%	2 2%	1 1%
None of these	46 2%	18 2%	29 3%	6 2%	3 1%	12 2%	26 5% cde	14 6% ij	5 2%	4 2%	5 1%	2 *% k	13 2% k	10 3% k	20 5% kl	41 3%	3 2%	1 2%	* 1%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
Don't know	9	6	4	-	-	3	6	1	2	-	2	2	2	1	4	7	1	1	-
	*%	1%	*%	-%	-%	*%	1%	*%	1%	-%	*%	*%	*%	*%	1%	*%	1%	1%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
General surfing/ browsing the internet	1645	1414	231	1075	570	1083	562
	85%	85%	89%	88%	81%	88%	81%
			a	d		f	
Sending and receiving e-mail	1607	1391	216	1074	533	1061	546
	83%	83%	83%	88%	76%	86%	78%
				d		f	
Purchasing goods/services/ tickets etc.	1284	1095	188	870	414	875	409
	67%	66%	73%	71%	59%	71%	59%
			a	d		f	
Banking	1162	1000	162	843	318	799	363
	60%	60%	62%	69%	45%	65%	52%
				d		f	
Using social networking sites (such as Facebook, LinkedIn or Bebo)	1027	907	119	699	326	643	384
	53%	54%	46%	57%	46%	52%	55%
		b		d			
Communicating via instant messaging e.g. Facebook Chat, MSN Messenger, Skype Chat	918	806	112	621	297	560	357
	48%	48%	43%	51%	42%	45%	51%
				d			e
Finding/ downloading information for work/ business	832	730	102	664	168	540	293
	43%	44%	39%	54%	24%	44%	42%
				d			

Columns Tested: a,b - c,d - e,f

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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Watching video clips/ webcasts (e.g. YouTube or X Factor)	749 39%	665 40% b	84 32%	506 41% d	242 34%	446 36%	303 43% e
To find information on health related issues e.g. NHS Direct/ NHS 24	703 36%	613 37%	90 35%	485 40% d	218 31%	464 38%	238 34%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	693 36%	610 37%	82 32%	474 39% d	218 31%	453 37%	240 34%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	690 36%	595 36%	95 37%	502 41% d	188 27%	466 38% f	224 32%
Playing games online/ interactively	689 36%	604 36%	85 33%	437 36%	252 36%	415 34%	274 39% e
Downloading music files, movies or video clips	665 34%	578 35%	86 33%	461 38% d	204 29%	416 34%	249 36%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 47**

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**QE15 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Finding/ downloading information for school/ college/ university/ homework	606 31%	540 32% b	66 25%	392 32%	214 30%	385 31%	222 32%
Watching live TV programmes	539 28%	484 29% b	55 21%	379 31% d	160 23%	333 27%	206 30%
Making voice calls using a VoIP service e.g. Skype	485 25%	430 26%	54 21%	328 27% d	157 22%	294 24%	190 27%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	481 25%	423 25%	59 23%	322 26%	159 23%	285 23%	196 28% e
Listening to radio	385 20%	336 20%	49 19%	272 22% d	113 16%	256 21%	129 18%
Using Twitter (browsing/ reading site)	373 19%	338 20% b	35 14%	258 21% d	115 16%	246 20%	127 18%
Real time gambling/ trading/ auctions	335 17%	284 17%	52 20%	253 21% d	82 12%	220 18%	115 16%

Columns Tested: a,b - c,d - e,f

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	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Downloading films (Video on Demand) e.g. LoveFilm, Netflix	250 13%	218 13%	32 12%	183 15% d	66 9%	140 11%	110 16% e
Using Twitter (account holder, posting on site)	232 12%	210 13% b	22 8%	155 13%	77 11%	157 13%	74 11%
Streamed audio services (free)	207 11%	182 11%	24 9%	138 11%	69 10%	115 9%	91 13% e
Communicating via chat rooms e.g. virtual assistance on a website, chatting on online dating sites	192 10%	176 11% b	16 6%	121 10%	71 10%	90 7%	102 15% e
Streamed audio services (subscription)	90 5%	79 5%	10 4%	67 6% d	22 3%	55 4%	35 5%
Other	31 2%	28 2%	3 1%	14 1%	17 2% c	18 1%	13 2%
None of these	46 2%	40 2%	6 2%	20 2%	26 4% c	22 2%	24 3% e

Columns Tested: a,b - c,d - e,f

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	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Don't know	9	8	1	5	4	7	3
	*%	*%	*%	*%	1%	1%	*%

Columns Tested: a,b - c,d - e,f



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**QE16 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
General surfing/ browsing the internet	1426	715	711	235	321	554	315	152	125	178	326	417	490	233	284	1197	116	75	38
	74%	77%	71%	80%	77%	76%	65%	61%	66%	76%	83%	78%	78%	68%	68%	74%	73%	80%	72%
		b		f	f	f				gh	ghi	mn	mn						
Sending and receiving e-mail	1369	666	703	208	312	529	319	143	119	176	323	420	477	227	244	1157	109	70	33
	71%	72%	70%	71%	75%	72%	66%	58%	63%	75%	82%	79%	76%	66%	58%	71%	69%	74%	63%
					f	f				gh	ghi	mn	mn	n		r		r	
Banking	912	435	477	108	242	384	178	82	72	129	261	328	321	131	132	771	68	50	23
	47%	47%	48%	37%	58%	52%	37%	33%	38%	55%	66%	61%	51%	38%	31%	47%	43%	53%	45%
					cf	cf				gh	ghi	lmn	mn	n					
Using social networking sites (such as Facebook, LinkedIn or Bebo)	835	365	470	196	244	304	91	117	69	113	172	215	299	133	188	701	61	46	27
	43%	39%	47%	67%	59%	42%	19%	47%	37%	48%	44%	40%	48%	39%	45%	43%	38%	49%	51%
			a	def	ef	f		h		h			km					p	op
Purchasing goods/services/ tickets etc.	725	354	371	122	169	298	136	83	57	98	196	235	250	130	109	622	47	36	20
	38%	38%	37%	41%	41%	41%	28%	34%	30%	42%	50%	44%	40%	38%	26%	38%	30%	38%	39%
				f	f	f				h	gh	n	n	n		p			
Communicating via instant messaging e.g. Facebook Chat, MSN Messenger, Skype Chat	676	307	369	154	196	244	82	96	44	85	149	194	244	107	129	572	48	36	21
	35%	33%	37%	52%	47%	33%	17%	39%	24%	37%	38%	36%	39%	31%	31%	35%	30%	39%	39%
				ef	ef	f		h		h	h		mn						
Finding/ downloading information for work/ business	579	335	244	81	146	262	90	46	30	78	157	222	205	80	72	501	32	33	12
	30%	36%	24%	27%	35%	36%	18%	19%	16%	33%	40%	42%	33%	23%	17%	31%	20%	36%	23%
		b		f	cf	cf				gh	gh	lmn	mn	n		pr		pr	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

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**QE16 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
Effective Weighted Sample	1853	880	973	280	371	683	528	268	199	241	342	472	577	363	452	1456	196	165	197
Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
Watching video clips/ webcasts (e.g. YouTube or X Factor)	499	278	222	138	136	172	54	52	29	68	100	146	174	79	101	435	28	21	16
	26%	30%	22%	47%	33%	24%	11%	21%	15%	29%	25%	27%	28%	23%	24%	27%	18%	22%	30%
		b		def	ef	f				gh	h					p			p
Playing games online/ interactively	454	231	224	102	132	156	64	76	49	64	83	93	159	82	120	383	34	24	14
	24%	25%	22%	35%	32%	21%	13%	31%	26%	27%	21%	17%	25%	24%	28%	24%	21%	26%	26%
				ef	ef	f		j					k	k	k				
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	386	198	188	98	98	140	49	46	26	56	111	129	134	64	58	332	27	17	10
	20%	21%	19%	33%	24%	19%	10%	18%	14%	24%	28%	24%	21%	19%	14%	20%	17%	18%	20%
				def	f	f				h	gh	n	n						
Finding/ downloading information for school/ college/ university/ homework	385	182	203	117	73	158	37	38	21	43	102	133	146	48	57	335	22	22	6
	20%	20%	20%	40%	17%	22%	8%	16%	11%	18%	26%	25%	23%	14%	14%	21%	14%	23%	12%
				def	f	f				h	ghi	mn	mn			pr		pr	
Downloading music files, movies or video clips	349	198	151	103	91	127	27	36	22	45	90	107	114	59	69	295	31	13	10
	18%	21%	15%	35%	22%	17%	6%	14%	12%	19%	23%	20%	18%	17%	16%	18%	20%	13%	18%
		b		def	f	f				h	gh								
Watching live TV programmes	295	163	132	80	82	99	34	43	21	42	70	87	102	42	64	245	21	20	9
	15%	17%	13%	27%	20%	14%	7%	17%	11%	18%	18%	16%	16%	12%	15%	15%	13%	21%	18%
		b		def	ef	f					h							o	

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Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2250	1073	1177	337	449	803	660	328	246	290	405	566	705	436	540	1647	204	194	205
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Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	290 15%	159 17% b	132 13%	33 11%	78 19% cf	121 17% cf	59 12%	39 16%	19 10%	40 17% h	90 23% gh	98 18% mn	110 18% n	44 13%	38 9%	251 15% pr	15 10%	19 20% pr	4 8%
Making voice calls using a VoIP service e.g. Skype	290 15%	159 17% b	131 13%	71 24% ef	80 19% ef	98 13% f	40 8%	34 14%	17 9%	25 11%	59 15%	97 18% mn	99 16%	42 12%	51 12%	255 16% qr	21 13%	9 10%	5 10%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	288 15%	142 15%	146 15%	75 25% ef	80 19% ef	102 14% f	31 6%	41 16% h	18 10%	38 16% h	77 20% h	76 14%	110 18% m	43 13%	58 14%	251 15% p	16 10%	14 14%	8 15%
To find information on health related issues e.g. NHS Direct/ NHS 24	278 14%	128 14%	150 15%	43 15% f	77 18% f	113 15% f	45 9%	37 15%	27 14%	35 15%	70 18%	92 17% mn	95 15%	39 11%	53 13%	246 15% p	13 8%	12 13%	7 14%
Using Twitter (browsing/ reading site)	247 13%	137 15% b	111 11%	82 28% def	69 17% ef	83 11% f	14 3%	29 12% h	7 4%	40 17% h	54 14% h	79 15% mn	98 16% mn	29 8%	41 10%	212 13%	19 12%	8 8%	8 15% q
Listening to radio	212 11%	117 13% b	95 9%	37 13% f	57 14% f	81 11% f	37 8%	23 9%	14 7%	27 12%	50 13%	68 13% n	78 12% n	32 9%	34 8%	184 11%	14 9%	9 10%	5 10%

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Using Twitter (account holder, posting on site)	173 9%	93 10%	80 8%	63 21% def	51 12% ef	51 7% f	8 2%	25 10% h	4 2%	27 12% h	32 8% h	43 8%	72 11% m	23 7%	35 8%	155 10% q	11 7%	3 3%	5 9% q
Downloading films (Video on Demand) e.g. LoveFilm, Netflix	142 7%	82 9% b	60 6%	47 16% ef	45 11% ef	44 6% f	6 1%	14 6%	9 5%	23 10%	32 8%	41 8%	52 8%	25 7%	24 6%	121 7%	11 7%	5 6%	5 9%
Streamed audio services (free)	110 6%	71 8% b	39 4%	29 10% ef	38 9% ef	36 5% f	7 1%	13 5%	5 3%	21 9% h	20 5%	33 6%	43 7%	17 5%	17 4%	99 6%	6 4%	2 3%	3 6%
Communicating via chat rooms e.g. virtual assistance on a website, chatting on online dating sites	97 5%	58 6% b	39 4%	27 9% ef	34 8% ef	25 3%	10 2%	21 8% hj	7 4%	15 6%	13 3%	23 4%	34 5%	10 3%	29 7% m	88 5%	4 2%	4 4%	1 3%
Streamed audio services (subscription)	54 3%	35 4% b	19 2%	13 4% f	22 5% ef	16 2% f	3 1%	9 4% h	1 1%	12 5% h	12 3%	12 2%	22 3%	10 3%	10 2%	49 3%	3 2%	1 1%	1 3%
Other	22 1%	13 1%	8 1%	2 1%	1 *% d	9 1%	10 2% d	6 2% j	1 1%	1 *%	1 *%	4 1%	5 1%	2 1%	10 2% l	18 1%	1 1%	2 2%	1 1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

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Total	1929	931	998	294	417	731	486	247	189	234	394	535	630	342	420	1624	158	94	52
None of these	79	34	45	8	8	21	41	22	11	9	6	9	17	19	32	67	6	4	2
	4%	4%	5%	3%	2%	3%	8%	9%	6%	4%	2%	2%	3%	6%	8%	4%	4%	4%	3%
							cde	ij	j					kl	kl				
Don't know	9	6	4	-	-	3	6	1	2	-	2	2	2	1	4	7	1	1	-
	*%	1%	*%	-%	-%	*%	1%	*%	1%	-%	*%	*%	*%	*%	1%	*%	1%	1%	-%
							d												

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

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	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
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Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
General surfing/ browsing the internet	1426	1226	200	941	485	935	491
	74%	73%	77%	77%	69%	76%	71%
				d		f	
Sending and receiving e-mail	1369	1182	187	928	441	905	464
	71%	71%	72%	76%	63%	73%	67%
				d		f	
Banking	912	774	138	671	240	625	287
	47%	46%	53%	55%	34%	51%	41%
			a	d		f	
Using social networking sites (such as Facebook, LinkedIn or Bebo)	835	742	93	551	283	522	313
	43%	44%	36%	45%	40%	42%	45%
		b		d			
Purchasing goods/services/ tickets etc.	725	614	111	510	216	495	230
	38%	37%	43%	42%	31%	40%	33%
			a	d		f	
Communicating via instant messaging e.g. Facebook Chat, MSN Messenger, Skype Chat	676	585	91	460	216	415	260
	35%	35%	35%	38%	31%	34%	37%
				d			
Finding/ downloading information for work/ business	579	514	65	476	103	370	209
	30%	31%	25%	39%	15%	30%	30%
		b		d			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 48**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE16 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Watching video clips/ webcasts (e.g. YouTube or X Factor)	499 26%	450 27% b	49 19%	332 27%	167 24%	300 24%	199 29% e
Playing games online/ interactively	454 24%	400 24%	55 21%	281 23%	173 25%	270 22%	184 26% e
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	386 20%	342 20%	44 17%	270 22% d	115 16%	242 20%	144 21%
Finding/ downloading information for school/ college/ university/ homework	385 20%	348 21% b	37 14%	247 20%	138 20%	239 19%	146 21%
Downloading music files, movies or video clips	349 18%	313 19% b	36 14%	242 20% d	107 15%	200 16%	149 21% e
Watching live TV programmes	295 15%	268 16% b	27 10%	199 16%	96 14%	171 14%	124 18% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 48**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE16 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	290 15%	253 15%	37 14%	214 18% d	76 11%	187 15%	103 15%
Making voice calls using a VoIP service e.g. Skype	290 15%	256 15%	34 13%	190 16%	100 14%	166 13%	123 18% e
Uploading/ adding content to the internet e.g. photos, videos, blog posts	288 15%	252 15%	37 14%	193 16%	95 13%	173 14%	116 17%
To find information on health related issues e.g. NHS Direct/ NHS 24	278 14%	248 15%	30 12%	190 16%	88 12%	183 15%	95 14%
Using Twitter (browsing/ reading site)	247 13%	226 14% b	22 8%	163 13%	84 12%	173 14% f	75 11%
Listening to radio	212 11%	188 11%	24 9%	149 12% d	63 9%	137 11%	75 11%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 48**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE16 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
Real time gambling/ trading/ auctions	174	147	27	138	36	115	58
	9%	9%	10%	11%	5%	9%	8%
				d			
Using Twitter (account holder, posting on site)	173	157	16	115	58	119	54
	9%	9%	6%	9%	8%	10%	8%
Downloading films (Video on Demand) e.g. LoveFilm, Netflix	142	125	17	106	36	78	64
	7%	7%	7%	9%	5%	6%	9%
				d			e
Streamed audio services (free)	110	98	13	74	36	62	48
	6%	6%	5%	6%	5%	5%	7%
Communicating via chat rooms e.g. virtual assistance on a website, chatting on online dating sites	97	92	5	54	42	42	55
	5%	6%	2%	4%	6%	3%	8%
		b					e
Streamed audio services (subscription)	54	48	6	42	12	35	20
	3%	3%	2%	3%	2%	3%	3%
				d			
Other	22	19	3	11	11	13	9
	1%	1%	1%	1%	2%	1%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 48**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE16 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)**

Base : Those who use the internet at home or elsewhere

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2250	1878	372	1255	994	1412	838
Effective Weighted Sample	1853	1557	310	1065	825	1160	694
Total	1929	1669	260	1224	705	1232	697
None of these	79	68	10	29	50	43	35
	4%	4%	4%	2%	7%	3%	5%
				c			
Don't know	9	8	1	5	4	7	3
	*%	*%	*%	*%	1%	1%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 49**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE17 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)**

Base : Those without internet access at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	642	302	340	38	51	95	458	288	89	29	9	67	102	132	340	449	62	70	61
Effective Weighted Sample	505	235	270	31	42	85	355	224	70	23	8	56	76	103	271	382	59	59	57
Total	408	191	217	30	42	74	262	170	52	22	6	44	69	75	219	330	45	21	12
Certain to	12	5	7	**	**	**	4	6	**	**	**	**	2	4	5	12	**	**	**
	3%	3%	3%	**	**	**	1%	4%	**	**	**	**	3%	6%	2%	4%	**	**	**
Very likely	8	4	4	**	**	**	1	4	**	**	**	**	1	1	5	5	**	**	**
	2%	2%	2%	**	**	**	1%	2%	**	**	**	**	2%	1%	3%	2%	**	**	**
Likely	29	13	16	**	**	**	8	7	**	**	**	**	5	5	16	24	**	**	**
	7%	7%	8%	**	**	**	3%	4%	**	**	**	**	7%	7%	7%	7%	**	**	**
Unlikely	35	19	16	**	**	**	21	15	**	**	**	**	8	5	18	30	**	**	**
	9%	10%	7%	**	**	**	8%	9%	**	**	**	**	11%	7%	8%	9%	**	**	**
Very unlikely	60	27	32	**	**	**	38	27	**	**	**	**	9	11	35	42	**	**	**
	15%	14%	15%	**	**	**	14%	16%	**	**	**	**	13%	15%	16%	13%	**	**	**
Certain not to	191	93	98	**	**	**	155	79	**	**	**	**	31	36	98	156	**	**	**
	47%	49%	45%	**	**	**	59%	47%	**	**	**	**	44%	48%	45%	47%	**	**	**
Don't know	72	30	42	**	**	**	34	31	**	**	**	**	14	12	41	62	**	**	**
	18%	16%	19%	**	**	**	13%	18%	**	**	**	**	20%	16%	19%	19%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 49**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE17 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)**

Base : Those without internet access at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	~c	d	e	f
Unweighted total	642	533	109	99	539	358	284
Effective Weighted Sample	505	426	84	86	431	278	227
Total	408	356	51	93	311	219	189
Certain to	12	11	2	**	5	5	7
	3%	3%	3%	**	2%	2%	4%
Very likely	8	8	-	**	8	2	6
	2%	2%	-%	**	3%	1%	3%
Likely	29	25	4	**	18	17	13
	7%	7%	8%	**	6%	8%	7%
Unlikely	35	31	4	**	28	19	16
	9%	9%	8%	**	9%	9%	8%
Very unlikely	60	53	7	**	49	32	27
	15%	15%	13%	**	16%	15%	14%
Certain not to	191	167	25	**	157	112	80
	47%	47%	48%	**	50%	51%	42%
						f	
Don't know	72	62	10	**	46	31	41
	18%	17%	20%	**	15%	14%	22%
						e	

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 50**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE18A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get internet access at home in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	476	228	248	12	27	56	381	224	64	23	5	52	72	97	254	325	46	55	50
Effective Weighted Sample	370	175	196	10	22	49	291	173	51	19	4	44	53	75	200	274	44	46	46
Total	286	139	147	9	19	43	214	122	36	17	3	34	47	53	151	227	33	17	9
No need	163	80	83	**	**	**	130	69	**	**	**	**	**	**	87	130	**	**	**
	57%	58%	57%	**	**	**	61%	57%	**	**	**	**	**	**	58%	57%	**	**	**
Don't want a computer	89	46	43	**	**	**	76	33	**	**	**	**	**	**	43	71	**	**	**
	31%	33%	29%	**	**	**	36%	27%	**	**	**	**	**	**	28%	31%	**	**	**
Too old to use the internet	60	22	38	**	**	**	58	25	**	**	**	**	**	**	33	47	**	**	**
	21%	16%	26%	**	**	**	27%	20%	**	**	**	**	**	**	22%	21%	**	**	**
			a																
Too expensive to set up	59	29	30	**	**	**	27	32	**	**	**	**	**	**	41	38	**	**	**
	21%	21%	20%	**	**	**	13%	26%	**	**	**	**	**	**	27%	17%	**	**	**
Don't know how you use computers	49	25	25	**	**	**	41	26	**	**	**	**	**	**	27	37	**	**	**
	17%	18%	17%	**	**	**	19%	22%	**	**	**	**	**	**	18%	16%	**	**	**
Computer is too expensive to buy	33	13	20	**	**	**	19	22	**	**	**	**	**	**	25	25	**	**	**
	12%	10%	13%	**	**	**	9%	18%	**	**	**	**	**	**	17%	11%	**	**	**
Don't have a phone line	20	11	9	**	**	**	11	15	**	**	**	**	**	**	12	13	**	**	**
	7%	8%	6%	**	**	**	5%	12%	**	**	**	**	**	**	8%	6%	**	**	**
Charges are too expensive	18	9	9	**	**	**	8	10	**	**	**	**	**	**	10	12	**	**	**
	6%	6%	6%	**	**	**	4%	9%	**	**	**	**	**	**	7%	5%	**	**	**
Friends/ family member checks things on the internet for me	17	5	12	**	**	**	16	6	**	**	**	**	**	**	7	12	**	**	**
	6%	3%	8%	**	**	**	7%	5%	**	**	**	**	**	**	5%	5%	**	**	**
			a																
Satisfied with using the internet elsewhere	8	3	4	**	**	**	2	2	**	**	**	**	**	**	3	6	**	**	**
	3%	2%	3%	**	**	**	1%	2%	**	**	**	**	**	**	2%	3%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 50**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE18A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get internet access at home in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	476	228	248	12	27	56	381	224	64	23	5	52	72	97	254	325	46	55	50
Effective Weighted Sample	370	175	196	10	22	49	291	173	51	19	4	44	53	75	200	274	44	46	46
Total	286	139	147	9	19	43	214	122	36	17	3	34	47	53	151	227	33	17	9
Concerned about security/ fraud	7	3	5	**	**	**	7	4	**	**	**	**	**	**	5	7	**	**	**
	3%	2%	3%	**	**	**	3%	3%	**	**	**	**	**	**	3%	3%	**	**	**
Worries/ concerns about privacy issues	5	2	3	**	**	**	4	1	**	**	**	**	**	**	3	4	**	**	**
	2%	1%	2%	**	**	**	2%	1%	**	**	**	**	**	**	2%	2%	**	**	**
Satisfied with using the internet at work	2	1	1	**	**	**	-	-	**	**	**	**	**	**	1	2	**	**	**
	1%	1%	*%	**	**	**	-%	-%	**	**	**	**	**	**	*%	1%	**	**	**
Other	7	3	3	**	**	**	6	1	**	**	**	**	**	**	2	7	**	**	**
	2%	2%	2%	**	**	**	3%	1%	**	**	**	**	**	**	2%	3%	**	**	**
Don't know	5	4	1	**	**	**	3	2	**	**	**	**	**	**	2	5	**	**	**
	2%	3%	1%	**	**	**	1%	2%	**	**	**	**	**	**	1%	2%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 50**

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**QE18A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get internet access at home in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	d	e	f
Unweighted total	476	396	80	51	423	279	197
Effective Weighted Sample	370	313	61	45	336	213	157
Total	286	250	36	50	234	163	123
No need	163	146	**	**	138	87	77
	57%	58%	**	**	59%	53%	63%
Don't want a computer	89	76	**	**	73	59	30
	31%	30%	**	**	31%	36%	24%
						f	
Too old to use the internet	60	56	**	**	58	37	23
	21%	22%	**	**	25%	22%	19%
Too expensive to set up	59	53	**	**	51	27	32
	21%	21%	**	**	22%	17%	26%
						e	
Don't know how you use computers	49	47	**	**	40	30	19
	17%	19%	**	**	17%	19%	15%
Computer is too expensive to buy	33	31	**	**	28	14	19
	12%	12%	**	**	12%	9%	15%
							e
Don't have a phone line	20	19	**	**	16	9	11
	7%	8%	**	**	7%	5%	9%
Charges are too expensive	18	15	**	**	16	10	8
	6%	6%	**	**	7%	6%	6%
Friends/ family member checks things on the internet for me	17	15	**	**	15	14	3
	6%	6%	**	**	7%	9%	2%
						f	

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 50**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE18A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get internet access at home in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	~c	d	e	f
Significance Level: 95%							
Unweighted total	476	396	80	51	423	279	197
Effective Weighted Sample	370	313	61	45	336	213	157
Total	286	250	36	50	234	163	123
Satisfied with using the internet elsewhere	8 3%	7 3%	**	**	4 2%	5 3%	3 2%
Concerned about security/ fraud	7 3%	7 3%	**	**	6 3%	4 2%	3 3%
Worries/ concerns about privacy issues	5 2%	4 1%	**	**	4 1%	3 2%	1 1%
Satisfied with using the internet at work	2 1%	2 1%	**	**	1 *%	- -%	2 1%
Other	7 2%	7 3%	**	**	7 3%	4 2%	3 3%
Don't know	5 2%	5 2%	**	**	2 1%	4 2%	1 1%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 51**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE18B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)**

Base : Those unlikely to get internet access at home in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	476	228	248	12	27	56	381	224	64	23	5	52	72	97	254	325	46	55	50
Effective Weighted Sample	370	175	196	10	22	49	291	173	51	19	4	44	53	75	200	274	44	46	46
Total	286	139	147	9	19	43	214	122	36	17	3	34	47	53	151	227	33	17	9
No need	109	54	55	**	**	**	87	48	**	**	**	**	**	**	59	88	**	**	**
	38%	39%	37%	**	**	**	41%	39%	**	**	**	**	**	**	39%	39%	**	**	**
Don't want a computer	51	29	22	**	**	**	46	14	**	**	**	**	**	**	20	41	**	**	**
	18%	21%	15%	**	**	**	22%	11%	**	**	**	**	**	**	13%	18%	**	**	**
Too old to use the internet	36	13	23	**	**	**	36	14	**	**	**	**	**	**	17	29	**	**	**
	13%	9%	16%	**	**	**	17%	12%	**	**	**	**	**	**	11%	13%	**	**	**
Too expensive to set up	32	17	15	**	**	**	10	16	**	**	**	**	**	**	22	22	**	**	**
	11%	12%	10%	**	**	**	5%	13%	**	**	**	**	**	**	15%	10%	**	**	**
Don't know how you use computers	21	10	10	**	**	**	16	10	**	**	**	**	**	**	10	16	**	**	**
	7%	7%	7%	**	**	**	8%	8%	**	**	**	**	**	**	7%	7%	**	**	**
Computer is too expensive to buy	12	4	8	**	**	**	4	9	**	**	**	**	**	**	10	9	**	**	**
	4%	3%	5%	**	**	**	2%	8%	**	**	**	**	**	**	7%	4%	**	**	**
Satisfied with using the internet elsewhere	6	3	3	**	**	**	1	1	**	**	**	**	**	**	3	5	**	**	**
	2%	2%	2%	**	**	**	*%	1%	**	**	**	**	**	**	2%	2%	**	**	**
Friends/family member checks things on the internet for me	5	2	3	**	**	**	5	1	**	**	**	**	**	**	2	4	**	**	**
	2%	1%	2%	**	**	**	2%	1%	**	**	**	**	**	**	1%	2%	**	**	**
Charges are too expensive	3	1	2	**	**	**	2	1	**	**	**	**	**	**	2	3	**	**	**
	1%	1%	1%	**	**	**	1%	1%	**	**	**	**	**	**	1%	1%	**	**	**
Don't have a phone line	3	1	2	**	**	**	1	3	**	**	**	**	**	**	2	1	**	**	**
	1%	1%	1%	**	**	**	1%	2%	**	**	**	**	**	**	1%	1%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 51**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE18B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)**

Base : Those unlikely to get internet access at home in the next 12 months

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	f	g	~h	~i	~j	~k	~l	~m	n	o	~p	~q	~r
Unweighted total	476	228	248	12	27	56	381	224	64	23	5	52	72	97	254	325	46	55	50
Effective Weighted Sample	370	175	196	10	22	49	291	173	51	19	4	44	53	75	200	274	44	46	46
Total	286	139	147	9	19	43	214	122	36	17	3	34	47	53	151	227	33	17	9
Other	6	2	4	**	**	**	5	2	**	**	**	**	**	**	3	6	**	**	**
	2%	1%	3%	**	**	**	2%	2%	**	**	**	**	**	**	2%	2%	**	**	**
Don't know	5	4	1	**	**	**	3	2	**	**	**	**	**	**	2	5	**	**	**
	2%	3%	1%	**	**	**	1%	2%	**	**	**	**	**	**	1%	2%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 51**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE18B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)**

Base : Those unlikely to get internet access at home in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	~b	~c	d	e	f
Significance Level: 95%							
Unweighted total	476	396	80	51	423	279	197
Effective Weighted Sample	370	313	61	45	336	213	157
Total	286	250	36	50	234	163	123
No need	109	94	**	**	90	54	55
	38%	38%	**	**	38%	33%	45% e
Don't want a computer	51	42	**	**	38	37	14
	18%	17%	**	**	16%	22% f	12%
Too old to use the internet	36	34	**	**	34	24	12
	13%	14%	**	**	15%	15%	10%
Too expensive to set up	32	28	**	**	26	16	16
	11%	11%	**	**	11%	10%	13%
Don't know how you use computers	21	19	**	**	14	13	7
	7%	7%	**	**	6%	8%	6%
Computer is too expensive to buy	12	10	**	**	11	5	7
	4%	4%	**	**	5%	3%	5%
Satisfied with using the internet elsewhere	6	5	**	**	3	4	2
	2%	2%	**	**	1%	2%	1%
Friends/family member checks things on the internet for me	5	5	**	**	4	3	2
	2%	2%	**	**	2%	2%	1%
Charges are too expensive	3	3	**	**	3	3	1
	1%	1%	**	**	1%	2%	1%
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 51**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE18B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)**

