

Table 1
Region
by Crossbreak
Base: All respondents

	Total	Gender		Age						Social grade						OCCUPATION									
		Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	45-54 (i)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (30+ hours per week) (b)	Working (8-29 hours per week) (c)	Working -Woking after the home or family (d)	Retired from paid work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample size	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
Scotland	169	80	89	20	75	75	47	26	20	17	9	29	59	35	45	89	81	18	87	9	96	7	34	10	5
	8%	8%	8%	11%	10%	7%	6%	11%	6%	5%	7%	9%	8%	8%	9%	8%	16%	11%	3%	9%	4%	6%	9%	8%	
Wales	104	44	60	15	30	33	26	15	15	11	17	27	27	34	44	60	7	33	11	44	8	29	11	4	
	5%	5%	5%	8%	4%	5%	6%	8%	5%	6%	4%	4%	6%	6%	4%	6%	6%	4%	4%	4%	4%	6%	10%	6%	
Northern Ireland	51	24	27	8	20	11	12	8	6	6	8	18	10	15	26	26	2	23	7	29	6	12	*	-	
	2%	3%	2%	4%	3%	2%	3%	4%	2%	3%	2%	3%	2%	3%	2%	2%	2%	3%	2%	3%	4%	2%	*	-	
North East	118	55	63	9	34	44	31	7	19	12	27	36	21	34	63	55	8	34	23	58	2	39	10	1	
	6%	6%	6%	5%	4%	7%	7%	4%	7%	6%	7%	6%	5%	6%	6%	5%	8%	7%	4%	8%	5%	1%	7%	8%	
North West	214	108	106	33	80	67	34	31	21	13	19	57	61	77	76	138	11	101	16	118	13	38	26	8	
	10%	11%	10%	17%	11%	10%	7%	17%	7%	7%	5%	9%	13%	14%	7%	13%	10%	13%	6%	11%	7%	7%	22%	13%	
Yorkshire	163	78	85	22	53	48	40	22	25	15	28	52	31	52	80	83	15	42	26	68	12	45	19	3	
	8%	8%	8%	12%	7%	7%	8%	12%	9%	8%	7%	8%	7%	9%	8%	8%	14%	5%	9%	6%	7%	9%	17%	5%	
East Midlands	167	71	96	17	65	52	33	17	18	15	33	48	35	52	80	87	9	61	33	94	18	30	8	7	
	8%	7%	9%	9%	9%	8%	7%	10%	7%	8%	8%	7%	8%	9%	8%	8%	8%	8%	12%	9%	10%	6%	7%	11%	
West Midlands	196	85	110	8	67	64	56	6	34	22	32	48	42	73	80	115	9	53	27	80	29	57	11	8	
	9%	9%	10%	4%	9%	10%	12%	3%	12%	11%	8%	8%	9%	13%	8%	11%	8%	7%	10%	8%	16%	11%	10%	13%	
East	195	89	105	15	61	54	65	15	36	29	33	74	38	50	107	88	4	59	28	87	22	75	3	4	
	9%	9%	10%	8%	8%	8%	14%	8%	13%	15%	8%	12%	8%	9%	10%	9%	4%	8%	10%	8%	12%	14%	3%	6%	

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

Table 1 (continuation)
 Region
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	45-74 (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Not working after hours (d)	Looking for work (e)	Retired (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	2065	961 1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample size	1853	864 989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959 1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
London	240	118 122	23 DGh	133 aCDGH	65 DGh	19	22	DGh 9	10	58	Df 78	d 56	d 47	136	104	19 eFG	124 eFG	42 Fg	166 eFG	16	f 22	7	9	F 14%
South East	284	134 151	12	87	a 113 ABF	72	AF 12	44	AF 28	af 50	103	d 66	65	153	131	5	116	AG 37	153	AG 32	AG 78	AG 5	10	AG 16%
South West	163	71 91	6	47	53	af 57 ABcF	6	34 ABcF	23	ABF 64 BCDEF	40	34	d 24	104	58	2	49	22	a 71	a 16	a 65	4	4	ABDG 12%
		8% 7% 8%	3%	6%	8%	12%	3%	12%	12%	16%	6%	7%	4%	10%	6%	2%	6%	8%	7%	9%	12%	4%	6%	

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Table 1 (continuation)
Region
by Crossbreak
Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)	
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
Scotland	169	169 BCDEF GHIJKL	-	-	-	-	-	-	-	-	-	-	-	-	169 ACD	-	-	141 c	28 aC	-	28 c	36	55	50 AB
	8%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	8%	14%	-%	10%	5%	7%	15%
Wales	104	-	104 ACDEF GHIJKL	-	-	-	-	-	-	-	-	-	-	-	-	104 ABD	-	79	13	12 A	25 a	34	27	18
	5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	4%	6%	15%	9%	5%	4%	6%
Northern Ireland	51	-	-	51 ABDEF GHIJKL	-	-	-	-	-	-	-	-	-	-	-	-	51 ABC	36	10 a	6 a	16 A	9	18	9
	2%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-	2%	5%	7%	5%	1%	2%	3%
North East	118	-	-	-	118 ABCEF GHIJKL	-	-	-	-	-	-	-	-	118 BCD	-	-	-	91 b	2	25 ABD	27 aB	16	36 a	39 AB
	6%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	5%	1%	30%	9%	2%	5%	12%
North West	214	-	-	-	-	214 ABCDEF GHIJKL	-	-	-	-	-	-	-	214 BCD	-	-	-	203 bCD	11	-	11	65 C	133 AC	5
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	11%	5%	-%	4%	9%	18%	2%
Yorkshire	163	-	-	-	-	-	163 ABCDEF GHIJKL	-	-	-	-	-	-	163 BCD	-	-	-	161 BcD	2	-	2	56	55	49 AB
	8%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	9%	1%	-%	1%	8%	7%	15%
East Midlands	167	-	-	-	-	-	-	167 ABCDE FGHIJKL	-	-	-	-	-	167 BCD	-	-	-	131 c	36 AC	-	36 aC	12	102 AC	17 A
	8%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	10%	-%	-%	-%	7%	17%	-%	12%	2%	13%	5%
West Midlands	196	-	-	-	-	-	-	-	196 ABCDE FGHIJKL	-	-	-	-	196 BCD	-	-	-	160 c	36 AC	-	36 C	103 BC	29	29 B
	9%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	11%	-%	-%	-%	9%	17%	-%	12%	15%	4%	9%

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Table 1 (continuation)
Region
by Crossbreak
Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail			
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)	
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360	
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346	
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324	
East	195	-	-	-	-	-	-	-	-	195 ABCDE FGHIJKL	-	-	-	195	BCD	-	-	157	20	18	Ab 38	55	57	44 AB	
	9%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	11%	-%	-%	-%	9%	10%	22%	13%	8%	8%	14%	
London	240	-	-	-	-	-	-	-	-	-	240 ABCDE FGHIKL	-	-	240	BCD	-	-	240	BCD	-	-	240	BC	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	14%	-%	-%	-%	14%	-%	-%	-%	35%	-%	-%	
South East	284	-	-	-	-	-	-	-	-	-	284 ABCDE FGHIJL	-	-	284	BCD	-	-	258	Cd 27	C	-	27	c	21	197 AC 40 A
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	16%	-%	-%	-%	15%	13%	-%	9%	3%	26%	12%	
South West	163	-	-	-	-	-	-	-	-	-	-	-	163 ABCDE FGHIJK	163	BCD	-	-	118	22	22	ABd	45 A	48	47	23
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	9%	-%	-%	-%	7%	11%	27%	15%	7%	6%	7%	

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Table 2
 Via Which of the following do you have at home or use personally?
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION											
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working (b)	Working part time (8-29 hours per week) (c)	Working after home or family (d)	Retired (e)	Unemployed (f)	Permanently sick or disabled (g)	Other (h)		
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66			
Effective sample size	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63			
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65			
Telephone landline - used for making and/or receiving calls	1608	740	868	88	527 AF	549 ABF	444 ABCF	83	258 ABCF	187 ABCF	331 bDF	496 d	374 Df	407	827 D	781 d	65	589 AG	214 AG	802 AG	143 AG	493 ABCDE GI	58	44 g			
	78%	77%	78%	47%	70%	84%	94%	46%	93%	95%	83%	78%	82%	72%	80%	76%	59%	75%	76%	75%	79%	94%	50%	69%			
Fixed broadband internet connection	1567	723	843	118 H	631 ADFGH	535 ADFGH	282 H	113 H	194 DH	89	333 cDF	533 CDF	351 DF	350	866 CDF	700 D	78 G	676 AFGI	234 AFGI	910 AFGI	147 aFGi	325	61	43			
	76%	75%	76%	63%	84%	82%	60%	63%	70%	45%	83%	83%	77%	61%	83%	68%	70%	86%	83%	85%	81%	62%	53%	66%			
Smartphone (e.g. iPhone, Samsung Galaxy, Blackberry etc.)	1444	662	781	172 CDGH	673 CDGH	467 DGH	131 H	164 CDGH	105 DH	26	301 DF	487 cDF	319 Df	336	789 cDF	655	101 cEFGI	690 cEFGI	231 FgI	922 EFGI	141 FI	165	83 FI	28 f			
	70%	69%	71%	91%	89%	72%	28%	91%	38%	13%	75%	76%	70%	59%	76%	64%	91%	88%	82%	87%	78%	32%	72%	44%			
Standard mobile phone (i.e. not a smartphone)	552	277 b	275	17	95	184 ABF	255 ABCF	16	139 ABCF	116 ABCF	112	164	113	163	276	276	15	126	58	184	31	265 ABCDE G	26	29 ABCDEG			
	27%	29%	25%	9%	13%	28%	54%	9%	50%	59%	28%	26%	25%	29%	27%	27%	13%	16%	21%	17%	17%	51%	23%	45%			
Telephone landline - used only for broadband connection(not mobile)	377	176	201	36 DgH	182 CDGH	115 DgH	44	32 DH	33 h	10	69	138 DF	82	87	207 df	169	22 F	188 eFG	61 F	249 eFg	29 f	49	15	11			
	18%	18%	18%	19%	24%	18%	9%	18%	12%	5%	17%	22%	18%	15%	20%	17%	20%	24%	22%	23%	16%	9%	13%	17%			
Mobile broadband (via a USB Modem or dongle)	93	46	47	12 d	39	28	15	12 d	9	6	23	32	19	20	54	39	8	35	18	53	6	18	5	3			
	5%	5%	4%	7%	5%	4%	3%	7%	3%	3%	6%	5%	4%	4%	5%	4%	7%	4%	6%	5%	3%	3%	5%	4%			
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

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Table 2 (continuation)
 Sla Which of the following do you have at home or use personally?
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade					OCCUPATION										
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample size	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
Nets: Fixed landline	1796	828	967	112	635 AF	596 ABF	453 ABCF	106	265 ABCF	188 ABF	370 CDF	569 DF	401 DF	455	939 DF	856	79	686 AG	249 AG	935 AGI	160 AG	502 ABCDE GI	66	51	G
	87%	86%	87%	59%	84%	92%	96%	59%	96%	96%	92%	89%	88%	80%	90%	84%	72%	88%	88%	88%	88%	96%	57%	79%	
Broadband	1567	723	843	118	631 ADFGH	535 ADFGH	282	113	194	89	333 CDF	533 CDF	351 DF	350	866 CDF	700	78	676 AFGI	234 AFGI	910 AFGI	147 aFGi	325	61	43	
	76%	75%	76%	63%	84%	82%	60%	63%	70%	45%	83%	83%	77%	61%	83%	68%	70%	86%	83%	85%	81%	62%	53%	66%	
Mobile	1875	870	1005	181	728 DGH	604 DGH	363	173	229	134	383 CDF	603 CDF	407	482	986 CDF	889	108	758 eFI	271 FI	1029 EFI	167	403	108	57	
	91%	91%	91%	96%	97%	93%	77%	96%	83%	68%	96%	94%	89%	85%	95%	87%	98%	97%	96%	97%	92%	77%	94%	88%	

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 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail			
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	York shire (f)	East lands (g)	West lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)	
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360	
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346	
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324	
Telephone landline - used for making and/or receiving calls	1608	152 BCdEF GJ	78 cfj	33	93 cPJ	168 CFJ	101	124 fj	164 CFgJ	162 CFJ	152	243 BCeFG J	139 bcFgJ	1346 D	152 ACD	78 d	33	1355	182 A	71	253 A	472	613 A	271 A	
	78%	90%	75%	64%	79%	78%	62%	74%	84%	83%	63%	86%	85%	77%	90%	75%	64%	76%	88%	86%	87%	68%	81%	84%	
Fixed broadband internet connection	1567	133 BEF	66	42 BEF	103 BEFKL	137	105	138 BEF1	157 BEF	154 BEF	195 BEF	219 BEF	118	1326 C	133 C	66	42 C	1339	171 c	56	227	521	574	244	
	76%	79%	63%	81%	87%	64%	64%	83%	80%	79%	81%	77%	73%	76%	79%	63%	81%	75%	82%	68%	78%	75%	76%	75%	
Smartphone (e.g. iPhone, Samsung Galaxy, Blackberry etc.)	1444	134 BdeFg HiKl	68	39 fhk	79	150	106	114	125	133	198 BDEFG HKL	185	111	1202	134 AC	68	39	1268 bcd	131	45	176	516 c	533	219	
	70%	79%	66%	77%	67%	70%	65%	68%	64%	68%	82%	65%	68%	69%	79%	66%	77%	71%	63%	55%	61%	74%	70%	68%	
Standard mobile phone (i.e. not a smartphone)	552	22	30 Acj	9	39 AcJ	59 Acj	53 ACJ	40 A	63 ACJ	58 AcJ	43	87 ACJ	48 Acj	491 Bd	22	30 Bd	9	439	79 A	34 A	113 A	142	206 A	90 A	
	27%	13%	28%	17%	33%	28%	33%	24%	32%	30%	18%	31%	29%	28%	13%	28%	17%	25%	38%	41%	39%	20%	27%	28%	
Telephone landline - used only for broadband connection(not mobile)	377	31 bhK	10	17 ABFGH IK	37 aBFGH IK	63 ABFGH IK	22	26	21	24	61 BFgHI K	28	38 BFHiK	318 c	31 c	10	17 ABC	317	32	27 ABd	60	144 bc	126	47	
	18%	18%	10%	33%	31%	29%	13%	16%	11%	12%	25%	10%	23%	18%	18%	10%	33%	18%	16%	33%	21%	21%	17%	15%	
Mobile broadband (via a USB Modem or dongle)	93	3	3	3 a	14 AbEGJ K	5	9 a	4	10 a	12 aj	5	12	13	85 AegJ	85 b	3	3	3 b	81	8	4	13	27	32	22 a
	5%	2%	3%	6%	11%	2%	6%	2%	5%	6%	2%	4%	8%	5%	2%	3%	6%	5%	4%	5%	4%	4%	4%	7%	

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

Table 2 (continuation)
 Via Which of the following do you have at home or use personally?
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ all other city/ large town (a)	Medium town (b)	Small town (c)	
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nets: Fixed landline	1796	158 BEFJ	84	45 F	108 beFj	177 f	119	145 F	174 bFj	177 BeFJ	194	264 BEFgJ	150 BEFJ	1509	158 AC	84	45	1523	193 a	80 a	273 A	564	665 A	294 A
	87%	93%	81%	88%	91%	83%	73%	87%	89%	91%	81%	93%	92%	87%	93%	81%	88%	86%	93%	97%	94%	81%	88%	91%
Broadband	1567	133 BEF	66	42 BEF	103 BEFKL	137	105	138 BEF1	157 BEF	154 BEF	195 BEF	219 BEF	118	1326 C	133 C	66	42 C	1339	171 c	56	227	521	574	244
	76%	79%	63%	81%	87%	64%	64%	83%	80%	79%	81%	77%	73%	76%	79%	63%	81%	75%	82%	68%	78%	75%	76%	75%
Mobile	1875	153	95	47	112 gh	190	150	144	169	176	231 AbeGH ik	259	149	1580	153	95	47	1618	184	73	257	633	697	288
	91%	90%	91%	92%	95%	89%	92%	86%	86%	90%	96%	91%	92%	91%	90%	91%	92%	91%	89%	89%	89%	91%	92%	89%

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

Table 3
 31b Which of the following internet connections do you have at home?
 by Crossbreak
 Base: All with fixed broadband internet connection

	Gender		Age							Social grade						OCCUPATION										
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Retired (d)	Looking after home or family (e)	Unemployed (f)	Retired from work (g)		
Unweighted row	1562	718	844	131	647	526	258	125	180	78	326	530	356	350	856	706	81	697	227	924	151	297	62			
Effective sample size	1398	643	755	121	589	471	223	115	157	67	291	468	325	314	760	638	75	632	203	834	138	257	56			
Total	1567	723	843	118	631	535	282	113	194	89	333	533	351	350	866	700	78	676	234	910	147	325	61			
Copper/Standard Broadband (via fixed line)	596	278	318	33	201	193	168 ABCF	32	109 ABCF	59 ABCF	128	192	128	147	320	276	25	204	87	291	61 Bdg	183 ABCDE G	15			
	38%	38%	38%	28%	32%	36%	60%	29%	56%	67%	38%	36%	37%	42%	37%	39%	33%	30%	37%	32%	41%	56%	25%			
Cable Broadband (provided by Virgin Media across most of the UK)	419	192	228	36 dh	172 dh	152 dh	59	34 dh	45	15	89	138	105	88	227	193	19	194	65	259	38	77	17			
	27%	26%	27%	31%	27%	28%	21%	30%	23%	17%	27%	26%	30%	25%	26%	27%	24%	29%	28%	28%	26%	24%	28%			
Fibre/superfast broadband (via fixed line)	551	253	298	49 DGH	258 DGH	190 DGH	55	46 DGH	40	15	116	203	118	114	319	232	34 F	277 F	83 F	360 F	48 F	65	28 F			
	35%	35%	35%	41%	41%	35%	19%	41%	21%	17%	35%	38%	34%	33%	37%	33%	44%	41%	35%	40%	33%	20%	46%			

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

Table 3 (continuation)
 31b Which of the following internet connections do you have at home?
 by Crossbreak
 Base: All with fixed broadband internet connection

	Total	Region												Nation				Urbanity			Urbanity detail					
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)			
Unweighted row	1562	178	91	91	86	128	102	123	137	132	190	203	101	1202	178	91	91	1414	104	148	540	608	266			
Effective sample size	1398	147	90	88	77	122	102	113	124	119	190	193	91	1122	147	90	88	1376	84	114	529	590	257			
Total	1567	133	66	42	103	137	105	138	157	154	195	219	118	1326	133	66	42	1339	171	227	521	574	244			
Copper/Standard Broadband (via fixed line)	596	54	EJ 30	EJ 25 AbDEF GJKL	38	eJ 32	J 38	eJ 54	EJ 94 AbDEF GJKL	85 ADEF JKL	15	82	EJ 49	EJ 48	487	54	30	25	ABc	475	87	A 121	A 135	199	A 141	AB 58
	38%	41%	45%	60%	37%	23%	36%	39%	60%	56%	8%	37%	42%	37%	41%	45%	60%	35%	51%	53%	26%	35%	58%			
Cable Broadband (provided by Virgin Media across most of the UK)	419	48	8	4	33	69	18	50	39	bc 33	c 38	c 49	bc 30	bc 359	CD 48	aCD 8	4	375	cd 37	44	148	C 186	C 41			
	27%	36%	12%	10%	32%	50%	18%	36%	25%	22%	19%	22%	25%	27%	36%	12%	10%	28%	22%	20%	28%	32%	17%			
Fibre/superfast broadband (via fixed line)	551	31	28	12	H 32	H 37	h 48	48	34	25	35	142	88	39	H 480	B 31	28	B 12	490	d 47	61	238	190	c 62		
	35%	23%	43%	30%	31%	27%	46%	24%	16%	23%	73%	40%	33%	36%	23%	43%	30%	37%	27%	27%	46%	33%	26%			

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

Table 4
 S1b Which of the following internet connections do you have at home?
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION							
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)
Unweighted row	2065	961 1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66
Effective sample size	1853	864 989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63
Total	2065	959 1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65
Copper/Standard Broadband (via fixed line)	596	278 318	33	201 Af	193 AF	168 ABcF	32	109 ABCfH	59 AF	128 d	192	128	147	320 d	276	25	204 G	87 G	291 G	61 abG	183 aBDG	15	19 G
	29%	29% 29%	18%	27%	30%	36%	18%	40%	30%	32%	30%	28%	26%	31%	27%	23%	26%	31%	27%	33%	35%	13%	29%
Cable Broadband (provided by Virgin Media across most of the UK)	419	192 228	36	172 dH	152 DgH	59	34 dH	45 H	15	89 D	138 D	105 D	88	227 D	193	19	194 Fgi	65 F	259 Fgi	38 f	77	17	9
	20%	20% 21%	19%	23%	23%	13%	19%	16%	7%	22%	22%	23%	15%	22%	19%	17%	25%	23%	24%	21%	15%	15%	14%
Fibre/superfast broadband (via fixed line)	551	253 298	49	258 DGH acDEG H	190 DGH	55	46 DGH	40 h	15	116 Df	203 cDF	118 d	114	319 DF	232	34 F	277 eFg	83 F	360 eFg	48 F	65	28 F	15 f
	27%	26% 27%	26%	34%	29%	12%	26%	14%	8%	29%	32%	26%	20%	31%	23%	31%	35%	29%	34%	26%	12%	25%	24%

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

Table 4 (continuation)
 S1b Which of the following internet connections do you have at home?
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail				
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East lands (g)	West lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small town (a)	Me dium town (b)	Small towns (c)		
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360	
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346	
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324	
Copper/Standard Broadband (via fixed line)	596	54	EJ 30	EJ 25 ABdEF GJKL	38	EJ 32	J 38	eJ 54	EJ 94 ABDEF GJKL	85 aBEFg JKl	15	82	EJ 49	EJ 487	54	30	25	ABC 475	87	A 34	a 121	A 135	199	A 141	AB 43%
	29%	32%	28%	49%	32%	15%	23%	33%	48%	44%	6%	29%	30%	28%	32%	28%	49%	27%	42%	42%	42%	19%	26%	43%	
Cable Broadband (provided by Virgin Media across most of the UK)	419	48	8	4	33	69	18	50	39	33	bc 38	b 49	Bc 30	Bc 359	CD 48	ACD 8	4	375	c 37	8	44	148	C 186	C 41	
	20%	29%	7%	8%	28%	32%	11%	30%	20%	17%	16%	17%	18%	21%	29%	7%	8%	21%	18%	9%	15%	21%	25%	13%	
Fibre/superfast broadband (via fixed line)	551	31	28	12	H 32	H 37	48	aEHi	34	25	35	142	88	39	h 480	B 31	28	b 12	490	47	15	61	238	190	c 62
	27%	18%	27%	24%	27%	17%	30%	20%	13%	18%	59%	31%	24%	28%	18%	27%	24%	28%	23%	18%	21%	34%	25%	19%	

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

Table 5
 Ala: Selecting your landline telephone provider
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1785	826	959	123	646	588	428	116	253	175	354	564	407	460	918	867	84	704	238	942	162	474	67	53
Effective sample size	1591	739	852	114	584	527	371	108	221	151	312	498	369	414	810	783	77	636	211	846	148	412	61	50
Total	1796	828	967	112	635	596	453	106	265	188	370	569	401	455	939	856	79	686	249	935	160	502	66	51
Wholly responsible	977	474	503	42	310	331	295	42	156	138	173	321	201	283	494	483	29	362	112	474	72	330	40	32
	54%	57%	52%	37%	49%	56%	65%	39%	59%	74%	47%	56%	50%	62%	53%	56%	36%	53%	45%	51%	45%	66%	61%	62%
Joint / Part responsible	807	350	457	64	320	264	158	58	109	50	196	244	198	169	440	367	47	321	136	457	86	172	24	19
	45%	42%	47%	57%	50%	44%	35%	55%	41%	26%	53%	43%	49%	37%	47%	43%	59%	47%	55%	49%	54%	34%	37%	37%
Not involved	11	4	7	6	5	-	-	6	-	-	2	4	2	4	6	6	4	2	2	4	2	-	1	1
	1%	*%	1%	6%	1%	-%	-%	6%	-%	-%	*%	1%	1%	1%	1%	1%	5%	*%	1%	*%	1%	-%	2%	2%

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

Table 5 (continuation)
 Ala: Selecting your landline telephone provider
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1785	211	117	97	91	167	116	126	152	153	189	243	123	1360	211	117	97	1614	117	54	171	588	701	325
Effective sample size	1591	174	116	94	81	161	116	114	138	138	189	230	109	1264	174	116	94	1569	95	41	136	575	682	313
Total	1796	158	84	45	108	177	119	145	174	177	194	264	150	1509	158	84	45	1523	193	80	273	564	665	294
Wholly responsible	977	91	cH 43	21	65 ch	104 cH	69 h	80	76	102 h	109 h	145 h	73	823	91 d	43	21	820	114	43	157	315	350	155
	54%	58%	51%	46%	60%	58%	58%	55%	44%	57%	56%	55%	49%	55%	58%	51%	46%	54%	59%	54%	57%	56%	53%	53%
Joint / Part responsible	807	66	38	24 ade	43	73	50	63	97 adEfg	75	84	119	74	678	66	38	24 b	693	80	35	114	245	311	137
	45%	42%	45%	54%	40%	41%	42%	44%	56% ijk	43%	43%	45%	49%	45%	42%	45%	54%	45%	41%	44%	42%	43%	47%	46%
Not involved	11	-	3 Adefh	-	-	1	-	2	1	-	1	-	3 k	8	-	3 AB	-	10	-	2	2	3	4	2
	1%	-%	4%	-%	-%	1%	-%	1%	1%	-%	1%	-%	2%	1%	-%	4%	-%	1%	-%	2%	1%	1%	1%	1%

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

Table 6
 Alb: Paying your landline telephone bill
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working full time (b)	Working part time (c)	Not working (d)	Looking for work (e)	Retired (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1785	826	959	123	646	588	428	116	253	175	354	564	407	460	918	867	84	704	238	942	162	474	67	53
Effective sample size	1591	739	852	114	584	527	371	108	221	151	312	498	369	414	810	783	77	636	211	846	148	412	61	50
Total	1796	828	967	112	635	596	453	106	265	188	370	569	401	455	939	856	79	686	249	935	160	502	66	51
Wholly responsible	997	485	512	37	322	343	296	37	159	137	184	318	214	281	502	495	26	377	116	493	75	331	40	32
	56%	59%	53%	33%	51%	58%	65%	35%	60%	73%	50%	56%	53%	62%	53%	58%	33%	55%	47%	53%	47%	66%	61%	62%
Joint / Part responsible	758	329	429	63	295	246	155	57	105	51	176	235	180	167	411	347	44	294	124	419	83	168	23	19
	42%	40%	44%	56%	46%	41%	34%	54%	39%	27%	48%	41%	45%	37%	44%	41%	55%	43%	50%	45%	52%	33%	36%	37%
Not involved	40	14	26	12	18	7	2	12	2	-	10	16	7	7	26	14	9	15	9	24	1	3	2	1
	2%	2%	3%	11%	3%	1%	1%	11%	1%	0%	3%	3%	2%	2%	3%	2%	12%	2%	4%	3%	1%	1%	3%	2%

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

Table 6 (continuation)
 Alb: Paying your landline telephone bill
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1785	211	117	97	91	167	116	126	152	153	189	243	123	1360	211	117	97	1614	117	54	171	588	701	325
Effective sample size	1591	174	116	94	81	161	116	114	138	138	189	230	109	1264	174	116	94	1569	95	41	136	575	682	313
Total	1796	158	84	45	108	177	119	145	174	177	194	264	150	1509	158	84	45	1523	193	80	273	564	665	294
Wholly responsible	997	90 h	42	21	65 ch	102 h	67	84 h	77	99 h	122 bCHL	153 cH	74	844	90	42	21	836	118	43	161	324	358	154
	56%	57%	50%	46%	60%	58%	56%	58%	44%	56%	63%	58%	50%	56%	57%	50%	46%	55%	61%	54%	59%	57%	54%	52%
Joint / Part responsible	758	67 J	40 J	23 dJ	40	74 J	50 j	59 j	95 aDefg iJK	74 J	55	108 J	73 J	628	67	40	23 a	651	75	32	107	218	300 a	134 a
	42%	43%	47%	52%	37%	42%	42%	41%	54%	42%	29%	41%	48%	42%	43%	47%	52%	43%	39%	40%	39%	39%	45%	45%
Not involved	40	1	2	1	3	1	2	2	2	4	16 AcEfg HiKl	2	3	36	1	2	1	36	-	4 B	4	22 B	7	6
	2%	*%	3%	2%	3%	1%	2%	1%	1%	2%	8%	1%	2%	2%	*%	3%	2%	2%	-%	5%	2%	4%	1%	2%

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

Table 7
 Allocated with your landline telephone provider where there is an issue with the service being provided
 by Crossbreak
 Base: All respondents

	Gender			Age							Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Working after hours (d)	Looking for work (e)	Retired (f)	Unemployed (g)	Permanently sick or disabled (h)
Unweighted row	1785	826	959	123	646	588	428	116	253	175	354	564	407	460	918	867	84	704	238	942	162	474	67	53	
Effective sample size	1591	739	852	114	584	527	371	108	221	151	312	498	369	414	810	783	77	636	211	846	148	412	61	50	
Total	1796	828	967	112	635	596	453	106	265	188	370	569	401	455	939	856	79	686	249	935	160	502	66	51	
Wholly responsible	998	477	520	45	314	342	297	45	161	136	184	327	201	287	510	487	31	366	116	482	74	337	40	34	
	56%	58%	54%	40%	50%	57%	65%	42%	61%	72%	50%	57%	50%	63%	54%	57%	39%	53%	47%	52%	46%	67%	61%	66%	
Joint / Part responsible	789	346	443	61	318	254	156	55	105	52	185	240	199	164	425	364	44	318	132	450	86	166	24	17	
	44%	42%	46%	54%	50%	43%	35%	52%	39%	28%	50%	42%	50%	36%	45%	42%	55%	46%	53%	48%	54%	33%	37%	33%	
Not involved	9	5	5	6	3	-	-	6	-	-	1	3	1	4	4	5	4	2	1	3	-	-	1	1	
	1%	1%	1%	6%	3%	-	-	6%	-	-	1%	1%	1%	4%	4%	5%	6%	2%	1%	3%	-	-	2%	2%	

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

Table 7 (continuation)
 A1c:Liasing with your landline telephone provider where there is an issue with the service being provided
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1785	211	117	97	91	167	116	126	152	153	189	243	123	1360	211	117	97	1614	117	54	171	588	701	325
Effective sample size	1591	174	116	94	81	161	116	114	138	138	189	230	109	1264	174	116	94	1569	95	41	136	575	682	313
Total	1796	158	84	45	108	177	119	145	174	177	194	264	150	1509	158	84	45	1523	193	80	273	564	665	294
Wholly responsible	998	90 h	43	21	66 ch	107 cH	69 h	84 h	78	102 h	110 h	153 ch	74	843	90	43	21	836	118	43	161	317	365	154
	56%	57%	51%	46%	61%	60%	58%	58%	45%	57%	57%	58%	50%	56%	57%	51%	46%	55%	61%	54%	59%	56%	55%	52%
Joint / Part responsible	789	67	38	24 degk	42	70	50	59	96 adEfg ijk	75	84	110	73	659	67	38	24 a	679	75	35	110	244	297	138
	44%	43%	45%	54%	39%	39%	42%	41%	55%	43%	43%	42%	48%	44%	43%	45%	54%	45%	39%	44%	40%	43%	45%	47%
Not involved	9	-	3 AdefH IJK	-	-	1	-	2	-	-	-	-	3 k	6	-	3 AB	-	8	-	2	2	2	3	2
	1%	-%	4%	-%	-%	1%	-%	1%	-%	-%	-%	-%	2%	*%	-%	4%	-%	*%	-%	2%	1%	*%	*%	1%

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

Table 8
 Aid: Liasing with your landline telephone provider to set up a service or installation
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking the home or fa mily (e)	Re tired paid work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)	
Unweighted row	1785	826	959	123	646	588	428	116	253	175	354	564	407	460	918	867	84	704	238	942	162	474	67	53
Effective sample size	1591	739	852	114	584	527	371	108	221	151	312	498	369	414	810	783	77	636	211	846	148	412	61	50
Total	1796	828	967	112	635	596	453	106	265	188	370	569	401	455	939	856	79	686	249	935	160	502	66	51
Wholly responsible	995	475	521	44	314 a	341 ABF	297 ABCF	44	162 ABF	135 ABCfg	183	326 ac	201	285 ACEf	509	486 ac	31	364 a	117	481 a	74	335 ABCDE	40 Ace	34 Acde
	55%	57%	54%	39%	49%	57%	66%	41%	61%	72%	50%	57%	50%	63%	54%	57%	39%	53%	47%	52%	46%	67%	61%	66%
Joint / Part responsible	790	350	440	62 CDGH	318 CDGH	254 DH	156	56 cDgH	103 h	52	184 bDf	240	198 bDf	167	424 D	366 d	45 FgI	319 Fi	130 Fgi	449 Fi	86	167	24	17
	44%	42%	46%	55%	50%	43%	34%	53%	39%	28%	50%	42%	49%	37%	45%	43%	56%	47%	52%	48%	54%	33%	37%	33%
Not involved	10	4	6	6 BCDGH	3	1	-	6 BCDGH	-	-	3	3	1	4	6	5	4 BcDEF	2	3 f	5	-	-	1 F	1 F
	1%	*%	1%	6%	*%	*%	-%	6%	-%	-%	1%	1%	*%	1%	1%	1%	5%	*%	1%	*%	-%	-%	2%	2%