Base : Those unlikely to get internet access at home in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	d	e	f
Unweighted total	476	396	80	51	423	279	197
Effective Weighted Sample	370	313	61	45	336	213	157
Total	286	250	36	50	234	163	123
Don't have a phone line	3 1%	2 1%	**	**	3 1%	1 *%	2 2%
Other	6 2%	6 2%	**	**	6 3%	2 1%	4 3%
Don't know	5 2%	5 2%	**	**	2 1%	4 2%	1 1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 52**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE19 (QE22). SHOWCARD Thinking about personal computers or desktop PCs or laptops, do you ever have/ think you might have difficulties doing any of the following? (MULTICODE)**

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Using the mouse	61 3%	26 2%	34 3%	4 1%	2 *%	17 2% d	38 5% cde	18 4%	9 4%	6 2%	8 2%	16 3%	14 2%	10 2%	19 3%	51 3%	5 2%	2 2%	3 5%
Using the keyboard	55 2%	25 2%	30 2%	1 *%	- -%	16 2% d	37 5% cde	16 4% ij	12 5% ij	3 1%	3 1%	8 1%	14 2%	12 3%	21 3% k	42 2%	6 3%	4 3%	3 4% o
Seeing the monitor display	29 1%	12 1%	17 1%	- -%	1 *%	6 1%	22 3% cde	10 2% j	6 2% j	2 1%	1 *%	5 1%	7 1%	3 1%	14 2%	21 1%	3 2%	3 3%	1 2%
Seeing the letters and symbols on the keyboard	24 1%	10 1%	14 1%	- -%	- -%	2 *%	22 3% cde	10 2% j	6 2% j	1 1%	* *%	4 1%	3 *%	6 1%	11 2% l	17 1%	3 1%	3 2% o	1 2%
Any other difficulties	26 1%	9 1%	17 1%	- -%	3 1%	9 1%	15 2% c	6 2%	5 2%	1 1%	5 1%	4 1%	7 1%	7 2%	8 1%	18 1%	6 3% or	1 1%	* 1%
No, none	2084 90%	1009 91%	1076 89%	302 97% ef	437 98% ef	752 94% f	594 78%	321 79%	207 87% g	242 95% gh	382 96% gh	548 94% mn	641 94% mn	375 89% n	517 83%	1749 90% p	173 86%	104 91%	58 91%
Don't know	117 5%	51 5%	66 5%	3 1%	2 *%	16 2% d	96 13% cde	53 13% hij	9 4% j	3 1%	2 *%	10 2%	13 2%	26 6% kl	68 11% klm	97 5%	14 7% r	3 3%	2 3%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 52**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE19 (QE22). SHOWCARD Thinking about personal computers or desktop PCs or laptops, do you ever have/ think you might have difficulties doing any of the following? (MULTICODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Using the mouse	61 3%	56 3%	5 1%	16 1%	45 4% c	38 3%	23 3%
Using the keyboard	55 2%	52 3% b	3 1%	12 1%	43 4% c	30 2%	25 3%
Seeing the monitor display	29 1%	28 1%	1 *%	5 *%	23 2% c	16 1%	12 1%
Seeing the letters and symbols on the keyboard	24 1%	22 1%	2 1%	1 *%	23 2% c	13 1%	11 1%
Any other difficulties	26 1%	26 1% b	* *%	12 1%	14 1%	19 1%	7 1%
No, none	2084 90%	1801 90%	284 91%	1242 96% d	838 83%	1308 90%	777 90%
Don't know	117 5%	96 5%	21 7%	19 1%	97 10% c	66 5%	51 6%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 53**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE20 (QE41). SHOWCARD Thinking about tablet computers, do you ever have/ think you might have difficulties doing any of the following? (MULTICODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Using touch to open, close or move within the screen	76 3%	31 3%	45 4%	6 2%	14 3%	18 2%	38 5% ce	19 5%	11 4%	5 2%	10 3%	17 3%	15 2%	18 4% l	25 4%	56 3%	13 7% o	4 4%	2 3%
Using the letters displayed on the on- screen keyboard	38 2%	15 1%	23 2%	1 *%	- -%	5 1%	33 4% cde	13 3% ij	7 3% j	2 1%	1 *%	7 1%	6 1%	9 2%	16 3% l	27 1%	6 3%	3 3%	2 3% o
Seeing the screen display	31 1%	11 1%	20 2%	- -%	- -%	10 1%	21 3% d cde	11 3% i	6 2% i	1 *%	4 1%	7 1%	7 1%	3 1%	14 2%	25 1%	2 1%	2 2%	2 3%
Seeing the letters and symbols on the on-screen keyboard	19 1%	8 1%	11 1%	- -%	- -%	1 *%	17 2% cde	6 1% j	5 2% j	1 *%	- -%	4 1%	3 *%	5 1%	7 1%	12 1%	2 1%	3 2% o	2 3% o
Any other difficulties	15 1%	5 *%	11 1%	- -%	3 1%	5 1%	7 1%	4 1%	3 1%	1 *%	4 1%	4 1%	3 1%	6 2% n	2 *%	13 1%	1 1%	* *% o	* 1%
No, none	1962 85%	956 86%	1006 83%	292 94% ef	417 94% ef	709 88% f	544 72% cd cde	295 73% hij	198 84% g	234 91% gh	366 92% gh	522 90% mn	616 90% mn	343 81%	480 77%	1653 85% p	160 79%	94 82%	55 86%
Don't know	241 10%	112 10%	130 11%	12 4%	9 2%	63 8% cd	158 21% cde	82 20% hij	20 9% j	16 6%	15 4%	36 6%	45 7%	53 12% kl	109 17% klm	198 10%	25 12%	13 12%	6 9%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 53**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE20 (QE41). SHOWCARD Thinking about tablet computers, do you ever have/ think you might have difficulties doing any of the following? (MULTICODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Using touch to open, close or move within the screen	76 3%	58 3%	18 6% a	27 2%	49 5% c	43 3%	33 4%
Using the letters displayed on the on-screen keyboard	38 2%	31 2%	7 2%	9 1%	30 3% c	22 2%	16 2%
Seeing the screen display	31 1%	27 1%	4 1%	8 1%	23 2% c	18 1%	13 1%
Seeing the letters and symbols on the on-screen keyboard	19 1%	17 1%	1 *%	1 *%	18 2% c	10 1%	8 1%
Any other difficulties	15 1%	13 1%	2 1%	9 1%	7 1%	13 1%	3 *%
No, none	1962 85%	1714 86% b	248 79%	1183 91% d	776 77%	1227 85%	736 85%
Don't know	241 10%	203 10%	38 12%	68 5%	172 17% c	153 11%	88 10%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 54**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE21 (QE29). EXPLAIN THAT PHONE CALLS CAN BE MADE USING THE INTERNET USING SERVICES SUCH AS SKYPE. Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes	1914	934	980	291	415	703	505	261	182	226	387	525	613	343	431	1616	160	89	50
	83%	84%	81%	94%	94%	88%	67%	65%	77%	89%	97%	90%	89%	81%	69%	83%	79%	78%	78%
				ef	ef	f			g	gh	ghi	mn	mn	n		qr			
No	361	158	203	15	23	88	235	128	51	29	9	49	68	75	168	290	35	22	13
	16%	14%	17%	5%	5%	11%	31%	32%	22%	11%	2%	8%	10%	18%	27%	15%	17%	19%	21%
						cd	cde	hij	ij	j				kl	klm				o
Don't know	40	18	22	5	5	11	19	15	3	1	1	7	4	6	24	29	7	3	1
	2%	2%	2%	2%	1%	1%	3%	4%	1%	1%	1%	1%	1%	1%	4%	2%	3%	3%	1%
								ij		*	*				klm		o		

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 54**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE21 (QE29). EXPLAIN THAT PHONE CALLS CAN BE MADE USING THE INTERNET USING SERVICES SUCH AS SKYPE. Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE)**

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes	1914 83%	1654 83%	260 83%	1177 91% d	736 73%	1218 84% f	696 80%
No	361 16%	318 16%	43 14%	105 8%	252 25% c	210 14%	151 17%
Don't know	40 2%	30 2%	10 3% a	16 1%	25 2% c	20 1%	20 2%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 55**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE22 (QE30). Have you or anyone in your household ever used one of these services to make voice calls using the internet at home? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes & currently using	727	368	359	128	176	276	147	78	47	79	186	266	246	102	112	627	52	26	22
	31%	33%	30%	41%	40%	34%	19%	19%	20%	31%	47%	46%	36%	24%	18%	32%	26%	23%	34%
				ef	f	f				gh	ghi	lmn	mn	n		pq			pq
Yes but stopped using	196	105	90	29	49	70	47	27	23	26	51	59	62	39	36	175	11	6	3
	8%	9%	7%	9%	11%	9%	6%	7%	10%	10%	13%	10%	9%	9%	6%	9%	5%	5%	5%
					f	f					g	n	n	n		r			
No never used	1358	619	738	149	218	444	547	283	165	149	160	249	373	279	455	1100	138	82	38
	59%	56%	61%	48%	49%	55%	72%	70%	70%	58%	40%	43%	54%	66%	73%	57%	68%	71%	60%
			a			cd	cde	ij	ij	j			k	kl	klm		or	or	
Don't know	35	17	17	4	2	11	18	16	2	1	-	7	5	5	19	33	1	*	*
	2%	2%	1%	1%	*%	1%	2%	4%	1%	*%	-%	1%	1%	1%	3%	2%	*%	*%	1%
							d	hij							klm				

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 55**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE22 (QE30). Have you or anyone in your household ever used one of these services to make voice calls using the internet at home? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes & currently using	727	635	91	476	251	455	271
	31%	32%	29%	37% d	25%	31%	31%
Yes but stopped using	196	165	30	139	56	147	49
	8%	8%	10%	11% d	6%	10% f	6%
No never used	1358	1169	188	666	687	827	531
	59%	58%	60%	51%	68% c	57%	61% e
Don't know	35	32	3	16	18	19	16
	2%	2%	1%	1%	2%	1%	2%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 56**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE23 (QE31). SHOWCARD Which supplier does/ did your household use to make voice calls using the internet? (MULTI CODE)**

Base : Those who have ever used internet voice services at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	1038	518	520	179	232	367	259	136	83	128	237	326	342	180	189	787	83	69	99
Effective Weighted Sample	858	430	429	150	193	312	208	111	68	105	202	276	281	152	156	701	79	60	95
Total	922	473	449	158	225	346	194	105	70	105	237	325	308	141	148	802	63	32	25
Skype	820 89%	414 87%	407 91%	146 93%	198 88%	307 89%	169 87%	94 89%	** **	92 88%	214 91%	297 91% m	276 90%	117 83%	131 88%	718 89%	** **	** **	** **
FaceTime	36 4%	21 4%	15 3%	8 5%	9 4%	10 3%	8 4%	4 4%	** **	5 5%	11 5%	9 3%	14 5%	4 3%	8 6%	31 4%	** **	** **	** **
Viber	25 3%	15 3%	10 2%	2 2%	7 3%	15 4% f	2 1%	4 3%	** **	3 3%	5 2%	3 1%	14 5% k	3 2%	5 3% k	24 3%	** **	** **	** **
MSN Messenger	19 2%	6 1%	13 3%	4 3%	6 3%	6 2%	3 1%	3 3%	** **	4 4%	3 1%	2 1%	3 1%	6 4% kl	8 5% kl	17 2%	** **	** **	** **
BT Broadband voice/Home Hub	15 2%	9 2%	7 1%	2 1%	2 1%	8 2%	3 1%	- -%	** **	2 1%	6 3%	8 3%	2 1%	4 3%	1 1%	12 1%	** **	** **	** **
Yahoo Messenger	14 2%	9 2%	5 1%	1 1%	6 3%	6 2%	1 *%	2 2%	** **	1 1%	1 *%	2 1%	5 2%	3 2%	5 3%	14 2%	** **	** **	** **
Vonage	14 1%	10 2%	4 1%	2 2%	5 2%	4 1%	2 1%	1 1%	** **	3 3%	2 1%	5 2%	2 1%	7 5% ln	- -%	9 1%	** **	** **	** **
Orange broadband/ Wanadoo/ Livebox	5 1%	4 1%	2 *%	1 1%	2 1%	1 *%	1 1%	- -%	** **	1 1%	3 1%	3 1%	1 *%	1 1%	- -%	4 1%	** **	** **	** **
Plusnet (Plustalk)	5 1%	5 1%	* *%	2 1%	- -%	2 *%	1 1%	* *%	** **	- -%	2 1%	1 *%	2 1%	- -%	2 1%	5 1%	** **	** **	** **
Other	25 3%	15 3%	11 2%	3 2%	4 2%	13 4%	5 3%	3 3%	** **	1 1%	8 3%	7 2%	11 4%	5 3%	3 2%	19 2%	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 56**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE23 (QE31). SHOWCARD Which supplier does/ did your household use to make voice calls using the internet? (MULTI CODE)**

Base : Those who have ever used internet voice services at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	1038	518	520	179	232	367	259	136	83	128	237	326	342	180	189	787	83	69	99
Effective Weighted Sample	858	430	429	150	193	312	208	111	68	105	202	276	281	152	156	701	79	60	95
Total	922	473	449	158	225	346	194	105	70	105	237	325	308	141	148	802	63	32	25
Don't know	20	10	10	-	2	8	10	4	**	1	6	9	4	5	3	18	**	**	**
	2%	2%	2%	-%	1%	2%	5%	4%	**	1%	3%	3%	1%	3%	2%	2%	**	**	**

cd

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 56**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE23 (QE31). SHOWCARD Which supplier does/ did your household use to make voice calls using the internet? (MULTI CODE)**

Base : Those who have ever used internet voice services at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1038	870	168	623	415	676	362
Effective Weighted Sample	858	722	143	528	344	555	304
Total	922	801	122	615	307	602	320
Skype	820	713	107	541	279	536	285
	89%	89%	88%	88%	91%	89%	89%
FaceTime	36	32	4	26	10	27	9
	4%	4%	3%	4%	3%	4%	3%
Viber	25	25	-	19	7	8	18
	3%	3%	-%	3%	2%	1%	6%
		b					e
MSN Messenger	19	17	2	16	3	11	9
	2%	2%	1%	3%	1%	2%	3%
BT Broadband voice/Home Hub	15	11	4	9	6	11	4
	2%	1%	3%	1%	2%	2%	1%
Yahoo Messenger	14	14	-	10	4	-	14
	2%	2%	-%	2%	1%	-%	4%
							e
Vonage	14	11	2	11	3	6	8
	1%	1%	2%	2%	1%	1%	3%
Orange broadband/ Wanadoo/ Livebox	5	5	-	5	-	3	2
	1%	1%	-%	1%	-%	*%	1%
Plusnet (Plustalk)	5	4	1	5	*	3	2
	1%	*%	1%	1%	*%	1%	1%
Other	25	20	5	20	6	16	9
	3%	3%	4%	3%	2%	3%	3%
Don't know	20	17	3	11	9	15	4
	2%	2%	2%	2%	3%	3%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 57**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE24 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE)**

Base : Those who have ever used internet voice services at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	1038	518	520	179	232	367	259	136	83	128	237	326	342	180	189	787	83	69	99
Effective Weighted Sample	858	430	429	150	193	312	208	111	68	105	202	276	281	152	156	701	79	60	95
Total	922	473	449	158	225	346	194	105	70	105	237	325	308	141	148	802	63	32	25
Laptop	606	312	294	114	145	226	122	83	**	65	143	217	201	91	95	530	**	**	**
	66%	66%	65%	72%	64%	65%	63%	79%	**	62%	60%	67%	65%	65%	64%	66%	**	**	**
								ij											
Desktop PC	248	141	106	29	51	88	80	18	**	23	73	98	75	30	44	227	**	**	**
	27%	30%	24%	18%	23%	25%	41%	17%	**	22%	31%	30%	24%	22%	30%	28%	**	**	**
		b					cde				g								
Tablet computer (e.g. iPad)	171	87	85	29	39	80	24	14	**	19	57	70	57	19	25	137	**	**	**
	19%	18%	19%	18%	17%	23%	12%	13%	**	18%	24%	22%	19%	14%	17%	17%	**	**	**
						f					g	m							
Smartphone	160	87	73	43	50	60	7	23	**	14	50	53	59	20	27	145	**	**	**
	17%	18%	16%	28%	22%	17%	4%	22%	**	13%	21%	16%	19%	14%	18%	18%	**	**	**
				ef	f	f													
Netbook	23	14	9	4	6	12	1	3	**	2	6	6	9	3	4	18	**	**	**
	3%	3%	2%	3%	3%	3%	1%	2%	**	2%	3%	2%	3%	2%	3%	2%	**	**	**
						f													
Other	10	6	3	*	1	4	4	2	**	2	2	1	3	4	1	9	**	**	**
	1%	1%	1%	*%	*%	1%	2%	2%	**	2%	1%	*%	1%	3%	1%	1%	**	**	**
														k					
Don't know	12	5	6	2	2	7	1	1	**	-	5	6	5	*	-	9	**	**	**
	1%	1%	1%	1%	1%	2%	1%	1%	**	-%	2%	2%	2%	*%	-%	1%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 57**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE24 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE)**

Base : Those who have ever used internet voice services at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1038	870	168	623	415	676	362
Effective Weighted Sample	858	722	143	528	344	555	304
Total	922	801	122	615	307	602	320
Laptop	606	528	78	395	211	381	225
	66%	66%	64%	64%	69%	63%	70% e
Desktop PC	248	213	35	164	84	172	76
	27%	27%	29%	27%	27%	29%	24%
Tablet computer (e.g. iPad)	171	152	20	128	44	117	55
	19%	19%	16%	21% d	14%	19%	17%
Smartphone	160	148	11	118	41	98	61
	17%	19% b	9%	19% d	13%	16%	19%
Netbook	23	22	1	15	8	14	9
	3%	3%	1%	2%	3%	2%	3%
Other	10	8	2	6	4	7	2
	1%	1%	1%	1%	1%	1%	1%
Don't know	12	10	2	9	2	8	3
	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 58**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE25 (QE34). Do you pay for any elements of your service to make calls using the internet? Perhaps calls made to landline or mobile phones, or any equipment or software you needed to purchase solely to be able to make calls using the internet. (SINGLE CODE)**

Base : Those who have ever used internet voice services at home

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K ~h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND ~p	WALES ~q	NI ~r
Significance Level: 95%																			
Unweighted total	1038	518	520	179	232	367	259	136	83	128	237	326	342	180	189	787	83	69	99
Effective Weighted Sample	858	430	429	150	193	312	208	111	68	105	202	276	281	152	156	701	79	60	95
Total	922	473	449	158	225	346	194	105	70	105	237	325	308	141	148	802	63	32	25
Yes, pay for any elements	81	41	39	9	29	29	15	9	**	11	22	32	24	12	13	73	**	**	**
	9%	9%	9%	6%	13% c	8%	7%	9%	**	10%	9%	10%	8%	8%	9%	9%	**	**	**
No, do not pay for any elements	795	416	379	137	190	304	164	91	**	91	209	279	269	120	127	687	**	**	**
	86%	88%	84%	87%	85%	88%	84%	86%	**	87%	88%	86%	87%	85%	85%	86%	**	**	**
Don't know	47	16	31	12	6	13	16	5	**	3	6	14	14	10	9	42	**	**	**
	5%	3%	7% a	8% d	3%	4%	8% de	5%	**	3%	3%	4%	5%	7%	6%	5%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 58**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QE25 (QE34). Do you pay for any elements of your service to make calls using the internet? Perhaps calls made to landline or mobile phones, or any equipment or software you needed to purchase solely to be able to make calls using the internet. (SINGLE CODE)**

Base : Those who have ever used internet voice services at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	1038	870	168	623	415	676	362
Effective Weighted Sample	858	722	143	528	344	555	304
Total	922	801	122	615	307	602	320
Yes, pay for any elements	81 9%	71 9%	10 8%	65 11% d	15 5%	59 10%	22 7%
No, do not pay for any elements	795 86%	689 86%	106 87%	527 86%	268 87%	509 84%	286 89%
Don't know	47 5%	41 5%	6 5%	23 4%	24 8% c	35 6%	12 4%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 59**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QB1. SHOWCARD Do you or does anyone in your household have an e-reader, or digital book reader in your home at the moment? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes	499	227	272	56	88	211	145	34	39	49	157	204	152	75	68	420	45	18	16
	22%	20%	23%	18%	20%	26%	19%	9%	16%	19%	40%	35%	22%	18%	11%	22%	22%	16%	25%
						cdf					ghi	lmn	n	n		q			q
No	1810	881	928	253	355	590	611	368	196	207	239	376	533	347	552	1510	155	96	48
	78%	79%	77%	82%	80%	74%	80%	91%	83%	81%	60%	65%	78%	82%	89%	78%	77%	84%	75%
				e	e		e	hij	j	j			k	k	klm			opr	
Don't know	6	2	4	1	1	-	3	2	1	-	1	1	1	2	2	5	2	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	*%	*%	*%	1%	-%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 59**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QB1. SHOWCARD Do you or does anyone in your household have an e-reader, or digital book reader in your home at the moment? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes	499	422	78	332	168	358	141
	22%	21%	25%	26% d	17%	25% f	16%
No	1810	1574	235	963	842	1086	724
	78%	79%	75%	74%	83% c	75%	84% e
Don't know	6	6	-	3	3	4	2
	*%	*%	-%	*%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 60**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QB2. SHOWCARD And do you personally use this e-reader, or digital book reader? (SINGLE CODE)**

Base : Those who have access to an e-reader/ digital book reader at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	~g	~h	~i	j	k	l	~m	~n	o	~p	~q	~r
Unweighted total	585	263	322	76	90	224	195	43	55	66	161	215	180	99	90	426	57	40	62
Effective Weighted Sample	481	214	266	63	76	190	158	36	44	55	134	180	146	82	75	378	55	35	60
Total	499	227	272	56	88	211	145	34	39	49	157	204	152	75	68	420	45	18	16
Yes	345	132	213	**	**	142	108	**	**	**	108	152	102	**	**	296	**	**	**
	69%	58%	78%	**	**	67%	74%	**	**	**	68%	75%	67%	**	**	70%	**	**	**
			a																
No	153	93	60	**	**	69	37	**	**	**	50	51	49	**	**	124	**	**	**
	31%	41%	22%	**	**	33%	26%	**	**	**	32%	25%	32%	**	**	30%	**	**	**
		b																	
Don't know	1	1	-	**	**	-	-	**	**	**	-	1	1	**	**	-	**	**	**
	*%	1%	-%	**	**	-%	-%	**	**	**	-%	*%	*%	**	**	-%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 60**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QB2. SHOWCARD And do you personally use this e-reader, or digital book reader? (SINGLE CODE)**

Base : Those who have access to an e-reader/ digital book reader at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	585	479	106	344	241	399	186
Effective Weighted Sample	481	393	91	290	201	331	152
Total	499	422	78	332	168	358	141
Yes	345	290	55	236	109	248	97
	69%	69%	71%	71%	65%	69%	69%
No	153	130	22	95	58	109	44
	31%	31%	29%	29%	34%	30%	31%
Don't know	1	1	-	-	1	1	-
	*%	*%	-%	-%	1%	*%	-%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 61**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Cable TV (through Virgin Media - previously NTL and Telewest)	381 16%	183 16%	199 16%	40 13%	73 16%	151 19% c	117 15%	45 11%	46 19% g	48 19% g	66 17% g	99 17%	114 17%	74 17%	93 15%	335 17% q	29 14% q	8 7%	9 14% q
Satellite TV (Sky)	886 38%	427 38%	460 38%	131 42% f	186 42% f	350 44% f	220 29%	103 25%	72 30%	114 45% gh	184 46% gh	253 44% mn	288 42% n	157 37% n	188 30%	723 37%	74 37%	60 52% op	29 46% op
Satellite (Freesat)	93 4%	49 4%	43 4%	5 2%	15 3%	37 5% c	36 5% c	12 3%	14 6%	11 4%	21 5%	30 5%	20 3%	23 5% ln	19 3%	77 4%	8 4%	7 6%	1 2%
Satellite TV (Other)	7 *%	4 *%	3 *%	3 1%	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	1 *%	1 *%	* *%	2 1%	3 *%	6 *%	- -%	* *%	1 1%
Freeview (through a set-top box or digital television set) with ONLY free channels	1065 46%	506 46%	559 46%	145 47% e	190 43%	319 40%	411 54% cde	231 57% ij	119 50%	112 44%	172 43%	236 41%	302 44%	197 47%	330 53% klm	873 45%	89 44%	56 49%	47 73% opq
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	108 5%	59 5%	49 4%	12 4%	10 2%	41 5% d	45 6% d	27 7% j	12 5%	8 3%	14 3%	22 4%	29 4%	20 5%	37 6%	83 4%	9 5%	10 9% o	6 9% op

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 61**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
TV via a broadband DSL line (e.g. BT Vision, Tiscali)	63 3%	31 3%	31 3%	5 1%	14 3%	32 4% cf	12 2%	12 3%	3 1%	7 3%	17 4% h	20 3%	18 3%	11 3%	14 2%	50 3%	5 3%	6 5% o	2 3%
YouView (through a set-top box connected to your aerial and broadband)	11 *% %	5 *% %	6 1% %	2 1% %	5 1% %	2 *% %	2 *% %	* *% %	1 *% %	3 1% %	1 *% %	3 1% %	3 *% %	3 1% %	2 *% %	10 1% %	1 *% %	* *% %	- -% %
No TV in household	48 2% %	26 2% %	22 2% %	10 3% ef	18 4% ef	10 1% %	9 1% %	14 3% hj	1 1% %	3 1% %	4 1% %	12 2% %	21 3% %	5 1% %	10 2% %	42 2% %	5 2% %	1 1% %	1 1% %
Don't know	3 *% %	* *% %	3 *% %	1 *% %	1 *% %	- -% %	2 *% %	1 *% %	- -% %	- -% %	- -% %	* *% %	1 *% %	1 *% %	2 *% %	3 *% %	- -% %	* *% %	* *% %

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 61**

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Cable TV (through Virgin Media - previously NTL and Telewest)	381	375	7	230	149	221	160
	16%	19%	2%	18%	15%	15%	18%
		b		d			e
Satellite TV (Sky)	886	733	153	563	324	584	302
	38%	37%	49%	43%	32%	40%	35%
			a	d		f	
Satellite (Freesat)	93	73	19	53	40	71	21
	4%	4%	6%	4%	4%	5%	2%
			a			f	
Satellite TV (Other)	7	6	1	2	4	2	4
	*%	*%	*%	*%	*%	*%	1%
Freeview (through a set-top box or digital television set) with ONLY free channels	1065	888	177	538	526	653	412
	46%	44%	57%	41%	52%	45%	47%
			a		c		
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	108	88	20	56	51	66	42
	5%	4%	7%	4%	5%	5%	5%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 61**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
TV via a broadband DSL line (e.g. BT Vision, Tiscali)	63 3%	56 3%	7 2%	47 4% d	16 2%	46 3%	17 2%
YouView (through a set-top box connected to your aerial and broadband)	11 *%	11 1%	- -%	5 *%	7 1%	4 *%	7 1%
No TV in household	48 2%	47 2% b	1 *%	23 2%	25 2%	19 1%	29 3% e
Don't know	3 *%	3 *%	* *%	- -%	3 *%	2 *%	1 *%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 62**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Cable TV (through Virgin Media - previously NTL and Telewest)	374 16%	179 16%	195 16%	40 13%	73 16%	145 18% c	116 15%	44 11%	46 19% g	48 19% g	64 16% g	99 17%	111 16%	71 17%	92 15%	328 17% q	29 14% q	8 7%	9 14% q
Satellite TV (Sky)	859 37%	413 37%	446 37%	129 41% f	181 41% f	339 42% f	210 28%	93 23%	71 30% g	110 43% gh	184 46% gh	251 43% mn	277 40% n	153 36% n	178 29%	696 36%	74 37%	60 52% op	29 46% op
Satellite (Freesat)	72 3%	37 3%	35 3%	5 1%	13 3%	28 4%	26 3%	9 2%	12 5% g	8 3%	15 4%	19 3%	18 3%	20 5% n	15 2%	60 3%	8 4%	4 3%	1 2%
Satellite TV (Other)	6 *%	4 *%	2 *%	3 1% f	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	1 *%	1 *%	- -%	2 1%	3 *%	5 *%	- -%	* *%	1 1%
Freeview (through a set-top box or digital television set) with ONLY free channels	807 35%	374 34%	433 36%	110 35% e	133 30%	221 28%	343 45% cde	204 51% hij	94 40% ij	71 28%	112 28%	162 28%	221 32%	148 35% k	276 44% klm	684 35% q	72 36%	31 27%	20 32%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	82 4%	46 4%	36 3%	8 3%	6 1%	28 4% d	39 5% d	24 6% ij	10 4%	7 3%	7 2%	16 3%	21 3%	13 3%	31 5%	66 3%	9 5%	5 4%	2 3%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 62**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
TV via a broadband DSL line (e.g. BT Vision, Tiscali)	53 2%	26 2%	28 2%	4 1%	12 3%	25 3% f	11 1%	12 3%	3 1%	5 2%	11 3%	18 3%	14 2%	9 2%	12 2%	42 2%	5 3%	5 4%	1 2%
YouView (through a set-top box connected to your aerial and broadband)	10 *% f	4 *%	5 *%	2 *%	5 1% f	2 *%	2 *%	* *%	- -%	3 1%	- -%	2 *%	3 *%	3 1%	2 *%	9 *%	- -%	* *%	- -%
No TV in household	48 2%	26 2%	22 2%	10 3% ef	18 4% ef	10 1%	9 1%	14 3% hj	1 1%	3 1%	4 1%	12 2%	21 3%	5 1%	10 2%	42 2%	5 2%	1 1%	1 1%
Don't know	3 *%	* *%	3 *%	1 *%	1 *%	- -%	2 *%	1 *%	- -%	- -%	- -%	* *%	1 *%	1 *%	2 *%	3 *%	- -%	* *%	* *%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 62**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Cable TV (through Virgin Media - previously NTL and Telewest)	374	367	7	226	145	220	154
	16%	18%	2%	17%	14%	15%	18%
		b		d			
Satellite TV (Sky)	859	716	143	554	305	570	290
	37%	36%	46%	43%	30%	39%	33%
			a	d		f	
Satellite (Freesat)	72	56	16	42	30	56	16
	3%	3%	5%	3%	3%	4%	2%
			a			f	
Satellite TV (Other)	6	5	1	2	4	2	4
	*%	*%	*%	*%	*%	*%	*%
Freeview (through a set-top box or digital television set) with ONLY free channels	807	683	124	372	435	488	319
	35%	34%	40%	29%	43%	34%	37%
			a		c		
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	82	66	16	36	45	50	32
	4%	3%	5%	3%	4%	3%	4%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 62**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
TV via a broadband DSL line (e.g. BT Vision, Tiscali)	53 2%	48 2%	5 2%	37 3% d	16 2%	37 3%	16 2%
YouView (through a set-top box connected to your aerial and broadband)	10 *%	10 *%	- -%	5 *%	5 *%	4 *%	6 1%
No TV in household	48 2%	47 2% b	1 *%	23 2%	25 2%	19 1%	29 3% e
Don't know	3 *%	3 *%	* *%	- -%	3 *%	2 *%	1 *%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 63**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QH2 (QH66). What are the reasons why you don't have a television set in your household?**