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

Table 8 (continuation)
 Aid: Liasing with your landline telephone provider to set up a service or installation
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1785	211	117	97	91	167	116	126	152	153	189	243	123	1360	211	117	97	1614	117	54	171	588	701	325
Effective sample size	1591	174	116	94	81	161	116	114	138	138	189	230	109	1264	174	116	94	1569	95	41	136	575	682	313
Total	1796	158	84	45	108	177	119	145	174	177	194	264	150	1509	158	84	45	1523	193	80	273	564	665	294
Wholly responsible	995	91 ch	43	20	67 ch	104 ch	70 ch	84 ch	78	102 ch	109 h	151 ch	75	841 d	91 d	43	20	836	116	43	159	316	364	156
	55%	58%	51%	45%	62%	59%	59%	58%	45%	57%	56%	57%	50%	56%	58%	51%	45%	55%	60%	54%	58%	56%	55%	53%
Joint / Part responsible	790	66	38	25	41	72	49	59	96	75	84	112	72	660	66	38	25 ab	678	78	35	112	244	298	136
	44%	42%	45%	55%	38%	41%	41%	41%	55%	43%	43%	43%	48%	44%	42%	45%	55%	45%	40%	44%	41%	43%	45%	46%
Not involved	10	-	3	-	-	1	-	2	-	-	1	-	3 k	7	-	3 AB	-	9	-	2	2	3	3	2
	1%	-%	4%	-%	-%	1%	-%	1%	-%	-%	1%	-%	2%	*%	-%	4%	-%	1%	-%	2%	1%	1%	*%	1%

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

Table 9
 Ala: Selecting your broadband provider
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION											
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)			
Unweighted row	1562	718	844	131	647	526	258	125	180	78	326	530	356	350	856	706	81	697	227	924	151	297	62				
Effective sample size	1398	643	755	121	589	471	223	115	157	67	291	468	325	314	760	638	75	632	203	834	138	257	56				
Total	1567	723	843	118	631	535	282	113	194	89	333	533	351	350	866	700	78	676	234	910	147	325	61				
Wholly responsible	824	406	417	39	306	297	181	39	116	65	152	292	170	210	444	379	a	28	360	100	460	ac	64	207	37	Ace	
	53%	56%	49%	33%	48%	56%	64%	34%	60%	73%	46%	55%	48%	60%	51%	54%		36%	53%	43%	51%	44%	64%	60%			
Joint / Part responsible	734	315	419	a	78	323	234	dH	98	72	180	237	180	136	417	D	316	BdFGI	49	313	F	130	444	F	83	115	24
	47%	44%	50%		BCDGH	66%	51%	44%	35%	64%	39%	26%	54%	45%	51%	39%	48%	45%	63%	46%	56%	49%	56%	35%	40%		
Not involved	9	2	7	2	2	3	3	2	2	1	1	4	1	4	5	5	1	2	4	b	6	-	3	-			
	1%	*%	1%	1%	*%	1%	1%	1%	1%	1%	*%	1%	*%	1%	1%	1%	1%	1%	*%	2%	1%	-%	1%	-%			

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

Table 9 (continuation)
 Ala: Selecting your broadband provider
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity			Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1562	178	91	91	86	128	102	123	137	132	190	203	101	1202	178	91	91	1414	104	148	540	608	266
Effective sample size	1398	147	90	88	77	122	102	113	124	119	190	193	91	1122	147	90	88	1376	84	114	529	590	257
Total	1567	133	66	42	103	137	105	138	157	154	195	219	118	1326	133	66	42	1339	171	227	521	574	244
Wholly responsible	824	73 c	31	17	62 chl	73	54	78 c1	70	88 chl	110 chl	117	50	702 d	73 d	31	17	685	101	139 a	281 b	275	129
	53%	55%	48%	41%	60%	53%	52%	57%	45%	57%	56%	53%	43%	53%	55%	48%	41%	51%	59%	61%	54%	48%	53%
Joint / Part responsible	734	60	31	23 d	40	65	50	60	87 dij	66	84	100	68 adgij	620	60	31	23	648 cd	68	85	239	295	114
	47%	45%	47%	55%	39%	47%	48%	43%	55%	43%	43%	46%	57%	47%	45%	47%	55%	48%	40%	38%	46%	51%	47%
Not involved	9	1	3	1	1	-	-	-	-	-	1	2	-	4	1	3 Ab	1 Ab	7	2	3	1	4	1
	1%	*%	5%	3%	1%	-%	-%	-%	-%	-%	1%	1%	-%	*%	*%	5%	3%	*%	1%	1%	*%	1%	1%

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

Table 10
 Alb: Paying your broadband bill
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION						
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	8	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after home or fa mily (e)	Re tired from work (f)
Unweighted row	1562	718 844	131 647	526 258	125 180	78	326 530	356 350	856 706	81 697	227 924	151 297	62									
Effective sample size	1398	643 755	121 589	471 223	115 157	67	291 468	325 314	760 638	75 632	203 834	138 257	56									
Total	1567	723 843	118 631	535 282	113 194	89	333 533	351 350	866 700	78 676	234 910	147 325	61									
Wholly responsible	839	416 B 423	37 314 AF	305 AbF	184 ABcF	37 119 ABF	65 65 ABCF	159 289	180 211 AcE	448 391 a	27 373 ACE	106 479 Ace	64 209 ABCDE	37 Ace								
	54%	58% 50%	31% 50%	57% 65%	33% 61%	73%	48% 54%	51% 60%	52% 56%	35% 55%	45% 53%	44% 64%	60%									
Joint / Part responsible	696	301 396 a	77 301 BCDGH	222 h cDgH	97 72 BCDGH	73 24	165 Df	231 166 d	134 396 d	300	46 Bdfg	290 f 120 bF	410 F Bdfg	82 114	23							
	44%	42% 47%	65% 48%	42% 34%	64% 38%	27%	50% 43%	47% 38%	46% 43%	59% 43%	51% 45%	56% 35%	38%									
Not involved	31	6 25 A	5 d 16	8 2	4 d 2	-	8 14	5 4	22 9	5 beF	12 9 f	21 1	3 1									
	2%	1% 3%	4% 3%	2% 1%	4% 1%	-%	3% 3%	1% 1%	3% 1%	6% 2%	4% 2%	1% 1%	2%									

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

Table 10 (continuation)
 Alb: Paying your broadband bill
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity			Urbanity detail																
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium (b)	Small towns (c)														
Unweighted row	1562	178	91	91	86	128	102	123	137	132	190	203	101	1202	178	91	91	1414	104	148	540	608	266													
Effective sample size	1398	147	90	88	77	122	102	113	124	119	190	193	91	1122	147	90	88	1376	84	114	529	590	257													
Total	1567	133	66	42	103	137	105	138	157	154	195	219	118	1326	133	66	42	1339	171	227	521	574	244													
Wholly responsible	839	73	cl	30	17	62	72	54	76	c	72	85	c	122	BCHL	125	50	719	d	73	d	30	17	700	103	140	a	288	285	127						
	54%	55%	45%	41%	bChl 60%	52%	52%	55%	46%	55%	63%	57%	43%	54%	55%	45%	41%	52%	60%	61%	55%	50%	52%													
Joint / Part responsible	696	59	J	34	dJ	24	36	66	J	50	J	62	J	83	dJk	66	j	58	90	j	68	aDiJK	57%	579	59	34	24	a	613	cd	66	83	217	282	a	114
	44%	44%	52%	57%	35%	48%	48%	45%	53%	43%	30%	41%	57%	44%	44%	52%	57%	46%	39%	37%	42%	49%	47%													
Not involved	31	1	2	eg	1	egl	4	-	-	-	2	3	14	28	1	2	1	27	2	4	16	b	7	3												
	2%	*%	3%	2%	4%	-%	-%	-%	1%	2%	7%	2%	-%	2%	*%	3%	2%	2%	1%	2%	3%	1%	1%													

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

Table 11
 A1c: Liasing with your broadband provider where there is an issue with the service being provided
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+ (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	
Unweighted row	1562	718	844	131	647	526	258	125	180	78	326	530	356	350	856	706	81	697	227	924	151	297	62	
Effective sample size	1398	643	755	121	589	471	223	115	157	67	291	468	325	314	760	638	75	632	203	834	138	257	56	
Total	1567	723	843	118	631	535	282	113	194	89	333	533	351	350	866	700	78	676	234	910	147	325	61	
Wholly responsible	836	409	427	43	308	301	185	43	120	65	158	295	171	211	453	383	29	362	104	466	65	212	37	
	53%	57%	51%	36%	49%	56%	65%	38%	62%	73%	48%	55%	49%	60%	52%	55%	38%	53%	45%	51%	44%	65%	61%	
Joint / Part responsible	724	315	410	75	320	232	97	70	73	24	174	236	179	136	410	314	48	312	127	439	82	113	24	
	46%	43%	49%	64%	51%	43%	34%	62%	38%	27%	52%	44%	51%	39%	47%	45%	62%	46%	54%	48%	56%	35%	39%	
Not involved	6	-	6	-	3	2	1	-	1	-	*	2	1	2	3	3	-	2	3	5	*	1	-	
	*%	-%	1%	-%	1%	*%	*%	-%	*%	-%	*%	*%	*%	1%	*%	*%	-%	*%	1%	1%	1%	*%	*%	-%

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

Table 11 (continuation)
 A1c: Liasing with your broadband provider where there is an issue with the service being provided
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity			Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1562	178	91	91	86	128	102	123	137	132	190	203	101	1202	178	91	91	1414	104	148	540	608	266
Effective sample size	1398	147	90	88	77	122	102	113	124	119	190	193	91	1122	147	90	88	1376	84	114	529	590	257
Total	1567	133	66	42	103	137	105	138	157	154	195	219	118	1326	133	66	42	1339	171	227	521	574	244
Wholly responsible	836	74 c	31	18	64 bCHl	72	55	78 c	70	89 chl	111 chl	122 ch	52	714 d	74 d	31	18	697	101	139 a	283	285	129
	53%	56%	47%	43%	62%	52%	53%	57%	45%	58%	57%	56%	44%	54%	56%	47%	43%	52%	59%	61%	54%	50%	53%
Joint / Part responsible	724	59	33	23 dijk	39	66	49	60	87 aDijk	65	83	95	66 dijk	609	59	33	23	639 cd	68	86	237	288	114
	46%	44%	51%	56%	38%	48%	47%	43%	55%	42%	43%	43%	56%	46%	44%	51%	56%	48%	40%	38%	45%	50%	47%
Not involved	6	1	2	1	-	-	-	-	-	-	1	2	-	3	1	2 A	1 A	4	2	2	1	2	1
	*%	*%	3%	2%	-%	-%	-%	-%	-%	-%	1%	1%	-%	*%	*%	3%	2%	*%	1%	1%	*%	*%	*%

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

Table 12
 Aid: Liasing with your broadband provider to set up a service or installation
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	
Unweighted row	1562	718	844	131	647	526	258	125	180	78	326	530	356	350	856	706	81	697	227	924	151	297	62		
Effective sample size	1398	643	755	121	589	471	223	115	157	67	291	468	325	314	760	638	75	632	203	834	138	257	56		
Total	1567	723	843	118	631	535	282	113	194	89	333	533	351	350	866	700	78	676	234	910	147	325	61		
Wholly responsible	839	408	b 430	43	309	302	185	43	120	65	157	297	a 173	212	454	385	a	30	361	107	468	a 65	212	37	ace
	54%	56%	51%	37%	49%	56%	65%	38%	62%	73%	47%	56%	49%	61%	52%	55%		39%	53%	46%	51%	44%	65%	60%	
Joint / Part responsible	721	313	408	a 74	319	231	dH 97	69	73	24	175	233	178	135	408	D 313		47	311	F 126	437	F 81	113	24	
	46%	43%	48%	BCDGH 63%	cDGH 51%	43%	34%	bCDGH 61%	38%	27%	53%	44%	51%	39%	47%	45%		bdFgi 60%	46%	bF1 54%	48%	bFgi 55%	35%	40%	
Not involved	7	2	5	1	3	2	1	1	1	-	*	3	-	3	4	3		1	3	2	5	*	1	-	
	*%	*%	1%	1%	1%	*%	*%	1%	*%	-%	*%	1%	-%	1%	*%	*%		1%	*%	1%	1%	*%	*%	-%	

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

Table 12 (continuation)
 Aid: Liasing with your broadband provider to set up a service or installation
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity			Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1562	178	91	91	86	128	102	123	137	132	190	203	101	1202	178	91	91	1414	104	148	540	608	266
Effective sample size	1398	147	90	88	77	122	102	113	124	119	190	193	91	1122	147	90	88	1376	84	114	529	590	257
Total	1567	133	66	42	103	137	105	138	157	154	195	219	118	1326	133	66	42	1339	171	227	521	574	244
Wholly responsible	839	73	1 31	18	64	74	56	78	c1 73	87	111	123	c1 50	717	d 73	31	18	697	103	141	a 283	286	128
	54%	55%	47%	43%	bChL 62%	54%	54%	57%	47%	56%	57%	56%	43%	54%	55%	47%	43%	52%	60%	62%	54%	50%	53%
Joint / Part responsible	721	59	33	23	dk 39	64	48	60	84	d 66	84	94	68	606	59	33	23	638	cd 65	84	238	285	114
	46%	44%	51%	56%	38%	46%	46%	43%	53%	43%	43%	43%	57%	46%	44%	51%	56%	48%	38%	37%	46%	50%	47%
Not involved	7	1	2	1	-	-	-	-	-	1	-	2	-	3	1	2	A 1	A 4	2	2	-	3	2
	*%	1%	3%	2%	-%	-%	-%	-%	-%	1%	-%	1%	-%	*%	1%	3%	2%	*%	1%	1%	-%	*%	1%

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

Table 13
 Ala: Selecting your mobile phone provider
 by Crossbreak
 Base: All respondents

	Gender			Age							Social grade						OCCUPATION																
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)								
Unweighted row	1880	878	1002	199	745	600	336	190	217	119	367	603	416	494	970	910	114	784	260	1044	172	374	113	59									
Effective sample size	1690	794	896	184	681	543	290	176	190	101	325	538	379	451	862	830	107	711	232	942	158	324	107	58									
Total	1875	870	1005	181	728	604	363	173	229	134	383	603	407	482	986	889	108	758	271	1029	167	403	108	57									
Wholly responsible	1491	712	780	162 BCDgh	557	482	290	156 BCDGH	184	107	300	490	306	395	790	701	91	612	210	822	105	325	98	48									
	80%	82%	78%	89%	77%	80%	80%	90%	80%	80%	78%	81%	75%	82%	80%	79%	84%	81%	78%	80%	63%	81%	91%	84%									
Joint / Part responsible	377	155	222	a	19	168	AF	70	AF	17	43	aF	27	aF	82	110	99	87	191	186	17	146	g	59	G	204	G	60	ABCDG	76	g	10	9
	20%	18%	22%		11%	23%	20%	19%	10%	19%	21%	18%	24%	18%	19%	21%	15%	19%	22%	20%	36%	19%	9%	16%									
Not involved	7	3	4	-	3	2	2	-	2	-	1	4	2	-	5	2	1	1	2	3	1	2	-	-									
	*%	*%	*%	-%	*%	*%	1%	-%	1%	-%	*%	1%	*%	-%	1%	*%	1%	*%	1%	*%	1%	*%	-%	-%									

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

Table 13 (continuation)
 Ala: Selecting your mobile phone provider
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1880	206	132	103	95	179	145	130	146	154	225	241	124	1439	206	132	103	1710	115	55	170	656	735	319
Effective sample size	1690	171	131	99	85	173	144	121	132	140	225	230	110	1348	171	131	99	1664	91	39	130	642	715	307
Total	1875	153	95	47	112	190	150	144	169	176	231	259	149	1580	153	95	47	1618	184	73	257	633	697	288
Wholly responsible	1491	128 bcgh	70	34	84	156 c	119	105	126	149 bCgh	203 BCDFG HKL	202	116	1260	128 cd	70	34	1291	145	55	200	537 Bc	525	230
	80%	84%	74%	72%	75%	82%	79%	73%	75%	84%	88%	78%	78%	80%	84%	74%	72%	80%	79%	75%	78%	85%	75%	80%
Joint / Part responsible	377	25	24 aiJ	13 aeIj	28 iJ	34	29 j	39 aiJ	42 iJ	26	27	57 J	33 J	314	25	24 b	13 ab	321	38	18	56	95	170 A	55
	20%	16%	25%	28%	25%	18%	19%	27%	25%	15%	12%	22%	22%	20%	16%	25%	28%	20%	21%	25%	22%	15%	24%	19%
Not involved	7 *%	- -%	1 1%	- -%	- -%	- -%	2 1%	- -%	1 1%	1 1%	1 *%	1 *%	- -%	6 *%	- -%	1 1%	- -%	6 *%	1 *%	- -%	1 *%	1 *%	2 *%	3 1%

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

Table 14
 Alb: Paying your mobile phone bill
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade					OCCUPATION									
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working full time (b)	Working part time (c)	Net - working after home or family (d)	Looking for work (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	1880	878	1002	199	745	600	336	190	217	119	367	603	416	494	970	910	114	784	260	1044	172	374	113	59
Effective sample size	1690	794	896	184	681	543	290	176	190	101	325	538	379	451	862	830	107	711	232	942	158	324	107	58
Total	1875	870	1005	181	728	604	363	173	229	134	383	603	407	482	986	889	108	758	271	1029	167	403	108	57
Wholly responsible	1482	711	771	158 Bcdgh	557	479	288	152 BCdgh	182	106	296	483	314	389	779	703	90	609	206	816	104	324	98 BCDEF	48
	79%	82%	77%	87%	76%	79%	79%	88%	80%	79%	77%	80%	77%	81%	79%	79%	83%	80%	76%	79%	63%	80%	91%	84%
Joint / Part responsible	378	153	226	22 AF	162	122	72	20	44	28	84	113	91	91	197	182	17	144	60	204	60	78	9	9
	20%	18%	22%	12%	22%	20%	20%	12%	19%	21%	22%	19%	22%	19%	20%	20%	15%	19%	22%	20%	36% ABCDF GI	19%	9%	16%
Not involved	15	5	9	*	9	3	2	-	2	-	3	8	2	2	11	4	1	5	4	9	2	1	1	-
	1%	1%	1%	*%	1%	1%	1%	-%	1%	-%	1%	1%	1%	*%	1%	*%	1%	1%	2%	1%	1%	*%	1%	-%

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

Table 14 (continuation)
 Alb: Paying your mobile phone bill
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail					
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small town (a)	Me dium town (b)	Small towns (c)			
Unweighted row	1880	206	132	103	95	179	145	130	146	154	225	241	124	1439	206	132	103	1710	115	55	170	656	735	319		
Effective sample size	1690	171	131	99	85	173	144	121	132	140	225	230	110	1348	171	131	99	1664	91	39	130	642	715	307		
Total	1875	153	95	47	112	190	150	144	169	176	231	259	149	1580	153	95	47	1618	184	73	257	633	697	288		
Wholly responsible	1482	128 bCdGH k	70	33	83	155 ch	119	104	119	149	206 BCDeF GHKL	198	117	1250	d	128	cD	70	33	1283	143	55	199	537 Bc	518	229
	79%	84%	74%	71%	74%	82%	79%	72%	70%	84%	89%	77%	78%	79%	84%	74%	71%	79%	78%	75%	77%	85%	74%	79%		
Joint / Part responsible	378	24 j	25 aIJ	13 AeIJ	29 aiJ	35 J	28 J	40 AIJ	48 AeFIJ	24	19	60 iJ	32 J	316	24	25 b	13 aB	320	40	18	58	90	175 Ac	55 a		
	20%	16%	26%	29%	26%	18%	18%	28%	28%	14%	8%	23%	22%	20%	16%	26%	29%	20%	22%	24%	23%	14%	25%	19%		
Not involved	15	-	-	*	-	-	3	-	2	3	5 ae	1	-	14	-	-	*	14	-	*	*	6	4	4		
	1%	-%	-%	1%	-%	-%	2%	-%	1%	2%	2%	*%	-%	1%	-%	-%	1%	1%	-%	*%	*%	1%	1%	1%		

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

Table 15
 A1c: Liasing with your mobile phone provider where there is an issue with the service being provided
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade					OCCUPATION									
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)
Unweighted row	1880	878	1002	199	745	600	336	190	217	119	367	603	416	494	970	910	114	784	260	1044	172	374	113	59
Effective sample size	1690	794	896	184	681	543	290	176	190	101	325	538	379	451	862	830	107	711	232	942	158	324	107	58
Total	1875	870	1005	181	728	604	363	173	229	134	383	603	407	482	986	889	108	758	271	1029	167	403	108	57
Wholly responsible	1498	713	785	160	563	482	293	154	186	108	301	490	311	397	791	707	91	609	213	822	109	328	98	48
	80%	82%	78%	89%	77%	80%	81%	89%	81%	81%	79%	81%	76%	82%	80%	80%	84%	80%	79%	80%	65%	81%	91%	84%
Joint / Part responsible	371	153	217	21	163	120	AF	67	af	18	41	f	26	f	81	111	95	d	85	191	179	16	147	g
	20%	18%	22%	11%	22%	20%	19%	11%	18%	19%	21%	18%	23%	18%	19%	20%	15%	19%	21%	20%	34%	18%	9%	16%
Not involved	6	3	3	-	2	2	2	-	2	-	1	3	1	1	4	2	1	2	1	3	1	1	-	-
	*%	*%	*%	-%	*%	*%	1%	-%	1%	-%	*%	1%	*%	*%	*%	*%	1%	*%	*%	*%	1%	*%	-%	-%

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

Table 15 (continuation)
 A1c: Liasing with your mobile phone provider where there is an issue with the service being provided
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1880	206	132	103	95	179	145	130	146	154	225	241	124	1439	206	132	103	1710	115	55	170	656	735	319
Effective sample size	1690	171	131	99	85	173	144	121	132	140	225	230	110	1348	171	131	99	1664	91	39	130	642	715	307
Total	1875	153	95	47	112	190	150	144	169	176	231	259	149	1580	153	95	47	1618	184	73	257	633	697	288
Wholly responsible	1498	128 bCgh	71	33	84	158 Cg	119	106	126	149 bCgh	206 BCDFG HKL	203	116	1267 d	128 cD	71	33	1298	145	55	200	542 Bc	527	229
	80%	84%	75%	70%	75%	83%	79%	74%	75%	84%	89%	78%	78%	80%	84%	75%	70%	80%	79%	75%	78%	86%	76%	79%
Joint / Part responsible	371	25 j	24 aiJ	14 AEFIJ	28 iJ	32 j	29 J	38 aeiJ	42 iJ	26	23	57 J	33 J	307	25	24 b	14 AB	314	38	18	57	89	169 A	56 a
	20%	16%	25%	30%	25%	17%	19%	26%	25%	15%	10%	22%	22%	19%	16%	25%	30%	19%	21%	25%	22%	14%	24%	20%
Not involved	6 *%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	1 1%	1 1%	2 1%	- -%	- -%	6 *%	- -%	- -%	- -%	6 *%	- -%	- -%	- -%	2 *%	1 *%	3 1%

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

Table 16
Services qualified
by Crossbreak
Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	45-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after home or family (d)	Looking for work (e)	Retired from paid work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66
Effective sample size	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65
Qualify Landline telephone	1783	824	959	105	630 AF	595 ABF	453 ABCF	99	265 ABcF	188 ABF	367 cDF	565 DF	399 Df	451	933 DF	850	75	683 AGi	247 AG	930 AGI	158 AG	502 ABCDE GI	64	50 G
	86%	86%	87%	56%	84%	91%	96%	55%	96%	96%	92%	88%	87%	79%	90%	83%	68%	87%	87%	87%	87%	96%	56%	78%
Qualify Broadband	1554	719	835	116 H	627 ADFGH	532 ADFGH	279 H	111 H	192 DH	88	331 cDF	529 cDF	349 DF	345	860 CDF	694 D	77 g	673 AFGI	230 AFGI	902 AFGI	147 aFGi	322	61	43
	75%	75%	75%	62%	83%	82%	59%	61%	69%	45%	83%	83%	77%	61%	83%	68%	69%	86%	81%	85%	81%	62%	53%	66%
Qualify Mobile	1867	866	1001	181 DGH	725 CDGH	601 DGH	360 h	173 DGH	226 H	134	382 CDF	599 CDF	405 d	481	981 CDF	886	107 Fi	756 EFI	269 Fi	1025 EFI	166 F	401	108 F	57 f
	90%	90%	91%	96%	96%	92%	76%	96%	82%	68%	95%	94%	89%	85%	94%	86%	97%	97%	95%	96%	91%	77%	94%	88%
Net - Landline or Broadband	1909	879	1030	135	694 AF	621 AbF	458 ABF	129	266 AbF	192 ABF	385 DF	603 DF	432 DF	488	988 DF	921 d	89 g	738 AGI	269 AGI	1007 AGI	172 AGI	509 ABdGI	75	53 g
	92%	92%	93%	72%	92%	95%	97%	72%	96%	98%	96%	94%	95%	86%	95%	90%	80%	94%	95%	95%	95%	97%	65%	83%

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

Table 16 (continuation)
 Services qualified
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail				
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small city/ large town (a)	Me dium town (b)	Small towns (c)		
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360	
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346	
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324	
Qualify Landline telephone	1783	158 BEFgJ 86%	81 77%	45 bF 88%	108 BeFJ 91%	176 f 82%	119 119 73%	143 F 86%	173 BFj 88%	177 BeFJ 91%	192 192 80%	264 BEFgJ 93%	147 BeFJ 91%	1500 C 86%	158 158 93%	AC 81 77%	81 81 88%	45 c 85%	1511 1511 93%	193 a 93%	78 a 95%	271 A 94%	559 559 80%	661 A 87%	292 A 90%
Qualify Broadband	1554	132 BEF 75%	62 60%	40 Bef 78%	102 BEFKl 86%	137 64%	105 64%	138 BEFl 83%	157 BEF 80%	152 BEF 78%	193 BEF 80%	217 BEF 76%	118 b 73%	1320 C 76%	132 C 78%	62 60%	40 C 78%	1330 1330 75%	168 c 81%	55 55 67%	224 224 77%	519 519 75%	570 570 75%	241 241 75%	
Qualify Mobile	1867	153 90%	94 90%	47 92%	112 gh 95%	190 89%	148 91%	144 86%	168 86%	175 aEGHi 90%	229 229 95%	258 258 91%	149 149 92%	1573 1573 90%	153 153 90%	94 94 90%	47 47 92%	1611 1611 91%	183 183 88%	73 73 89%	256 256 88%	631 631 91%	695 695 92%	285 285 88%	
Net - Landline or Broadband	1909	159 bEFj 92%	91 87%	47 eF 92%	118 ABCEF ghJ 100%	180 84%	131 80%	159 bEFj 95%	186 BEFj 95%	190 BcEFJ 97%	212 f 88%	277 277 97%	157 BEFJ 97%	1611 c 93%	159 c 94%	91 91 87%	47 47 92%	1625 1625 92%	203 a 98%	81 81 98%	283 A 98%	617 617 89%	702 A 93%	306 A 95%	

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

Table 17
A2: Interviewer code Gender
by Crossbreak
Base: All respondents

	Gender		Age							Social grade					OCCUPATION																	
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	183 (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)								
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66								
Effective sample size	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63								
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65								
Male	959	959	B -	98 bc	329	275	258	BC	93 bc	149 BC	109	BC	206 Bde	268	234 Bde	251	474	485	b	62 CE	466 CDEF	60	E	526	CE	8	266	CE	59	CE	37	CE
	46%	100%	-%	52%	44%	42%	55%	52%	54%	55%	52%	42%	51%	44%	46%	47%	56%	59%	21%	49%	5%	51%	51%	57%								
Female	1106	-	1106	A	90	424	376	215	87	127	88	194	372 ACf	222	318 ac	566 ac	540	49	317	222	540	B	173	257	B	57	28					
	54%	-%	100%		48%	56%	58%	45%	48%	46%	45%	48%	58%	49%	56%	54%	53%	44%	41%	79%	51%	95%	49%	49%	43%							

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

Table 17 (continuation)
 A2: Interviewer code Gender
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail			
	Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)	
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
Male	959 46%	80 47%	44 42%	24 48%	55 47%	108 51%	78 48%	71 42%	85 44%	89 46%	118 49%	134 47%	71 44%	810 47%	80 47%	44 42%	24 48%	827 47%	96 46%	36 43%	132 46%	324 47%	347 46%	156 48%
Female	1106 54%	89 53%	60 58%	27 52%	63 53%	106 49%	85 52%	96 58%	110 56%	105 54%	122 51%	151 53%	91 56%	930 53%	89 53%	60 58%	27 52%	948 53%	111 54%	47 57%	158 54%	371 53%	410 54%	167 52%

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

Table 18
A3 Can you please tell me your age?
by Crossbreak
Base: All respondents

	Total	Gender		Age						Social grade						OCCUPATION																		
		Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)										
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66										
Effective sample	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63										
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65										
16-17 (16.5)	8	5	3	8 BCDFG H	-	-	-	-	-	-	-	4	4	d	-	4	4	6 BCDEF G	1	-	1	-	-	-										
	%	1%	3%	4%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	4%	4%	6%	1%	-%	1%	-%	-%	-%	-%										
18-24 (21.5)	180	93	87	180 BCDGH	-	-	-	180 ABCDG H	-	-	20	79 ACF	29	53	a	99	Ac	82	a	54 BCDEF GI	66	Fi	23	Fi	89	Fi	13	Fi	-	22 BCDEF I	-			
	9%	10%	8%	96%	-%	-%	-%	100%	-%	-%	5%	12%	6%	9%	9%	8%	8%	49%	8%	8%	8%	7%	-%	19%	-%									
25-29 (27.5)	176	78	98	-	176 ACDFG H	-	-	-	-	-	24	57	43	52	81	95	a	10	F	89	Fi	36	FI	125	Fi	25	FI	-	16	FI	1	F		
	9%	8%	9%	-%	23%	-%	-%	-%	-%	-%	6%	9%	9%	9%	8%	9%	9%	9%	11%	13%	12%	14%	-%	14%	2%									
30-34 (32.5)	194	87	108	-	194 ACDFG H	-	-	-	-	-	38	63	43	50	101	93	9	F	100	F	28	F	128	F	37	ABCDF i	-	16	F	5	F			
	9%	9%	10%	-%	26%	-%	-%	-%	-%	-%	10%	10%	9%	9%	10%	9%	8%	13%	10%	12%	20%	-%	13%	7%										
35-39 (37.5)	207	88	120	-	207 ACDFG H	-	-	-	-	-	46	67	46	48	113	94	9	F	106	F	46	aF	152	F	23	F	-	17	F	6	F			
	10%	9%	11%	-%	28%	-%	-%	-%	-%	-%	11%	11%	10%	8%	11%	9%	8%	14%	16%	14%	12%	-%	14%	10%										
40-44 (42.5)	175	76	99	-	175 ACDFG H	-	-	-	-	-	41	d	53	48	D	33	94	d	81	4	F	101	aF	30	aF	131	aF	22	aF	-	9	F	9	aF
	8%	8%	9%	-%	23%	-%	-%	-%	-%	-%	10%	8%	11%	6%	9%	8%	4%	13%	11%	12%	12%	-%	8%	14%										
45-49 (47.5)	185	82	103	-	-	185 ABDFG H	-	-	-	-	35	61	44	45	96	90	7	F	115	acF	26	F	141	aF	19	F	1	12	F	5	F			
	9%	9%	9%	-%	-%	28%	-%	-%	-%	-%	9%	9%	10%	8%	9%	9%	6%	15%	9%	13%	10%	4%	10%	8%										

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

Table 18 (continuation)
 A3 Can you please tell me your age?
 by Crossbreak
 Base: All respondents