Base : Those without a TV in the household

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	52	30	22	12	17	8	15	17	1	3	4	11	21	6	14	38	8	2	4
Effective Weighted Sample	42	26	17	10	15	8	12	14	1	3	3	9	17	6	12	34	8	2	4
Total	48	26	22	10	18	10	9	14	1	3	4	12	21	5	10	42	5	1	1
Not interested in watching TV	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't want to/ can't afford to pay the TV Licence	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Busy with other interests	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Watch online instead	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Can't afford to replace broken TV set	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Too expensive to buy and install	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Recently moved home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 63**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QH2 (QH66). What are the reasons why you don't have a television set in your household?**

Base : Those without a TV in the household

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	52	49	3	20	32	20	32
Effective Weighted Sample	42	41	2	17	26	16	27
Total	48	47	1	23	25	19	29
Not interested in watching TV	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Don't want to/ can't afford to pay the TV Licence	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Busy with other interests	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Watch online instead	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Can't afford to replace broken TV set	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Too expensive to buy and install	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Recently moved home	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 64**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1206	592	614	168	231	436	371	171	117	158	215	303	371	241	290	847	104	133	122
Effective Weighted Sample	992	480	512	138	194	373	294	135	95	135	184	255	305	200	238	753	100	112	117
Total	973	474	499	138	200	382	253	116	85	123	203	279	306	180	207	796	82	64	31
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	801 82%	391 82%	410 82%	114 83%	166 83%	327 86% f	194 77%	84 72%	66 77%	103 83% g	172 85% g	231 83%	259 85%	143 79%	167 81%	651 82%	65 80%	56 88%	28 91% op
Sky satellite dish for free to air services only - you pay no monthly subscription fee	79 8%	32 7%	46 9%	8 6%	18 9%	25 7%	28 11% e	21 18% ij	11 13% j	12 9%	10 5%	18 7%	23 7%	14 8%	23 11%	63 8%	8 10%	6 9%	1 4%
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	52 5%	32 7%	21 4%	4 3%	9 5%	21 5%	18 7%	7 6%	6 7%	4 3%	11 6%	15 5%	15 5%	12 7%	10 5%	46 6%	4 5%	2 4%	1 2%
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	13 1%	6 1%	7 1%	- -%	1 *%	9 2%	4 1%	- -%	- -%	5 4% g	7 4% g	7 3%	3 1%	2 1%	1 1%	13 2%	- -%	- -%	* 1%
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	6 1%	3 1%	3 1%	2 1%	1 1%	2 *%	1 *%	2 1%	2 2%	2 1%	- -%	- -%	2 1%	2 1%	2 1%	6 1%	- -%	- -%	- -%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 64**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1206	592	614	168	231	436	371	171	117	158	215	303	371	241	290	847	104	133	122
Effective Weighted Sample	992	480	512	138	194	373	294	135	95	135	184	255	305	200	238	753	100	112	117
Total	973	474	499	138	200	382	253	116	85	123	203	279	306	180	207	796	82	64	31
Other satellite dish, showing mainly non-English programmes where you do not pay a monthly subscription fee	5 1%	- -%	5 1% a	- -%	3 1%	1 *%	1 1%	1 1%	1 1%	- -%	3 1%	4 1% l	- -%	1 1%	- -%	5 1%	- -%	- -%	- -%
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	5 1%	- -%	5 1% a	- -%	2 1%	1 *%	2 1%	1 1%	- -%	1 1%	3 1%	2 1%	2 1%	1 1%	- -%	5 1%	- -%	- -%	- -%
Don't know	28 3%	14 3%	14 3%	10 7% ef	6 3%	5 1%	7 3%	1 1%	1 1%	1 1%	4 2%	9 3%	8 2%	7 4%	5 3%	21 3%	4 5%	2 3%	1 2%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 64**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1206	957	249	660	546	780	426
Effective Weighted Sample	992	792	205	564	448	644	349
Total	973	802	171	611	362	647	325
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	801 82%	664 83%	137 80%	518 85% d	282 78%	539 83%	262 81%
Sky satellite dish for free to air services only - you pay no monthly subscription fee	79 8%	60 8%	18 11%	40 6%	39 11% c	43 7%	36 11% e
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	52 5%	43 5%	10 6%	33 5%	19 5%	40 6%	12 4%
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	13 1%	12 1%	1 1%	7 1%	6 2%	12 2%	2 1%
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	6 1%	5 1%	1 1%	4 1%	2 1%	3 *%	3 1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 64**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1206	957	249	660	546	780	426
Effective Weighted Sample	992	792	205	564	448	644	349
Total	973	802	171	611	362	647	325
Other satellite dish, showing mainly non-English programmes where you do not pay a monthly subscription fee	5 1%	5 1%	- -%	4 1%	1 *%	3 *%	2 1%
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	5 1%	5 1%	1 *%	4 1%	1 *%	5 1%	1 *%
Don't know	28 3%	24 3%	5 3%	14 2%	14 4%	18 3%	10 3%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 65**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with paid for Sky Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	~p	q	r
Unweighted total	994	487	507	138	191	373	292	126	91	131	186	254	316	193	231	683	82	118	111
Effective Weighted Sample	812	393	419	112	161	318	227	97	71	110	160	213	259	158	187	609	79	98	107
Total	801	391	410	114	166	327	194	84	66	103	172	231	259	143	167	651	65	56	28
Sky Sports 1 only	11	6	5	2	1	2	7	2	**	1	3	3	4	2	2	8	**	1	*
	1%	2%	1%	2%	*%	1%	3%	2%	**	1%	2%	1%	2%	1%	1%	1%	**	2%	1%
							de												
Sky Sports 2 only	3	2	1	-	1	1	1	2	**	-	-	-	-	2	1	3	**	-	-
	*%	*%	*%	-%	1%	*%	*%	2%	**	-%	-%	-%	-%	1%	*%	*%	**	-%	-%
Sky Sports Pack (Sky Sports 1, 2, 3 and 4)	258	155	103	45	58	97	58	14	**	34	73	94	73	53	38	212	**	13	10
	32%	40%	25%	40%	35%	30%	30%	17%	**	33%	42%	40%	28%	37%	23%	33%	**	23%	35%
			b	e						g	g	ln		n					
Sky Movies 1 only (Comedy, Family, Classics, Modern Greats, Drama & Romance)	44	17	27	7	9	18	11	7	**	4	16	17	12	6	10	39	**	1	1
	6%	4%	7%	6%	5%	6%	6%	8%	**	4%	9%	7%	4%	4%	6%	6%	**	2%	4%
Sky Movies 2 only (Comedy, Indie, Sci-Fi & Horror, Crime & Thriller, Action & Adventure)	11	5	6	2	1	7	1	1	**	1	5	6	1	*	3	8	**	2	1
	1%	1%	1%	1%	1%	2%	*%	1%	**	1%	3%	3%	*%	*%	2%	1%	**	3%	2%
Sky Movies Pack (All Sky Movies channels in Sky Movies 1 and 2, plus Premiere and Disney Cinemagic)	223	125	98	38	53	90	42	17	**	35	54	65	70	52	36	185	**	11	5
	28%	32%	24%	34%	32%	28%	22%	20%	**	34%	31%	28%	27%	36%	22%	28%	**	20%	18%
			b	f	f					g				n		r			
Sky+ HD (High Definition channels through Sky+ HD box)	317	164	153	52	63	126	77	20	**	37	89	111	97	55	53	262	**	18	9
	40%	42%	37%	45%	38%	38%	40%	24%	**	36%	52%	48%	38%	39%	32%	40%	**	31%	32%
											gi	ln							

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 65**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with paid for Sky Satellite TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l	m	n	o	~p	q	r
Unweighted total	994	487	507	138	191	373	292	126	91	131	186	254	316	193	231	683	82	118	111
Effective Weighted Sample	812	393	419	112	161	318	227	97	71	110	160	213	259	158	187	609	79	98	107
Total	801	391	410	114	166	327	194	84	66	103	172	231	259	143	167	651	65	56	28
Basic package only	245	104	141	27	47	111	60	37	**	30	27	49	91	37	69	202	**	21	10
	31%	27%	34%	24%	28%	34%	31%	45%	**	30%	16%	21%	35%	26%	41%	31%	**	37%	36%
		a				c		ij		j			km		km				
None of these	7	4	3	1	4	1	1	1	**	1	2	4	1	*	2	6	**	1	-
	1%	1%	1%	1%	2%	*%	1%	1%	**	1%	1%	2%	*%	*%	1%	1%	**	3%	-%
					e														
Don't know	24	11	13	6	7	7	4	3	**	3	5	7	10	5	3	22	**	1	*
	3%	3%	3%	5%	4%	2%	2%	4%	**	3%	3%	3%	4%	3%	2%	3%	**	2%	2%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 65**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with paid for Sky Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	994	794	200	561	433	645	349
Effective Weighted Sample	812	654	162	479	349	533	280
Total	801	664	137	518	282	539	262
Sky Sports 1 only	11 1%	11 2%	1 *%	1 *%	11 4% c	8 1%	4 1%
Sky Sports 2 only	3 *%	3 *%	- -%	2 *%	1 *%	2 *%	1 *%
Sky Sports Pack (Sky Sports 1, 2, 3 and 4)	258 32%	214 32%	44 32%	172 33%	85 30%	182 34%	76 29%
Sky Movies 1 only (Comedy, Family, Classics, Modern Greats, Drama & Romance)	44 6%	41 6%	4 3%	23 4%	22 8% c	27 5%	17 7%
Sky Movies 2 only (Comedy, Indie, Sci-Fi & Horror, Crime & Thriller, Action & Adventure)	11 1%	8 1%	2 2%	7 1%	4 1%	9 2%	2 1%
Sky Movies Pack (All Sky Movies channels in Sky Movies 1 and 2, plus Premiere and Disney Cinemagic)	223 28%	191 29%	32 23%	162 31% d	61 22%	140 26%	83 32%
Sky+ HD (High Definition channels through Sky+ HD box)	317 40%	261 39%	56 41%	210 41%	106 38%	234 43% f	83 32%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 65**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with paid for Sky Satellite TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	994	794	200	561	433	645	349
Effective Weighted Sample	812	654	162	479	349	533	280
Total	801	664	137	518	282	539	262
Basic package only	245	200	45	157	88	159	86
	31%	30%	33%	30%	31%	30%	33%
None of these	7	4	3	5	2	7	1
	1%	1%	3%	1%	1%	1%	*%
			a				
Don't know	24	22	2	11	13	14	10
	3%	3%	2%	2%	5%	3%	4%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 66**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with Cable TV

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	~g	~h	~i	~j	k	l	~m	n	o	~p	~q	~r
Unweighted total	433	199	234	44	71	165	153	60	59	62	66	101	123	93	115	338	37	19	39
Effective Weighted Sample	352	163	189	36	58	141	120	46	46	47	56	84	99	76	95	293	36	16	37
Total	381	183	199	40	73	151	117	45	46	48	66	99	114	74	93	335	29	8	9
Sky Sports channels	80	45	35	**	**	33	16	**	**	**	**	36	18	**	11	72	**	**	**
	21%	25%	18%	**	**	22%	14%	**	**	**	**	37% ln	16%	**	12%	21%	**	**	**
Sky Movies channels	60	28	32	**	**	26	9	**	**	**	**	25	14	**	10	55	**	**	**
	16%	15%	16%	**	**	17% f	8%	**	**	**	**	25% ln	12%	**	10%	16%	**	**	**
High Definition channel through V+ HD box	124	64	60	**	**	51	35	**	**	**	**	39	37	**	28	101	**	**	**
	33%	35%	30%	**	**	34%	30%	**	**	**	**	40%	33%	**	30%	30%	**	**	**
Basic package only	180	80	100	**	**	71	55	**	**	**	**	35	62	**	49	159	**	**	**
	47%	44%	50%	**	**	47%	47%	**	**	**	**	36%	54% k	**	52% k	48%	**	**	**
None of these	21	12	9	**	**	8	11	**	**	**	**	5	1	**	6	21	**	**	**
	6%	7%	5%	**	**	5%	9%	**	**	**	**	5%	1%	**	7% l	6%	**	**	**
Don't know	9	3	6	**	**	3	4	**	**	**	**	3	2	**	4	9	**	**	**
	2%	2%	3%	**	**	2%	3%	**	**	**	**	3%	2%	**	5%	3%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 66**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with Cable TV

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	433	424	9	222	208	233	200
Effective Weighted Sample	352	344	8	186	175	189	166
Total	381	375	7	230	149	221	160
Sky Sports channels	80	76	**	60	20	52	28
	21%	20%	**	26% d	13%	24%	17%
Sky Movies channels	60	58	**	44	16	33	27
	16%	15%	**	19% d	11%	15%	17%
High Definition channel through V+ HD box	124	122	**	80	44	68	56
	33%	33%	**	35%	29%	31%	35%
Basic package only	180	179	**	104	75	104	76
	47%	48%	**	45%	50%	47%	48%
None of these	21	21	**	11	9	14	8
	6%	6%	**	5%	6%	6%	5%
Don't know	9	8	**	2	7	7	2
	2%	2%	**	1%	5% c	3%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 67**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QH6 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Hearing quiet voices	36 2%	15 1%	21 2%	- -%	1 *%	8 1%	28 4% cde	9 2%	8 3% j	2 1%	2 1%	12 2%	9 1%	3 1%	12 2%	32 2%	1 1%	2 2%	1 1%
Hearing the television at a volume other people find acceptable	35 2%	15 1%	20 2%	- -%	2 *%	4 *%	29 4% cde	9 2%	4 2%	3 1%	5 1%	10 2%	8 1%	6 1%	10 2%	29 2%	3 2%	1 1%	1 1%
Difficulty hearing quiet parts of programmes	34 1%	16 1%	18 2%	1 *%	2 *%	6 1%	25 3% cde	10 2% j	4 2%	2 1%	2 *%	11 2%	7 1%	3 1%	13 2%	30 2% r	2 1%	2 2% r	- -%
Using the on-screen Electronic Programme Guide (EPG)	34 1%	13 1%	21 2%	1 *%	4 1%	8 1%	21 3% cde	10 2% j	5 2% j	4 2%	1 *%	7 1%	8 1%	8 2%	11 2%	28 1%	1 1%	3 3%	1 2%
Using the interactive services on your television	22 1%	9 1%	12 1%	- -%	1 *%	5 1%	16 2% cde	4 1%	4 2%	2 1%	3 1%	8 1%	5 1%	3 1%	6 1%	19 1%	1 *%	1 *%	1 1%
Seeing the buttons on the remote control	15 1%	7 1%	8 1%	1 *%	2 *%	3 *%	9 1%	4 1%	2 1%	1 *%	- -%	4 1%	1 *%	4 1% l	6 1% l	14 1%	1 *%	1 1%	* *%
Seeing small details on screen	14 1%	4 *%	10 1%	1 *%	1 *%	2 *%	10 1% e	3 1%	2 1%	2 1%	2 *%	5 1%	4 1%	2 1%	3 *%	11 1%	- -%	3 2% op	* 1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 67**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QH6 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Any other difficulties	19	14	5	2	2	8	8	2	1	2	4	7	6	4	3	18	1	*	*
	1%	1%	*%	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	1%	1%	*%	*%
		b																	
No, none	2183	1049	1133	305	434	767	676	374	215	247	380	545	655	402	578	1823	194	105	60
	94%	95%	94%	98%	98%	96%	89%	92%	91%	97%	96%	94%	95%	95%	93%	94%	96%	92%	95%
				ef	f	f				gh	h		n						

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 67**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QH6 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Hearing quiet voices	36 2%	29 1%	8 2%	10 1%	26 3% c	24 2%	12 1%
Hearing the television at a volume other people find acceptable	35 2%	30 1%	5 2%	11 1%	24 2% c	25 2%	10 1%
Difficulty hearing quiet parts of programmes	34 1%	29 1%	5 2%	12 1%	22 2% c	25 2%	9 1%
Using the on-screen Electronic Programme Guide (EPG)	34 1%	25 1%	9 3% a	11 1%	23 2% c	22 2%	12 1%
Using the interactive services on your television	22 1%	17 1%	4 1%	10 1%	12 1%	14 1%	7 1%
Seeing the buttons on the remote control	15 1%	12 1%	4 1%	3 *%	13 1% c	8 1%	7 1%
Seeing small details on screen	14 1%	12 1%	2 *%	3 *%	11 1% c	8 1%	6 1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 67**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QH6 (QH23). SHOWCARD Thinking about televisions, do you have any difficulties / think you might have difficulties doing any of the following? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Any other difficulties	19	18	1	11	8	9	10
	1%	1%	*%	1%	1%	1%	1%
No, none	2183	1896	287	1248	930	1366	817
	94%	95%	92%	96%	92%	94%	94%
		b		d			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 68**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QCHECK. Can I just check that you have the following services? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Landline phone	1943	916	1027	225	309	701	709	270	195	224	373	558	582	360	440	1636	156	98	53
	84%	82%	85%	72%	69%	87%	93%	67%	83%	88%	94%	96%	85%	85%	71%	85%	77%	85%	84%
						cd	cde		g	g	ghi	lmn	n	n		p		p	
Mobile phone	2153	1034	1119	304	440	787	622	345	215	242	396	554	660	394	543	1799	189	105	59
	93%	93%	93%	98%	99%	98%	82%	85%	91%	95%	100%	95%	96%	93%	87%	93%	94%	92%	93%
				f	f	f			g	g	ghi	n	mn	n					
Fixed broadband internet access	1705	822	883	235	324	682	465	179	157	209	370	517	552	309	326	1445	131	82	48
	74%	74%	73%	76%	73%	85%	61%	44%	66%	82%	93%	89%	81%	73%	52%	75%	65%	72%	75%
				f	f	cdf			g	gh	ghi	lmn	mn	n		p			p
Mobile broadband internet access	189	96	94	28	64	69	28	32	20	21	48	48	60	33	48	135	38	10	7
	8%	9%	8%	9%	14%	9%	4%	8%	9%	8%	12%	8%	9%	8%	8%	7%	19%	9%	11%
				f	cef	f					g						oqr		o
Narrowband internet access	13	4	9	-	7	4	3	4	1	3	3	2	5	3	4	13	-	*	*
	1%	*%	1%	-%	1%	*%	*%	1%	1%	1%	1%	*%	1%	1%	1%	1%	-%	*%	*%
					cf														
TV service with additional channels you pay to receive	1317	645	672	167	259	529	362	165	126	162	258	367	406	241	302	1094	108	75	41
	57%	58%	56%	54%	58%	66%	48%	41%	53%	63%	65%	63%	59%	57%	48%	57%	54%	65%	64%
					f	cdf			g	gh	gh	mn	n	n				op	op
No, none of these	10	6	4	3	1	3	3	5	1	-	-	1	-	*	8	8	2	-	*
	*%	1%	*%	1%	*%	*%	*%	1%	*%	-%	-%	*%	-%	*%	1%	*%	1%	-%	*%
								j							klm				

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**
**Table 68**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QCHECK. Can I just check that you have the following services? (MULTI CODE)**

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Landline phone	1943	1659	283	1131	808	1287	655
	84%	83%	91%	87%	80%	89%	76%
			a	d		f	
Mobile phone	2153	1862	290	1282	868	1355	798
	93%	93%	93%	99%	86%	94%	92%
				d			
Fixed broadband internet access	1705	1476	229	1096	609	1121	584
	74%	74%	73%	84%	60%	77%	67%
				d		f	
Mobile broadband internet access	189	162	27	135	54	132	57
	8%	8%	9%	10%	5%	9%	7%
				d		f	
Narrowband internet access	13	9	4	10	4	12	1
	1%	*%	1%	1%	*%	1%	*%
						f	
TV service with additional channels you pay to receive	1317	1156	161	827	487	853	465
	57%	58%	52%	64%	48%	59%	54%
		b		d		f	
No, none of these	10	10	*	-	10	2	8
	*%	*%	*%	-%	1%	*%	1%
					c		e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 69**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QDM. And which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Landline phone	1703	796	907	90	277	661	676	251	184	209	340	496	503	311	390	1432	138	90	42
	74%	72%	75%	29%	62%	82%	89%	62%	78%	82%	86%	85%	73%	73%	63%	74%	68%	79%	66%
					c	cd	cde		g	g	gh	lmn	n	n		r		pr	
Mobile phone	1948	932	1016	227	415	731	574	324	206	225	361	499	593	359	496	1628	167	99	54
	84%	84%	84%	73%	94%	91%	76%	80%	87%	88%	91%	86%	86%	85%	80%	84%	83%	86%	84%
					cf	cf			g	g	g	n	n	n					
Fixed broadband internet access	1449	696	753	96	286	637	430	161	143	194	329	447	469	259	272	1225	115	73	36
	63%	63%	63%	31%	64%	79%	57%	40%	61%	76%	83%	77%	68%	61%	44%	63%	57%	64%	56%
					cf	cdf	c		g	gh	ghi	lmn	mn	n		pr			
Mobile broadband internet access	164	84	81	16	61	62	25	28	16	19	45	41	53	26	45	117	33	9	5
	7%	8%	7%	5%	14%	8%	3%	7%	7%	7%	11%	7%	8%	6%	7%	6%	17%	8%	8%
					cef	f					g						oqr		
Narrowband internet access	11	4	7	-	5	4	2	4	1	2	3	2	3	3	4	10	-	*	-
	*%	*%	1%	-%	1%	*%	*%	1%	1%	1%	1%	*%	*%	1%	1%	1%	-%	*%	-%
TV service with additional channels you pay to receive	1070	519	550	64	229	461	316	144	106	137	215	299	326	188	256	888	89	65	28
	46%	47%	46%	21%	52%	58%	42%	36%	45%	54%	54%	51%	48%	44%	41%	46%	44%	57%	44%
					cf	cf	c		g	gh	gh	mn	n					opr	
None of these	151	80	71	74	15	29	33	20	6	9	18	33	48	27	43	128	14	5	5
	7%	7%	6%	24%	3%	4%	4%	5%	3%	4%	5%	6%	7%	6%	7%	7%	7%	4%	7%
				def															

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 69**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QDM. And which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Landline phone	1703	1445	258	1022	677	1138	565
	74%	72%	83%	79%	67%	79%	65%
			a	d		f	
Mobile phone	1948	1673	275	1195	750	1223	725
	84%	84%	88%	92%	74%	84%	84%
			a	d			
Fixed broadband internet access	1449	1245	204	968	481	960	488
	63%	62%	65%	75%	47%	66%	56%
				d		f	
Mobile broadband internet access	164	140	25	120	45	116	49
	7%	7%	8%	9%	4%	8%	6%
				d		f	
Narrowband internet access	11	7	4	9	2	10	1
	*%	*%	1%	1%	*%	1%	*%
			a			f	
TV service with additional channels you pay to receive	1070	934	135	686	381	689	381
	46%	47%	43%	53%	38%	48%	44%
				d			
None of these	151	141	10	51	101	93	59
	7%	7%	3%	4%	10%	6%	7%
		b			c		

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 70**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG1. Do you receive more than one of these services as part of an overall deal or package from the same supplier? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes	1401	659	742	139	280	578	404	155	135	183	316	423	445	256	276	1171	124	70	36
	61%	59%	62%	45%	63%	72%	53%	38%	57%	72%	80%	73%	65%	60%	44%	60%	62%	61%	57%
					cf	cdf	c		g	gh	ghi	lmn	n	n					
No	838	412	426	130	156	209	343	244	97	70	75	138	211	156	331	698	73	41	26
	36%	37%	35%	42%	35%	26%	45%	60%	41%	27%	19%	24%	31%	37%	53%	36%	36%	36%	40%
				e	e		de	hij	ij	j			k	kl	klm				
Don't know	76	39	37	42	8	14	12	5	4	2	6	20	30	12	14	67	4	3	2
	3%	3%	3%	13%	2%	2%	2%	1%	2%	1%	2%	4%	4%	3%	2%	3%	2%	3%	3%
				def									n						

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 70**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG1. Do you receive more than one of these services as part of an overall deal or package from the same supplier? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes	1401	1231	170	927	473	916	484
	61%	61%	54%	71%	47%	63%	56%
		b		d		f	
No	838	705	133	342	494	486	352
	36%	35%	43%	26%	49%	34%	41%
			a		c		e
Don't know	76	66	10	29	46	46	30
	3%	3%	3%	2%	5%	3%	3%
					c		

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 71**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG2. Is this ONE deal or package, or more than one? (SINGLE CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1630	761	869	158	295	628	549	208	179	229	318	448	500	327	354	1188	158	142	142
Effective Weighted Sample	1342	624	718	131	247	536	436	171	144	190	270	372	409	274	297	1046	152	120	136
Total	1401	659	742	139	280	578	404	155	135	183	316	423	445	256	276	1171	124	70	36
One deal or package	1183	554	629	123	234	495	331	137	118	150	275	365	378	215	224	974	110	65	34
	84%	84%	85%	88%	84%	86%	82%	88%	87%	82%	87%	86%	85%	84%	81%	83%	89%	93% o	95% o
Two packages from one supplier	122	58	64	9	25	47	41	15	7	21	17	31	37	23	30	110	6	4	1
	9%	9%	9%	6%	9%	8%	10%	10%	5%	12% j	5%	7%	8%	9%	11%	9% r	5%	6%	4%
Two packages from different suppliers	15	9	6	3	2	4	6	-	1	1	4	4	5	1	4	15	-	-	-
	1%	1%	1%	2%	1%	1%	1%	-%	*%	*%	1%	1%	1%	1%	2%	1%	-%	-%	-%
Three or more packages	73	35	38	2	19	30	22	3	9	11	18	21	23	13	17	67	6	*	-
	5%	5%	5%	2%	7% c	5%	6%	2%	7%	6%	6%	5%	5%	5%	6%	6% qr	5% qr	1%	-%
Don't know	8	3	4	3	-	2	4	*	*	-	3	3	1	3	1	6	2	*	1
	1%	1%	1%	2% de	-%	*%	1%	*%	*%	-%	1%	1%	*%	1%	*%	*%	1%	*%	1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 71**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG2. Is this ONE deal or package, or more than one? (SINGLE CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1630	1388	242	943	685	1035	595
Effective Weighted Sample	1342	1149	202	803	571	852	492
Total	1401	1231	170	927	473	916	484
One deal or package	1183	1039	144	781	400	782	402
	84%	84%	85%	84%	85%	85%	83%
Two packages from one supplier	122	99	23	82	40	73	48
	9%	8%	13%	9%	8%	8%	10%
			a				
Two packages from different suppliers	15	15	-	9	6	8	7
	1%	1%	-%	1%	1%	1%	1%
Three or more packages	73	71	2	49	24	49	25
	5%	6%	1%	5%	5%	5%	5%
		b					
Don't know	8	7	1	5	3	6	2
	1%	1%	1%	1%	1%	1%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 72**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG3 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER	£11.5K-	£17.5K-	£30K+	AB	C1	C2	DE	ENG	SCOT	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1630	761	869	158	295	628	549	208	179	229	318	448	500	327	354	1188	158	142	142
Effective Weighted Sample	1342	624	718	131	247	536	436	171	144	190	270	372	409	274	297	1046	152	120	136
Total	1401	659	742	139	280	578	404	155	135	183	316	423	445	256	276	1171	124	70	36
Landline phone	1270	592	679	119	241	526	384	140	126	170	290	385	404	234	246	1057	115	64	34
	91%	90%	91%	86%	86%	91%	95%	90%	93%	93%	92%	91%	91%	91%	89%	90%	93%	92%	94%
One mobile phone	113	50	63	10	25	46	32	15	14	11	31	39	36	18	20	100	9	3	1
	8%	8%	8%	7%	9%	8%	8%	10%	11%	6%	10%	9%	8%	7%	7%	9%	7%	5%	2%
More than one mobile phone	36	16	20	2	8	17	9	6	1	6	6	8	12	10	6	33	1	2	*
	3%	2%	3%	1%	3%	3%	2%	4%	1%	3%	2%	2%	3%	4%	2%	3%	1%	3%	1%
Internet - Fixed Broadband access	1264	602	663	129	240	538	358	123	122	165	286	387	409	230	238	1055	111	63	35
	90%	91%	89%	92%	86%	93%	89%	79%	90%	90%	91%	92%	92%	90%	86%	90%	89%	91%	96%
Internet - Mobile Broadband access	39	17	22	4	18	10	8	8	4	6	10	10	12	6	11	31	6	1	1
	3%	3%	3%	3%	6%	2%	2%	5%	3%	3%	3%	2%	3%	3%	4%	3%	5%	2%	3%
Internet - not broadband access	5	2	3	-	1	2	1	-	-	2	-	-	4	1	-	4	-	*	-
	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%
TV service	634	298	336	62	150	254	168	73	65	82	120	175	199	110	149	531	54	31	17
	45%	45%	45%	44%	53%	44%	42%	47%	48%	45%	38%	41%	45%	43%	54%	45%	44%	45%	46%
Don't know	18	7	11	3	4	7	5	3	-	3	5	6	5	3	5	17	1	*	*
	1%	1%	2%	2%	1%	1%	1%	2%	0%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 72**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG3 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	1630	1388	242	943	685	1035	595
Effective Weighted Sample	1342	1149	202	803	571	852	492
Total	1401	1231	170	927	473	916	484
Landline phone	1270	1109	161	834	435	848	422
	91%	90%	95% a	90%	92%	93% f	87%
One mobile phone	113	104	9	77	35	72	41
	8%	8%	5%	8%	7%	8%	8%
More than one mobile phone	36	34	2	23	12	23	13
	3%	3%	1%	3%	3%	2%	3%
Internet - Fixed Broadband access	1264	1109	156	844	420	825	439
	90%	90%	92%	91%	89%	90%	91%
Internet - Mobile Broadband access	39	35	4	34	5	26	13
	3%	3%	3%	4% d	1%	3%	3%
Internet - not broadband access	5	3	1	3	1	4	1
	*%	*%	1%	*%	*%	*%	*%
TV service	634	592	42	417	215	403	230
	45%	48% b	24%	45%	46%	44%	48%
Don't know	18	17	1	12	7	11	8
	1%	1%	1%	1%	1%	1%	2%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 73**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG4 (QG3B). Do you receive a discount or special deal for subscribing to this package of services? (SINGLE CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1630	761	869	158	295	628	549	208	179	229	318	448	500	327	354	1188	158	142	142
Effective Weighted Sample	1342	624	718	131	247	536	436	171	144	190	270	372	409	274	297	1046	152	120	136
Total	1401	659	742	139	280	578	404	155	135	183	316	423	445	256	276	1171	124	70	36
Yes	880	425	455	66	188	378	247	90	96	120	224	286	284	156	154	728	81	47	24
	63%	64%	61%	47%	67%	65%	61%	58%	71%	65%	71%	68%	64%	61%	56%	62%	65%	67%	66%
					c	c	c		g		g	n	n						
No	286	129	157	20	48	124	94	47	29	39	54	66	89	58	73	245	20	16	5
	20%	20%	21%	15%	17%	21%	23%	30%	22%	21%	17%	16%	20%	23%	26%	21%	16%	24%	14%
							c	j					k	kl					
Don't know	235	105	130	53	43	75	63	19	10	24	38	71	72	42	50	197	24	7	7
	17%	16%	17%	38%	15%	13%	16%	12%	7%	13%	12%	17%	16%	16%	18%	17%	19%	10%	20%
				def												q	q		q