	Total	Gender		Age						Social grade						OCCUPATION									
		Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+ (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after home or family (d)	Looking for work (e)	Retired from paid work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
50-54 (52.5)	179	73	106	-	-	179 ABDFG H	-	-	-	-	41	47	38	52	88	90	7 F	98 aF	31 F	129 F	17 F	3	8 F	14	AbcdEFG
	9%	8%	10%	-%	-%	27%	-%	-%	-%	-%	10%	7%	8%	9%	9%	9%	6%	13%	11%	12%	10%	1%	7%	22%	
55-64 (57.5)	287	120	168	-	-	287 ABDFG H	-	-	-	-	50	92	52	93 c	142	145	4	97 A	49 Ab	146 A	24 A	81 A	15 A	18	ABDEfg
	14%	12%	15%	-%	-%	44%	-%	-%	-%	-%	13%	14%	11%	16%	14%	14%	3%	12%	18%	14%	13%	15%	13%	27%	
65-74 (67.5)	277	149 B	127	-	-	277 ABCDFH	-	277 ABCDFH	-	-	57	71	68	80	128	148 b	1	10	12 Bd	22	2	244 ABCDE GI	1	6	ABDEG
	13%	16%	12%	-%	-%	-%	59%	-%	100%	-%	14%	11%	15%	14%	12%	14%	1%	1%	4%	2%	1%	47%	1%	10%	
75+ (78.0)	196	109 B	88	-	-	196 ABCDFG	-	-	196 ABCDFG	-	49 B	46	40	62 b	95	102	-	1	-	1	-	194 ABCDE GI	-	1	bcD
	9%	11%	8%	-%	-%	-%	41%	-%	-%	100%	12%	7%	9%	11%	9%	10%	-%	1%	-%	1%	-%	37%	-%	2%	
Age ---																									
16 - 24 (c)	189	98	90	189	-	-	-	180	-	-	20	83	33	53 a	103 A	86 a	60	67 Fi	23 Fi	90 Fi	13 Fi	-	22	-	
	9%	10%	8%	100%	-%	-%	-%	100%	-%	-%	5%	13%	7%	9%	10%	8%	54%	9%	8%	8%	7%	-%	19%	-%	
25 - 44 (d)	753	329	424	-	753 ACDFG H	-	-	-	-	-	149	240	180 d	184	389 d	364	32 F	396 AFI	140 AFI	537 AFI	106 AdFI	-	57 AFI	21 F	
	36%	34%	38%	-%	100%	-%	-%	-%	-%	-%	37%	38%	40%	32%	37%	36%	29%	51%	50%	50%	58%	-%	50%	32%	

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

Table 18 (continuation)
 A3 Can you please tell me your age?
 by Crossbreak
 Base: All respondents

	Gender			Age						Social grade						OCCUPATION										
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d) (d)	18-24 (f)	65-74 (g)	75+ (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)		
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66		
Effective sample	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63		
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65		
45 - 64 (e)	651	275	376	A	-	-	651 ABDFG H	-	-	-	126	199	135	191	326	325	18	309 AF	107 AF	416	AF 60	AF 85	35	AF 37	ABCDEF G	
		32%	29%	34%	-%	-%	100%	-%	-%	-%	32%	31%	30%	33%	31%	32%	16%	39%	38%	39%	33%	16%	30%	57%		
65+(f)	473	258	B 215	-	-	-	473 ABCF	-	277 ABCF	196 ABCF	106 Be	117	108	b 142	B 223	250	B	1	11	12	Bd 23	2	438 ABCDE GI	1	7	ABcDEG
		23%	27%	19%	-%	-%	100%	-%	100%	100%	26%	18%	24%	25%	21%	24%	1%	1%	4%	2%	1%	84%	1%	11%		
16 -17 (g)	8	5	3	8 BCDFG H	-	-	-	-	-	-	-	4	4	d	-	4	4	6 BCDEF G	1	-	1	-	-	-	-	
		*%	1%	*%	4%	-%	-%	-%	-%	-%	-%	1%	1%	-%	*%	*%	6%	*%	-%	*%	-%	-%	-%	-%		
18 - 24 (h)	180	93	87	180 BCDGH	-	-	-	180 ABCDG H	-	-	20	79 ACF	29	53	a 99	Ac 82	a	54 BCDEF GI	66	Fi 23	Fi 89	Fi 13	Fi -	22 BCDEF I	-	
		9%	10%	8%	96%	-%	-%	-%	100%	-%	5%	12%	6%	9%	9%	8%	49%	8%	8%	8%	7%	-%	19%	-%		
65 - 74 (i)	277	149	B 127	-	-	-	277 ABCFH	-	277 ABCDF H	-	57	71	68	80	128	148	b	1	10	12	Bd 22	2	244 ABCDE GI	1	6	ABDEG
		13%	16%	12%	-%	-%	-%	59%	-%	100%	14%	11%	15%	14%	12%	14%	1%	1%	4%	2%	1%	47%	1%	10%		
75+ (j)	196	109	B 88	-	-	-	196 ABCDFG	-	-	196 ABCDF G	49	B 46	40	62	b 95	102	-	1	-	1	-	194 ABCDE GI	-	1	bcD	
		9%	11%	8%	-%	-%	-%	41%	-%	-%	12%	7%	9%	11%	9%	10%	-%	*%	-%	*%	-%	37%	-%	2%		

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

Table 18 (continuation)
 A3 Can you please tell me your age?
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	183 (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
Mean score	48.0	48.7	47.3	21.3	35.0	53.3	71.9	21.5	67.5	78.0	50.3	45.6	48.0	49.0	47.4	48.5	30.0	41.2	42.3	41.5	40.1	69.7	37.7	50.7	ABCDEG
Standard deviation	16.98	17.76	16.24	1.02	5.44	4.19	5.18	-	-	-	16.44	16.86	16.68	17.42	16.85	17.10	12.17	11.47	12.60	11.78	11.44	7.32	12.46	10.60	
Standard error	.37	.57	.49	.07	.20	.17	.24	-	-	-	.84	.67	.77	.72	.53	.53	1.12	.40	.77	.36	.84	.33	1.14	1.31	

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

Table 18 (continuation)
 A3 Can you please tell me your age?
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/all city/large town (a)	Medium town (b)	Small towns (c)
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
16-17	(16.5)	8*	1	-	* 2k	2	-	-	2	-	1	-	-	7	1	-	*	8	-	*	*	3	3	2
		%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
18-24	(21.5)	180	20 HKL	15 dHKL	8 dHKL	7	31 dHKL	22 HKL	17 Hk1	6	15	22 hk	12	138	20	15 A	8 A	168 d	10	3	12	71	71	26
		9%	12%	14%	15%	6%	14%	13%	10%	3%	7%	9%	4%	8%	12%	14%	15%	9%	5%	3%	4%	10%	9%	8%
25-29	(27.5)	176	18 bK	5	5 K	6	21 K	15 K	24 BdhK	15	20 K	23 K	9	148	18 c	5	5	156	18	3	20	66	61	29
		9%	11%	5%	10%	5%	10%	9%	14%	7%	10%	9%	3%	9%	11%	5%	10%	9%	9%	3%	7%	9%	8%	9%
30-34	(32.5)	194	17	13 l	4	11	18	16	16	18	16	35 eiKL	21	160	17	13	4	176	15	3	18	80 C	75	21
		9%	10%	12%	8%	10%	8%	10%	9%	9%	8%	15%	7%	9%	10%	12%	8%	10%	7%	4%	6%	12%	10%	7%
35-39	(37.5)	207	23 bD1	6 d	4 D	1	18 D	14 D	12 d	20 D	19 D	48 BCDEF GHIKL	31 D	174	23 c	6	4	182 c	23 c	2	25	86 C	78 c	19
		10%	14%	6%	7%	1%	9%	9%	7%	10%	10%	20%	11%	10%	14%	6%	7%	10%	11%	2%	9%	12%	10%	6%
40-44	(42.5)	175	16 fi	6	7 bFI	15 fI	24 fI	7	12	14	7	28 fI	27 i	145	16	6	7 ac	164 Bd	4	8 b	12	70	66	28
		8%	10%	6%	14%	12%	11%	4%	7%	7%	4%	12%	9%	8%	10%	6%	14%	9%	2%	9%	4%	10%	9%	9%
45-49	(47.5)	185	11	8	3	11	19	9	21 f	19	16	25	33 f	163	11	8	3	159	21	5	26	68	67	24
		9%	7%	8%	6%	9%	9%	6%	13%	10%	8%	10%	12%	9%	7%	8%	6%	9%	10%	6%	9%	10%	9%	7%
50-54	(52.5)	179	12	7	3	14	19	15	16	27 abcK	14	22	17	158	12	7	3	153 c	24 c	1	26	54	58	42 AB
		9%	7%	6%	6%	11%	9%	9%	10%	14%	7%	9%	6%	9%	7%	6%	6%	9%	12%	1%	9%	8%	8%	13%
55-64	(57.5)	287	24 j	19 ghJ	5	20 j	30 j	24 j	15	18	24	18	62 aCeGH iJ	239	24	19	5	240	32	16	47	84	118	38
		14%	14%	18%	10%	17%	14%	14%	9%	9%	12%	8%	22%	14%	14%	18%	10%	14%	15%	19%	16%	12%	16%	12%

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

Table 18 (continuation)
 A3 Can you please tell me your age?
 by Crossbreak
 Base: All respondents

	Total	Region											Nation				Urbanity				Urbanity detail				
		Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East lands (g)	West lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)	
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360	
Effective sample	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346	
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324	
65-74	(67.5)	277	17 J	15 J	6 J	19 J	21 j	25 J	18 J	34 aeJ	36 aeJ	9	44 J	34 AeJ	239	17	15	6	221	29	27 ABd	56 A	63	100 a	59 AB
		13%	10%	14%	12%	16%	10%	15%	11%	17%	18%	4%	15%	21%	14%	10%	14%	12%	12%	14%	33%	19%	9%	13%	18%
75+	(78.0)	196	9	11 j	6 aJ	12 j	13	15 j	15	22 aJ	29 AeJ	10	28 j	23 AeJ	170 b	9	11	6 b	149	32 A	15 a	47 A	52	62	36 a
		9%	5%	11%	12%	11%	6%	9%	9%	11%	15%	4%	10%	14%	10%	5%	11%	12%	8%	16%	18%	16%	7%	8%	11%
Age																									
16 - 24	(c)	189	20 HKL	15 HiKL	8 HiKL	9	33 HiKL	22 HKL	17 hkl	8	15	23 hkl	12	6	145	20	15 a	8 A	176 bd	10	3	13	74	74	28
		9%	12%	14%	16%	8%	15%	13%	10%	4%	7%	9%	4%	4%	8%	12%	14%	16%	10%	5%	4%	4%	11%	10%	9%
25 - 44	(d)	753	75 BDFhI KL	30	20	34	80	53	65	67	61	133 aBCDE FGHIKL	87	47	628	75 aC	30	20	678 bCD	60	16	75	301 bc	280 c	97
		36%	44%	29%	39%	28%	38%	33%	39%	34%	32%	56%	31%	29%	36%	44%	29%	39%	38%	29%	19%	26%	43%	37%	30%
45 - 64	(e)	651	47	33	11	44 c	67	48	52	64 c	54	65	113 ACfiJ	53	559 d	47	33	11	552	77	22	99	206	242	104
		32%	28%	32%	21%	37%	31%	30%	31%	33%	28%	27%	40%	32%	32%	28%	32%	21%	31%	37%	27%	34%	30%	32%	32%
65+(f)		473	26 j	26 aeJ	12 J	31 aeJ	34 j	40 aeJ	33 J	56 AeJ	65 AEGJ	19	72 AeJ	57 AEFgJ k	408 B	26	26 b	12	370	61 a	42 ABd	103 A	114	161 a	95 AB
		23%	16%	25%	24%	27%	16%	25%	20%	29%	33%	8%	25%	35%	23%	16%	25%	24%	21%	29%	50%	35%	16%	21%	29%
16 -17	(g)	8	1	-	* 2 k	2	-	-	2	-	1	-	-	7	1	-	*	8	-	*	*	3	3	2	
		*%	*%	-%	1%	2%	1%	-%	-%	1%	-%	*%	-%	*%	*%	-%	1%	*%	-%	*%	*%	*%	*%	1%	

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

Table 18 (continuation)
 A3 Can you please tell me your age?
 by Crossbreak
 Base: All respondents

Total	Region													Nation				Urbanity				Urbanity detail		
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small town (c)	
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
18 - 24 (h)	180	20 HKL	15 dHiKL	8 dHiKL	7	31 dHiKL	22 HKL	17	Hkl 6	15	22	hk 12	6	138	20	15	A 8	168	d 10	3	12	71	71	26
	9%	12%	14%	15%	6%	14%	13%	10%	3%	7%	9%	4%	4%	8%	12%	14%	15%	9%	5%	3%	4%	10%	9%	8%
65 - 74 (i)	277	17	J 15	J 6	J 19	J 21	J 25	J 18	J 34	aeJ 36	aeJ 9	44	J 34	239	17	15	6	221	29	27	56	A 63	100	a 59
	13%	10%	14%	12%	16%	10%	15%	11%	17%	18%	4%	15%	21%	14%	10%	14%	12%	12%	14%	33%	19%	9%	13%	18%
75+ (j)	196	9	11	j 6	aJ 12	j 13	15	j 15	22	aJ 29	AEJ 10	28	j 23	AeJ 170	b 9	11	6	149	32	A 15	a 47	A 52	62	36
	9%	5%	11%	12%	11%	6%	9%	9%	11%	15%	4%	10%	14%	10%	5%	11%	12%	8%	16%	18%	16%	7%	8%	11%
Mean score	48.0	44.3	48.4	45.9	50.8	44.5	47.4	45.6	50.6	51.0	41.7	51.7	53.5	48.4	44.3	48.4	45.9	47.0	51.9	58.5	53.8	A 45.0	47.4	50.3
		aeJ		j	AcEgJ		J	j	AcEGJ	AcEGJ		AbCEF	AbCEF	B		b		16.79	17.14	15.84	17.01	16.28	16.75	17.42
Standard deviation	16.98	16.23	18.17	18.71	16.68	16.71	18.08	17.15	16.55	18.34	13.79	15.26	16.95	16.89	16.23	18.17	18.71	16.79	17.14	15.84	17.01	16.28	16.75	17.42
Standard error	.37	1.07	1.51	1.78	1.66	1.17	1.44	1.43	1.26	1.41	.90	.94	1.46	.42	1.07	1.51	1.78	.39	1.52	2.06	1.25	.61	.59	.92

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

Table 19
A4 Are you yourself? (Employment status)
by Crossbreak
Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after home or family (d)	Looking tired from work (e)	Retired from paid work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	2065	961 1104	207	769	641	448	198	265	183		383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66
Effective sample size	1853	864 989	192	703	575	389	184	232	157		338	569	422	526	906	948	109	729	241	969	170	431	112	63
Total	2065	959 1106	189	753	651	473	180	277	196		400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65
Working full time (30+hours per week)	783	466 B 317	67 DGH	396 ADFGH	309 ADFGH	11	66 DGH	10 h	1		201 CDF	295 DF	184 DF	103	496 CDF	287 D	-	783 ACDEF GI	-	783 ACEFG I	-	-	-	-
	38%	49% 29%	35%	53%	48%	2%	36%	4%	1%		50%	46%	40%	18%	48%	28%	-%	100%	-%	74%	-%	-%	-%	-%
Retired from paid work	523	266 b 257	-	-	85 ABF	438 BCFg	-	244 ABCF	194 ABCF		117 B	137	112	158 B	254	269 b	-	-	-	-	-	523 ABCDE GI	-	-
	25%	28% 23%	-%	-%	13%	93%	-%	88%	99%		29%	21%	24%	28%	24%	26%	-%	-%	-%	-%	-%	100%	-%	-%
Working part time (8-29 hours per week)	282	60 222 A	23 DGH	140 adGH	107 DGH	12 h	23 DGH	12 H	-		50	90	78 D	64	140	142	-	-	282 ABDEF GI	282 ABEFG I	-	-	-	-
	14%	6% 20%	12%	19%	16%	3%	13%	4%	-%		13%	14%	17%	11%	13%	14%	-%	-%	100%	26%	-%	-%	-%	-%
Looking after the home or family	182	8 173 A	13 DGH	106 ACDFG H	60	DGH 2	13	DGH 2	-		17	41	44 AE	81 ABcE	57	124 ABE	-	-	-	-	182 ABCDF GI	-	-	-
	9%	1% 16%	7%	14%	9%	1%	7%	1%	-%		4%	6%	10%	14%	6%	12%	-%	-%	-%	-%	100%	-%	-%	-%
Unemployed	116	59 57	22 CDGH	57 DGH	35	DGH 1	22 bcdGH	1	-		3	8	12 ae	93 ABCEF	11	105 ABCE	-	-	-	-	-	116 ABCDE FI	-	-
	6%	6% 5%	12%	8%	5%	*%	12%	*%	-%		1%	1%	3%	16%	1%	10%	-%	-%	-%	-%	-%	100%	-%	-%
In full time education	111	62 b 49	60 BCDGH	32 DGH	18	Dgh 1	54 BCDGH	1	-		12	65 ACDeF	18	16	77 AcDF	34	111 BCDEF GI	-	-	-	-	-	-	-
	5%	6% 4%	32%	4%	3%	*%	30%	*%	-%		3%	10%	4%	3%	7%	3%	100%	-%	-%	-%	-%	-%	-%	-%
Permanently sick or disabled	65	37 28	-	21 af	37 ABDFg H	7	-	6 af	1		1	4	5	55 ABCEF	5	60 ABCE	-	-	-	-	-	-	-	65 ABCDEFG
	3%	4% 2%	-%	3%	6%	2%	-%	2%	1%		*%	1%	1%	10%	*%	6%	-%	-%	-%	-%	-%	-%	-%	100%

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

Table 19 (continuation)
 A4 Are you yourself? (Employment status)
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Not working after home or family (d)	Looking for work (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)
Total	2065	961 1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample size	1853	864 989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959 1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
On a government work or training scheme	3	2 2	3	-	-	-	2	BCd	-	-	-	3	bdE	-	3	-	-	-	-	-	-	-	-	-
	*%	*% *%	2%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	1	- 1	-	1	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-
	*%	-% *%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net - Working	1065	526 B 540	90	537	416	23	H	89	22	H	1	251	385	263	167	636	430	D	-	-	-	-	-	-
	52%	55% 49%	48%	71%	64%	5%	49%	8%	1%	63%	60%	58%	29%	61%	42%	-%	100%	100%	100%	-%	-%	-%	-%	-%

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

Table 19 (continuation)
 A4 Are you yourself? (Employment status)
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail														
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ all other city/ large town (a)	Medium town (b)	Small towns (c)												
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360												
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346												
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324												
Working full time (30+hours per week)	783	87 BDFGH IKL	33	23 bdFHi l	34	101 BDFHI L	42	61	f	53	59	124 BDFGH IKL	116 dFHil	49	641	87	AC	33	23	c	693	Cd	75	c	16	90	285	C	302	c	106					
	38%	51%	31%	44%	29%	47%	26%	37%	27%	30%	52%	41%	30%	37%	51%	31%	44%	39%	36%	19%	31%	41%	40%	33%												
Retired from paid work	523	34	J	29	12	J	39	38	J	45	30	j	57	75	22	78	65	448	34	29	12	410	72	A	41	113	A	132	177	a	101	AB				
	25%	20%	28%	24%	33%	18%	28%	18%	29%	38%	9%	28%	40%	26%	20%	28%	24%	23%	35%	50%	39%	19%	23%	31%												
Working part time (8-29 hours per week)	282	9	11	a	7	A	23	AE	16	26	Ae	33	27	A	28	Ae	42	AE	37	A	22	A	255	B	9	11	b	7	B	235	32	15	47	87	105	43
	14%	5%	11%	13%	20%	8%	16%	20%	14%	14%	18%	13%	14%	15%	5%	11%	13%	13%	15%	19%	16%	13%	14%	13%												
Looking after the home or family	182	7	8	d	6	ADe	2	13	12	d	18	aD	29	AbDef	J	22	AD	16	32	AD	16	ad	161	B	7	8	6	B	164	16	2	17	64	71	29	
	9%	4%	7%	12%	2%	6%	8%	11%	15%	11%	7%	11%	10%	9%	4%	7%	12%	9%	7%	2%	6%	9%	9%	9%												
Unemployed	116	10	11	*	10	26	19	8	11	cik	3	7	5	4	94	d	10	d	11	AD	*	106	4	5	10	58	Bc	33	15							
	6%	6%	11%	1%	8%	12%	12%	5%	6%	2%	3%	2%	3%	5%	6%	11%	1%	6%	2%	6%	3%	8%	4%	5%												
In full time education	111	18	7	ikl	2	8	11	k	15	IKL	9	k	9	4	19	IKL	5	2	84	18	A	7	2	102	7	1	9	41	38	24						
	5%	11%	6%	4%	7%	5%	9%	6%	5%	2%	8%	2%	1%	5%	11%	6%	4%	6%	4%	1%	3%	6%	5%	7%												
Permanently sick or disabled	65	5	4	-	1	8	3	7	8	4	9	10	4	56	5	4	-	61	2	2	4	26	29	5												
	3%	3%	4%	-%	1%	4%	2%	4%	4%	2%	4%	4%	3%	3%	3%	4%	-%	3%	1%	2%	1%	4%	4%	2%												

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

Table 19 (continuation)
 A4 Are you yourself? (Employment status)
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail				
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)		
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360	
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346	
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324	
On a government work or training scheme	3 *%	- -%	1 1%	jk -%	- 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	2 *%	- -%	1 1%	A -%	3 *%	- -%	- -%	- -%	1 *%	2 *%	- -%	
Refused	1 *%	- -%	- -%	1 1%	ejk -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	A -%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%
Net - Working	1065	96 BFHil	44 bfHil	29 bfHil	58 bfHil	118 bfHil	68 bfHil	94 bfHil	80	87 ABcDE FgHIKL	166 bfH	153 bfH	71	896 c	96 C	44	29 c	928 c	106	31	137	372 c	406 c	149	
	52%	57%	42%	57%	49%	55%	42%	56%	41%	45%	69%	54%	44%	51%	57%	42%	57%	52%	51%	38%	47%	54%	54%	46%	

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

Table 20
A5a Interviewer code Social Grade
by Crossbreak
Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)	
Unweighted row	2065	961 1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample size	1853	864 989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959 1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
A	70	32 38	3	27	24	16	3	8	8	70 BCDEF	-	-	-	70 BCDF	-	4	39 c	4	43 c	5	16	2	-	
	3%	3% 3%	1%	4%	4%	3%	2%	3%	4%	17%	-%	-%	-%	7%	-%	3%	5%	2%	4%	3%	3%	2%	-%	
B	330	174 b 156	17	121 AF	102 af	90 AF	17	49 AF	41 AF	330 BCDEF	-	-	-	330 BCDF	-	8 g	162 AEGI	46 aEGI	208 AEGI	12 g	101 AEGI	1	1	
	16%	18% 14%	9%	16%	16%	19%	9%	18%	21%	83%	-%	-%	-%	32%	-%	7%	21%	16%	19%	6%	19%	1%	2%	
C1	640	268 372 A	83 BCDGH	240 Dh	199 d	117	79 BCDGH	71	46	-	640 ACDEF	-	-	640 ACDF	-	65 BCDEF	295 EFGI	90 eGI	385 EFGI	41 GI	137 GI	8	4	
	31%	28% 34%	44%	32%	31%	25%	44%	26%	23%	-%	100%	-%	-%	62%	-%	59%	38%	32%	36%	22%	26%	7%	6%	
C2	456	234 b 222	33	180 af	135	108 f	29	68 f	40	-	-	456 ABDEF	-	-	456 ABDE	18	184 GI	78 afGI	263 aGI	44 GI	112 GI	12	5	
	22%	24% 20%	17%	24%	21%	23%	16%	25%	20%	-%	-%	100%	-%	-%	44%	16%	24%	28%	25%	24%	21%	10%	7%	
D	294	134 161	27	97	109 b	61	27	35	26	-	-	-	294 ABCEF	-	294 ABCE	14	102 aBdFG	61 aBdFG	163 g	29 g	68	9	11 g	
	14%	14% 15%	14%	13%	17%	13%	15%	13%	13%	-%	-%	-%	52%	-%	29%	12%	13%	22%	15%	16%	13%	7%	17%	
E	275	118 157	26	86	82	81 Bc	26	45 b	36 b	-	-	-	275 ABCEF	-	275 ABCE	2 Bd	1	3	4	52 ABCDF	89 ABCD	84 ABCDE	44 ABCDEF	
	13%	12% 14%	14%	11%	13%	17%	14%	16%	18%	-%	-%	-%	48%	-%	27%	2%	*%	1%	*%	28%	17%	73%	68%	
Nets: -----																								
AB	400	206 b 194	20	149 AF	126 AF	106 AF	20	57 AF	49 AF	400 BCDEF	-	-	-	400 BCDF	-	12 gi	201 ACEGI	50 EGI	251 AcEGI	17 gi	117 AEGI	3	1	
	19%	21% 18%	10%	20%	19%	22%	11%	21%	25%	100%	-%	-%	-%	38%	-%	10%	26%	18%	24%	9%	22%	3%	2%	
C1	640	268 372 A	83 BCDGH	240 Dh	199 d	117	79 BCDGH	71	46	-	640 ACDEF	-	-	640 ACDF	-	65 BCDEF	295 EFGI	90 eGI	385 EFGI	41 GI	137 GI	8	4	
	31%	28% 34%	44%	32%	31%	25%	44%	26%	23%	-%	100%	-%	-%	62%	-%	59%	38%	32%	36%	22%	26%	7%	6%	

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

Table 20 (continuation)
 A5a Interviewer code Social Grade
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after home or family (d)	Looking for work (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66
Effective sample size	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65
C2	456	234	b 222	33	180	af 135	108	f 29	68	f 40	-	-	456	-	-	456	ABDE 18	184	GI 78	afGI 263	44	GI 112	GI 12	5
	22%	24%	20%	17%	24%	21%	23%	16%	25%	20%	-%	-%	100%	-%	44%	16%	24%	28%	25%	24%	21%	10%	7%	
DE	569	251	318	53	184	191	b 142	b 53	80	62	-	-	-	569	-	569	ABCE 16	103	64	167	81	158	93	55
	28%	26%	29%	28%	24%	29%	30%	29%	29%	31%	-%	-%	-%	100%	-%	56%	14%	13%	23%	16%	45%	30%	80%	85%
ABC1	1040	474	566	103	389	326	223	99	128	95	400	640	CDF -	-	1040	CDF -	77	496	140	636	57	254	11	5
	50%	49%	51%	54%	52%	50%	47%	55%	46%	48%	100%	100%	-%	-%	100%	-%	69%	63%	50%	60%	32%	49%	9%	8%
C2DE	1025	485	540	86	364	325	250	82	148	102	-	-	456	569	ABE -	1025	ABE 34	287	142	430	a 124	269	105	60
	50%	51%	49%	46%	48%	50%	53%	45%	54%	52%	-%	-%	100%	100%	-%	100%	31%	37%	50%	40%	68%	51%	91%	92%

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

Table 20 (continuation)
 A5a Interviewer code Social Grade
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail					
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)			
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360		
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346		
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324		
A	70 3%	7 4%	2 2%	* 1%	3 3%	4 2%	2 1%	4 2%	9 4%	3 2%	11 5%	12 4%	11 7%	cefi 3%	60 4%	7 2%	* 1%	60 3%	9 4%	1 1%	10 3%	27 4%	21 3%	12 4%		
B	330	22 e	15 e	8 e	24 E	15	26 E	28 E	23	30 e	47 Eh	38 e	53 ABCDE FGHIJK	285	22	15	8	264	43	24 A	66 A	97	112	54		
	16%	13%	15%	15%	21%	7%	16%	17%	12%	15%	20%	13%	32%	16%	13%	15%	15%	15%	21%	29%	23%	14%	15%	17%		
C1	640	59 h1	27	18	36	57	52	48	48	74	78	103	40	536	59	27	18	543	75	22	97	199	244	101		
	31%	35%	26%	34%	30%	27%	32%	28%	25%	beH1 38%	32%	behl 36%	25%	31%	35%	26%	34%	31%	36%	26%	33%	29%	32%	31%		
C2	456	35	27	10	21	61	31	35	42	38	56	66	34	384	35	27	10	405	33	19	51	153	178	74		
	22%	21%	25%	20%	17%	dfi 28%	19%	21%	22%	19%	24%	23%	21%	22%	21%	25%	20%	23%	16%	23%	18%	22%	24%	23%		
D	294	24 L	19	10	24	21	24 l	37	34	28 l	25	39 l	10	241	24	19	10	254	34	7	40	102	98	54		
	14%	14%	ejL 18%	EJL 20%	ejL 20%	10%	14%	EJkL 22%	ejL 17%	14%	10%	14%	6%	14%	14%	18%	20%	14%	16%	8%	14%	15%	13%	17%		
E	275	21	14	5	11	56	29	15	39	22	23	26	15	235	21	14	5	250 bd	14	10	25	117 C	104 c	29		
	13%	12%	14%	10%	9%	ABCDf GIJKL	26%	18%	9%	acdGi JKL	20%	11%	9%	9%	13%	12%	14%	10%	14%	7%	13%	9%	17%	14%	9%	
Nets: -----																										
AB	400	29 e	17 e	8	27 E	19	28 e	33 E	32 e	33 e	58 Eh	50 E	64 ABCDE FGHIJK	345	29	17	8	324	52	25 a	76 A	124	134	66		
	19%	17%	17%	16%	23%	9%	17%	19%	16%	17%	24%	18%	39%	20%	17%	17%	16%	18%	25%	30%	26%	18%	18%	20%		
C1	640	59 h1	27	18	36	57	52	48	48	74	78	103	40	536	59	27	18	543	75	22	97	199	244	101		
	31%	35%	26%	34%	30%	27%	32%	28%	25%	beH1 38%	32%	behl 36%	25%	31%	35%	26%	34%	31%	36%	26%	33%	29%	32%	31%		

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

Table 20 (continuation)
 A5a Interviewer code Social Grade
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail		
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
C2	456	35	27	10	21	61 dfi 28%	31	35	42	38	56	66	34	384	35	27	10	405	33	19	51	153	178	74
	22%	21%	25%	20%	17%		19%	21%	22%	19%	24%	23%	21%	22%	21%	25%	20%	23%	16%	23%	18%	22%	24%	23%
DE	569	45 L JKL	34 JKL	15 jL	34 L aiJKL	77 JKL	52 JKL	52 jL aiJKL	73 JKL	50 l	47	65	24	475	45	34	15	504	48	17	65	219 bc	201	83
	28%	27%	32%	30%	29%	36%	32%	31%	37%	26%	20%	23%	15%	27%	27%	32%	30%	28%	23%	21%	23%	32%	27%	26%
ABC1	1040	89 Eh	44	26 e	63 Eh	76	80 e	80 e	80	107 bEh	136 BEH	153 bEH	104 aBcEF GH	882	89	44	26	867	127 A	46	173 A	323	378	167
	50%	52%	42%	50%	53%	36%	49%	48%	41%	55%	57%	54%	64%	51%	52%	42%	50%	49%	61%	56%	60%	46%	50%	52%
C2DE	1025	81 l iJKL	60 iJKL	26 l	55 AcDfg	138 IJKL	83 L	87 L	115 adiJK L	88	104	131	58	859	81	60	26	909 BD	81	36	117	372	380	157
	50%	48%	58%	50%	47%	64%	51%	52%	59%	45%	43%	46%	36%	49%	48%	58%	50%	51%	39%	44%	40%	54%	50%	48%

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

Table 21
A5b Urbanity
by Crossbreak
Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	2065	961 1104	207 769	641 448	198 265	183	383 638	464 580	1021 1044	117 806	270 1076	186 495	120 66											
Effective sample size	1853	864 989	192 703	575 389	184 232	157	338 569	422 526	906 948	109 729	241 969	170 431	112 63											
Total	2065	959 1106	189 753	651 473	180 277	196	400 640	456 569	1040 1025	111 783	282 1065	182 523	116 65											
Large City	279	134 145	25 151 DGh aCDEFGH	78 25 DGh	24 12 DGh	13	63 86	65 65	149 130	21 142 eF	45 45 eF	187 16	29 14 f	11 11 F	19%	18%	16%	18%	9%	6%	12%	17%		
Smaller city / large town	416	190 227	48 150 d	128 90	46 51	39	62 113	88 154 ABCE	174 242 ABE	20 143	42 185	47 103 bcd	44 15 ABCDe Fi	18%	18%	15%	17%	26%	20%	38%	23%			
Medium town	757	347 410	74 280 39%	242 37%	161 37%	34%	71 39%	100 36%	62 31%	134 33%	244 38%	178 39%	201 35%	378 36%	380 37%	38 34%	302 39%	105 37%	406 38%	71 39%	177 34%	33 29%	29 45%	g
Small town less than 10 miles from a large settlement	297	140 156	24 93	95 84 B	23 52 b	33	60 92	68 77	152 145	22 98 bdi	40 138	27 91 bd	14 5	15%	14%	13%	13%	15%	17%	12%	8%			
Small town more than 10 miles from a large settlement	27	16 11	4 4 b *	9 10 B	3 7 B	4	6 9	5 7	15 12	2 8	4 11	2 10	1 -	2%	1%	1%	1%	1%	2%	1%	1%	-	-	
Rural - Less than miles from a large settlement	207	96 111	10 60	77 61 AbF ABF	10 29 a	32 16 ABF	52 75 CdF	33 48	127 81 CdF	7 75 g	32 106 g	16 72 abdGi	4 2	7%	10%	11%	10%	9%	14%	4%	3%			
Rural - More than 10 miles from a large settlement	82	36 47	3 16	22 42 ABCF	3 27 ABCF	15 25 bdf	22 19	17 46	36 36	1 16	15 31 Bde	2 41 ABDE	5 2	1%	2%	5%	3%	1%	8%	5%	3%			