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 73**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG4 (QG3B). Do you receive a discount or special deal for subscribing to this package of services? (SINGLE CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1630	1388	242	943	685	1035	595
Effective Weighted Sample	1342	1149	202	803	571	852	492
Total	1401	1231	170	927	473	916	484
Yes	880	771	109	613	266	585	295
	63%	63%	64%	66%	56%	64%	61%
				d			
No	286	254	33	181	106	179	108
	20%	21%	19%	19%	22%	19%	22%
Don't know	235	206	29	133	101	153	82
	17%	17%	17%	14%	21%	17%	17%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 74**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG5 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1630	761	869	158	295	628	549	208	179	229	318	448	500	327	354	1188	158	142	142
Effective Weighted Sample	1342	624	718	131	247	536	436	171	144	190	270	372	409	274	297	1046	152	120	136
Total	1401	659	742	139	280	578	404	155	135	183	316	423	445	256	276	1171	124	70	36
BT	384	182	202	32	55	166	130	38	28	48	109	155	116	63	50	311	40	19	14
	27%	28%	27%	23%	20%	29%	32%	25%	20%	26%	35%	37%	26%	25%	18%	27%	32%	27%	39%
						d	cd				gh	lmn	n	n					oq
Virgin Media (previously NTL/ Telewest)	354	170	184	36	66	149	104	34	41	49	68	95	107	66	87	307	31	7	8
	25%	26%	25%	26%	24%	26%	26%	22%	30%	27%	22%	22%	24%	26%	31%	26%	25%	11%	23%
									j						kl	q	q		q
Sky	328	154	174	37	95	128	68	44	29	38	64	84	106	61	76	260	34	26	8
	23%	23%	23%	27%	34%	22%	17%	29%	22%	21%	20%	20%	24%	24%	28%	22%	27%	37%	23%
				f	ef	f		j							k		or		
Talk Talk/ Carphone Warehouse	173	78	96	19	30	65	59	22	22	24	34	43	54	40	36	150	10	9	4
	12%	12%	13%	14%	11%	11%	15%	14%	16%	13%	11%	10%	12%	16%	13%	13%	8%	13%	12%
														k					
Orange	31	13	19	-	11	14	7	2	2	6	9	8	13	7	3	26	2	4	-
	2%	2%	3%	-%	4%	2%	2%	1%	1%	3%	3%	2%	3%	3%	1%	2%	1%	5%	-%
					c													r	
Plusnet	21	10	11	1	4	11	6	1	-	2	8	6	13	*	2	21	-	1	-
	2%	2%	2%	1%	1%	2%	1%	1%	-%	1%	3%	1%	3%	*%	1%	2%	-%	1%	-%
													mn						
AOL	12	5	7	-	1	6	5	-	1	1	3	2	6	1	3	12	-	*	-
	1%	1%	1%	-%	*%	1%	1%	-%	1%	1%	1%	*%	1%	1%	1%	1%	-%	*%	-%
O2	11	5	6	2	3	6	*	2	-	*	4	4	1	*	6	10	1	-	*
	1%	1%	1%	1%	1%	1%	*%	1%	-%	*%	1%	1%	*%	*%	2%	1%	1%	-%	1%
				f											lm				
Other	63	33	30	10	14	23	16	8	9	11	15	22	20	11	11	55	6	3	-
	5%	5%	4%	7%	5%	4%	4%	5%	7%	6%	5%	5%	5%	4%	4%	5%	4%	4%	-%
																r	r	r	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 74**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG5 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	1630	761	869	158	295	628	549	208	179	229	318	448	500	327	354	1188	158	142	142
Effective Weighted Sample	1342	624	718	131	247	536	436	171	144	190	270	372	409	274	297	1046	152	120	136
Total	1401	659	742	139	280	578	404	155	135	183	316	423	445	256	276	1171	124	70	36
Don't know	22	9	13	3	1	10	9	3	3	3	3	5	8	5	4	19	2	1	*
	2%	1%	2%	2%	*%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%	1%	1%	1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 74**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG5 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)**

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	1630	1388	242	943	685	1035	595
Effective Weighted Sample	1342	1149	202	803	571	852	492
Total	1401	1231	170	927	473	916	484
BT	384	296	88	260	123	279	105
	27%	24%	52%	28%	26%	30%	22%
			a			f	
Virgin Media (previously NTL/ Telewest)	354	348	7	223	131	206	148
	25%	28%	4%	24%	28%	22%	31%
		b					e
Sky	328	289	38	228	100	211	117
	23%	24%	22%	25%	21%	23%	24%
Talk Talk/ Carphone Warehouse	173	159	15	105	68	114	60
	12%	13%	9%	11%	14%	12%	12%
Orange	31	28	3	25	7	23	8
	2%	2%	2%	3%	1%	2%	2%
Plusnet	21	15	6	14	7	19	3
	2%	1%	4%	2%	2%	2%	1%
			a			f	
AOL	12	10	2	7	5	7	4
	1%	1%	1%	1%	1%	1%	1%
O2	11	9	2	8	3	2	9
	1%	1%	1%	1%	1%	*%	2%
							e
Other	63	58	5	46	17	44	20
	5%	5%	3%	5%	4%	5%	4%
Don't know	22	19	4	11	11	12	10
	2%	2%	2%	1%	2%	1%	2%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 75**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG6 (QG5). SHOWCARD Over the last 12 months, have you used a price comparison website (such as U Switch or Bill Monitor) to compare the cost of providers of any of the following communication services? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Broadband	137 6%	73 7%	64 5%	8 3%	36 8% cf	58 7% cf	35 5%	12 3%	18 8% g	12 5%	42 11% gi	35 6% n	57 8% n	25 6% n	19 3%	118 6%	7 3%	7 6%	5 9% p
Mobile phone	111 5%	53 5%	58 5%	7 2%	32 7% cf	46 6% cf	26 3%	17 4%	12 5%	5 2%	33 8% gi	26 5%	39 6%	20 5%	25 4%	93 5%	12 6%	5 4%	2 3%
Landline phone	99 4%	41 4%	58 5%	4 1%	20 5% c	46 6% c	29 4% c	9 2%	11 5%	12 5%	29 7% g	30 5% n	31 5%	21 5% n	17 3%	81 4%	10 5%	6 5%	2 4%
TV service with additional channels you pay to receive	70 3%	35 3%	36 3%	3 1%	24 5% cf	29 4% c	15 2%	8 2%	6 3%	8 3%	18 5% g	14 2%	26 4%	15 4%	14 2%	60 3%	5 2%	3 3%	2 3%
Any combination of these services in a package or bundle	76 3%	38 3%	38 3%	6 2%	15 3%	37 5% cf	18 2%	6 1%	9 4% g	12 5% g	16 4% g	24 4%	25 4%	13 3%	14 2%	51 3%	21 10% oqr	3 3%	2 2%
No, none of these	2009 87%	958 86%	1051 87%	272 88%	376 85%	677 85% cf	683 90% de	367 91% hj	199 84%	233 91% hj	321 81%	497 86%	570 83%	375 88% l	567 91% kl	1686 87%	167 83%	100 87%	56 88%
Don't know	33 1%	20 2%	13 1%	19 6% def	5 1%	5 1%	5 1%	3 1%	3 1%	1 *% m	5 1%	11 2% m	14 2% m	1 *% m	8 1% m	29 1%	2 1%	2 2%	* 1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 75**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QG6 (QG5). SHOWCARD Over the last 12 months, have you used a price comparison website (such as U Switch or Bill Monitor) to compare the cost of providers of any of the following communication services? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Broadband	137 6%	116 6%	21 7%	103 8% d	34 3%	84 6%	53 6%
Mobile phone	111 5%	93 5%	19 6%	83 6% d	28 3%	67 5%	44 5%
Landline phone	99 4%	84 4%	15 5%	66 5% d	33 3%	67 5%	32 4%
TV service with additional channels you pay to receive	70 3%	59 3%	11 4%	49 4% d	21 2%	41 3%	29 3%
Any combination of these services in a package or bundle	76 3%	64 3%	12 4%	52 4% d	24 2%	40 3%	36 4%
No, none of these	2009 87%	1743 87%	266 85%	1095 84%	910 90% c	1262 87%	747 86%
Don't know	33 1%	30 1%	3 1%	8 1%	25 2% c	20 1%	14 2%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 76**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)**

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total		2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample		2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total		2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
7 days a week	(7.0)	1114	529	585	103	208	402	402	152	104	126	240	334	335	198	246	946	86	49	34
		48%	48%	49%	33%	47%	50%	53%	38%	44%	49%	61%	57%	49%	47%	40%	49%	42%	43%	53%
					c	c	c	cd			g	ghi	lmn	n	n					pq
6 days a week	(6.0)	68	36	31	6	9	32	21	11	6	9	18	23	15	14	16	56	6	4	3
		3%	3%	3%	2%	2%	4%	3%	3%	3%	3%	4%	4%	2%	3%	3%	3%	3%	3%	4%
5 days a week	(5.0)	158	90	68	21	31	70	36	17	13	24	28	41	60	30	28	129	15	8	6
		7%	8%	6%	7%	7%	9%	5%	4%	6%	9%	7%	7%	9%	7%	4%	7%	7%	7%	10%
			b				f				g			n						
3 or 4 days a week	(3.5)	199	88	111	35	37	72	55	41	18	19	36	44	65	36	55	167	21	7	5
		9%	8%	9%	11%	8%	9%	7%	10%	8%	7%	9%	8%	9%	8%	9%	9%	10%	6%	8%
					f															
1 or 2 days a week	(1.5)	185	93	92	32	31	57	64	36	21	25	25	37	49	37	63	150	19	13	4
		8%	8%	8%	10%	7%	7%	8%	9%	9%	10%	6%	6%	7%	9%	10%	8%	10%	11%	6%
															k			r		
Less often	(0.5)	97	55	42	12	22	28	35	20	15	7	9	21	27	20	29	79	9	6	3
		4%	5%	3%	4%	5%	4%	5%	5%	6%	3%	2%	4%	4%	5%	5%	4%	5%	5%	5%
									j											
Never/ do not listen to the radio	(0.0)	488	216	272	99	106	138	145	124	59	46	41	82	135	88	183	405	46	28	9
		21%	19%	23%	32%	24%	17%	19%	31%	25%	18%	10%	14%	20%	21%	29%	21%	23%	24%	14%
					def	e			ij	j	j			k	k	klm	r	r	r	
Don't know		5	2	3	2	-	2	2	3	-	-	-	-	1	1	3	5	-	-	-
		0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Mean number of days during an average week		4.3	4.4	4.3	3.4	4.2	4.6	4.5	3.5	4.0	4.5	5.3	5.0	4.4	4.3	3.6	4.4	4.0	4.0	4.8
						c	cd	c			gh	ghi	lmn	n	n				opq	
Standard deviation		2.97	2.94	3.00	3.01	3.04	2.84	2.97	3.09	3.08	2.88	2.54	2.75	2.91	2.97	3.09	2.97	2.99	3.06	2.78
Standard error		.06	.08	.08	.16	.14	.09	.09	.13	.17	.16	.13	.11	.10	.12	.11	.07	.18	.19	.17
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 76**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)**

Base : All respondents

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
Unweighted total		2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample		2323	1949	392	1138	1247	1424	901
Total		2315	2002	313	1298	1012	1448	867
7 days a week	(7.0)	1114	953	162	679	434	775	339
		48%	48%	52%	52% d	43%	54% f	39%
6 days a week	(6.0)	68	58	10	45	23	47	20
		3%	3%	3%	3%	2%	3%	2%
5 days a week	(5.0)	158	130	28	114	45	105	53
		7%	6%	9%	9% d	4%	7%	6%
3 or 4 days a week	(3.5)	199	168	31	107	91	126	73
		9%	8%	10%	8%	9%	9%	8%
1 or 2 days a week	(1.5)	185	160	25	96	90	100	85
		8%	8%	8%	7%	9%	7%	10% e
Less often	(0.5)	97	90	7	47	51	43	54
		4%	4% b	2%	4%	5%	3%	6% e
Never/ do not listen to the radio	(0.0)	488	439	49	208	277	246	242
		21%	22% b	16%	16%	27% c	17%	28% e
Don't know		5	5	-	2	2	5	-
		*%	*%	-%	*%	*%	*%	-%
Mean number of days during an average week		4.3	4.3	4.7 a	4.7 d	3.8	4.7 f	3.7
Standard deviation		2.97	3.00	2.77	2.81	3.09	2.83	3.07
Standard error		.06	.06	.13	.08	.08	.07	.09
Columns Tested: a,b - c,d - e,f								

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 77**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2A (QP11A). SHOWCARD How often, if at all, do you access the radio via - Radio set with AM Stereo - either at home or on portable radio. (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	232	120	111	15	28	80	109	46	25	26	36	52	64	54	61	196	16	14	5
	13%	13%	12%	7%	8%	12%	18%	17%	14%	12%	10%	10%	12%	16%	14%	13%	10%	16%	10%
						c	cde	j						kl					
At least weekly	128	70	59	12	25	46	46	19	17	12	14	34	36	21	38	109	11	6	3
	7%	8%	6%	6%	7%	7%	8%	7%	10%	6%	4%	7%	6%	6%	9%	7%	7%	7%	5%
									j										
At least monthly	50	28	22	10	5	18	17	8	6	9	9	17	17	5	12	47	1	1	2
	3%	3%	2%	5%	1%	3%	3%	3%	3%	4%	3%	3%	3%	1%	3%	3%	1%	1%	3%
				d												p			
Have tried it once	83	48	35	6	13	25	40	13	5	7	19	26	25	15	17	71	3	8	2
	5%	5%	4%	3%	4%	4%	6%	5%	3%	3%	5%	5%	5%	4%	4%	5%	2%	9%	4%
							ce											opr	
Never	991	461	530	126	205	356	304	131	97	115	215	291	298	178	224	814	90	49	37
	54%	52%	57%	60%	61%	54%	50%	47%	54%	55%	60%	58%	54%	53%	51%	53%	58%	57%	68%
			a	f	f						g	n							opq
Do not have access to device	338	165	172	42	63	136	97	61	28	40	62	79	111	63	84	290	34	9	5
	19%	19%	19%	20%	19%	21%	16%	22%	16%	19%	18%	16%	20%	19%	19%	19%	22%	10%	10%
						f										qr	qr		

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 77**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2A (QP11A). SHOWCARD How often, if at all, do you access the radio via - Radio set with AM Stereo - either at home or on portable radio. (SINGLE CODE)**

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	232	203	28	129	102	158	74
	13%	13%	11%	12%	14%	13%	12%
At least weekly	128	99	29	77	51	75	54
	7%	6%	11%	7%	7%	6%	9%
			a				
At least monthly	50	45	5	27	23	28	22
	3%	3%	2%	3%	3%	2%	4%
Have tried it once	83	78	5	44	40	44	39
	5%	5%	2%	4%	5%	4%	6%
		b					e
Never	991	832	159	615	375	689	301
	54%	53%	60%	57%	51%	58%	48%
			a	d		f	
Do not have access to device	338	301	37	195	143	203	134
	19%	19%	14%	18%	20%	17%	22%
		b					e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 78**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2B (QP11B). SHOWCARD How often, if at all, do you access the radio via - Radio set with FM stereo - either at home or on portable radio. (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	565	242	323	57	91	177	240	102	62	54	101	138	163	105	158	492	32	23	19
	31%	27%	35%	27%	27%	27%	39%	37%	35%	26%	28%	28%	30%	31%	36%	32%	20%	27%	35%
			a				cde	ij	i						kl	p			p
At least weekly	295	147	148	34	43	107	111	48	35	36	48	76	80	56	83	257	23	8	8
	16%	17%	16%	16%	13%	16%	18%	18%	19%	17%	13%	15%	15%	17%	19%	17%	15%	9%	15%
							d									q			
At least monthly	89	51	37	10	19	38	21	12	9	10	16	28	25	14	22	76	5	6	2
	5%	6%	4%	5%	6%	6%	3%	4%	5%	5%	4%	6%	5%	4%	5%	5%	3%	6%	3%
						f													
Have tried it once	62	34	28	2	17	24	19	9	5	4	17	22	19	11	10	51	3	7	1
	3%	4%	3%	1%	5%	4%	3%	3%	3%	2%	5%	4%	4%	3%	2%	3%	2%	8%	2%
					c	c												opr	
Never	567	298	269	74	118	210	165	71	49	70	127	178	166	107	115	451	63	33	19
	31%	33%	29%	35%	35%	32%	27%	26%	27%	34%	36%	36%	30%	32%	26%	30%	41%	38%	36%
		b		f	f					g	g	n				o	o		
Do not have access to device	244	119	125	32	50	106	56	35	18	35	47	57	96	42	48	200	29	10	5
	13%	13%	13%	15%	15%	16%	9%	12%	10%	17%	13%	11%	17%	12%	11%	13%	19%	11%	9%
				f	f	f							kmn				or		

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 78**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2B (QP11B). SHOWCARD How often, if at all, do you access the radio via - Radio set with FM stereo - either at home or on portable radio. (SINGLE CODE)**

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	565	473	92	301	263	380	185
	31%	30%	35%	28%	36%	32%	30%
				c			
At least weekly	295	247	49	176	120	171	124
	16%	16%	18%	16%	16%	14%	20%
							e
At least monthly	89	80	8	60	28	45	44
	5%	5%	3%	6%	4%	4%	7%
							e
Have tried it once	62	56	6	41	21	39	23
	3%	4%	2%	4%	3%	3%	4%
Never	567	479	88	360	205	410	157
	31%	31%	33%	33%	28%	34%	25%
				d		f	
Do not have access to device	244	223	20	148	95	153	91
	13%	14%	8%	14%	13%	13%	14%
		b					

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 79**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2C (QP11C). SHOWCARD How often, if at all, do you access the radio via - Mobile phone. (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	93	49	44	22	30	35	5	14	4	18	20	23	32	19	18	80	7	1	4
	5%	5%	5%	11%	9%	5%	1%	5%	2%	9%	5%	5%	6%	6%	4%	5%	5%	2%	7%
				ef	ef	f				h					q			q	
At least weekly	126	80	46	40	36	40	10	23	5	18	20	26	44	17	40	105	10	7	4
	7%	9%	5%	19%	11%	6%	2%	8%	3%	9%	6%	5%	8%	5%	9%	7%	6%	8%	7%
		b		def	ef	f		h		h					km				
At least monthly	86	37	49	14	26	41	5	11	6	9	24	34	24	15	12	78	3	2	3
	5%	4%	5%	7%	8%	6%	1%	4%	3%	4%	7%	7%	4%	5%	3%	5%	2%	3%	6%
				f	f	f						n				p			p
Have tried it once	87	43	44	14	23	34	16	7	12	10	23	25	31	14	17	77	7	1	2
	5%	5%	5%	7%	7%	5%	3%	3%	7%	5%	6%	5%	6%	4%	4%	5%	4%	1%	4%
				f	f	f			g		g					q			
Never	1203	574	629	111	206	445	442	173	126	134	247	344	358	232	269	994	106	64	39
	66%	64%	68%	53%	61%	67%	72%	62%	71%	64%	69%	69%	65%	69%	62%	65%	68%	74%	71%
						c	cd		g			n		n				o	
Do not have access to device	227	109	118	9	18	66	134	49	25	20	23	48	61	37	79	191	23	10	2
	12%	12%	13%	4%	5%	10%	22%	18%	14%	10%	6%	10%	11%	11%	18%	13%	15%	12%	3%
						cd	cde	ij	j						klm	r	r	r	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 79**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2C (QP11C). SHOWCARD How often, if at all, do you access the radio via - Mobile phone. (SINGLE CODE)**

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	93 5%	82 5%	11 4%	63 6%	29 4%	51 4%	41 7% e
At least weekly	126 7%	115 7% b	11 4%	84 8%	42 6%	75 6%	51 8%
At least monthly	86 5%	77 5%	9 3%	69 6% d	17 2%	58 5%	28 5%
Have tried it once	87 5%	76 5%	12 4%	68 6% d	19 3%	49 4%	39 6% e
Never	1203 66%	1007 65%	197 75% a	713 66%	489 67%	840 70% f	364 58%
Do not have access to device	227 12%	202 13%	25 9%	89 8%	137 19% c	125 10%	102 16% e

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 80**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2D (QP11D). SHOWCARD How often, if at all, do you access the radio via - Digital radio through TV. (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	105 6%	41 5%	63 7%	14 6%	24 7%	31 5%	37 6%	20 7%	11 6%	9 4%	16 5%	30 6%	36 6% m	11 3%	27 6%	78 5%	15 10% o	8 9% o	4 7%
At least weekly	201 11%	97 11%	104 11%	27 13%	43 13% f	81 12% f	51 8%	33 12%	16 9%	27 13%	38 11%	51 10%	64 12%	34 10%	52 12%	171 11%	16 10%	8 9%	7 12%
At least monthly	152 8%	72 8%	80 9%	20 10%	30 9%	60 9%	43 7%	17 6%	13 7%	26 12% g	42 12% g	48 10%	55 10% n	23 7%	27 6%	135 9%	8 5%	5 6%	4 8%
Have tried it once	148 8%	74 8%	74 8%	16 8%	38 11% f	57 9%	37 6%	15 6%	12 7%	18 8%	37 10% g	50 10% n	46 8%	27 8%	24 5%	124 8%	11 7%	9 10%	5 9%
Never	1074 59%	538 60%	536 58%	124 59%	179 53%	381 58%	389 64% de	158 57%	115 65% ij	114 55%	200 56%	289 58%	308 56%	218 65% kl	258 59%	895 59%	95 61%	49 57%	34 62%
Do not have access to device	142 8%	70 8%	73 8%	9 4%	25 7%	52 8%	57 9% c	32 12% hj	10 6%	16 8%	23 6%	31 6%	41 7%	21 6%	48 11% klm	123 8% r	11 7% r	7 8% r	1 2%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 80**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2D (QP11D). SHOWCARD How often, if at all, do you access the radio via - Digital radio through TV. (SINGLE CODE)**

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	105 6%	90 6%	14 5%	42 4%	63 9% c	62 5%	42 7%
At least weekly	201 11%	166 11%	35 13%	137 13% d	64 9%	127 11%	75 12%
At least monthly	152 8%	134 9%	19 7%	107 10% d	45 6%	101 8%	51 8%
Have tried it once	148 8%	130 8%	18 7%	105 10% d	43 6%	100 8%	47 8%
Never	1074 59%	914 59%	159 60%	628 58%	444 61%	727 61% f	346 55%
Do not have access to device	142 8%	125 8%	18 7%	67 6%	75 10% c	79 7%	63 10% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 81**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2E (QP11E). SHOWCARD How often, if at all, do you access the radio via - Digital radio through the internet. (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	62 3%	36 4%	25 3%	8 4%	16 5%	28 4%	10 2%	3 1%	3 2%	8 4%	15 4%	22 4%	21 4%	6 2%	12 3%	50 3%	7 4%	4 5%	1 1%
At least weekly	132 7%	77 9%	55 6%	33 16%	23 7%	53 8%	22 4%	14 5%	6 3%	15 7%	30 8%	43 9%	49 9%	17 5%	23 5%	117 8%	5 3%	6 7%	4 7%
At least monthly	110 6%	57 6%	54 6%	18 9%	24 7%	45 7%	23 4%	8 3%	4 2%	14 7%	31 9%	44 9%	41 8%	9 3%	16 4%	99 6%	4 3%	5 5%	3 5%
Have tried it once	100 6%	55 6%	45 5%	14 7%	33 10%	32 5%	21 3%	13 5%	9 5%	11 5%	27 8%	37 7%	28 5%	23 7%	13 3%	84 5%	10 6%	5 5%	3 5%
Never	1172 64%	560 63%	612 66%	120 57%	207 61%	440 67%	405 66%	161 58%	132 74%	139 66%	234 66%	319 64%	349 63%	236 70%	267 61%	978 64%	98 63%	54 63%	41 75%
Do not have access to device	246 14%	108 12%	139 15%	17 8%	35 10%	63 9%	132 21%	79 28%	24 13%	23 11%	19 5%	35 7%	62 11%	45 13%	104 24%	199 13%	32 21%	12 14%	3 6%
Columns Tested:		a,b	c,d,e,f	g,h,i,j	k,l,m,n	o,p,q,r													

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 81**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2E (QP11E). SHOWCARD How often, if at all, do you access the radio via - Digital radio through the internet. (SINGLE CODE)**

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	62 3%	58 4% b	3 1%	44 4%	18 2%	43 4%	18 3%
At least weekly	132 7%	113 7%	19 7%	87 8%	45 6%	92 8%	40 6%
At least monthly	110 6%	93 6%	18 7%	86 8% d	25 3%	70 6%	40 6%
Have tried it once	100 6%	88 6%	13 5%	71 7% d	29 4%	66 5%	35 6%
Never	1172 64%	995 64%	176 67%	710 65%	460 63%	799 67% f	373 60%
Do not have access to device	246 14%	212 14%	34 13%	90 8%	156 21% c	128 11%	119 19% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 82**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2F (QP11F). SHOWCARD How often, if at all, do you access the radio via - DAB radio set. (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	371	178	193	26	48	153	143	26	31	48	110	151	112	61	48	318	29	18	6
	20%	20%	21%	13%	14%	23%	23%	9%	18%	23%	31%	30%	20%	18%	11%	21%	18%	21%	11%
						cd	cd		g	g	ghi	lmn	n	n		r	r	r	
At least weekly	174	87	87	22	23	78	50	14	10	20	42	51	59	35	28	156	8	7	2
	10%	10%	9%	11%	7%	12%	8%	5%	6%	9%	12%	10%	11%	11%	6%	10%	5%	8%	4%
						df				g	gh	n	n	n		pr			
At least monthly	40	22	18	6	7	18	10	5	5	10	7	18	14	5	4	36	-	3	1
	2%	2%	2%	3%	2%	3%	2%	2%	3%	5%	2%	4%	2%	1%	1%	2%	-%	4%	2%
												n				p		p	p
Have tried it once	28	14	14	3	15	5	5	7	4	4	4	8	8	3	9	24	1	3	*
	2%	2%	1%	2%	4%	1%	1%	3%	3%	2%	1%	2%	1%	1%	2%	2%	1%	4%	1%
					ef													opr	
Never	640	313	327	86	130	219	205	101	72	72	121	163	187	130	160	526	62	27	25
	35%	35%	35%	41%	39%	33%	33%	36%	41%	35%	34%	33%	34%	39%	37%	34%	40%	32%	46%
				ef														oq	
Do not have access to device	569	278	291	66	115	188	200	124	55	56	71	109	171	101	186	467	55	27	20
	31%	31%	31%	32%	34%	28%	33%	45%	31%	27%	20%	22%	31%	30%	43%	31%	35%	31%	37%
								hij	j				k	k	klm				

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 82**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2F (QP11F). SHOWCARD How often, if at all, do you access the radio via - DAB radio set. (SINGLE CODE)**

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	371	332	39	229	142	277	93
	20%	21%	15%	21%	19%	23%	15%
		b				f	
At least weekly	174	147	27	118	56	107	66
	10%	9%	10%	11%	8%	9%	11%
				d			
At least monthly	40	36	4	23	17	22	18
	2%	2%	2%	2%	2%	2%	3%
Have tried it once	28	26	2	16	12	17	11
	2%	2%	1%	1%	2%	1%	2%
Never	640	529	112	384	255	449	192
	35%	34%	42%	35%	35%	37%	31%
			a			f	
Do not have access to device	569	489	79	317	251	324	244
	31%	31%	30%	29%	34%	27%	39%
				c			e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 83**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2G (QP11G) SHOWCARD How often, if at all, do you access the radio via - A car radio (FM). (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	681	352	328	61	151	289	180	52	58	91	193	222	226	131	100	581	47	25	28
	37%	40%	35%	29%	45%	44%	29%	19%	32%	43%	54%	45%	41%	39%	23%	38%	30%	29%	51%
					cf	cf			g	gh	ghi	n	n	n		pq			opq
At least weekly	425	192	233	58	69	153	145	42	39	61	84	116	136	86	88	343	37	30	16
	23%	22%	25%	28%	20%	23%	24%	15%	22%	29%	24%	23%	25%	26%	20%	22%	24%	34%	29%
									g	g	g						op		o
At least monthly	76	36	41	19	9	24	24	9	6	10	12	27	26	13	10	69	5	1	1
	4%	4%	4%	9%	3%	4%	4%	3%	4%	5%	3%	5%	5%	4%	2%	5%	3%	1%	2%
				def								n	n			q			
Have tried it once	30	17	13	1	5	13	10	8	8	2	5	8	6	5	10	24	1	4	*
	2%	2%	1%	1%	1%	2%	2%	3%	4%	1%	1%	2%	1%	2%	2%	2%	*%	5%	*%
									ij								opr		
Never	327	162	165	38	46	93	150	68	44	25	34	75	83	56	112	270	34	16	7
	18%	18%	18%	18%	14%	14%	25%	25%	25%	12%	10%	15%	15%	17%	26%	18%	22%	18%	13%
							de	ij	ij						klm		r		
Do not have access to device	283	133	150	33	58	89	103	98	23	20	27	52	72	43	116	238	32	11	2
	16%	15%	16%	16%	17%	13%	17%	35%	13%	10%	8%	10%	13%	13%	27%	16%	20%	13%	4%
								hij							klm	r	qr	r	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 83**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2G (QP11G) SHOWCARD How often, if at all, do you access the radio via - A car radio (FM). (SINGLE CODE)**

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	681	566	115	497	183	516	165
	37%	36%	44%	46%	25%	43%	26%
			a	d		f	
At least weekly	425	355	70	262	163	291	134
	23%	23%	27%	24%	22%	24%	21%
At least monthly	76	73	3	38	38	40	37
	4%	5%	1%	4%	5%	3%	6%
		b					e
Have tried it once	30	26	4	16	14	13	16
	2%	2%	1%	1%	2%	1%	3%
							e
Never	327	281	46	156	169	199	128
	18%	18%	17%	14%	23%	17%	21%
					c		e
Do not have access to device	283	258	26	117	166	138	145
	16%	17%	10%	11%	23%	12%	23%
		b			c		e

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 84**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2H (QP11H) SHOWCARD How often, if at all, do you access the radio via - A car radio (AM). (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	211	130	81	20	43	81	67	12	17	26	55	66	77	42	25	175	22	8	6
	12%	15%	9%	9%	13%	12%	11%	4%	10%	12%	15%	13%	14%	13%	6%	11%	14%	9%	12%
		b							g	g	g	n	n	n					
At least weekly	126	66	59	22	16	40	48	10	12	13	27	39	42	22	24	107	6	8	5
	7%	7%	6%	10%	5%	6%	8%	4%	7%	6%	8%	8%	8%	6%	5%	7%	4%	9%	9%
				de							g							p	
At least monthly	58	36	22	13	8	26	11	4	3	12	13	19	25	6	9	53	2	1	2
	3%	4%	2%	6%	2%	4%	2%	1%	2%	6%	4%	4%	4%	2%	2%	4%	2%	1%	3%
		b		df		f				gh			mn						
Have tried it once	61	34	27	2	12	27	21	10	9	5	10	13	17	12	19	51	1	8	2
	3%	4%	3%	1%	3%	4%	3%	3%	5%	2%	3%	3%	3%	4%	4%	3%	*%	9%	3%
						c										p		opr	
Never	968	439	530	107	184	350	327	134	101	118	192	281	278	189	220	804	80	47	38
	53%	49%	57%	51%	54%	53%	53%	49%	57%	56%	54%	56%	51%	56%	51%	53%	51%	54%	70%
			a															opq	
Do not have access to device	398	187	211	47	76	137	138	107	36	36	59	82	111	65	140	336	44	16	2
	22%	21%	23%	22%	22%	21%	23%	39%	20%	17%	16%	16%	20%	19%	32%	22%	28%	18%	4%
								hij							klm	r	oqr	r	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 84**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2H (QP11H) SHOWCARD How often, if at all, do you access the radio via - A car radio (AM). (SINGLE CODE)**

Base : Those who listen to radio

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	211 12%	175 11%	36 14%	158 15% d	53 7%	150 13%	61 10%
At least weekly	126 7%	99 6%	27 10% a	77 7%	48 7%	91 8%	35 6%
At least monthly	58 3%	53 3%	5 2%	40 4%	19 3%	32 3%	26 4%
Have tried it once	61 3%	58 4% b	3 1%	38 3%	23 3%	30 2%	31 5% e
Never	968 53%	819 53%	149 57%	585 54%	382 52%	679 57% f	289 46%
Do not have access to device	398 22%	355 23% b	43 16%	189 17%	208 28% c	216 18%	182 29% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 85**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2I (QP11I) SHOWCARD How often, if at all, do you access the radio via - A car radio (DAB). (SINGLE CODE)**

Base : Those who listen to radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2242	1083	1159	247	364	730	900	407	251	262	367	540	642	456	601	1616	202	196	228
Effective Weighted Sample	1805	873	932	202	300	620	701	321	197	216	309	449	514	369	487	1406	194	162	215
Total	1822	892	930	210	338	661	613	277	178	209	356	499	550	335	436	1526	155	86	55
Every day	132 7%	75 8%	57 6%	9 4%	27 8%	59 9%	38 6%	10 4%	9 5%	15 7%	36 10%	55 11%	42 8%	20 6%	15 3%	112 7%	9 5%	8 10%	4 7%
						c					gh	mn	n						
At least weekly	78 4%	45 5%	32 3%	14 7%	11 3%	29 4%	24 4%	4 2%	7 4%	3 1%	19 5%	33 7%	23 4%	12 4%	10 2%	69 5%	5 3%	2 2%	1 2%
											gi	n							
At least monthly	14 1%	9 1%	5 1%	3 1%	2 1%	7 1%	2 *%	1 *%	1 1%	- -%	4 1%	5 1%	7 1%	* *%	2 1%	13 1%	1 1%	* *%	1 1%
Have tried it once	7 *%	4 *%	3 *%	* *%	4 1%	2 *%	1 *%	2 1%	2 1%	* *%	- -%	* *%	* *%	2 1%	4 1%	5 *%	- -%	1 1%	* 1%
					f										l				
Never	809 44%	378 42%	431 46%	88 42%	145 43%	289 44%	287 47%	121 44%	94 53%	92 44%	162 45%	222 44%	242 44%	159 47%	186 43%	668 44%	71 46%	41 47%	29 53%
									g										o
Do not have access to device	781 43%	381 43%	401 43%	95 45%	150 44%	276 42%	260 42%	139 50%	65 37%	99 48%	136 38%	184 37%	237 43%	141 42%	218 50%	658 43%	70 45%	34 39%	20 36%
								hj		hj					klm				

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 85**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP2I (QP11I) SHOWCARD How often, if at all, do you access the radio via - A car radio (DAB). (SINGLE CODE)**

Base : Those who listen to radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2242	1843	399	1126	1113	1433	809
Effective Weighted Sample	1805	1492	328	950	903	1159	647
Total	1822	1558	264	1087	733	1197	625
Every day	132	118	14	91	42	80	52
	7%	8%	5%	8% d	6%	7%	8%
At least weekly	78	63	14	48	29	55	22
	4%	4%	5%	4%	4%	5%	4%
At least monthly	14	12	2	9	5	6	9
	1%	1%	1%	1%	1%	*%	1% e
Have tried it once	7	7	-	5	2	4	3
	*%	*%	-%	*%	*%	*%	*%
Never	809	670	139	489	318	576	234
	44%	43%	53% a	45%	43%	48% f	37%
Do not have access to device	781	687	94	445	336	476	305
	43%	44% b	36%	41%	46% c	40%	49% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 86**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP3 (QP16). SHOWCARD In which of these ways do you listen to radio on your mobile phone? (MULTI CODE)**

Base : Those who listen to radio via a mobile phone

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	d	e	~f	~g	~h	~i	~j	k	l	~m	n	o	~p	~q	~r
Unweighted total	421	220	201	99	115	160	47	65	34	63	84	101	140	74	106	309	35	23	54
Effective Weighted Sample	343	180	163	81	93	134	37	51	26	50	69	86	112	62	85	278	34	19	52
Total	392	209	183	90	114	150	37	55	27	55	87	108	132	66	87	340	26	12	14
Live via a built in FM radio app	185	105	80	**	60	62	**	**	**	**	**	45	68	**	45	157	**	**	**
	47%	50%	44%	**	52%	41%	**	**	**	**	**	42%	52%	**	52%	46%	**	**	**
Live via a station website	127	68	59	**	35	56	**	**	**	**	**	44	32	**	28	109	**	**	**
	32%	33%	32%	**	30%	37%	**	**	**	**	**	41%	24%	**	33%	32%	**	**	**
Via a downloaded app such as RadioPlayer, BBC Radio iPlayer, Tunein or apps downloaded for specific radio stations																			
	83	42	41	**	23	39	**	**	**	**	**	24	28	**	17	75	**	**	**
	21%	20%	22%	**	20%	26%	**	**	**	**	**	22%	21%	**	19%	22%	**	**	**
Via podcasts	25	21	4	**	7	11	**	**	**	**	**	8	10	**	3	22	**	**	**
	6%	10%	2%	**	6%	7%	**	**	**	**	**	8%	8%	**	3%	6%	**	**	**
Other ways																			
	2	-	2	**	2	-	**	**	**	**	**	1	-	**	-	1	**	**	**
	*%	-%	1%	**	1%	-%	**	**	**	**	**	1%	-%	**	-%	*%	**	**	**
Don't know	41	17	25	**	10	13	**	**	**	**	**	10	17	**	10	36	**	**	**
	11%	8%	14%	**	9%	8%	**	**	**	**	**	9%	13%	**	11%	11%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 86**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP3 (QP16). SHOWCARD In which of these ways do you listen to radio on your mobile phone? (MULTI CODE)**

Base : Those who listen to radio via a mobile phone

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	d	e	f
Unweighted total	421	365	56	280	141	235	186
Effective Weighted Sample	343	298	48	234	114	192	153
Total	392	350	42	285	107	233	159
Live via a built in FM radio app	185	167	**	129	56	97	88
	47%	48%	**	45%	52%	42%	55% e
Live via a station website	127	108	**	89	37	80	46
	32%	31%	**	31%	35%	35%	29%
Via a downloaded app such as RadioPlayer, BBC Radio iPlayer, Tunein or apps downloaded for specific radio stations	83	79	**	65	17	46	37
	21%	23%	**	23%	16%	20%	23%
Via podcasts	25	21	**	21	4	18	7
	6%	6%	**	8%	3%	8%	5%
Other ways	2	2	**	2	-	2	-
	*%	*%	**	1%	-%	1%	-%
Don't know	41	36	**	32	9	30	12
	11%	10%	**	11%	8%	13%	7%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 87**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP4 (QP2). Before today, had you heard of digital radios, sometimes called D-A-B radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes	2021	1006	1015	276	395	733	617	299	202	231	382	538	619	369	493	1696	174	100	51
	87%	91%	84%	89%	89%	91%	81%	74%	85%	90%	96%	93%	90%	87%	79%	88%	86%	88%	80%
		b		f	f	f			g	g	ghi	mn	n	n		r	r	r	
No	241	91	149	31	41	52	117	84	32	22	8	34	52	47	106	195	21	12	13
	10%	8%	12%	10%	9%	6%	15%	21%	13%	9%	2%	6%	8%	11%	17%	10%	10%	11%	20%
			a	e			cde	hij	j	j				kl	klm				opq
Unsure	53	12	41	4	9	16	25	21	3	3	7	9	14	7	22	45	7	2	*
	2%	1%	3%	1%	2%	2%	3%	5%	1%	1%	2%	2%	2%	2%	4%	2%	3%	2%	***
			a					hij							k	r	r		

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 87**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP4 (QP2). Before today, had you heard of digital radios, sometimes called D-A-B radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)**

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes	2021	1734	286	1200	820	1313	708
	87%	87%	92%	92%	81%	91%	82%
			a	d		f	
No	241	218	23	75	163	115	126
	10%	11%	7%	6%	16%	8%	15%
		b		c			e
Unsure	53	50	3	23	30	21	32
	2%	2%	1%	2%	3%	1%	4%
							e

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 88**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP5 (QB1). Do you, or does anyone in your household, have digital radio channels in your home at the moment - whether through a specialist DAB radio receiver, through a digital television or over the internet? (SINGLE CODE)**

Base : All respondents

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes	1522	750	772	220	290	561	451	210	133	178	329	456	468	265	331	1289	119	70	43
	66%	68%	64%	71%	65%	70%	59%	52%	56%	70%	83%	79%	68%	63%	53%	67%	59%	62%	67%
				f	f	f				gh	ghi	lmn	n	n		p			
No	752	345	407	81	150	228	292	183	103	74	65	119	205	151	275	614	73	43	21
	32%	31%	34%	26%	34%	29%	38%	45%	43%	29%	16%	21%	30%	36%	44%	32%	36%	38%	33%
					c		ce	ij	ij	j			k	kl	klm				
Don't know	42	15	27	10	4	12	16	11	1	4	3	5	13	7	16	32	10	1	*
	2%	1%	2%	3%	1%	1%	2%	3%	*%	1%	1%	1%	2%	2%	3%	2%	5%	1%	*%
				d				hj							k		oqr		

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 88**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP5 (QB1). Do you, or does anyone in your household, have digital radio channels in your home at the moment - whether through a specialist DAB radio receiver, through a digital television or over the internet? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes	1522	1311	210	930	591	998	524
	66%	65%	67%	72% d	58%	69% f	60%
No	752	652	99	356	392	433	319
	32%	33%	32%	27%	39% c	30%	37% e
Don't know	42	39	3	12	30	17	25
	2%	2%	1%	1%	3% c	1%	3% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 89**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP6 (QP4). SHOWCARD I'm now going to ask about any radio sets that you have at home. In which of these rooms at home do you have any radios? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Kitchen/ Kitchen diner	854	385	470	88	125	323	319	128	79	101	172	264	258	145	187	733	57	38	27
	37%	35%	39%	28%	28%	40%	42%	32%	33%	39%	43%	45%	38%	34%	30%	38%	28%	33%	42%
			a			cd	cd			g	gh	lmn	n			p			pq
Living room/ Lounge	793	400	393	77	131	257	328	122	85	101	137	199	246	145	202	652	78	45	17
	34%	36%	33%	25%	29%	32%	43%	30%	36%	39%	34%	34%	36%	34%	33%	34%	39%	40%	27%
						c	cde			g						r	r	r	
Adult's bedroom	606	281	325	72	74	208	252	78	59	69	144	195	189	98	124	529	30	29	19
	26%	25%	27%	23%	17%	26%	33%	19%	25%	27%	36%	34%	28%	23%	20%	27%	15%	25%	29%
				d		d	cde			g	ghi	lmn	n			p		p	p
Child's bedroom	116	51	65	13	22	67	13	10	6	13	39	36	40	19	21	98	7	6	5
	5%	5%	5%	4%	5%	8%	2%	3%	2%	5%	10%	6%	6%	4%	3%	5%	4%	5%	8%
				f	f	cdf					ghi	n	n						p
Dining room	115	48	67	13	24	35	43	13	12	10	32	43	31	18	23	104	5	4	2
	5%	4%	6%	4%	5%	4%	6%	3%	5%	4%	8%	7%	4%	4%	4%	5%	2%	4%	4%
											gi	lmn				p			
Bathroom/ Shower room/ WC	64	32	32	2	6	32	24	5	8	5	21	28	22	8	7	54	5	4	2
	3%	3%	3%	1%	1%	4%	3%	1%	4%	2%	5%	5%	3%	2%	1%	3%	2%	3%	3%
						cd	c		g		gi	mn	n						
Spare bedroom	50	27	23	5	2	16	27	5	4	7	18	24	15	8	4	43	3	2	2
	2%	2%	2%	2%	1%	2%	4%	1%	2%	3%	5%	4%	2%	2%	1%	2%	1%	2%	3%
						d	d				gh	mn	n						
Study/ Home office	49	24	25	4	3	15	26	2	3	3	25	32	12	5	*	46	1	1	*
	2%	2%	2%	1%	1%	2%	3%	1%	1%	1%	6%	6%	2%	1%	1%	2%	1%	1%	1%
						d					ghi	lmn	n	n	1%	pr	1%	1%	1%
Conservatory	41	17	23	3	5	14	19	5	3	2	18	14	13	7	6	35	1	2	2
	2%	2%	2%	1%	1%	2%	3%	1%	1%	1%	4%	2%	2%	2%	1%	2%	1%	2%	3%
											ghi	n							

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 89**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP6 (QP4). SHOWCARD I'm now going to ask about any radio sets that you have at home. In which of these rooms at home do you have any radios? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Garage	39 2%	26 2% b	14 1%	3 1%	8 2%	18 2%	11 1%	6 1%	2 1%	6 2%	13 3%	12 2%	12 2%	9 2%	6 1%	38 2%	1 *% a	* *% a	1 1%
Hallway/ Landing	16 1%	3 *% a	13 1%	- -%	1 *% a	10 1%	5 1%	3 1%	2 1%	3 1%	2 1%	4 1%	5 1%	3 1%	3 1%	15 1%	- -%	* *% a	* 1%
Move around as needed/ portable	78 3%	35 3%	42 4%	6 2%	11 2%	30 4%	31 4%	7 2%	9 4%	4 2%	18 4% gi	28 5% n	24 3%	12 3%	14 2%	66 3% q	9 4% q	1 1%	2 3%
Other	37 2%	22 2%	14 1%	6 2%	8 2%	12 2%	10 1%	7 2%	1 *% h	3 1%	11 3% h	13 2%	8 1%	8 2%	7 1%	32 2%	1 1%	2 1%	1 2%
None - do not have any radio sets at home	628 27%	296 27%	332 28%	126 40% ef	163 37% ef	196 24% f	144 19%	135 33% ij	74 31% j	67 26% j	72 18%	114 20%	192 28% k	122 29% k	200 32% k	521 27%	61 30%	29 26%	17 27%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 89**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP6 (QP4). SHOWCARD I'm now going to ask about any radio sets that you have at home. In which of these rooms at home do you have any radios? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Kitchen/ Kitchen diner	854 37%	733 37%	121 39%	483 37%	371 37%	606 42% f	249 29%
Living room/ Lounge	793 34%	641 32%	152 49% a	458 35%	334 33%	532 37% f	261 30%
Adult's bedroom	606 26%	505 25%	101 32% a	334 26%	272 27%	429 30% f	177 20%
Child's bedroom	116 5%	94 5%	22 7%	83 6% d	32 3%	74 5%	42 5%
Dining room	115 5%	103 5%	12 4%	66 5%	49 5%	79 5%	36 4%
Bathroom/ Shower room/ WC	64 3%	57 3%	7 2%	44 3% d	20 2%	45 3%	19 2%
Spare bedroom	50 2%	41 2%	9 3%	31 2%	19 2%	43 3% f	7 1%
Study/ Home office	49 2%	38 2%	11 3%	27 2%	21 2%	40 3% f	8 1%
Conservatory	41 2%	34 2%	7 2%	22 2%	19 2%	35 2% f	6 1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 89**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP6 (QP4). SHOWCARD I'm now going to ask about any radio sets that you have at home. In which of these rooms at home do you have any radios? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Garage	39 2%	35 2%	5 2%	25 2%	14 1%	34 2% f	6 1%
Hallway/ Landing	16 1%	12 1%	3 1%	11 1%	5 *%	14 1% f	1 *%
Move around as needed/ portable	78 3%	60 3%	17 6% a	52 4% d	25 3%	52 4%	26 3%
Other	37 2%	28 1%	8 3%	18 1%	19 2%	24 2%	13 1%
None - do not have any radio sets at home	628 27%	580 29% b	48 15%	330 25%	295 29% c	312 22%	317 37% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 90**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP7 (QP19). In total, how many radio sets do you have in your home? Please include any mains or battery powered radio sets or wind-up radios. For now, please don't include car radios, radio listening through computers, TVs or phones. (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
None	624 27%	294 27%	329 27%	124 40% ef	163 37% ef	193 24% f	144 19%	134 33% ij	74 31% j	67 26% j	70 18%	113 20%	189 28% k	122 29% k	200 32% k	516 27%	61 30%	29 26%	17 27%
1	854 37%	418 38%	436 36%	103 33%	177 40%	290 36%	283 37%	167 41% j	81 34%	96 38% j	119 30%	176 30%	235 34%	172 41% kl	269 43% kl	697 36%	89 44% o	44 39%	24 38%
2-3	652 28%	315 28%	337 28%	64 21%	87 20%	236 29% cd	265 35% cde	83 21%	66 28% g	74 29% g	148 37% ghi	221 38% lmn	195 28% n	105 25%	129 21%	557 29% p	44 22%	33 29%	18 28%
4-5	141 6%	64 6%	77 6%	13 4%	14 3%	63 8% cd	51 7% d	16 4%	14 6%	16 6%	40 10% g	51 9% mn	49 7% n	20 5%	21 3%	123 6%	7 3%	7 7%	4 7%
6-10	35 2%	15 1%	20 2%	4 1%	3 1%	13 2%	16 2%	3 1%	2 1%	3 1%	16 4% ghi	16 3% mn	13 2% n	4 1%	3 1%	33 2%	1 1%	1 *%	1 1%
11 or more	2 *%	1 *%	1 *%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	2 *%	1 *%	- -%	1 *%	- -%	2 *%	- -%	- -%	- -%
Don't know	8 *%	4 *%	4 *%	2 1% f	- -%	6 1% f	- -%	1 *%	- -%	- -%	4 1%	3 *%	5 1%	- -%	1 *%	8 *%	- -%	- -%	- -%
Mean number of radio sets	1.4	1.4	1.4	1.1	1.0	1.5 cd	1.6 cde	1.1	1.3 g	1.4 g	2.0 ghi	1.8 lmn	1.4 mn	1.3 n	1.1	1.4 p	1.1	1.3	1.4 p
Standard deviation	1.39	1.36	1.42	1.33	1.14	1.41	1.45	1.17	1.33	1.30	1.78	1.57	1.41	1.35	1.09	1.42 .03	1.13 .07	1.24 .08	1.36 .08
Standard error	.03	.04	.04	.07	.05	.05	.04	.05	.07	.07	.09	.06	.05	.06	.04	.03	.07	.08	.08

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 90**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP7 (QP19). In total, how many radio sets do you have in your home? Please include any mains or battery powered radio sets or wind-up radios. For now, please don't include car radios, radio listening through computers, TVs or phones. (SINGLE CODE)**

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
None	624 27%	576 29% b	48 15%	326 25%	295 29% c	311 21%	313 36% e
1	854 37%	725 36%	128 41%	480 37%	374 37%	530 37%	323 37%
2-3	652 28%	553 28%	98 31%	374 29%	275 27%	468 32% f	184 21%
4-5	141 6%	110 5%	31 10% a	89 7%	52 5%	111 8% f	30 3%
6-10	35 2%	29 1%	7 2%	20 2%	15 1%	26 2%	9 1%
11 or more	2 *%	2 *%	- -%	2 *%	- -%	1 *%	1 *%
Don't know	8 *%	8 *%	- -%	7 1% d	1 *%	1 *%	7 1% e
Mean number of radio sets	1.4	1.4	1.7 a	1.5 d	1.3	1.6 f	1.1
Standard deviation	1.39	1.36	1.51	1.43	1.32	1.44	1.24
Standard error	.03	.03	.07	.04	.03	.03	.04

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 91**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP8 (QP5). In total, how many radio sets do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
None	874	411	462	149	217	271	236	192	98	97	105	167	263	162	281	717	88	47	21
	38%	37%	38%	48% ef	49% ef	34%	31%	47% ij	42% j	38% j	27%	29%	38% k	38% k	45% klm	37%	44% or	41%	34%
1	782	389	393	93	135	285	269	142	76	78	123	188	211	152	229	649	74	37	22
	34%	35%	33%	30%	30%	36%	36%	35%	32%	31%	31%	32%	31%	36%	37% l	34%	37%	32%	34%
2-3	539	255	284	55	77	197	210	56	54	68	128	180	176	89	94	466	33	22	18
	23%	23%	24%	18%	17%	25% cd	28% cd	14%	23% g	27% g	32% gh	31% lmn	26% n	21% n	15%	24% p	17%	19%	28% pq
4-5	79	35	44	8	9	33	30	8	4	9	28	32	24	14	9	69	2	6	2
	3%	3%	4%	2%	2%	4%	4%	2%	2%	4%	7% gh	5% n	3% n	3% n	2%	4% p	1%	5% p	4%
6-10	15	6	10	1	3	5	6	2	1	1	7	7	4	3	1	14	1	-	1
	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	2%	1% n	1%	1%	*%	1%	*%	-%	1%
Don't know	26	15	11	4	4	11	7	4	4	2	5	7	7	4	8	20	3	3	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% r	2% r	-%
Mean number of 'active' radio sets	1.1	1.1	1.1	.8	.8	1.1 cd	1.2 cd	.8	1.0 g	1.1 g	1.5 ghi	1.4 lmn	1.1 n	1.0 n	.8	1.1 p	.8	1.0	1.2 pq
Standard deviation	1.18	1.16	1.20	1.06	1.06	1.23	1.21	1.02	1.11	1.16	1.48	1.33	1.17	1.20	.95	1.20	.98	1.12	1.28
Standard error	.02	.03	.03	.06	.05	.04	.04	.04	.06	.07	.07	.05	.04	.05	.03	.03	.06	.07	.08
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 91**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP8 (QP5). In total, how many radio sets do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
None	874	778	95	465	406	474	400
	38%	39%	30%	36%	40%	33%	46%
		b		c			e
1	782	666	116	436	346	488	294
	34%	33%	37%	34%	34%	34%	34%
2-3	539	462	77	325	213	392	147
	23%	23%	25%	25%	21%	27%	17%
				d		f	
4-5	79	63	16	48	31	65	14
	3%	3%	5%	4%	3%	5%	2%
						f	
6-10	15	12	3	10	5	9	7
	1%	1%	1%	1%	1%	1%	1%
Don't know	26	21	5	14	11	21	5
	1%	1%	2%	1%	1%	1%	1%
						f	
Mean number of 'active' radio sets	1.1	1.0	1.2	1.1	1.0	1.2	.8
			a	d		f	
Standard deviation	1.18	1.16	1.29	1.21	1.14	1.22	1.08
Standard error	.02	.02	.06	.03	.03	.03	.03
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 92**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP9. You said earlier that you have (NUMBER AT QP8) radio sets in your home that someone in the household listens to in most weeks. How many of these radio sets are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
None	1517	714	802	223	333	460	500	329	172	158	188	293	441	287	493	1247	145	77	47
	66%	64%	67%	72% e	75% ef	57%	66% e	82% hij	73% ij	62% j	47%	50%	64% k	68% k	79% klm	64%	72% o	67%	74% o
1	584	292	292	67	89	235	193	62	48	77	146	204	171	100	108	504	40	27	13
	25%	26%	24%	22%	20%	29% cd	25% d	15%	20%	30% gh	37% gh	35% lmn	25% n	24% n	17%	26% p	20%	23%	20%
2	145	72	73	14	16	72	43	5	12	14	43	53	52	26	14	128	8	8	2
	6%	7%	6%	5%	4%	9% cdf	6%	1%	5% g	6% g	11% ghi	9% n	8% n	6% n	2%	7% r	4%	7%	3%
3	38	18	20	3	5	15	15	2	4	6	11	15	12	8	3	31	5	1	1
	2%	2%	2%	1%	1%	2%	2%	1%	2%	2% g	3% g	3% n	2% n	2% n	*%	2%	2%	1%	1%
4-5	13	6	7	1	-	10	3	1	-	*	8	9	3	1	-	10	2	2	-
	1%	1%	1%	*%	-%	1% d	*%	*%	-%	*%	2% ghi	2% lmn	*% n	*% n	-%	1% r	1%	1%	-%
6-10	2	-	2	-	-	1	*	*	-	-	-	*	1	-	-	1	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Don't know	16	7	9	3	1	8	4	4	-	*	1	6	5	1	5	13	2	1	1
	1%	1%	1%	1%	*%	1%	1%	1%	-%	*%	*%	1%	1%	*%	1%	1%	1%	1%	1%
Mean number of 'active' digital radio sets	.5	.5	.4	.3	.3	.6 cdf	.4 cd	.2	.4 g	.5 gh	.8 ghi	.7 lmn	.5 n	.4 n	.2	.5 r	.4	.5 r	.3
Standard deviation	.76	.74	.77	.64	.59	.86	.75	.55	.66	.72	.93	.90	.78	.73	.50	.75	.78	.90	.58
Standard error	.01	.02	.02	.03	.03	.03	.02	.02	.04	.04	.05	.04	.03	.03	.02	.02	.05	.06	.04
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 92**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP9. You said earlier that you have (NUMBER AT QP8) radio sets in your home that someone in the household listens to in most weeks. How many of these radio sets are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
None	1517 66%	1309 65%	208 66%	790 61%	722 71% c	892 62%	624 72% e
1	584 25%	506 25%	77 25%	369 28% d	215 21%	392 27% f	192 22%
2	145 6%	125 6%	20 6%	100 8% d	45 4%	117 8% f	29 3%
3	38 2%	34 2%	4 1%	20 2%	18 2%	29 2%	9 1%
4-5	13 1%	10 1%	3 1%	9 1%	5 *%	11 1%	3 *%
6-10	2 *%	1 *%	* *%	1 *%	* *%	* *%	1 *%
Don't know	16 1%	16 1%	- -%	8 1%	8 1%	8 1%	8 1%
Mean number of 'active' digital radio sets	.5	.5	.5	.5 d	.4	.5 f	.3
Standard deviation	.76	.75	.82	.79	.71	.80	.66
Standard error	.01	.02	.04	.02	.02	.02	.02

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 93**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP10. In most weeks, how many motor vehicles do you personally use - as a driver or a passenger? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
None	554 24%	240 22%	313 26%	90 29%	121 27%	140 17%	203 27%	216 54%	69 29%	34 13%	16 4%	58 10%	135 20%	71 17%	289 47%	451 23%	72 36%	24 21%	6 10%
			a	e	e		e	hij	ij	j			k	k	klm	r	oqr	r	
1	1212 52%	578 52%	634 53%	144 46%	223 50%	432 54%	413 54%	162 40%	139 59%	170 67%	201 51%	312 54%	370 54%	249 59%	279 45%	1011 52%	97 48%	66 58%	38 60%
						c	c		gj	gj	g	n	n	n				p	op
2	458 20%	231 21%	227 19%	50 16%	91 20%	196 24%	122 16%	22 5%	24 10%	44 17%	158 40%	189 33%	152 22%	80 19%	37 6%	398 21%	23 11%	21 18%	17 26%
						cf			g	gh	ghi	lmn	n	n		p		p	opq
3	52 2%	33 3%	19 2%	19 6%	3 1%	16 2%	14 2%	2 1%	1 *%	6 2%	10 3%	13 2%	17 2%	13 3%	10 2%	42 2%	8 4%	1 1%	1 2%
			b	def						g	gh								
4 or more	28 1%	18 2%	9 1%	8 2%	3 1%	14 2%	3 *%	* *%	1 1%	2 1%	12 3%	8 1%	9 1%	10 2%	* *%	25 1%	1 *%	1 1%	1 2%
			b	f		f					gh	n	n	n					
Don't know	11 *%	9 1%	1 *%	1 *%	2 *%	3 *%	5 1%	1 *%	2 1%	1 *%	- -%	1 *%	3 *%	2 *%	5 1%	8 *%	2 1%	1 1%	- -%
			b																
Mean number of motor vehicles	1.1	1.1 b	1.0	1.1 f	1.0	1.2 df	.9	.5	.9 g	1.1 gh	1.5 ghi	1.3 lmn	1.1 n	1.2 n	.6	1.1 p	.8	1.0 p	1.3 opq
Standard deviation	.88	.93	.82	1.12	.91	.87	.74	.64	.79	.68	.95	.86	.82	1.01	.69	.89	.82	.72	.89
Standard error	.02	.03	.02	.06	.04	.03	.02	.03	.04	.04	.05	.03	.03	.04	.02	.02	.05	.04	.05
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**
**Table 93**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP10. In most weeks, how many motor vehicles do you personally use - as a driver or a passenger? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
None	554 24%	525 26% b	29 9%	190 15%	362 36% c	208 14%	346 40% e
1	1212 52%	1047 52%	165 53%	696 54%	515 51%	819 57% f	394 45%
2	458 20%	358 18%	100 32% a	346 27% d	113 11%	361 25% f	97 11%
3	52 2%	41 2%	11 4%	37 3% d	15 2%	36 2%	16 2%
4 or more	28 1%	20 1%	7 2% a	24 2% d	4 *%	21 1%	7 1%
Don't know	11 *%	10 1%	* *%	6 *%	4 *%	3 *%	7 1% e
Mean number of motor vehicles	1.1	1.0	1.4 a	1.3 d	.8	1.2 f	.8
Standard deviation	.88	.85	.98	.92	.74	.85	.86
Standard error	.02	.02	.04	.03	.02	.02	.03
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 94**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP11. How many of these motor vehicles have a radio? (SINGLE CODE)**