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

Table 21 (continuation)
 A5b Urbanity
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East of England (g)	West of England (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small town (c)
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
Large City	279	21 BCDEF GIKL	-	-	-	-	-	-	17 BCDEF GIKL	-	240 ABCDE FGHIKL	-	-	258 CD	21 CD	-	-	279 BCD	-	-	-	279 BC	-	-
	13%	12%	-%	-%	-%	-%	-%	-%	9%	-%	100%	-%	-%	15%	12%	-%	-%	16%	-%	-%	-%	40%	-%	-%
Smaller city / large town	416	15 J ACDGJ	34 K	9 agJK	16 Jk AcDGJ	65 K	56 ACDGJ	12 J GIJKL	85 K	55 AcDGJ	-	21 J AcDGJ	48 K	359 B	15	34 ABD	9 b	416 BCD	-	-	-	416 BC	-	-
	20%	9%	32%	17%	14%	30%	35%	7%	44%	28%	-%	7%	30%	21%	9%	32%	17%	23%	-%	-%	-%	60%	-%	-%
Medium town	757	55 HJ	27 HJ	18 HJ	36 HJ	133 ABCDF HIJL	55 HJ	102 ABCDF HIJL	29 J	57 HJ	-	197 ABCDF HIJL	47 HJ	657 C	55	27	18	757 BCD	-	-	-	-	757 AC	-
	37%	33%	26%	35%	30%	62%	34%	61%	15%	29%	-%	69%	29%	38%	33%	26%	35%	43%	-%	-%	-%	-%	100%	-%
Small town less than 10 miles from a large settlement	297	50 bCEGH iJKL	18 EJ	5 EJ	33 CEGHJ KL	5 j	41 CEGHJ KL	17 EJ	29 EJ	36 cEgJ	-	40 EJ	23 EJ	224	50 AcD	18	5	297 BCD	-	-	-	-	-	297 AB
	14%	29%	18%	9%	28%	2%	25%	10%	15%	18%	-%	14%	14%	13%	29%	18%	9%	17%	-%	-%	-%	-%	-%	92%
Small town more than 10 miles from a large settlement	27	-	-	4 ABEGH JKL	6 AbEGH JKL	-	8 AbEGH JKL	-	-	8 AbEgH JKL	-	-	-	23	-	-	4 ABC	27	-	-	-	-	-	27 AB
	1%	-%	-%	8%	5%	-%	5%	-%	-%	4%	-%	-%	-%	1%	-%	-%	8%	2%	-%	-%	-%	-%	-%	8%
Rural - Less than miles from a large settlement	207	28 DEFJK	13 DeFJ	10 DEFiJ K	2 j	11 J	2	36 bDEFI JK	36 DEFiJ K	20 DFJ	-	27 dFJ	22 DEFJ	156	28 A	13	10 A	-	207 ACD	-	207 AC	-	-	-
	10%	17%	12%	19%	2%	5%	1%	21%	18%	10%	-%	9%	14%	9%	17%	12%	19%	-%	100%	-%	72%	-%	-%	-%

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

Table 21 (continuation)
 A5b Urbanity
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail							
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ large town (a)	Medium town (b)	Small towns (c)					
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360				
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346				
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324				
Rural - More than 10 miles from a large settlement	82	-	12	6	25	-	-	-	-	18	-	-	22	65	B	-	12	AB	6	AB	-	-	82	82	AB	-	-	-
	4%	-%	11%	11%	21%	-%	-%	-%	-%	9%	-%	-%	14%	4%	-%	11%	11%	-%	-%	100%	28%	-%	-%	-%				

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

Table 22
A5b Urbanity
by Crossbreak
Base: All respondents

Total	Gender		Age							Social grade						OCCUPATION										
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)		
Unweighted row	2065	961	1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66		
Effective sample size	1853	864	989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63		
Total	2065	959	1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65		
Urbanity																										

Urban	1776	827	948	176 CDGH 93%	678 CDGH 90%	552 DH 85%	370 78%	168 CDGH 93%	221 80%	149 76%	324 81%	543 85%	405 AE 89%	504 AE 89%	867 83%	909 89%	AbE 102 cF 92%	693 cF 88%	235 83%	928 F 87%	164 cF 90%	410 78%	106 cF 92%	61 61 94%		
Rural	207	96	111	10	60	77 AbF 12%	61 ABF 13%	10	29 a	32 ABF	52 CdF 13%	75 cF	33	48	127 CdF 12%	81	7	75 g	32 g	106 g	16	72 abdGi 14%	4	2		
Remote rural	82	36	47	3	16	22 ABCF 9%	42 ABCF 9%	3	27 ABCF 10%	15	ABcF bdf 6%	25	22	19	17	46	36	1	16	15	31	2	41 ABDE 8%	5 e	2	
All rural	290	132	158	13	75	99 ABF ABCF	103 ABCF	12	56 ABF	47	ABCF CDF	76	97 f	51	65	173 CDF	117	9	90	47 abegi	137	17	113 ABDEG I	10	4	
	14%	14%	14%	7%	10%	15%	22%	7%	20%	24%	19%	15%	11%	11%	17%	11%	8%	12%	17%	13%	10%	22%	8%	6%		
Urbanity detail																										

Large city/smaller city/large town	695	324	371	74 cDGH	301 CDGH	206 DG	114	71 DGH	63	52	124	199	153	219 aBE	323	372 be	41 f	285 F	87	372 F	64 f	132	58 aBCDE F	26 F		
	34%	34%	34%	39%	40%	32%	24%	39%	23%	26%	31%	31%	33%	39%	31%	36%	37%	36%	31%	35%	35%	25%	50%	41%		
Medium town	757	347	410	74	280	242	161	71	100	62	134	244	178	201	378	380	38	302 g	105	406 g	71	177	33	29 g		
	37%	36%	37%	39%	37%	37%	34%	39%	36%	31%	33%	38%	39%	35%	36%	37%	34%	39%	37%	38%	39%	34%	29%	45%		
Small towns	324	156	167	28	97	104	95 B	26	59 B	36	66	101	74	83	167	157	24 bdi	106	43	149	29	101 BDi	15	5		
	16%	16%	15%	15%	13%	16%	20%	15%	21%	18%	17%	16%	16%	15%	16%	15%	22%	14%	15%	14%	16%	19%	13%	8%		

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

Table 22 (continuation)
A5b Urbanity
by Crossbreak
Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail					
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/smaller town (a)	Medium town (b)	Small towns (c)			
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360		
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346		
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324		
Urbanity																										

Urban	1776	141	91	36	91	203	161	131	160	157	240	258	118	1520	141	91	36	1776	BCD	-	-	-	695	757	324	
	86%	83%	76%	69%	77%	95%	99%	79%	82%	81%	100%	91%	73%	87%	83%	76%	69%	100%	-%	-%	-%	100%	100%	100%		
Rural	207	28	13	10	2	11	2	36	36	20	DFJ	-	27	156	28	A	13	10	A	-	207	ACD	-	207	AC	
	10%	17%	12%	19%	2%	5%	1%	21%	18%	10%	-%	9%	14%	9%	17%	12%	19%	-%	100%	-%	72%	-%	-%	-%		
Remote rural	82	-	12	6	25	-	-	-	-	18	-	-	22	65	B	-	12	AB	6	AB	-	-	82	AB	-	
	4%	-%	11%	11%	21%	-%	-%	-%	-%	9%	-%	-%	14%	4%	-%	11%	11%	-%	-%	100%	28%	-%	-%	-%		
All rural	290	28	25	16	27	11	2	36	36	38	-	27	FJ	221	28	25	A	16	AB	-	207	A	82	A	290	A
	14%	17%	24%	31%	23%	5%	1%	21%	18%	19%	-%	9%	27%	13%	17%	24%	31%	-%	100%	100%	100%	-%	-%	-%		
Urbanity detail																										

Large city/smaller city/large town	695	36	GK	34	9	gK	16	k	65	56	12	103	55	240	21	48	617	BD	36	34	bd	9	695	BCD	-	
	34%	21%	32%	17%	14%	30%	35%	7%	52%	28%	100%	7%	30%	35%	21%	32%	17%	39%	-%	-%	-%	100%	-%	-%		
Medium town	757	55	HJ	27	HJ	18	HJ	36	133	55	102	29	J	57	HJ	-	197	47	HJ	657	C	55	27	18	757	BCD
	37%	33%	26%	35%	30%	62%	34%	61%	15%	29%	-%	69%	29%	38%	33%	26%	35%	43%	-%	-%	-%	-%	100%	-%		

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

Table 22 (continuation)
 A5b Urbanity
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail				
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small town (a)	Me dium town (b)	Small towns (c)		
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360	
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346	
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324	
Small towns	324	50 bcEGH JKL	18 EJ	9 EJ	39 BcEGH JKL	5 j	49 bcEGH JKL	17 EJ	29 EJ	44 EGJk	-	40 EJ	23 EJ	246	50 Acd	18	9	324	BCD	-	-	-	-	-	324 AB
	16%	29%	18%	18%	33%	2%	30%	10%	15%	23%	-%	14%	14%	14%	29%	18%	18%	18%	-%	-%	-%	-%	-%	100%	

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

Table 23
 C1h: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	- 24 (a)	25 - 44 (b)	45 - 64 (c)	65 + (d)	18 - 24 (f)	65 - 74 (g)	75+ (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (30+ hours per week) (b)	Working full time (8-29 hours per week) (c)	Not working (d)	Looking for home or family (e)	Retired (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
0	8 *%	2 *%	6 1%	1 1%	3 *%	1 *%	3 1%	1 1%	2 1%	1 *%	3 1%	1 *%	2 1%	2 *%	4 *%	4 *%	- -%	1 *%	5 2%	BdF 6 1%	- -%	1 *%	1 1%	b -%
1	199 10%	94 11%	105 10%	8 6%	56 8%	75 12%	ab 59 13%	aBf 8 6%	31 12%	28 15%	aBf 35 9%	64 11%	43 10%	58 12%	98 10%	101 11%	10 11%	68 9%	24 9%	92 9%	15 8%	65 13%	bd 9 12%	7 13%
2	383 20%	173 20%	210 20%	26 19%	126 18%	121 19%	b 110 24%	25 19%	61 23%	49 25%	b 70 18%	110 18%	86 20%	117 abE 24%	180 18%	203 22%	e 9 10%	124 17%	58 22%	a 182 18%	a 32 19%	127 ABD 25%	22 ABd 29%	11 21%
3	246 13%	114 13%	131 13%	23 17%	81 12%	82 13%	59 13%	21 16%	34 13%	26 13%	48 13%	89 15%	51 12%	57 12%	138 14%	108 12%	13 14%	91 12%	34 13%	125 12%	23 13%	70 14%	11 14%	3 6%
4	95 5%	42 5%	53 5%	10 Dgh 7%	41 Dgh 6%	35 dh 6%	d 11 2%	7 d 6%	7 3%	4 2%	d 23 6%	30 5%	28 D 7%	13 3%	54 d 5%	41 5%	4 5%	50 Fg 7%	14 f 5%	64 F 6%	13 Fg 8%	11 2%	1 1%	2 4%
5	217 11%	97 11%	121 12%	26 bCDGH 19%	88 dh 13%	65 10%	37 bCDGH 8%	26 20%	24 9%	14 7%	49 13%	63 10%	56 13%	49 10%	112 11%	105 11%	12 14%	105 Fg 14%	29 11%	134 Fg 13%	17 10%	43 8%	4 5%	7 13%
6	14 1%	6 1%	9 1%	2 c 2%	7 1%	1 *%	4 1%	2 c 2%	2 1%	3 c 1%	2 1%	4 1%	5 1%	3 1%	6 1%	8 1%	1 1%	5 1%	3 1%	8 1%	- -%	4 1%	1 1%	- -%
7	500 26%	226 26%	274 27%	23 17%	198 29%	166 af 27%	112 25%	23 18%	66 25%	46 24%	99 26%	163 27%	108 25%	130 27%	262 27%	238 26%	30 f 34%	192 26%	72 27%	264 26%	49 28%	123 24%	19 25%	16 29%
8	5 *%	3 *%	2 *%	1 *%	3 *%	1 *%	1 *%	1 1%	- -%	1 1%	1 *%	1 *%	3 1%	1 *%	2 *%	4 *%	1 1%	4 1%	- -%	4 *%	- -%	1 *%	- -%	- -%
9	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%

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

Table 23 (continuation)

Clh: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.

by Crossbreak

Base: All with landline telephone or broadband

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working part time (8-29 hours per week) (c)	Not working (d)	Looking for home or family (e)	Retired (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
10	78 4%	41 5%	36 4%	5 4%	27 4%	20 3%	24 5%	5 4%	15 6%	9 5%	18 5%	22 4%	16 4%	21 4%	40 4%	38 4%	3 4%	29 4%	9 3%	38 4%	8 5%	23 5%	3 4%	2 3%
11	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
12	7 *%	2 *%	5 *%	2 dg 2%	2 *%	2 *%	1 *%	2 bdg 2%	- -%	1 *%	4 cF 1%	2 *%	- -%	1 *%	6 f 1%	1 *%	- -%	3 *%	1 *%	4 *%	- -%	3 1%	- -%	- -%
13	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
14	120 6%	53 6%	67 6%	6 4%	48 7%	43 7%	23 5%	5 4%	16 6%	6 3%	23 6%	47 8%	24 5%	26 5%	70 7%	50 5%	4 5%	52 7%	19 7%	71 7%	12 7%	26 5%	4 5%	3 5%
15 to 21	10 1%	8 b 1%	2 *%	- -%	4 1%	2 *%	4 1%	- -%	2 1%	2 1%	2 1%	3 *%	2 1%	3 1%	5 *%	5 1%	- -%	4 1%	- -%	4 *%	1 1%	4 1%	- -%	1 1%
22+	25 1%	16 2%	9 1%	1 1%	9 1%	7 1%	9 2%	1 1%	7 3%	2 1%	6 2%	4 1%	9 b 2%	7 2%	10 1%	16 2%	1 1%	8 1%	2 1%	10 1%	3 2%	9 2%	2 2%	2 d 4%
Medians	5.00	5.00	5.00	4.00	5.00	4.00	3.00	5.00	4.00	3.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	5.00	4.00	5.00	5.00	3.00	3.00	5.00
Mean score	5.4	5.7 b	5.2	5.0	5.6 h	5.4	5.4	5.0	5.7	4.8	5.6	5.4	5.5	5.3	5.5	5.4	5.4	5.6	5.2	5.5	5.6	5.3	5.2	6.2
Standard deviation	4.98	5.80	4.15	3.66	4.32	5.37	5.67	3.67	6.46	4.30	5.20	4.14	5.47	5.30	4.58	5.38	3.51	4.56	5.00	4.68	4.53	5.54	6.01	6.69
Standard error	.11	.20	.13	.30	.16	.22	.27	.31	.41	.32	.27	.17	.26	.24	.15	.18	.36	.17	.31	.15	.34	.25	.68	.90

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

Table 23 (continuation)
 C1h: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail															
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)													
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337													
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325													
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306													
0	8 *%	1 *%	- -%	- -%	3 3%	ejk -%	- -%	- -%	1 1%	1 1%	- -%	- -%	2 1%	7 *%	1 *%	- -%	- -%	6 *%	- -%	2 3%	A 1%	2 1%	2 *%	2 *%	2 1%												
1	199 10%	13 8%	15 aeGi 16%	5 10%	g 12%	15 8%	G 13%	14 3%	17 aeGi 16%	G 8%	5 10%	30 12%	16 10%	21 10%	g 12%	33 10%	G 10%	16 10%	167 10%	13 8%	15 16%	ab 10%	5 10%	171 11%	14 7%	14 17%	b 10%	28 10%	64 10%	78 11%	29 10%						
2	383 20%	19 12%	25 28%	AL 22%	10 20%	al 21%	10 26%	23 20%	39 21%	al 22%	34 19%	AL 22%	32 19%	a 22%	39 22%	al 19%	42 22%	A1 43%	41 22%	a 19%	61 28%	A1 31%	19 28%	329 19%	B 12%	19 28%	25 22%	B 10%	b 28%	305 19%	53 26%	a 31%	25 28%	a 78%	A 120%	126 18%	59 19%
3	246 13%	15 9%	g 17%	15 16%	8 16%	Gh 14%	17 19%	G 3%	34 afGHJ 19%	afGHJ 9%	12 3%	g 8%	5 8%	16 16%	30 16%	Gh 9%	19 15%	43 GhJ 20%	31 AfgHJ 20%	208 13%	15 9%	15 17%	b 16%	8 16%	206 13%	28 14%	11 14%	39 14%	78 13%	102 15%	C 9%	26 9%					
4	95 5%	6 4%	8 9%	3 6%	fi 3%	3 11%	21 AdFGH IKL 2%	2 2%	3 2%	5 3%	3 2%	26 ADFGH IKL 12%	9 3%	6 4%	79 5%	6 4%	8 9%	3 6%	82 5%	7 4%	6 7%	13 5%	43 7%	C 5%	35 5%	C 2%	5 2%										
5	217 11%	25 DFhK 16%	8 9%	7 15%	Dfk 4%	5 17%	31 bDFhK 17%	7 5%	17 11%	16 8%	22 d 12%	44 BDFgH iKl 21%	19 7%	17 11%	177 11%	25 16%	a 9%	8 15%	7 12%	188 12%	26 13%	3 4%	29 10%	88 14%	b 10%	69 10%	31 10%										
6	14 1%	3 2%	ik -%	- 2%	1 fiKl 2%	- -%	5 iKl 3%	- -%	3 2%	k 1%	1 -%	- *%	- -%	- -%	10 1%	3 2%	a -%	1 2%	14 1%	- -%	* *%	* *%	3 1%	8 1%	2 1%												
7	500 26%	48 BcEj 30%	11 12%	9 19%	31 27%	Be 16%	29 BCEiJ 33%	43 35%	56 27%	50 23%	Be 21%	43 31%	b 31%	45 27%	b 30%	87 BcEj 12%	48 19%	BcE 27%	433 30%	C 12%	48 23%	Cd 20%	11 27%	9 18%	445 27%	bd 18%	37 23%	19 20%	56 27%	164 26%	186 31%	95 31%					
8	5 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	2 1%	- -%	- -%	4 *%	1 1%	- -%	- -%	5 *%	- -%	- -%	- -%	2 *%	2 *%	1 *%												