Base : Those who use at least one motor vehicle in most weeks

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2151	1051	1100	251	353	732	814	281	238	283	395	572	639	481	456	1552	163	200	236
Effective Weighted Sample	1727	837	890	206	290	616	631	215	187	233	332	473	513	389	364	1355	157	165	223
Total	1751	860	890	220	321	659	552	186	166	221	381	522	548	351	327	1476	128	89	58
None	35 2%	20 2%	15 2%	9 4% e	7 2%	8 1%	11 2%	9 5% ij	3 2%	2 1%	1 *%	9 2%	13 2% m	2 *% m	10 3% m	34 2% q	- -%	- -%	* 1%
1	1194 68%	568 66%	626 70%	138 63%	219 68%	429 65%	409 74% ce	156 84% j	137 83% j	171 77% j	204 53%	305 58%	365 67% k	252 72% k	272 83% klm	992 67%	97 76% o	67 75% o	38 66%
2	442 25%	222 26%	220 25%	46 21%	89 28% f	191 29% cf	116 21%	18 10%	22 14%	41 18% g	157 41% ghi	187 36% lmn	144 26% n	76 22% n	34 10%	382 26% p	24 18%	20 22%	16 28% p
3	48 3%	30 3%	18 2%	19 8% def	3 1%	12 2%	14 3%	2 1%	* *%	4 2%	8 2%	12 2%	16 3%	11 3%	8 3%	38 3%	7 5%	1 2%	1 2%
4 or more	26 1%	17 2%	9 1%	8 3% df	3 1%	14 2% f	2 *%	* *%	1 1%	2 1%	10 3% g	7 1%	8 2% n	10 3% n	* *%	23 2%	1 1%	1 1%	1 2%
Don't know	7 *%	5 1%	2 *%	1 *%	1 *%	4 1%	1 *%	- -%	1 1%	1 1%	1 *%	2 *%	1 *%	1 *%	2 1%	7 *%	- -%	- -%	- -%
Mean number of motor vehicles	1.3	1.4 b	1.3	1.5 df	1.3	1.4 f	1.3	1.1	1.2	1.2	1.6 ghi	1.4 ln	1.3 n	1.4 n	1.1	1.4	1.3	1.3	1.4 q
Standard deviation	.73	.82	.63	.95	.78	.74	.55	.48	.67	.56	.79	.70	.68	.94	.52	.74	.63	.53	.83
Standard error	.02	.03	.02	.06	.04	.03	.02	.03	.04	.03	.04	.03	.03	.04	.02	.02	.05	.04	.05

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 94**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP11. How many of these motor vehicles have a radio? (SINGLE CODE)**

Base : Those who use at least one motor vehicle in most weeks

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2151	1723	428	1157	992	1467	684
Effective Weighted Sample	1727	1394	349	973	797	1188	542
Total	1751	1467	284	1103	647	1237	514
None	35 2%	33 2% b	1 *%	18 2%	17 3%	13 1%	22 4% e
1	1194 68%	1024 70% b	170 60%	690 63%	503 78% c	822 66%	372 72% e
2	442 25%	347 24%	94 33% a	333 30% d	108 17%	344 28% f	98 19%
3	48 3%	37 3%	10 4%	33 3%	15 2%	33 3%	15 3%
4 or more	26 1%	20 1%	6 2%	23 2% d	3 *%	19 2%	7 1%
Don't know	7 *%	6 *%	1 *%	6 1%	1 *%	6 *%	1 *%
Mean number of motor vehicles	1.3	1.3	1.5 a	1.4 d	1.2	1.4 f	1.3
Standard deviation	.73	.71	.79	.80	.56	.70	.78
Standard error	.02	.02	.04	.02	.02	.02	.03
Columns Tested: a,b - c,d - e,f							



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 95**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP12/13. Is the radio in this vehicle a digital radio?/ How many of the radios in those vehicles are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)**

Base : Those who use at least one motor vehicle with a radio in most weeks

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2108	1027	1081	241	346	721	799	269	234	280	393	561	626	477	442	1511	163	200	234
Effective Weighted Sample	1690	816	873	198	284	606	618	204	183	230	330	463	502	386	351	1318	157	165	222
Total	1709	836	874	210	313	646	540	177	162	217	379	511	534	348	315	1435	128	89	57
None	1171	585	586	138	236	426	372	126	127	160	251	319	367	260	225	990	82	64	35
	69%	70%	67%	66%	75%	66%	69%	71%	79%	74%	66%	62%	69%	75%	71%	69%	64%	72%	62%
					cef				j				k	kl	k	r		r	
1	296	153	143	31	44	138	82	21	21	35	92	113	86	50	46	247	24	17	9
	17%	18%	16%	15%	14%	21%	15%	12%	13%	16%	24%	22%	16%	14%	15%	17%	18%	19%	15%
						cdf					ghi	lmn							
2	58	31	27	5	12	27	14	3	5	4	21	27	17	8	6	48	5	2	3
	3%	4%	3%	2%	4%	4%	3%	2%	3%	2%	6%	5%	3%	2%	2%	3%	4%	2%	5%
											gi	mn							
3	10	7	3	2	*	3	5	*	-	-	1	4	5	-	1	8	1	*	*
	1%	1%	*%	1%	*%	*%	1%	*%	-%	-%	*%	1%	1%	-%	*%	1%	1%	1%	*%
4 or more	3	3	*	2	1	-	-	-	-	*	-	-	1	1	*	2	-	-	1
	*%	*%	*%	1%	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%	-%	1%
				ef														o	
Don't know	171	58	113	33	19	52	68	27	8	18	15	48	58	28	36	140	16	6	10
	10%	7%	13%	16%	6%	8%	13%	15%	5%	8%	4%	9%	11%	8%	12%	10%	13%	6%	17%
			a	de			de	hij		j									oq

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 95**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP12/13. Is the radio in this vehicle a digital radio?/ How many of the radios in those vehicles are digital radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)**

Base : Those who use at least one motor vehicle with a radio in most weeks

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2108	1683	425	1137	969	1449	659
Effective Weighted Sample	1690	1359	346	955	777	1173	520
Total	1709	1428	281	1079	629	1218	491
None	1171	973	199	757	413	870	301
	69%	68%	71%	70%	66%	71%	61%
				d		f	
1	296	247	49	198	98	196	99
	17%	17%	17%	18%	16%	16%	20%
							e
2	58	47	11	42	16	38	20
	3%	3%	4%	4%	3%	3%	4%
3	10	8	2	6	4	2	8
	1%	1%	1%	1%	1%	*%	2%
							e
4 or more	3	2	1	3	*	1	2
	*%	*%	*%	*%	*%	*%	*%
Don't know	171	151	20	73	97	111	60
	10%	11%	7%	7%	15%	9%	12%
				c			

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 96**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP14 (QP13). SHOWCARD Before today, were you aware that you can listen to radio programmes as they are broadcast in these ways? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Through a TV service - such as Freeview, Sky, Virgin, BT Vision	1670 72%	826 74% b	844 70% b	239 77% f	357 81% ef	601 75% f	472 62% f	237 59% g	148 62% g	203 79% gh	336 85% gh	454 78% mn	536 78% mn	298 70% n	382 61% n	1451 75% pqr	120 60% q	57 50% q	42 66% q
Using a computer connected to the internet	1578 68%	805 73% b	773 64% b	249 80% ef	340 77% f	595 74% f	394 52% f	182 45% g	138 58% g	197 77% gh	344 87% ghi	465 80% lmn	506 74% mn	274 65% n	334 54% n	1379 71% pqr	108 53% q	53 46% q	38 59% q
Using a smartphone - such as an iPhone or BlackBerry	1386 60%	706 64% b	680 56% b	237 76% ef	318 72% f	530 66% f	301 40% f	164 41% g	112 48% g	180 71% gh	321 81% ghi	400 69% mn	455 66% mn	244 58% n	287 46% n	1211 63% pq	87 43% q	51 44% q	38 60% pq
Using an MP3 player - such as an iPod	1133 49%	592 53% b	541 45% b	208 67% def	262 59% f	431 54% f	231 30% f	117 29% g	88 37% g	145 57% gh	258 65% ghi	338 58% mn	370 54% mn	191 45% n	233 38% n	993 51% pqr	66 33% q	45 40% q	28 44% p
Using a games console - such as a PlayStation or Wii	819 35%	435 39% b	383 32% b	158 51% ef	197 44% f	313 39% f	150 20% f	75 19% g	67 28% g	102 40% gh	188 47% gh	240 41% mn	270 39% n	148 35% n	160 26% n	715 37% pq	53 26% q	30 26% q	21 33% q
No, none of these	453 20%	191 17% a	262 22% a	33 11% a	51 12% a	126 16% c	243 32% cde	132 33% ij	68 29% ij	33 13% j	28 7% j	69 12% k	103 15% kl	98 23% klm	182 29% klm	327 17% or	65 32% or	46 40% or	15 24% o
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 96**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP14 (QP13). SHOWCARD Before today, were you aware that you can listen to radio programmes as they are broadcast in these ways? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Through a TV service - such as Freeview, Sky, Virgin, BT Vision	1670 72%	1440 72%	230 74%	1008 78% d	662 65%	1070 74% f	601 69%
Using a computer connected to the internet	1578 68%	1366 68%	212 68%	1005 77% d	572 57%	1029 71% f	550 63%
Using a smartphone - such as an iPhone or BlackBerry	1386 60%	1206 60%	180 58%	903 70% d	483 48%	877 61%	509 59%
Using an MP3 player - such as an iPod	1133 49%	979 49%	153 49%	748 58% d	385 38%	721 50%	412 48%
Using a games console - such as a PlayStation or Wii	819 35%	704 35%	115 37%	544 42% d	274 27%	536 37% f	282 33%
No, none of these	453 20%	391 20%	62 20%	175 13%	276 27% c	262 18%	191 22% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 97**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP15 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)**

Base : All aware of digital radio, with experience of listening to digital radio or aware of ways of listening to digital radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2628	1277	1351	341	462	860	964	477	297	307	405	613	753	526	733	1930	238	228	232
Effective Weighted Sample	2142	1035	1108	285	384	733	760	386	237	255	341	508	612	430	607	1684	229	189	220
Total	2169	1062	1108	298	431	775	665	342	216	246	392	564	658	395	550	1825	183	103	57
Clear and high quality sound/ interference free	1285 59%	661 62% b	624 56%	165 55%	252 59%	515 66% cdf	352 53%	176 52%	118 55%	172 70% gh	285 73% gh	358 64% n	415 63% n	227 57%	283 52%	1069 59%	121 66% o	60 58%	33 59%
A wider choice of radio stations/ digital-only radio stations	1163 54%	589 55%	574 52%	179 60% f	256 59% f	427 55% f	301 45%	140 41%	96 45%	150 61% gh	281 72% ghi	349 62% mn	373 57% n	206 52% n	235 43%	970 53%	108 59%	54 52%	32 56%
Ease of use (e.g. find your station by name, not frequency)	607 28%	335 32% b	272 25%	94 31% f	129 30% f	245 32% f	139 21%	76 22%	39 18%	86 35% gh	151 38% gh	193 34% mn	197 30% n	105 27% n	112 20%	520 28%	46 25%	28 27%	14 24%
Extra features (including ability to pause and rewind live radio, programme guides)	468 22%	260 24% b	208 19%	80 27% f	107 25% f	189 24% f	92 14%	58 17%	33 15%	56 23% h	131 33% ghi	162 29% lmn	153 23% mn	69 17%	83 15%	401 22% q	39 21%	15 15%	12 21%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	405 19%	230 22% b	175 16%	64 21% f	91 21% f	171 22% f	80 12%	50 15%	28 13%	44 18%	121 31% ghi	138 25% mn	138 21% n	65 16% n	64 12%	356 19% q	31 17% q	10 10%	9 15%
Future-proof/ ready for switchover	304 14%	173 16% b	131 12%	39 13%	70 16% f	119 15% f	75 11%	42 12%	18 8%	41 17% h	81 21% gh	106 19% mn	102 16% mn	40 10%	57 10%	260 14%	23 13%	13 13%	8 14%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 97**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP15 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)**

Base : All aware of digital radio, with experience of listening to digital radio or aware of ways of listening to digital radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2628	1277	1351	341	462	860	964	477	297	307	405	613	753	526	733	1930	238	228	232
Effective Weighted Sample	2142	1035	1108	285	384	733	760	386	237	255	341	508	612	430	607	1684	229	189	220
Total	2169	1062	1108	298	431	775	665	342	216	246	392	564	658	395	550	1825	183	103	57
None of these	481	207	274	66	86	134	195	112	61	34	36	96	121	92	171	413	39	20	10
	22%	19%	25%	22%	20%	17%	29%	33%	28%	14%	9%	17%	18%	23%	31%	23%	21%	19%	18%
			a				cde	ij	ij					k	klm				

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 97**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP15 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)**

Base : All aware of digital radio, with experience of listening to digital radio or aware of ways of listening to digital radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2628	2178	450	1298	1327	1650	978
Effective Weighted Sample	2142	1790	368	1104	1091	1343	800
Total	2169	1871	299	1263	904	1385	784
Clear and high quality sound/ interference free	1285 59%	1096 59%	188 63%	812 64% d	473 52%	836 60%	448 57%
A wider choice of radio stations/ digital-only radio stations	1163 54%	1002 54%	161 54%	759 60% d	404 45%	737 53%	426 54%
Ease of use (e.g. find your station by name, not frequency)	607 28%	511 27%	96 32%	404 32% d	204 23%	397 29%	210 27%
Extra features (including ability to pause and rewind live radio, programme guides)	468 22%	399 21%	68 23%	322 25% d	146 16%	295 21%	172 22%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	405 19%	333 18%	73 24% a	285 23% d	120 13%	272 20%	134 17%
Future-proof/ ready for switchover	304 14%	248 13%	56 19% a	199 16% d	105 12%	186 13%	118 15%
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 97**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP15 (QP14). SHOWCARD Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)**

Base : All aware of digital radio, with experience of listening to digital radio or aware of ways of listening to digital radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2628	2178	450	1298	1327	1650	978
Effective Weighted Sample	2142	1790	368	1104	1091	1343	800
Total	2169	1871	299	1263	904	1385	784
None of these	481	422	59	212	268	295	186
	22%	23%	20%	17%	30% c	21%	24%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 98**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP16 (QP15). SHOWCARD As a digital radio listener, which, if any, of these features of digital radio have you had experience of when listening to digital radio? (MULTI CODE)**

Base : All with any type of digital radio

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	~q	~r
Unweighted total	1104	558	546	118	154	421	411	125	106	146	256	357	334	204	207	827	90	92	95
Effective Weighted Sample	907	459	448	99	127	364	326	100	83	120	218	299	273	169	171	728	87	77	90
Total	947	479	468	102	143	406	296	89	78	117	254	337	296	157	156	810	70	44	23
Clear and high quality sound/ interference free	612 65%	316 66%	295 63%	60 58%	89 62%	288 71% cf	176 59%	54 61%	47 61%	80 69%	181 71%	231 68%	187 63%	99 63%	94 60%	524 65%	** **	** **	** **
A wider choice of radio stations/ digital-only radio stations	561 59%	304 63% b	257 55%	68 66% f	90 63% f	257 63% f	147 50%	47 53%	41 53%	64 55%	173 68% ghi	203 60%	183 62%	92 59%	82 53%	480 59%	** **	** **	** **
Ease of use (e.g. find your station by name, not frequency)	328 35%	180 38%	148 32%	33 32%	54 38%	153 38% f	88 30%	32 37%	24 31%	45 38%	98 39%	132 39% n	100 34%	57 36% n	40 25%	279 34%	** **	** **	** **
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	231 24%	127 26%	104 22%	27 27% f	38 27% f	122 30% f	43 15%	17 19%	16 21%	27 23%	83 33% g	95 28% n	75 25% n	35 22%	26 17%	207 26%	** **	** **	** **
Extra features (including ability to pause and rewind live radio, programme guides)	221 23%	129 27% b	92 20%	29 28% f	36 25% f	106 26% f	50 17%	16 18%	10 13%	26 22%	84 33% ghi	100 30% ln	59 20%	36 23%	26 16%	196 24%	** **	** **	** **
None of these	183 19%	86 18%	97 21%	16 16%	28 20%	64 16%	74 25% e	19 22% j	20 25% j	23 20%	33 13%	65 19%	50 17%	32 20%	35 22%	155 19%	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 98**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP16 (QP15). SHOWCARD As a digital radio listener, which, if any, of these features of digital radio have you had experience of when listening to digital radio? (MULTI CODE)**

Base : All with any type of digital radio

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	1104	917	187	622	482	735	369
Effective Weighted Sample	907	758	156	527	400	602	306
Total	947	816	131	609	339	644	304
Clear and high quality sound/ interference free	612	531	80	405	206	422	189
	65%	65%	61%	67%	61%	66%	62%
A wider choice of radio stations/ digital-only radio stations	561	487	75	386	175	376	185
	59%	60%	57%	63% d	52%	58%	61%
Ease of use (e.g. find your station by name, not frequency)	328	281	48	224	105	217	111
	35%	34%	36%	37%	31%	34%	37%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	231	191	40	177	54	160	70
	24%	23%	30%	29% d	16%	25%	23%
Extra features (including ability to pause and rewind live radio, programme guides)	221	191	30	162	59	142	79
	23%	23%	23%	27% d	17%	22%	26%
None of these	183	153	30	104	79	120	63
	19%	19%	23%	17%	23% c	19%	21%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 99**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP17. SHOWCARD Before today, were you aware that you can listen to radio programmes after they are broadcast in these ways? 9MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Via the 'listen again' function on radio apps such as Radio Player and BBC Radio Player	1017 44%	540 49% b	477 40%	170 55% f	232 52% f	402 50% f	214 28%	120 30%	85 36%	124 48% gh	271 68% ghi	316 54% lmn	329 48% n	182 43% n	191 31%	883 46% pq	73 36%	36 32%	25 39%
Via radio station websites	925 40%	481 43% b	445 37%	163 52% ef	217 49% f	361 45% f	184 24%	113 28%	84 35% g	115 45% gh	245 62% ghi	290 50% lmn	287 42% n	161 38% n	188 30%	804 42% pqr	69 34%	32 28%	21 33%
Via radio station apps	737 32%	397 36% b	339 28%	141 45% ef	187 42% ef	288 36% f	120 16%	81 20%	65 27% g	86 34% g	207 52% ghi	241 42% lmn	235 34% n	128 30% n	132 21%	644 33% pq	51 25%	23 20%	17 27%
Via podcasts	692 30%	370 33% b	322 27%	129 41% ef	164 37% f	280 35% f	119 16%	61 15%	57 24% g	89 35% gh	202 51% ghi	226 39% lmn	223 32% n	120 28% n	123 20%	604 31% pqr	48 24%	26 23%	14 22%
None of these	1093 47%	478 43%	615 51% a	106 34%	166 37%	320 40%	500 66% cde	250 62% ij	132 56% ij	107 42% j	92 23%	225 39%	279 41%	208 49% kl	379 61% klm	879 45%	113 56% o	70 61% or	31 49%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 99**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP17. SHOWCARD Before today, were you aware that you can listen to radio programmes after they are broadcast in these ways? 9MULTI CODE)**

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Via the 'listen again' function on radio apps such as Radio Player and BBC Radio Player	1017 44%	882 44%	135 43%	688 53% d	329 32%	667 46% f	350 40%
Via radio station websites	925 40%	806 40%	119 38%	620 48% d	306 30%	596 41%	330 38%
Via radio station apps	737 32%	637 32%	100 32%	511 39% d	225 22%	488 34% f	248 29%
Via podcasts	692 30%	589 29%	103 33%	489 38% d	203 20%	483 33% f	209 24%
None of these	1093 47%	947 47%	146 47%	487 38%	602 59% c	652 45%	441 51% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 100**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP18. SHOWCARD And do you ever listen to radio programmes after they have been broadcast in any of these ways? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Via the 'listen again' function on radio apps such as Radio Player and BBC Radio Player	306 13%	164 15% b	142 12%	41 13% f	70 16% f	135 17% f	60 8%	34 8%	19 8%	38 15% gh	98 25% ghi	123 21% lmn	88 13% n	40 9%	55 9%	275 14% p	12 6%	11 10%	7 11% p
Via radio station websites	225 10%	126 11% b	98 8%	42 14% f	65 15% ef	83 10% f	34 4%	22 5%	19 8%	33 13% g	58 15% gh	81 14% mn	71 10% n	33 8%	40 6%	196 10%	16 8%	9 8%	4 6%
Via podcasts	161 7%	93 8% b	68 6%	36 12% f	34 8% f	69 9% f	22 3%	9 2%	9 4%	21 8% gh	46 12% gh	64 11% mn	57 8% n	24 6% n	16 3%	146 8% p	6 3%	6 5%	3 5%
Via radio station apps	156 7%	95 9% b	61 5%	31 10% f	51 11% ef	59 7% f	15 2%	16 4%	11 5%	17 7% gh	43 11% gh	48 8% mn	61 9% mn	19 5%	27 4%	139 7% q	10 5%	2 2%	5 8% q
None of these	1828 79%	846 76%	982 82% a	220 71%	321 72%	616 77% c	671 88% cde	351 87% ij	203 86% ij	193 76% j	256 65%	397 68%	529 77% k	358 84% kl	542 87% kl	1507 78%	176 87% or	96 84% o	50 79%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 100**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP18. SHOWCARD And do you ever listen to radio programmes after they have been broadcast in any of these ways? (MULTI CODE)**

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Via the 'listen again' function on radio apps such as Radio Player and BBC Radio Player	306 13%	259 13%	47 15%	219 17% d	87 9%	207 14% f	99 11%
Via radio station websites	225 10%	197 10%	27 9%	155 12% d	69 7%	152 10%	73 8%
Via podcasts	161 7%	137 7%	25 8%	112 9% d	49 5%	113 8% f	48 6%
Via radio station apps	156 7%	138 7%	18 6%	107 8% d	49 5%	101 7%	54 6%
None of these	1828 79%	1585 79%	243 78%	957 74% c	867 86%	1124 78%	705 81% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 101**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP19 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)**

Base : Those who listen to radio and have any active radio sets but no DAB sets at home

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	d	e	f	g	~h	~i	~j	k	l	m	n	o	~p	~q	r
Unweighted total	784	357	427	67	118	209	389	197	99	74	75	135	203	170	275	539	69	67	109
Effective Weighted Sample	610	276	334	52	97	172	297	152	77	58	61	106	158	135	215	460	66	54	101
Total	570	262	308	53	105	172	241	126	68	54	74	114	154	112	191	466	52	27	25
Certain to	12	5	6	**	4	3	5	2	**	**	**	2	5	2	2	12	**	**	-
	2%	2%	2%	**	3%	1%	2%	1%	**	**	**	2%	3%	2%	1%	3%	**	**	-%
Very likely	19	10	8	**	9	5	4	4	**	**	**	6	4	3	6	15	**	**	2
	3%	4%	3%	**	8%	3%	2%	3%	**	**	**	5%	3%	2%	3%	3%	**	**	9%
					f														o
Likely	51	19	32	**	13	12	21	9	**	**	**	13	15	9	14	43	**	**	1
	9%	7%	10%	**	12%	7%	9%	8%	**	**	**	11%	10%	8%	7%	9%	**	**	6%
Unlikely	95	43	52	**	19	27	44	19	**	**	**	15	28	24	27	76	**	**	5
	17%	16%	17%	**	18%	16%	18%	15%	**	**	**	14%	19%	21%	14%	16%	**	**	21%
Very unlikely	121	57	65	**	16	43	53	31	**	**	**	24	28	22	48	99	**	**	5
	21%	22%	21%	**	15%	25%	22%	25%	**	**	**	21%	18%	20%	25%	21%	**	**	22%
Certain not to	115	56	59	**	18	31	61	28	**	**	**	17	33	22	42	91	**	**	5
	20%	21%	19%	**	17%	18%	25%	22%	**	**	**	15%	22%	20%	22%	19%	**	**	20%
Don't know	157	71	86	**	27	51	53	32	**	**	**	36	39	30	52	132	**	**	6
	28%	27%	28%	**	26%	30%	22%	25%	**	**	**	32%	26%	27%	27%	28%	**	**	23%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 101**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP19 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)**

Base : Those who listen to radio and have any active radio sets but no DAB sets at home

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	784	618	166	326	457	487	297
Effective Weighted Sample	610	482	133	271	363	383	228
Total	570	469	102	300	270	369	201
Certain to	12	11	1	7	5	8	4
	2%	2%	1%	2%	2%	2%	2%
Very likely	19	15	4	12	6	16	3
	3%	3%	4%	4%	2%	4%	1%
						f	
Likely	51	42	9	35	16	32	19
	9%	9%	8%	12%	6%	9%	9%
				d			
Unlikely	95	75	19	48	47	68	27
	17%	16%	19%	16%	17%	18%	13%
Very unlikely	121	101	21	59	62	84	37
	21%	21%	20%	20%	23%	23%	18%
Certain not to	115	95	20	58	57	58	57
	20%	20%	20%	19%	21%	16%	29%
							e
Don't know	157	129	28	82	75	104	53
	28%	28%	28%	27%	28%	28%	27%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 102**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP20 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get DAB radio in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K-£17.5K	£17.5K-£29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	481	227	254	27	63	125	265	130	63	48	41	72	123	114	171	324	43	44	70
Effective Weighted Sample	372	177	195	21	53	102	201	101	50	39	33	58	94	91	131	275	41	34	65
Total	331	156	175	20	53	101	158	78	41	35	37	57	89	68	116	265	33	18	15
No need	196	92	105	**	**	60	94	43	**	**	**	**	58	38	66	159	**	**	**
	59%	59%	60%	**	**	60%	59%	55%	**	**	**	**	65%	56%	57%	60%	**	**	**
Happy to use existing service	130	59	71	**	**	37	72	37	**	**	**	**	36	24	47	98	**	**	**
	39%	38%	41%	**	**	37%	46%	47%	**	**	**	**	40%	35%	41%	37%	**	**	**
Can receive through digital TV service	19	4	15	**	**	4	7	8	**	**	**	**	6	2	8	16	**	**	**
	6%	2%	9%	**	**	4%	4%	11%	**	**	**	**	6%	4%	7%	6%	**	**	**
			a																
Happy to use analogue radio service	17	10	7	**	**	6	10	8	**	**	**	**	2	6	7	12	**	**	**
	5%	6%	4%	**	**	6%	6%	10%	**	**	**	**	3%	8%	6%	5%	**	**	**
Too expensive generally	15	8	6	**	**	6	3	4	**	**	**	**	3	4	7	12	**	**	**
	4%	5%	4%	**	**	6%	2%	5%	**	**	**	**	3%	5%	6%	5%	**	**	**
			f																
Can't afford it	14	6	8	**	**	4	3	4	**	**	**	**	4	1	8	11	**	**	**
	4%	4%	5%	**	**	3%	2%	5%	**	**	**	**	4%	1%	7%	4%	**	**	**
Would never listen	14	7	7	**	**	3	6	1	**	**	**	**	2	4	3	9	**	**	**
	4%	4%	4%	**	**	3%	4%	2%	**	**	**	**	2%	6%	3%	3%	**	**	**
Don't know why I should	4	2	2	**	**	1	2	2	**	**	**	**	-	*	3	2	**	**	**
	1%	1%	1%	**	**	1%	1%	3%	**	**	**	**	-%	*%	3%	1%	**	**	**
Poor reception in our area	3	3	-	**	**	-	3	2	**	**	**	**	-	1	1	3	**	**	**
	1%	2%	-%	**	**	-%	2%	2%	**	**	**	**	-%	1%	1%	1%	**	**	**
		b																	
Not available in our area	2	2	-	**	**	-	1	-	**	**	**	**	1	1	-	2	**	**	**
	1%	1%	-%	**	**	-%	1%	-%	**	**	**	**	1%	1%	-%	1%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 102**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP20 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get DAB radio in the next 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	e	f	g	~h	~i	~j	~k	l	m	n	o	~p	~q	~r
Unweighted total	481	227	254	27	63	125	265	130	63	48	41	72	123	114	171	324	43	44	70
Effective Weighted Sample	372	177	195	21	53	102	201	101	50	39	33	58	94	91	131	275	41	34	65
Total	331	156	175	20	53	101	158	78	41	35	37	57	89	68	116	265	33	18	15
Other	12	6	6	**	**	3	7	4	**	**	**	**	3	3	1	10	**	**	**
	4%	4%	3%	**	**	3%	5%	5%	**	**	**	**	3%	5%	1%	4%	**	**	**
ANY INVOLUNTARY REASONS	32	19	13	**	**	10	9	9	**	**	**	**	8	6	15	27	**	**	**
	10%	12%	7%	**	**	10%	6%	11%	**	**	**	**	9%	9%	13%	10%	**	**	**
ANY VOLUNTARY REASONS	299	138	161	**	**	89	147	69	**	**	**	**	83	61	103	236	**	**	**
	90%	88%	92%	**	**	88%	93%	89%	**	**	**	**	93%	90%	89%	89%	**	**	**
ONLY VOLUNTARY REASONS	289	132	157	**	**	86	144	67	**	**	**	**	79	59	100	228	**	**	**
	87%	84%	90%	**	**	86%	91%	86%	**	**	**	**	89%	86%	86%	86%	**	**	**
Don't know	4	2	3	**	**	3	1	-	**	**	**	**	1	3	1	4	**	**	**
	1%	1%	2%	**	**	3%	*%	-%	**	**	**	**	1%	4%	1%	2%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 102**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP20 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get DAB radio in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	481	377	104	186	294	297	184
Effective Weighted Sample	372	293	82	154	233	234	138
Total	331	271	60	164	166	209	122
No need	196	156	41	108	88	125	71
	59%	58%	68%	66%	53%	60%	59%
				d			
Happy to use existing service	130	106	24	57	72	88	42
	39%	39%	40%	35%	43%	42%	34%
Can receive through digital TV service	19	17	2	10	9	7	12
	6%	6%	3%	6%	5%	3%	10%
							e
Happy to use analogue radio service	17	13	4	8	9	13	4
	5%	5%	7%	5%	5%	6%	4%
Too expensive generally	15	11	3	4	10	9	6
	4%	4%	6%	3%	6%	4%	5%
Can't afford it	14	11	3	5	9	9	5
	4%	4%	5%	3%	6%	4%	4%
Would never listen	14	11	2	10	4	10	4
	4%	4%	4%	6%	2%	5%	3%
Don't know why I should	4	4	*	1	3	3	1
	1%	1%	1%	*%	2%	1%	1%
Poor reception in our area	3	3	*	-	3	3	-
	1%	1%	1%	-%	2%	2%	-%
Not available in our area	2	1	1	2	-	2	-
	1%	*%	1%	1%	-%	1%	-%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 102**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QP20 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED**

Base : Those unlikely to get DAB radio in the next 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	481	377	104	186	294	297	184
Effective Weighted Sample	372	293	82	154	233	234	138
Total	331	271	60	164	166	209	122
Other	12	11	1	6	6	7	5
	4%	4%	2%	4%	4%	3%	4%
ANY INVOLUNTARY REASONS	32	25	7	11	20	21	11
	10%	9%	11%	7%	12%	10%	9%
ANY VOLUNTARY REASONS	299	246	53	153	146	189	109
	90%	91%	88%	93%	88%	91%	90%
ONLY VOLUNTARY REASONS	289	236	52	147	140	183	106
	87%	87%	87%	90%	85%	88%	87%
Don't know	4	4	1	3	2	3	1
	1%	1%	1%	2%	1%	1%	1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 103**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM1. Which of the following statements best describes your role when opening and sending mail in your household? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
I am responsible for opening and sending all mail in my household	897 39%	345 31%	551 46% a	42 14%	186 42% c	302 38% c	366 48% cde	266 66% hij	119 50% ij	95 37% j	85 22%	169 29%	243 35% k	146 34% klm	337 54%	746 39%	80 40%	45 40%	25 39%
I am responsible for opening and sending some mail in my household	1302 56%	691 62% b	611 51%	209 67% def	243 55%	472 59% f	378 50%	125 31%	111 47% g	155 61% gh	301 76% ghi	385 66% ln	412 60% n	256 60% n	250 40%	1090 56%	114 56%	62 54%	37 58%
I am not responsible for opening or sending any mail in my household	113 5%	72 7% b	41 3%	58 19% def	14 3%	26 3%	15 2%	13 3%	7 3%	6 2%	9 2%	26 4%	30 4%	22 5%	35 6%	97 5%	7 3%	7 6%	2 3%
Don't know	3 *%	1 *%	2 *%	1 *% f	1 *%	1 *%	- -%	- -%	- -%	- -%	2 *%	2 *%	1 *%	- -%	- -%	2 *%	1 *%	- -%	- -%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 103**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM1. Which of the following statements best describes your role when opening and sending mail in your household? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
I am responsible for opening and sending all mail in my household	897 39%	774 39%	123 39%	433 33%	459 45% c	530 37%	366 42% e
I am responsible for opening and sending some mail in my household	1302 56%	1123 56%	179 57%	818 63% d	484 48%	847 59% f	455 52%
I am not responsible for opening or sending any mail in my household	113 5%	103 5%	10 3%	45 3%	68 7% c	67 5%	46 5%
Don't know	3 *%	2 *%	1 *%	2 *%	1 *%	3 *%	- -%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 104**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM2. SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally send in the last month? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Significance Level: 95%																				
Unweighted total		2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260
Effective Weighted Sample		2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245
Total		2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62
I didn't send any letters, cards or small parcels in the last month		(0.0)	623	339	284	110	131	200	145	65	66	67	99	162	138	223	500	77	23	23
		28%	33%	24%	44%	31%	26%	24%	37%	28%	26%	17%	18%	25%	34%	38%	27%	40%	21%	36%
			b		def	f			hij	j	j			k	kl	kl		oq		oq
1 or 2 items		(1.5)	614	285	329	77	127	217	118	69	69	98	136	181	116	179	515	50	35	15
		28%	27%	28%	31%	30%	28%	26%	30%	30%	28%	25%	25%	28%	29%	31%	28%	26%	32%	24%
															k					
3 or 4 items		(3.5)	432	163	269	38	74	167	60	42	54	98	134	139	77	82	370	27	22	13
		20%	16%	23%	15%	17%	22%	21%	15%	18%	22%	25%	24%	21%	19%	14%	20%	14%	21%	21%
				a			c				g	gh	n	n	n		p			
5 to 10 items		(7.5)	360	164	195	15	74	136	47	39	45	86	121	125	40	74	309	25	17	8
		16%	16%	17%	6%	17%	18%	18%	12%	17%	18%	22%	22%	19%	10%	13%	17%	13%	16%	14%
						c	c	c			g	g	mn	mn						
11 to 20 items		(15.0)	100	49	51	6	14	29	14	10	8	23	37	28	19	17	81	10	7	2
		5%	5%	4%	2%	3%	4%	7%	3%	4%	3%	6%	7%	4%	5%	3%	4%	5%	6%	3%
								cde					n							
More than 20 items		(30.0)	40	22	18	2	6	16	2	*	5	14	19	13	5	3	35	2	2	1
		2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	4%	3%	2%	1%	1%	2%	1%	2%	2%
											gh	gh	mn	n						
Don't know		30	15	15	3	3	10	14	5	4	1	1	7	6	7	9	25	3	1	*
		1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%
Refused		1	-	1	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-
		1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 104**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM2. SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally send in the last month? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260
Effective Weighted Sample	2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245
Total	2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62
Mean number of letters, cards and small parcels sent in the last month	3.6	3.5	3.7	2.0	3.2	3.7	4.2	2.6	3.1	3.7	4.9	5.0	3.9	2.9	2.5	3.7	3.0	4.0	3.1
					c	c	cd			g	ghi	lmn	mn					p	
Standard deviation	5.14	5.40	4.89	3.70	4.62	5.17	5.66	3.92	3.85	5.16	6.18	6.20	5.20	4.63	3.81	5.16	4.87	5.34	4.94
Standard error	.10	.15	.13	.22	.22	.18	.17	.16	.22	.29	.31	.25	.19	.20	.13	.12	.31	.34	.31

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 104**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM2. SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally send in the last month? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
Unweighted total		2747	2279	468	1295	1446	1700	1047
Effective Weighted Sample		2216	1854	378	1100	1178	1364	853
Total		2199	1897	302	1251	943	1378	821
I didn't send any letters, cards or small parcels in the last month	(0.0)	623	528	95	319	301	351	272
		28%	28%	31%	26%	32% c	25%	33% e
1 or 2 items	(1.5)	614	540	74	344	270	381	233
		28%	28%	24%	27%	29%	28%	28%
3 or 4 items	(3.5)	432	369	63	267	165	298	134
		20%	19%	21%	21% d	17%	22% f	16%
5 to 10 items	(7.5)	360	317	43	226	133	231	128
		16%	17%	14%	18% d	14%	17%	16%
11 to 20 items	(15.0)	100	78	22	56	44	78	22
		5%	4%	7% a	4%	5%	6% f	3%
More than 20 items	(30.0)	40	38	2	26	14	24	16
		2%	2% b	1%	2%	2%	2%	2%
Don't know		30	26	4	13	15	15	15
		1%	1%	1%	1%	2%	1%	2%
Refused		1	1	-	-	1	-	1
		*%	*%	-%	-%	*%	-%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 104**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM2. SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally send in the last month? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2747	2279	468	1295	1446	1700	1047
Effective Weighted Sample	2216	1854	378	1100	1178	1364	853
Total	2199	1897	302	1251	943	1378	821
Mean number of letters, cards and small parcels sent in the last month	3.6	3.6	3.5	3.8 d	3.3	3.8 f	3.2
Standard deviation	5.14	5.22	4.59	5.26	4.96	5.17	5.07
Standard error	.10	.11	.21	.15	.13	.13	.16
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 105**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM3 (QM9). SHOWCARD** Approximately how many parcels did you personally send in the last month, so items that wouldn't easily fit through a letterbox? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION					
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI	
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	
Significance Level: 95%																					
Unweighted total		2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260	
Effective Weighted Sample		2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245	
Total		2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62	
I didn't send any letters, cards or small parcels in the last month		(0.0)	1628 74%	784 76%	844 73%	205 82% de	312 73%	535 69%	576 77% e	330 84% ij	188 82% j	187 75% j	231 60%	337 61%	477 73% k	315 79% kl	498 85% klm	1345 73%	149 77%	86 80% o	49 79%
1 or 2 items		(1.5)	374 17%	144 14%	230 20% a	34 14%	78 18%	149 19% f	113 15%	38 10%	31 13%	42 17% g	97 25% ghi	143 26% lmn	114 17% n	62 15% n	53 9%	318 17%	31 16%	14 13%	10 17%
3 or 4 items		(3.5)	87 4%	43 4%	45 4%	5 2%	19 4%	43 5% cf	20 3%	10 3%	5 2%	15 6% gh	27 7% gh	31 6% mn	32 5% n	12 3%	12 2%	78 4%	4 2%	4 4%	1 2%
5 to 10 items		(7.5)	64 3%	33 3%	30 3%	2 1%	12 3%	34 4% cf	16 2%	7 2%	5 2%	3 1% ghi	22 6% lmn	29 5% lmn	16 3%	7 2%	11 2%	55 3%	5 2%	3 2%	1 2%
11 to 20 items		(15.0)	19 1%	13 1%	6 1%	2 1%	6 1%	7 1%	5 1%	4 1%	1 *% *	1 *% *	4 1%	5 1%	7 1%	2 *% *	5 1%	17 1%	2 1%	- -%	- -%
More than 20 items		(30.0)	5 *% g	5 *% n	1 *% n	- -%	1 *% n	3 *% n	2 *% n	- -%	- -%	- -%	4 1% g	4 1% n	1 *% n	1 *% n	- -%	5 *% n	- -%	- -%	* *% n
Don't know		18 1%	12 1%	6 1%	1 *% c	2 1%	5 1% cf	10 1%	2 1%	- -%	2 1%	- -%	2 *% n	4 1% n	3 1% n	9 1%	14 1% q	3 2%	1 1%	* 1%	
Refused		3 *% n	3 *% n	1 *% n	1 *% n	- -%	- -%	2 *% n	- -%	- -%	- -%	1 *% n	1 *% n	2 *% n	- -%	- -%	3 *% n	- -%	- -%	- -%	
Mean number of parcels sent in the last month		.8	.9	.7	.5	.9 c	1.1 cf	.7	.5	.5	.6	1.5 ghi	1.3 lmn	.8 n	.6	.5	.9 q	.6	.5	.6	
Standard deviation		2.46	2.96	1.90	1.62	2.56	2.77	2.25	1.88	1.53	1.53	3.58	3.24	2.27	2.23	1.78	2.56	1.88	1.36	2.37	
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																					

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 105**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM3 (QM9). SHOWCARD** Approximately how many parcels did you personally send in the last month, so items that wouldn't easily fit through a letterbox? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260
Effective Weighted Sample	2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245
Total	2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62
Standard error	.05	.08	.05	.10	.12	.09	.07	.08	.09	.09	.18	.13	.08	.10	.06	.06	.12	.09	.15
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 105**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM3 (QM9). SHOWCARD** Approximately how many parcels did you personally send in the last month, so items that wouldn't easily fit through a letterbox? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
		Total	URBAN	RURAL	YES	NO	MEDIUM/ HIGH
			a	b	c	d	e f
Significance Level: 95%							
Unweighted total		2747	2279	468	1295	1446	1700 1047
Effective Weighted Sample		2216	1854	378	1100	1178	1364 853
Total		2199	1897	302	1251	943	1378 821
I didn't send any letters, cards or small parcels in the last month	(0.0)	1628 74%	1415 75%	213 71%	868 69%	756 80% c	983 71% e
1 or 2 items	(1.5)	374 17%	307 16%	66 22% a	238 19% d	135 14% f	110 13%
3 or 4 items	(3.5)	87 4%	74 4%	13 4%	65 5% d	22 2% f	21 3%
5 to 10 items	(7.5)	64 3%	57 3%	7 2%	51 4% d	13 1%	41 3%
11 to 20 items	(15.0)	19 1%	19 1%	- -%	13 1%	6 1%	13 1%
More than 20 items	(30.0)	5 *%	4 *%	1 *%	5 *%	1 *%	5 *% -
Don't know		18 1%	17 1%	1 *%	9 1%	9 1%	4 *% 14 2% e
Refused		3 *%	3 *%	- -%	3 *%	1 *%	1 *% 2 *%
Mean number of parcels sent in the last month		.8	.8	.8	1.1 d	.5	.9 f .6

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 105**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM3 (QM9). SHOWCARD** Approximately how many parcels did you personally send in the last month, so items that wouldn't easily fit through a letterbox? (Exclude any items sent in connection with running a business from home) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2747	2279	468	1295	1446	1700	1047
Effective Weighted Sample	2216	1854	378	1100	1178	1364	853
Total	2199	1897	302	1251	943	1378	821
Standard deviation	2.46	2.48	2.30	2.84	1.78	2.73	1.89
Standard error	.05	.05	.11	.08	.05	.07	.06

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 106**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM4 (QM5). SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally receive in the last week? (Include any addressed mail, exclude unaddressed mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION					
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER	£11.5K-	£17.5K-	£17.5K-	£30K+	AB	C1	C2	DE	ENG	SCOT	WALES	NI
			a	b	c	d	e	f	g	£11.5K	£17.5K	£29.9K	£30K+	k	l	m	n	LAND	LAND	q	r
Significance Level: 95%																					
Unweighted total		2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260	
Effective Weighted Sample		2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245	
Total		2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62	
I didn't receive any letters, cards or small parcels in the last week		(0.0)	175 8%	82 8%	93 8%	32 13% ef	36 8%	51 7%	56 8%	43 11% ij	17 7%	14 6%	16 4%	33 6%	44 7%	42 10% kl	56 9% k	149 8%	11 6%	7 6%	8 13% opq
1 or 2 items		(1.5)	380 17%	195 19%	185 16%	84 33% def	71 16%	112 14%	113 15%	92 24% hij	33 14% j	41 16% j	29 7%	74 13%	107 16%	67 17% klm	131 22%	304 17%	39 20%	21 20%	16 25% o
3 or 4 items		(3.5)	471 21%	214 21%	258 22%	61 24%	96 22%	150 19%	165 22%	90 23%	59 26%	66 26%	76 20%	100 18%	145 22%	87 22% k	139 24%	390 21%	41 21%	28 26%	13 21%
5 to 10 items		(7.5)	694 32%	313 30%	382 33%	52 21%	136 32% c	270 35% c	236 32% c	103 26%	78 34% g	79 32%	150 39% g	179 32%	212 32% n	142 35% n	160 27%	582 32%	60 31%	35 33%	17 27%
11 to 20 items		(15.0)	327 15%	154 15%	172 15%	14 6%	63 15% c	125 16% c	124 17% c	45 11%	32 14%	34 14%	78 20% ghi	114 21% lmn	99 15%	46 11%	68 12%	279 15%	26 14%	14 13%	7 11%
21 to 30 items		(25.0)	76 3%	33 3%	44 4%	3 1%	16 4%	34 4% c	23 3%	8 2%	7 3%	11 5%	24 6% g	29 5% mn	27 4% m	6 2%	13 2%	65 4% r	9 5% r	2 2%	1 1%
31 to 50 items		(40.0)	35 2%	20 2%	16 1%	- -%	5 1%	17 2% c	14 2% c	6 1%	2 1%	2 1%	8 2%	16 3% l	5 1%	5 1%	9 1%	34 2%	1 *% r	* *% r	* 1%
More than 50 items		(60.0)	11 *% r	7 1%	4 *% r	1 *% r	- -%	5 1%	5 1%	* *% r	1 *% r	- -%	3 1%	3 *% r	6 1%	* *% r	2 *% r	9 *% r	1 1%	- -%	* *% r

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 106**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM4 (QM5). SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally receive in the last week? (Include any addressed mail, exclude unaddressed mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-54 e	55+ f	UNDER £11.5K g	£11.5K- £17.5K h	£17.5K- £29.9K i	£30K+ j	AB k	C1 l	C2 m	DE n	ENG LAND o	SCOT LAND p	WALES q	NI r
Significance Level: 95%																			
Unweighted total	2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260
Effective Weighted Sample	2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245
Total	2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62
Don't know	28 1%	18 2%	10 1%	4 2%	6 1%	10 1%	8 1%	4 1%	- -%	2 1%	2 *%	6 1%	8 1%	6 2%	9 1%	23 1%	4 2%	1 1%	1 1%
Refused	2 *%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%
Mean number of letters, cards and small parcels received in the last week	7.5	7.6	7.4	4.4	7.1 c	8.4 cd	7.9 c	6.1	7.2 g	7.1 g	9.7 ghi	9.2 lmn	7.7 mn	6.4	6.5	7.7 qr	7.4 qr	6.1	5.7
Standard deviation	8.03	8.53	7.56	5.67	6.79	8.62	8.45	6.86	7.28	6.71	8.85	8.93	8.22	6.52	7.57	8.20	7.92	5.25	6.79
Standard error	.15	.24	.20	.33	.32	.29	.25	.29	.41	.38	.44	.36	.30	.28	.27	.18	.51	.34	.42
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 106**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM4 (QM5). SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally receive in the last week? (Include any addressed mail, exclude unaddressed mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%								
Unweighted total		2747	2279	468	1295	1446	1700	1047
Effective Weighted Sample		2216	1854	378	1100	1178	1364	853
Total		2199	1897	302	1251	943	1378	821
I didn't receive any letters, cards or small parcels in the last week	(0.0)	175 8%	151 8%	24 8%	85 7%	89 9% c	102 7%	73 9%
1 or 2 items	(1.5)	380 17%	324 17%	56 18%	187 15%	191 20% c	208 15%	171 21% e
3 or 4 items	(3.5)	471 21%	408 21%	64 21%	259 21%	211 22%	305 22%	166 20%
5 to 10 items	(7.5)	694 32%	598 32%	96 32%	417 33% d	276 29%	451 33%	243 30%
11 to 20 items	(15.0)	327 15%	278 15%	49 16%	212 17% d	114 12%	219 16%	107 13%
21 to 30 items	(25.0)	76 3%	68 4%	9 3%	47 4%	29 3%	49 4%	27 3%
31 to 50 items	(40.0)	35 2%	32 2%	3 1%	18 1%	17 2%	24 2%	11 1%
More than 50 items	(60.0)	11 *%	10 1%	1 *%	8 1%	2 *%	7 *%	4 1%
Don't know		28 1%	27 1%	2 1%	17 1%	12 1%	12 1%	16 2% e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 106**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM4 (QM5). SHOWCARD** Approximately how many letters, cards and small parcels or packets that would fit easily through a letterbox did you personally receive in the last week? (Include any addressed mail, exclude unaddressed mail) (SINGLE CODE)

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN a	RURAL b	YES c	NO d	LOW e	MEDIUM/ HIGH f
Significance Level: 95%							
Unweighted total	2747	2279	468	1295	1446	1700	1047
Effective Weighted Sample	2216	1854	378	1100	1178	1364	853
Total	2199	1897	302	1251	943	1378	821
Refused	2 *%	2 *%	- -%	1 *%	1 *%	1 *%	1 *%
Mean number of letters, cards and small parcels received in the last week	7.5	7.6	7.2	8.0 d	6.9	7.8 f	7.0
Standard deviation	8.03	8.15	7.24	8.25	7.70	8.08	7.93
Standard error	.15	.17	.34	.23	.20	.20	.25
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 107**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM5 (QM6). SHOWCARD Approximately how many parcels did you personally receive in the last week, so items that wouldn't easily fit through a letterbox? (SINGLE CODE)**

Base : Those responsible for sending or receiving any household mail

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION				
		Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total		2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260
Effective Weighted Sample		2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245
Total		2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62
I didn't receive any parcels in the last week	(0.0)	1451	696	755	171	270	462	548	290	162	161	208	292	434	274	449	1210	114	81	46
		66%	67%	65%	68% e	63%	60%	74% de	74% ij	71% j	64% j	54%	53%	66% k	68% k	76% klm	66% p	59%	75% op	74% op
1 or 2 items	(1.5)	500	232	268	64	108	184	144	69	49	60	110	185	141	79	94	408	58	20	14
		23%	22%	23%	25% f	25% f	24% f	19%	18%	21%	24% g	29% g	33% lmn	22% n	20%	16%	22%	30% oq	18%	22%
3 or 4 items	(3.5)	144	55	89	9	30	75	29	22	8	22	39	45	51	23	25	126	13	4	1
		7%	5%	8% a	4%	7% f	10% cf	4%	6%	3%	9% h	10% gh	8% n	8% n	6%	4%	7% r	7% r	4%	2%
5 to 10 items	(7.5)	71	35	36	4	12	42	13	5	8	5	24	24	23	16	8	63	5	2	1
		3%	3%	3%	2%	3%	5% cdf	2%	1%	3% g	2%	6% gi	4% n	4% n	4% n	1%	3%	3%	2%	1%
11 to 20 items	(15.0)	15	6	8	1	4	8	2	2	3	1	5	5	3	4	3	13	1	*	-
		1%	1%	1%	*%	1%	1%	*%	1%	1%	*%	1%	1%	*%	1%	1%	1%	*%	*%	-%
More than 20 items	(30.0)	3	1	2	-	1	1	1	*	-	1	-	-	*	1	2	3	-	-	-
		*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	*%	-%	-%	-%
Don't know		11	9	2	-	2	2	6	1	-	-	-	2	2	1	5	9	2	-	-
		*%	1% b	*%	-%	1%	*%	1%	*%	-%	-%	-%	*%	*%	*%	1%	*%	1%	-%	-%
Refused		4	2	2	1	2	1	1	2	-	-	-	1	-	3	1	4	1	-	-
		*%	*%	*%	1%	*%	*%	*%	*%	-%	-%	-%	*%	-%	1% l	*%	*%	*%	-%	-%
Mean number of parcels received in the last week		1.0	.9	1.0	.7	1.0	1.3	.7	.7	.9	1.0	1.4	1.2	.9	1.0	.7	1.0	1.0	.6	.5
						cf	cf					ghi	ln	n	n		qr	qr		
Standard deviation		2.23	2.10	2.34	1.51	2.43	2.53	1.92	1.87	2.17	2.41	2.49	2.14	2.02	2.58	2.26	2.33	1.79	1.61	1.14
Standard error		.04	.06	.06	.09	.11	.09	.06	.08	.12	.14	.12	.09	.07	.11	.08	.05	.11	.10	.07
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																				

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 107**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM5 (QM6). SHOWCARD Approximately how many parcels did you personally receive in the last week, so items that wouldn't easily fit through a letterbox? (SINGLE CODE)**

Base : Those responsible for sending or receiving any household mail

		URBANITY			WORKING		DEPRIVATION LEVEL	
		Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
			a	b	c	d	e	f
Significance Level: 95%								
Unweighted total		2747	2279	468	1295	1446	1700	1047
Effective Weighted Sample		2216	1854	378	1100	1178	1364	853
Total		2199	1897	302	1251	943	1378	821
I didn't receive any parcels in the last week	(0.0)	1451	1258	194	768	682	880	572
		66%	66%	64%	61%	72% c	64%	70% e
1 or 2 items	(1.5)	500	423	78	305	194	338	162
		23%	22%	26%	24% d	21%	25% f	20%
3 or 4 items	(3.5)	144	124	19	103	40	93	51
		7%	7%	6%	8% d	4%	7%	6%
5 to 10 items	(7.5)	71	62	9	53	18	47	24
		3%	3%	3%	4% d	2%	3%	3%
11 to 20 items	(15.0)	15	13	1	11	3	11	3
		1%	1%	*%	1%	*%	1%	*%
More than 20 items	(30.0)	3	3	-	3	*	1	2
		*%	*%	-%	*%	*%	*%	*%
Don't know		11	10	1	5	5	3	7
		*%	1%	*%	*%	1%	*%	1% e
Refused		4	4	-	2	2	4	1
		*%	*%	-%	*%	*%	*%	*%
Mean number of parcels received in the last week		1.0	1.0	.9	1.2 d	.7	1.0	.9
Standard deviation		2.23	2.30	1.78	2.55	1.63	2.24	2.22
Standard error		.04	.05	.08	.07	.04	.05	.07
Columns Tested: a,b - c,d - e,f								

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 108**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM6 (QM7). Over the next year, do you think you will use post more, less or about the same as you do currently? (SINGLE CODE)**

Base : Those responsible for sending or receiving any household mail

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2747	1282	1465	291	463	868	1124	578	320	312	401	612	762	550	819	1988	251	248	260
Effective Weighted Sample	2216	1030	1187	241	385	739	879	457	254	259	337	503	618	446	667	1725	241	204	245
Total	2199	1036	1162	251	429	775	744	391	230	250	386	554	654	402	587	1836	194	107	62
Will use post more	116	54	62	21	27	51	17	12	12	16	23	30	38	25	23	99	9	5	3
	5%	5%	5%	8% f	6% f	7% f	2%	3%	5%	7% g	6% g	5%	6%	6%	4%	5%	5%	5%	4%
Will use post less	126	57	69	12	23	44	46	19	12	13	29	28	49	19	30	102	11	6	6
	6%	5%	6%	5%	5%	6%	6%	5%	5%	5%	7%	5%	7%	5%	5%	6%	6%	6%	10% o
Will use post about the same as currently	1863	871	992	202	358	645	658	340	196	208	324	473	538	347	504	1556	163	94	51
	85%	84%	85%	80%	83%	83%	89% cde	87%	85%	83%	84%	86%	82%	86%	86%	85%	84%	88%	82%
Don't know	93	55	39	16	21	34	22	20	9	12	10	22	29	11	31	78	11	2	2
	4%	5% b	3%	6% f	5%	4%	3%	5%	4%	5%	3%	4%	4%	3%	5% m	4%	6% q	2%	3%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 108**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QM6 (QM7). Over the next year, do you think you will use post more, less or about the same as you do currently? (SINGLE CODE)**

Base : Those responsible for sending or receiving any household mail

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2747	2279	468	1295	1446	1700	1047
Effective Weighted Sample	2216	1854	378	1100	1178	1364	853
Total	2199	1897	302	1251	943	1378	821
Will use post more	116	101	16	79	37	77	40
	5%	5%	5%	6%	4%	6%	5%
				d			
Will use post less	126	111	15	67	57	79	47
	6%	6%	5%	5%	6%	6%	6%
Will use post about the same as currently	1863	1609	255	1047	813	1163	700
	85%	85%	84%	84%	86%	84%	85%
Don't know	93	76	17	58	35	59	34
	4%	4%	6%	5%	4%	4%	4%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 109**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q11 (Q12). Have you personally had a reason to make a complaint about your landline, mobile, or internet service or supplier in the last 12 months? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Yes landline	142 6%	63 6%	79 7%	7 2%	32 7% c	58 7% c	45 6% c	18 5%	20 9% g	20 8%	32 8% g	37 6%	46 7%	25 6%	33 5%	125 6%	9 4%	6 5%	3 4%
Yes mobile	83 4%	37 3%	46 4%	12 4%	22 5% f	34 4% f	15 2%	21 5% i	10 4%	5 2%	15 4%	12 2%	24 3%	16 4%	31 5% k	69 4%	7 3%	5 4%	2 4%
Yes internet - fixed broadband/ narrowband	194 8%	90 8%	104 9%	12 4%	43 10% c	79 10% c	60 8% c	19 5%	21 9% g	28 11% g	49 12% g	57 10% n	67 10% n	33 8%	36 6%	162 8%	17 8%	11 9%	5 8%
Yes internet - mobile broadband	6 *%	3 *%	4 *%	2 1%	3 1% f	1 *% f	* *%	1 *%	1 *% o	2 1%	* *%	* *%	2 *% o	2 1%	2 *%	4 *%	1 *%	1 1% o	1 1%
ANY INTERNET	199 9%	92 8%	107 9%	14 5%	46 10% c	79 10% c	60 8%	20 5%	22 9% g	29 11% g	49 12% g	57 10% n	68 10% n	35 8%	38 6%	164 8%	18 9%	12 10%	5 8%
No none of these	1970 85%	952 86%	1018 84%	281 91% de	368 83%	663 83%	657 87% e	358 89% hij	194 82%	213 83%	320 81%	493 85%	576 84%	365 86%	535 86%	1645 85%	174 86%	95 83%	56 88%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 109**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q11 (Q12). Have you personally had a reason to make a complaint about your landline, mobile, or internet service or supplier in the last 12 months? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Yes landline	142 6%	110 5%	32 10% a	79 6%	64 6%	99 7%	43 5%
Yes mobile	83 4%	71 4%	13 4%	45 3%	38 4%	42 3%	41 5% e
Yes internet - fixed broadband/ narrowband	194 8%	168 8%	26 8%	125 10% d	68 7%	128 9%	66 8%
Yes internet - mobile broadband	6 *%	4 *%	2 1%	3 *%	3 *%	3 *%	3 *%
ANY INTERNET	199 9%	171 9%	28 9%	128 10% d	71 7%	130 9%	69 8%
No none of these	1970 85%	1717 86% b	253 81%	1092 84%	874 86%	1227 85%	743 86%

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 110**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q12 (Q14). And did you go ahead and make a complaint about your landline service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their landline service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	178	79	99	9	31	64	73	24	27	27	31	43	53	36	45	139	12	17	10
Effective Weighted Sample	143	62	81	8	27	55	57	19	21	24	26	33	43	27	41	119	11	13	10
Total	142	63	79	7	32	58	45	18	20	20	32	37	46	25	33	125	9	6	3
Yes	121	**	**	**	**	**	**	**	**	**	**	**	**	**	**	106	**	**	**
	85%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	85%	**	**	**
No	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	19	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	15%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 110**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q12 (Q14). And did you go ahead and make a complaint about your landline service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their landline service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	~c	~d	e	~f
Unweighted total	178	130	48	80	98	122	56
Effective Weighted Sample	143	104	41	68	80	100	43
Total	142	110	32	79	64	99	43
Yes	121	97	**	**	**	87	**
	85%	88%	**	**	**	87%	**
No	21	13	**	**	**	13	**
	15%	12%	**	**	**	13%	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 111**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q13 (Q15). Why did you not make a complaint about your landline service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their landline service or supplier

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	27	10	17	-	3	13	10	4	5	2	2	5	10	7	5	21	1	2	3
Effective Weighted Sample	21	7	14	-	3	11	8	3	4	1	2	4	9	4	5	18	1	2	3
Total	21	7	14	-	4	12	5	2	4	1	2	3	11	3	4	19	1	1	1
The problem was sorted out	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Didn't have time	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Did not know where to go	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 111**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q13 (Q15). Why did you not make a complaint about your landline service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their landline service or supplier

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	27	17	10	14	13	15	12
Effective Weighted Sample	21	12	9	11	12	13	8
Total	21	13	8	14	8	13	8
The problem was sorted out	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Did not know where to go	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 112**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q14 (Q17). And did you go ahead and make a complaint about your mobile service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	108	51	57	14	27	41	26	28	14	8	16	15	31	21	41	76	9	13	10
Effective Weighted Sample	90	43	47	13	22	36	21	25	11	7	14	12	25	18	36	69	9	12	10
Total	83	37	46	12	22	34	15	21	10	5	15	12	24	16	31	69	7	5	2
Yes	71	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	85%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 112**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q14 (Q17). And did you go ahead and make a complaint about your mobile service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their mobile service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	108	87	21	53	54	58	50
Effective Weighted Sample	90	73	18	46	44	48	43
Total	83	71	13	45	38	42	41
Yes	71	**	**	**	**	**	**
	85%	**	**	**	**	**	**
No	13	**	**	**	**	**	**
	15%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 113**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q15 (Q18). Why did you not make a complaint about your mobile service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their mobile service or supplier

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	17	4	13	2	1	10	4	6	1	1	2	4	4	2	7	12	1	3	1
Effective Weighted Sample	14	3	11	2	1	9	3	5	1	1	2	4	4	2	5	11	1	3	1
Total	13	3	10	2	1	8	2	5	1	1	1	2	4	2	5	11	1	1	*
The problem was sorted out	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 113**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q15 (Q18). Why did you not make a complaint about your mobile service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their mobile service or supplier

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	17	12	5	3	14	8	9
Effective Weighted Sample	14	11	4	3	11	7	8
Total	13	11	2	3	10	5	8
The problem was sorted out	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 114**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q16 (Q110). And did you go ahead and make a complaint about your internet service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r
Unweighted total	227	105	122	17	47	84	78	24	31	37	47	62	73	47	44	167	20	21	19
Effective Weighted Sample	186	84	103	14	40	72	62	20	25	32	41	52	59	39	37	145	19	18	18
Total	194	90	104	12	43	79	60	19	21	28	49	57	67	33	36	162	17	11	5
Yes	170	81	89	**	**	**	**	**	**	**	**	**	**	**	**	145	**	**	**
	88%	90%	86%	**	**	**	**	**	**	**	**	**	**	**	**	90%	**	**	**
No	24	9	15	**	**	**	**	**	**	**	**	**	**	**	**	17	**	**	**
	12%	10%	14%	**	**	**	**	**	**	**	**	**	**	**	**	10%	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 114**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q16 (Q10). And did you go ahead and make a complaint about your internet service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their fixed broadband/ narrowband internet service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	~b	c	~d	e	~f
Unweighted total	227	191	36	132	95	148	79
Effective Weighted Sample	186	158	29	110	80	123	64
Total	194	168	26	125	68	128	66
Yes	170	146	**	108	**	113	**
	88%	87%	**	86%	**	89%	**
No	24	22	**	18	**	14	**
	12%	13%	**	14%	**	11%	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 115**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q17 (Q11). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their fixed broadband/ narrowband internet service or supplier

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	29	13	16	4	8	9	8	3	3	4	3	9	11	4	5	16	4	6	3
Effective Weighted Sample	23	10	13	3	7	7	7	3	2	3	3	8	8	3	4	14	4	5	3
Total	24	9	15	3	9	7	5	3	2	2	2	6	9	3	6	17	3	3	1
The problem was sorted out	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Did not know where to go	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 115**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q17 (Q11). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their fixed broadband/ narrowband internet service or supplier

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	29	25	4	19	10	17	12
Effective Weighted Sample	23	20	4	15	8	13	10
Total	24	22	2	18	7	14	10
The problem was sorted out	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Didn't have time	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
They wouldn't do anything anyway	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Not worth the hassle	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Did not know where to go	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 116**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q18 (Q13). And did you go ahead and make a complaint about your mobile broadband service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their mobile broadband internet service or supplier in the last 12 months

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	10	6	4	4	3	1	2	2	2	3	1	1	4	2	3	4	1	3	2
Effective Weighted Sample	7	5	3	4	3	1	2	2	2	2	1	1	3	2	3	3	1	3	2
Total	6	3	4	2	3	1	*	1	1	2	*	*	2	2	2	4	1	1	1
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 116**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q18 (Q13). And did you go ahead and make a complaint about your mobile broadband service or supplier? (SINGLE CODE)**

Base : Those with a reason to complain about their mobile broadband internet service or supplier in the last 12 months

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	10	6	4	4	6	6	4
Effective Weighted Sample	7	4	4	3	5	5	3
Total	6	4	2	3	3	3	3
Yes	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 117**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q19 (Q114). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their mobile broadband internet service or supplier

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	2	2	-	1	-	-	1	-	1	1	-	-	1	-	1	1	-	-	1
Effective Weighted Sample	2	2	-	1	-	-	1	-	1	1	-	-	1	-	1	1	-	-	1
Total	1	1	-	1	-	-	*	-	1	*	-	-	*	-	1	1	-	-	*
Not worth the hassle	**	**	-	**	-	-	**	-	**	**	-	-	**	-	**	**	-	-	**
	**	**	-%	**	-%	-%	**	-%	**	**	-%	-%	**	-%	**	**	-%	-%	**
They wouldn't do anything anyway	**	**	-	**	-	-	**	-	**	**	-	-	**	-	**	**	-	-	**
	**	**	-%	**	-%	-%	**	-%	**	**	-%	-%	**	-%	**	**	-%	-%	**
The problem was sorted out	**	**	-	**	-	-	**	-	**	**	-	-	**	-	**	**	-	-	**
	**	**	-%	**	-%	-%	**	-%	**	**	-%	-%	**	-%	**	**	-%	-%	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 117**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q19 (Q14). Why did you not make a complaint about your internet service or supplier? (MULTI CODE)**

Base : Those did not go ahead and make a complaint about their mobile broadband internet service or supplier

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	2	2	-	1	1	-	2
Effective Weighted Sample	2	2	-	1	1	-	2
Total	1	1	-	*	1	-	1
Not worth the hassle	**	**	-	**	**	-	**
	**	**	-%	**	**	-%	**
They wouldn't do anything anyway	**	**	-	**	**	-	**
	**	**	-%	**	**	-%	**
The problem was sorted out	**	**	-	**	**	-	**
	**	**	-%	**	**	-%	**

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 118**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ1. SHOWCARD Could you please take a look at the options shown on this card and let me know which applies to you? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Married/ civil partnership	1181	584	598	24	199	524	434	92	106	151	304	395	340	243	202	992	96	63	30
	51%	53%	50%	8%	45%	65%	57%	23%	45%	59%	76%	68%	50%	57%	32%	51%	48%	55%	48%
					c	cdf	cd		g	gh	ghi	lmn	n	ln					
Co-habiting	192	105	86	38	74	68	11	26	22	27	40	35	58	43	55	167	14	6	4
	8%	9%	7%	12%	17%	9%	1%	6%	9%	10%	10%	6%	8%	10%	9%	9%	7%	6%	6%
		b		f	ef	f								k					
Single	583	311	273	248	150	120	65	147	63	50	42	91	196	82	213	481	56	27	20
	25%	28%	23%	80%	34%	15%	9%	36%	27%	19%	11%	16%	29%	19%	34%	25%	28%	24%	31%
		b		def	ef	f		hij	j	j			km		klm				o
Widowed, divorced or separated	350	105	245	1	19	84	246	138	46	27	11	56	89	55	150	287	35	18	10
	15%	9%	20%	*%	4%	10%	32%	34%	20%	11%	3%	10%	13%	13%	24%	15%	17%	16%	15%
			a		c	cd	cde	hij	ij	j					klm				
Refused	9	5	4	-	1	5	3	1	-	1	1	4	3	-	2	7	1	-	-
	*%	*%	*%	-%	*%	1%	*%	*%	-%	*%	*%	1%	*%	-%	*%	*%	1%	-%	-%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 118**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ1. SHOWCARD Could you please take a look at the options shown on this card and let me know which applies to you? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Married/ civil partnership	1181	999	183	767	412	816	365
	51%	50%	58%	59%	41%	56%	42%
			a	d		f	
Co-habiting	192	163	29	139	52	112	80
	8%	8%	9%	11%	5%	8%	9%
				d			
Single	583	533	51	284	300	310	273
	25%	27%	16%	22%	30%	21%	32%
		b			c		e
Widowed, divorced or separated	350	302	48	101	247	204	146
	15%	15%	15%	8%	24%	14%	17%
					c		
Refused	9	6	3	7	2	6	3
	*%	*%	1%	1%	*%	*%	*%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 119**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)**

Base : All respondents

		GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
WHITE																			
British	1512	693	820	200	290	518	504	253	145	164	281	395	425	294	396	1395	21	58	37
	65%	62%	68%	64%	65%	65%	66%	63%	61%	64%	71%	68%	62%	69%	64%	72%	11%	51%	59%
			a								gh	l		ln		pqr	p	p	
English	249	125	125	21	30	70	128	42	30	33	38	64	79	37	69	233	9	6	1
	11%	11%	10%	7%	7%	9%	17%	10%	13%	13%	10%	11%	12%	9%	11%	12%	4%	5%	1%
							cde									pqr	r	r	
Scottish	162	78	85	21	30	59	53	37	26	17	34	34	48	32	48	12	151	-	-
	7%	7%	7%	7%	7%	7%	7%	9%	11%	7%	9%	6%	7%	7%	8%	1%	75%	-%	-%
																oqr			
Welsh	53	30	23	6	9	19	18	12	7	9	6	7	15	11	19	6	2	45	-
	2%	3%	2%	2%	2%	2%	2%	3%	3%	4%	2%	1%	2%	3%	3%	*%	1%	39%	-%
															k			opr	
Irish	36	20	16	5	7	12	11	11	7	4	3	6	10	6	14	13	3	-	20
	2%	2%	1%	2%	2%	2%	1%	3%	3%	2%	1%	1%	1%	1%	2%	1%	1%	-%	32%
								j	j										opq
Any other white background	76	38	38	14	26	28	8	9	7	6	13	20	25	11	20	63	6	1	5
	3%	3%	3%	4%	6%	3%	1%	2%	3%	2%	3%	3%	4%	3%	3%	3%	3%	1%	8%
				f	f	f													opq
MIXED																			
White and Black Caribbean	17	9	8	1	4	11	1	4	1	4	1	3	8	1	5	17	-	-	-
	1%	1%	1%	*%	1%	1%	*%	1%	*%	2%	*%	*%	1%	*%	1%	1%	-%	-%	-%
					f	f													
White and Black African	4	2	2	1	-	1	2	-	1	-	-	2	2	1	-	4	-	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	1%	-%	-%	*%	*%	*%	-%	*%	-%	-%	-%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 119**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
White and Asian	6	4	2	3	2	1	*	3	-	1	-	-	3	-	3	6	-	*	-
	*%	*%	*%	1%	1%	*%	*%	1%	-%	*%	-%	-%	*%	-%	1%	*%	-%	*%	-%
Any other mixed background	1	1	*	-	*	1	-	1	-	-	-	-	-	*	1	1	-	*	-
	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%
<b>ASIAN AND BRITISH ASIAN</b>																			
Indian	59	31	28	8	15	21	15	9	5	4	7	17	20	11	11	54	5	1	*
	3%	3%	2%	3%	3%	3%	2%	2%	2%	1%	2%	3%	3%	2%	2%	3%	2%	1%	*%
Pakistani	27	19	8	8	5	12	2	4	1	1	3	6	7	5	8	23	3	1	-
	1%	2%	1%	2%	1%	1%	*%	1%	*%	*%	1%	1%	1%	1%	1%	1%	2%	1%	-%
Bangladeshi	18	10	8	5	5	6	2	1	-	-	-	4	5	3	6	18	-	-	-
	1%	1%	1%	2%	1%	1%	*%	*%	-%	-%	-%	1%	1%	1%	1%	1%	-%	-%	-%
Any other Asian background	7	4	3	1	2	4	-	1	1	*	1	-	4	1	2	7	-	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	1%	*%	*%	*%	-%	-%	*%
<b>BLACK AND BLACK BRITISH</b>																			
Caribbean	25	11	14	4	3	12	6	3	1	6	4	4	10	6	5	25	-	*	-
	1%	1%	1%	1%	1%	2%	1%	1%	*%	2%	1%	1%	2%	1%	1%	1%	-%	*%	-%
African	40	22	18	9	8	20	3	10	4	5	3	12	15	4	9	39	-	1	-
	2%	2%	2%	3%	2%	2%	*%	3%	2%	2%	1%	2%	2%	1%	1%	2%	-%	1%	-%
Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r																			

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 119**

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**QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Any other black background	5	3	2	1	2	-	1	1	-	-	-	-	1	-	3	4	1	-	-
	*%	*%	*%	*%	1%	-%	*%	*%	-%	-%	-%	-%	*%	-%	1%	*%	*%	-%	-%
<b>MIDDLE EAST AND ARABIC ORIGIN</b>																			
Middle Eastern, including Arabic origin	4	3	1	-	1	1	2	1	-	-	-	1	2	-	1	4	-	-	-
	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%	-%	-%
Iranian	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
<b>CHINESE OR OTHER ETHNIC GROUP</b>																			
Chinese	1	-	1	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Any other background	5	2	3	-	1	3	1	2	1	-	1	1	2	1	1	4	1	-	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%
Refused	7	4	2	1	1	2	2	-	*	1	1	3	3	*	*	5	1	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 119**

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**QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
<b>WHITE</b>							
British	1512	1295	218	864	645	1055	458
	65%	65%	70%	67%	64%	73%	53%
						f	
English	249	210	39	116	131	171	78
	11%	10%	13%	9%	13%	12%	9%
					c	f	
Scottish	162	130	32	83	79	82	80
	7%	6%	10%	6%	8%	6%	9%
			a				e
Welsh	53	44	9	26	26	32	21
	2%	2%	3%	2%	3%	2%	2%
Irish	36	30	5	18	18	15	21
	2%	2%	2%	1%	2%	1%	2%
							e
Any other white background	76	73	3	55	21	30	46
	3%	4%	1%	4%	2%	2%	5%
		b		d			e
<b>MIXED</b>							
White and Black Caribbean	17	17	-	11	6	1	16
	1%	1%	-%	1%	1%	*%	2%
							e
White and Black African	4	4	-	3	2	4	-
	*%	*%	-%	*%	*%	*%	-%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 119**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
White and Asian	6	4	3	6	*	6	-
	*%	*%	1%	*%	*%	*%	-%
			a	d		f	
Any other mixed background	1	1	-	-	1	*	1
	*%	*%	-%	-%	*%	*%	*%
<b>ASIAN AND BRITISH ASIAN</b>							
Indian	59	59	1	36	23	15	44
	3%	3%	*%	3%	2%	1%	5%
		b					e
Pakistani	27	27	-	15	12	6	20
	1%	1%	-%	1%	1%	*%	2%
		b					e
Bangladeshi	18	18	-	6	12	-	18
	1%	1%	-%	*%	1%	-%	2%
							e
Any other Asian background	7	7	-	4	3	4	3
	*%	*%	-%	*%	*%	*%	*%
<b>BLACK AND BLACK BRITISH</b>							
Caribbean	25	25	*	18	8	9	17
	1%	1%	*%	1%	1%	1%	2%
							e
African	40	40	-	24	16	6	34
	2%	2%	-%	2%	2%	*%	4%
		b					e

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 119**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Any other black background	5 *%	5 *%	- -%	2 *%	3 *%	1 *%	3 *%
<b>MIDDLE EAST AND ARABIC ORIGIN</b>							
Middle Eastern, including Arabic origin	4 *%	4 *%	- -%	2 *%	2 *%	2 *%	2 *%
Iranian	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%
<b>CHINESE OR OTHER ETHNIC GROUP</b>							
Chinese	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%
Any other background	5 *%	5 *%	- -%	4 *%	1 *%	4 *%	1 *%
Refused	7 *%	3 *%	3 1%	6 *%	1 *%	4 *%	3 *%
			a				

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 120**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Cannot walk far or manage stairs or can only do so with difficulty	127 5%	60 5%	67 6%	1 *%	8 2%	27 3%	92 12% cde	58 14% hij	12 5% ij	5 2%	5 1%	22 4%	27 4%	23 5% klm	54 9%	104 5%	12 6%	8 7%	3 5%
Breathlessness or chest pains	89 4%	45 4%	43 4%	3 1%	7 2%	24 3%	54 7% cde	35 9% ij	12 5% j	11 4% j	4 1%	8 1%	21 3%	15 4% k	43 7% klm	70 4%	10 5%	5 5%	4 6% o
Poor hearing, partial hearing or deafness	67 3%	34 3%	34 3%	2 1%	- -%	11 1%	54 7% cde	24 6% hj	6 3%	7 3%	4 1%	15 3%	12 2%	8 2%	32 5% klm	56 3%	5 2%	4 4%	2 3%
Poor vision, partial sight or blindness	48 2%	18 2%	30 3%	4 1%	2 1%	8 1%	34 4% cde	14 3% j	11 5% ij	3 1%	4 1%	9 1%	12 2%	7 2%	20 3%	40 2%	3 2%	4 3%	2 3%
Mental health problems or difficulties	29 1%	17 2%	12 1%	1 *%	5 1%	15 2% c	8 1%	18 4% ij	5 2% j	1 *%	- -%	2 *%	3 *%	3 1%	22 3% klm	24 1%	2 1%	2 2%	1 2%
Limited ability to reach	24 1%	8 1%	17 1%	1 *%	2 *%	7 1%	15 2% d	10 2% ij	2 1%	1 *%	2 *%	5 1%	7 1%	5 1%	8 1%	21 1%	1 *%	2 2%	1 1%
Dyslexia	15 1%	6 1%	9 1%	3 1%	2 *%	6 1%	4 1%	3 1%	2 1%	2 1%	3 1%	4 1%	3 *%	3 1%	5 1%	12 1%	2 1%	1 1%	* *%
Cannot walk at all / use a wheelchair	12 1%	7 1%	5 *%	- -%	- -%	5 1%	7 1%	5 1%	2 1%	- -%	2 *%	2 *%	3 *%	1 *%	7 1%	10 1%	1 *%	1 1%	1 1%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 120**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Other illnesses or health problems which limit your daily activities or the work that you can do	106 5%	55 5%	51 4%	5 2%	4 1%	43 5% cd	54 7% cd	42 10% hij	7 3%	5 2%	7 2%	21 4%	23 3%	16 4%	47 7% klm	86 4%	11 5%	7 6%	3 5%
None	1972 85%	947 85%	1024 85%	293 94% ef	421 95% ef	697 87% f	561 74%	276 68%	195 82% g	233 91% gh	374 94% gh	520 90% n	617 90% n	371 87% n	462 74%	1653 85%	172 85%	93 82%	53 83%

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 120**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Cannot walk far or manage stairs or can only do so with difficulty	127 5%	104 5%	23 7%	16 1%	110 11% c	67 5%	60 7% e
Breathlessness or chest pains	89 4%	75 4%	13 4%	19 1%	69 7% c	48 3%	40 5%
Poor hearing, partial hearing or deafness	67 3%	58 3%	9 3%	13 1%	54 5% c	45 3%	22 3%
Poor vision, partial sight or blindness	48 2%	43 2%	6 2%	12 1%	36 4% c	29 2%	19 2%
Mental health problems or difficulties	29 1%	25 1%	5 1%	3 *% c	26 3% c	16 1%	13 1%
Limited ability to reach	24 1%	21 1%	3 1%	4 *% c	21 2% c	11 1%	14 2%
Dyslexia	15 1%	11 1%	4 1%	9 1%	6 1%	11 1%	4 *%
Cannot walk at all / use a wheelchair	12 1%	11 1%	2 1%	1 *% c	11 1% c	6 *%	6 1%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 120**

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**QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
		a	b	c	d	e	f
Significance Level: 95%							
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Other illnesses or health problems which limit your daily activities or the work that you can do	106	85	22	32	75	59	48
	5%	4%	7%	2%	7%	4%	5%
			a		c		
None	1972	1715	257	1209	759	1258	714
	85%	86%	82%	93%	75%	87%	82%
				d		f	

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 121**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)**

Base : Those with poor vision, partial sight or blindness

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	72	28	44	4	2	11	55	22	15	4	4	9	17	13	32	50	5	9	8
Effective Weighted Sample	55	22	33	3	2	9	44	18	11	4	3	8	13	9	25	41	5	7	7
Total	48	18	30	4	2	8	34	14	11	3	4	9	12	7	20	40	3	4	2
Cannot tell by the light where the windows are	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see the shapes of furniture in the room	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if he or she is at arm's length	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to read a newspaper headline	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to read a large print book	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 121**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)**

Base : Those with poor vision, partial sight or blindness

	GENDER			AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
	Total	MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	72	28	44	4	2	11	55	22	15	4	4	9	17	13	32	50	5	9	8
Effective Weighted Sample	55	22	33	3	2	9	44	18	11	4	3	8	13	9	25	41	5	7	7
Total	48	18	30	4	2	8	34	14	11	3	4	9	12	7	20	40	3	4	2
Have difficulty seeing ordinary newspaper print	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 121**

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**QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)**

Base : Those with poor vision, partial sight or blindness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	72	61	11	11	60	40	32
Effective Weighted Sample	55	46	9	9	47	32	24
Total	48	43	6	12	36	29	19
Cannot tell by the light where the windows are	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see the shapes of furniture in the room	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if he or she is at arm's length	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to read a newspaper headline	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to read a large print book	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Columns Tested: a,b - c,d - e,f							

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 121**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)**

Base : Those with poor vision, partial sight or blindness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	~d	~e	~f
Unweighted total	72	61	11	11	60	40	32
Effective Weighted Sample	55	46	9	9	47	32	24
Total	48	43	6	12	36	29	19
Have difficulty seeing ordinary newspaper print	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**
	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**
	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f



**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 122**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)**

Base : Those with poor hearing, partial hearing or deafness

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	114	56	58	3	-	12	99	43	11	8	5	23	20	15	55	81	8	14	11
Effective Weighted Sample	88	44	44	3	-	10	78	34	7	7	4	19	15	11	42	68	7	11	10
Total	67	34	34	2	-	11	54	24	6	7	4	15	12	8	32	56	5	4	2
Cannot hear sounds at all	2	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme with the volume turned up	8	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	6	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot hear a doorbell, alarm clock or telephone bell	5	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme at a volume others find acceptable	12	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	6	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Difficulty following a conversation against background noise	15	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	4	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 122**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)**

Base : Those with poor hearing, partial hearing or deafness

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	114	56	58	3	-	12	99	43	11	8	5	23	20	15	55	81	8	14	11
Effective Weighted Sample	88	44	44	3	-	10	78	34	7	7	4	19	15	11	42	68	7	11	10
Total	67	34	34	2	-	11	54	24	6	7	4	15	12	8	32	56	5	4	2
Don't know	8	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
12%	12%	**	**	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 122**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)**

Base : Those with poor hearing, partial hearing or deafness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	d	~e	~f
Unweighted total	114	92	22	13	101	77	37
Effective Weighted Sample	88	72	18	12	80	60	28
Total	67	58	9	13	54	45	22
Cannot hear sounds at all	2	**	**	**	-	**	**
	4%	**	**	**	-%	**	**
Cannot follow a TV programme with the volume turned up	8	**	**	**	6	**	**
	12%	**	**	**	10%	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	6	**	**	**	4	**	**
	9%	**	**	**	8%	**	**
Cannot hear a doorbell, alarm clock or telephone bell	5	**	**	**	4	**	**
	8%	**	**	**	8%	**	**
Cannot follow a TV programme at a volume others find acceptable	12	**	**	**	10	**	**
	19%	**	**	**	19%	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	6	**	**	**	4	**	**
	8%	**	**	**	7%	**	**
Difficulty following a conversation against background noise	15	**	**	**	14	**	**
	22%	**	**	**	26%	**	**
Other	4	**	**	**	4	**	**
	6%	**	**	**	8%	**	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 122**

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**QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)**

Base : Those with poor hearing, partial hearing or deafness

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		~a	~b	~c	d	~e	~f
Unweighted total	114	92	22	13	101	77	37
Effective Weighted Sample	88	72	18	12	80	60	28
Total	67	58	9	13	54	45	22
Don't know	8	**	**	**	7	**	**
	12%	**	**	**	13%	**	**

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 123**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ8 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Under £11,500	404	158	246	55	78	104	167	404	-	-	-	17	64	53	269	322	46	24	12
	17%	14%	20%	18%	18%	13%	22%	100%	-%	-%	-%	3%	9%	13%	43%	17%	23%	21%	19%
			a	e	e		e	hij					k	k	klm		o		
Above £11,500	1220	603	618	113	256	508	344	-	221	243	375	415	405	230	171	1000	118	68	34
	53%	54%	51%	36%	58%	63%	45%	-%	94%	95%	94%	71%	59%	54%	27%	52%	59%	60%	53%
					cf	cf	c		g	g	g	lmn	n	n			o	o	
Don't know	212	110	102	94	34	39	45	-	5	2	4	38	55	46	73	181	15	6	10
	9%	10%	8%	30%	8%	5%	6%	-%	2%	1%	1%	6%	8%	11%	12%	9%	7%	6%	15%
				def					g		g			k	kl				opq
Refused	479	240	240	49	76	151	203	-	10	11	18	112	162	95	109	433	22	16	8
	21%	22%	20%	16%	17%	19%	27%	-%	4%	4%	5%	19%	24%	22%	18%	22%	11%	14%	13%
							cde		g	g	g		n	n		pqr			

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 123**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ8 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?**

Base : All respondents

	Total	URBANITY		WORKING		DEPRIVATION LEVEL	
		URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Under £11,500	404	356	48	93	307	190	214
	17%	18%	15%	7%	30% c	13%	25% e
Above £11,500	1220	1029	191	866	354	825	395
	53%	51%	61% a	67% d	35%	57% f	46%
Don't know	212	185	27	75	136	123	88
	9%	9%	9%	6%	13% c	9%	10%
Refused	479	432	47	264	215	310	169
	21%	22% b	15%	20%	21%	21%	20%

Columns Tested: a,b - c,d - e,f

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 124**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ9. SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE GROUP				HOUSEHOLD INCOME				SOCIAL GROUP				NATION			
		MALE	FEMALE	16-24	25-34	35-54	55+	UNDER £11.5K	£11.5K- £17.5K	£17.5K- £29.9K	£30K+	AB	C1	C2	DE	ENG LAND	SCOT LAND	WALES	NI
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
Unweighted total	2879	1366	1513	359	481	894	1144	597	331	320	411	638	795	579	863	2085	263	264	267
Effective Weighted Sample	2323	1097	1227	298	398	762	893	473	262	266	346	526	643	469	705	1810	252	217	251
Total	2315	1110	1205	311	444	801	759	404	236	256	397	581	686	424	622	1935	202	114	64
Up to £221/ Under £11,500	404	158	246	55	78	104	167	404	-	-	-	17	64	53	269	322	46	24	12
	17%	14%	20%	18%	18%	13%	22%	100%	-%	-%	-%	3%	9%	13%	43%	17%	23%	21%	19%
			a	e	e		e	hij					k	k	klm		o		
£222 - £336/ £11,500 - £17,499	236	108	129	18	45	81	93	-	236	-	-	24	72	62	78	179	31	16	11
	10%	10%	11%	6%	10%	10%	12%	-%	100%	-%	-%	4%	11%	15%	13%	9%	15%	14%	17%
					c	c	c		gij				k	kl	k		o	o	o
£337 - £576/ £17,500 - £29,999	256	132	124	18	71	100	67	-	-	256	-	49	101	68	38	200	26	20	10
	11%	12%	10%	6%	16%	12%	9%	-%	-%	100%	-%	8%	15%	16%	6%	10%	13%	17%	15%
					cf	cf				ghj			kn	kn				o	o
£578 - £961/ £30,000 - £49,999	242	118	124	24	49	119	50	-	-	-	242	123	66	42	11	207	22	6	7
	10%	11%	10%	8%	11%	15%	7%	-%	-%	-%	61%	21%	10%	10%	2%	11%	11%	5%	11%
					f	cf					ghi	lmn	n	n		q	q		q
£962 or over/ £50,000+	155	79	76	13	31	81	30	-	-	-	155	107	35	11	2	134	16	3	2
	7%	7%	6%	4%	7%	10%	4%	-%	-%	-%	39%	18%	5%	3%	*%	7%	8%	3%	4%
					f	cf					ghi	lmn	mn	n		qr	qr		
DK/ Refused	1022	516	506	183	169	317	353	-	-	-	-	261	348	188	224	893	61	46	22
	44%	46%	42%	59%	38%	40%	46%	-%	-%	-%	-%	45%	51%	44%	36%	46%	30%	40%	34%
		b		def			de					n	kmn	n		pr		p	

Columns Tested: a,b - c,d,e,f - g,h,i,j - k,l,m,n - o,p,q,r

**OFCOM TECHNOLOGY TRACKER WAVE 2 2013 - MAIN SET. 13th May to 27th July 2013.**

**Table 124**

All data have been weighted to ensure they are representative of the UK adult population. Ofcom does not quota or weight by household income, so it may not be representative of the UK population, but it is included for reasons of interest. Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QZ9. SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)**

Base : All respondents

		URBANITY		WORKING		DEPRIVATION LEVEL	
	Total	URBAN	RURAL	YES	NO	LOW	MEDIUM/ HIGH
Significance Level: 95%		a	b	c	d	e	f
Unweighted total	2879	2394	485	1339	1534	1775	1104
Effective Weighted Sample	2323	1949	392	1138	1247	1424	901
Total	2315	2002	313	1298	1012	1448	867
Up to £221/ Under £11,500	404 17%	356 18%	48 15%	93 7%	307 30% c	190 13%	214 25% e
£222 - £336/ £11,500 - £17,499	236 10%	203 10%	33 11%	129 10%	106 11%	137 9%	99 11%
£337 - £576/ £17,500 - £29,999	256 11%	220 11%	36 11%	186 14% d	69 7%	160 11%	95 11%
£578 - £961/ £30,000 - £49,999	242 10%	206 10%	36 11%	199 15% d	43 4%	189 13% f	53 6%
£962 or over/ £50,000+	155 7%	133 7%	22 7%	134 10% d	21 2%	128 9% f	27 3%
DK/ Refused	1022 44%	884 44%	138 44%	556 43%	465 46%	644 44%	378 44%

Columns Tested: a,b - c,d - e,f