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

Table 23 (continuation)
 C1h: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.

by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail																
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/all city/large town (a)	Medium town (b)	Small towns (c)														
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337														
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325														
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306														
9	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%														
10	78 4%	12 BceJk 7%	1 1%	1 1%	4 3%	5 3%	7 5%	j bcJk 8%	9 5%	j 4%	8 1%	3 3%	8 5%	7 4%	64 7%	12 1%	aCd 1%	1 1%	68 4%	10 5%	- -%	10 3%	13 2%	40 6%	A 5%	14 5%												
11	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%														
12	7 *%	2 1%	k -%	1 1%	k -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	- -%	4 *%	2 1%	a -%	- -%	1 1%	5 *%	2 1%	- -%	2 1%	2 *%	2 *%	1 *%													
13	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%														
14	120 6%	13 8%	BEj 1%	1 8%	4 10%	BEj 1%	11 5%	BEj 11%	1 7%	7 5%	bE 7%	18 12%	14 3%	bE 6%	22 8%	BEJK 1%	7 8%	13 1%	e 1%	9 8%	bE 8%	102 6%	c 8%	13 1%	C 1%	1 8%	4 8%	C 6%	98 6%	22 11%	ac -%	- -%	22 8%	c 5%	31 5%	35 5%	32 11%	AB
15 to 21	10 1%	1 *%	2 2%	j -%	1 1%	1 1%	- -%	1 1%	2 1%	- -%	- -%	2 1%	- -%	7 *%	1 *%	2 2%	- -%	6 *%	3 2%	- -%	3 1%	3 *%	2 *%	1 *%														
22+	25 1%	1 6%	6 AcEfh iJKL	- -%	3 3%	e -%	- -%	1 1%	3 2%	3 2%	3 2%	3 *%	1 1%	3 1%	18 1%	1 1%	6 6%	ABd -%	25 2%	1 *%	- -%	1 *%	4 1%	13 2%	a 2%	7 2%	a 2%											
Medians	5.00	6.00	3.00	4.00	4.00	4.00	4.50	7.00	5.00	5.00	4.00	4.00	5.00	5.00	6.00	3.00	4.00	5.00	4.00	2.00	3.00	5.00	5.00	6.00														
Mean score	5.4	6.2 CEfJK l	5.7 e	4.8	6.1 Ej	4.2	5.1 e	7.0 CEfHJ KL	5.5 E	5.9 Ej	4.7	5.0 e	5.3 E	5.4	6.2 aD	5.7	4.8	5.5 C	5.6 C	3.4	4.9 C	5.0	5.6 a	6.4 Ab														
Standard deviation	4.98	4.14	9.62	3.54	7.10	2.58	4.12	5.28	5.03	6.04	3.29	4.13	3.93	4.70	4.14	9.62	3.54	5.12	4.46	2.27	4.08	3.84	5.65	5.91														
Standard error	.11	.28	.86	.35	.71	.20	.36	.45	.40	.47	.23	.26	.34	.12	.28	.86	.35	.12	.40	.30	.31	.15	.21	.32														

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

Table 24
 C1h: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Experienced Provision

	Gender		Age		Social grade						OCCUPATION		Na tion	Urb anity	Urbanity detail		
	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Net -Wo rking (d)			En gland (a)	Urban (a)	Large city/ sm aller city/ large town (a)
Unweighted row	278	121	157	126	90	60	98	62	58	158	120	120	167	243	256	105	106
Effective sample size	253	108	145	116	80	54	89	58	53	142	111	109	152	226	252	103	104
Total	295	129	166	132	97	64	109	62	60	173	122	125	177	270	251	103	104
0	3 1%	1 1%	2 1%	1 1%	1 1%	2 3%	1 1%	- -%	- -%	3 2%	- -%	1 1%	2 1%	2 1%	3 1%	1 1%	1 1%
1	26 9%	9 7%	17 10%	12 9%	9 9%	5 8%	8 7%	5 8%	7 13%	13 8%	13 10%	8 7%	12 7%	23 8%	21 8%	8 8%	7 6%
2	52 17%	21 16%	30 18%	21 16%	17 17%	12 19%	15 14%	14 22%	10 17%	28 16%	24 19%	22 18%	32 18%	48 18%	39 16%	13 13%	20 19%
3	37 12%	18 14%	18 11%	16 12%	12 13%	5 8%	19 17%	6 10%	6 10%	24 14%	12 10%	17 13%	23 13%	33 12%	27 11%	13 12%	12 11%
4	12 4%	3 2%	9 6%	7 5%	3 3%	3 5%	5 5%	3 4%	1 2%	8 5%	4 3%	8 6%	11 6%	11 4%	10 4%	6 6%	4 4%
5	29 10%	12 9%	17 10%	16 12%	5 5%	7 10%	11 10%	6 10%	5 8%	18 10%	11 9%	14 11%	20 11%	28 10%	29 11%	16 15%	8 7%
6	3 1%	1 1%	2 1%	2 1%	- -%	1 2%	- -%	2 3%	- -%	1 1%	2 1%	1 1%	2 1%	2 1%	3 1%	1 1%	2 2%
7	84 28%	40 31%	44 27%	40 30%	31 31%	18 29%	30 28%	15 24%	21 35%	48 28%	36 29%	37 30%	51 29%	75 28%	77 31%	35 34%	30 29%
8	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
9	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
10	11 4%	7 6%	4 2%	4 3%	2 2%	2 3%	5 5%	3 5%	1 2%	7 4%	4 3%	3 2%	4 2%	11 4%	11 4%	3 3%	6 6%

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

Table 24 (continuation)

Q1h: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.

by Crossbreak
Base: Experienced Provision

	Gender		Age		Social grade						OCCUPATION		Na tion	Urb anity	Urbanity detail		
	Total	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)			Net -Wo rking time (d)	En gland (a)	Urban (a)
Unweighted row	278	121	157	126	90	60	98	62	58	158	120	120	167	243	256	105	106
Effective sample size	253	108	145	116	80	54	89	58	53	142	111	109	152	226	252	103	104
Total	295	129	166	132	97	64	109	62	60	173	122	125	177	270	251	103	104
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
12	4	1	3	1	2	3	1	-	-	4	-	1	2	2	2	-	2
	1%	1%	2%	1%	2%	5%	1%	-%	-%	2%	-%	1%	1%	1%	1%	-%	2%
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
14	30	13	16	13	11	4	12	6	7	16	13	11	15	28	23	7	10
	10%	10%	10%	10%	11%	7%	11%	9%	12%	9%	11%	9%	8%	10%	9%	7%	9%
15 to 21	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
22+	6	3	3	1	4	1	1	3	1	2	4	2	2	6	6	-	3
	2%	2%	2%	1%	4%	2%	1%	5%	2%	1%	3%	2%	1%	2%	2%	-%	3%
Medians	5.00	6.00	5.00	5.00	7.00	5.00	5.00	5.00	7.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	6.00
Mean score	6.2	6.6	5.9	5.8	7.1	6.3	5.9	6.6	6.2	6.1	6.4	6.1	5.8	6.3	6.4	5.4	6.5
Standard deviation	6.02	6.81	5.32	4.62	8.03	7.82	4.57	6.51	5.70	5.97	6.11	6.47	5.79	6.19	6.23	3.30	5.95
Standard error	.36	.62	.42	.41	.85	1.01	.46	.83	.75	.47	.56	.59	.45	.40	.39	.32	.58

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

Table 25
 C1h: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Hypothetical provision

	Gender		Age							Social grade						OCCUPATION							
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	65-74 (f)	75+(g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working (c)	Working (d)	Working (e)	Retired (f)	Unemployed (g)
Unweighted row	1620	754	866	126	581	520	393	120	225	168	308	502	376	434	810	810	77	637	210	847	147	431	66
Effective sample size	1443	676	767	116	528	466	340	110	195	145	271	444	340	390	714	729	72	575	186	760	133	374	60
Total	1613	750	864	113	562	524	414	108	236	178	320	495	370	428	815	798	72	613	217	830	145	452	65
0	5	1	4	1 c	2	-	2	1 c	2 c	-	1	-	2	2	1	4	-	-	4 BdF	4	-	-	1 BF
	11%	1%	5%	1%	2%	0%	2%	1%	2%	0%	1%	0%	2%	2%	1%	5%	0%	0%	2%	1%	0%	0%	2%
1	173	85	88	8	45	66 b	55 B	8	27	28 aBf	30	56	37	51	85	88	8	60	20	80	10	60	9
	11%	11%	10%	7%	8%	13%	13%	7%	11%	16%	9%	11%	10%	12%	10%	11%	11%	10%	9%	10%	7%	13%	14%
2	332	152	180	21	106	104	101 b	20	56	45	58	95	72	107	152	179	8	102	48 a	150	30	115	17 a
	21%	20%	21%	18%	19%	20%	24%	18%	24%	26%	18%	19%	20%	25%	19%	22%	11%	17%	22%	18%	21%	26%	26%
3	209	96	113	21 b	65	70	53	19	31	21	43	71	45	51	114	95	10	75	28	102	19	63	10
	13%	13%	13%	19%	12%	13%	13%	17%	13%	12%	13%	14%	12%	12%	14%	12%	14%	12%	13%	12%	13%	14%	15%
4	83	40	44	7 d	34 d	31 d	11	6	7	4	20 d	25	25 D	12	46 d	38	3	42 F	11	53 F	13 Fg	11	1
	5%	5%	5%	7%	6%	6%	3%	6%	3%	2%	6%	5%	7%	3%	6%	5%	5%	7%	5%	6%	9%	3%	1%
5	188	85	104	21 cDgH	72 dh	60	35	21 cDgH	23	13	42	52	50	44	94	94	12 f	91 F	23	114 F	14	39	4
	12%	11%	12%	18%	13%	11%	9%	19%	10%	7%	13%	11%	13%	10%	12%	12%	17%	15%	11%	14%	9%	9%	6%
6	12	5	7	2 c	5	1	3	2 c	1	3 c	1	4	4	3	5	6	1	5	2	6	-	3	1
	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%
7	416	187	230	19	159 Af	136 af	103	19	59	44	81	133	93	109	214	202	24	155	58	213	38	110	17
	26%	25%	27%	17%	28%	26%	25%	17%	25%	25%	25%	27%	25%	26%	26%	25%	33%	25%	27%	26%	27%	24%	26%
8	5	3	2	1	3	1	1	1	-	1	1	3	1	2	4	4	1	4	-	4	-	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	0%
9	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-	-	-
	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%
10	66	34	32	4	23	18	20	4	11	9	15	17	13	20	33	34	3	26	8	34	7	18	2
	4%	5%	4%	4%	4%	3%	5%	4%	5%	5%	5%	3%	4%	5%	4%	4%	5%	4%	4%	4%	5%	4%	3%

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

Table 25 (continuation)
 Clh: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Hypothetical provision

	Gender		Age							Social grade						OCCUPATION							
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	45-64 (h)	65+ (i)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working (b)	Working (c)	Working (d)	Working (e)	Working (f)
Unweighted row	1620	754	866	126	581	520	393	120	225	168	308	502	376	434	810	810	77	637	210	847	147	431	66
Effective sample size	1443	676	767	116	528	466	340	110	195	145	271	444	340	390	714	729	72	575	186	760	133	374	60
Total	1613	750	864	113	562	524	414	108	236	178	320	495	370	428	815	798	72	613	217	830	145	452	65
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	3%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	9%	4%	5%	6%	3%	3%	4%	5%	13%	4%	19%	35%	18%	19%	54%	37%	1%	42%	14%	56%	10%	19%	2%
15 to 21	10%	8%	2%	1%	4%	2%	4%	1%	2%	2%	2%	3%	2%	3%	5%	5%	1%	4%	1%	4%	1%	4%	1%
22+	19%	13%	6%	1%	8%	3%	8%	1%	6%	2%	5%	3%	5%	6%	7%	12%	1%	5%	2%	8%	2%	7%	2%
Medians	5.00	5.00	5.00	4.00	5.00	4.00	3.00	5.00	4.00	3.00	5.00	5.00	5.00	4.00	5.00	4.00	5.00	5.00	4.00	5.00	4.00	3.00	3.00
Mean score	5.3	5.5	5.1	5.0	5.5	5.1	5.3	5.1	5.6	4.8	5.5	5.2	5.3	5.2	5.3	5.2	5.2	5.5	5.2	5.4	5.5	5.1	5.0
Standard deviation	4.76	5.59	3.88	3.83	4.25	4.65	5.67	3.83	6.51	4.30	4.50	4.04	5.26	5.24	4.23	5.24	3.25	4.06	5.28	4.41	4.19	5.43	6.18
Standard error	.12	.20	.13	.34	.18	.20	.29	.35	.43	.33	.26	.18	.27	.25	.15	.18	.37	.16	.36	.15	.35	.26	.76

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

Table 25 (continuation)

C1h: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.

by Crossbreak
Base: Hypothetical provision

	Total	Region												Nation				Urbanity				Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1620	195	116	97	83	151	106	109	139	137	172	211	104	1212	195	116	97	1463	105	52	157	536	635	292	
Effective sample size	1443	163	115	94	76	146	106	97	128	123	172	201	92	1129	163	115	94	1420	84	37	121	524	616	281	
Total	1613	144	83	44	95	160	109	130	157	161	177	227	126	1341	144	83	44	1374	170	70	239	514	598	262	
0	5 *%	- -%	- -%	- -%	2 k 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	2 2%	5 *%	- -%	- -%	- -%	3 *%	- -%	2 Ab 3%	2 1%	1 *%	1 *%	1 *%	
1	173 11%	12 8%	13 G 15%	5 g 11%	10 g 11%	14 9%	13 g 12%	4 3%	23 G 14%	16 g 10%	19 g 11%	28 G 12%	16 g 13%	144 11%	12 8%	13 15%	5 11%	150 11%	12 7%	11 16%	23 10%	56 11%	72 12%	23 9%	
2	332 21%	18 12%	23 AL 28%	10 al 22%	19 20%	33 al 21%	30 AL 27%	28 al 21%	35 al 22%	35 al 21%	38 al 22%	51 al 22%	14 11%	281 B 21%	18 12%	23 B 28%	10 b 22%	265 19%	46 27%	20 29%	66 a 28%	107 21%	106 18%	53 20%	
3	209 13%	13 g 9%	15 aGh 17%	6 G 14%	15 G 16%	28 aGhj 17%	12 g 11%	4 3%	12 8%	29 aGhj 18%	17 g 10%	34 Gh 15%	23 aGhj 18%	175 13%	13 9%	15 b 17%	6 14%	179 13%	21 12%	9 13%	30 13%	65 13%	90 C 15%	23 9%	
4	83 5%	5 4%	8 aDfgH 9%	3 dhi 7%	1 1%	17 aDFGH 11%	2 2%	3 3%	3 2%	3 2%	24 ADFGH 13%	9 4%	4 3%	67 5%	5 4%	8 b 9%	3 7%	72 5%	7 4%	4 5%	11 5%	37 C 7%	31 c 5%	5 2%	
5	188 12%	25 DFK 17%	8 10%	6 Fk 13%	5 5%	30 bDFgh 19%	4 4%	13 10%	16 10%	20 fk 12%	34 bDFgh 19%	14 6%	15 f 12%	150 11%	25 a 17%	8 10%	6 13%	159 12%	26 15%	3 5%	29 12%	72 b 14%	62 10%	26 10%	
6	12 1%	3 k 2%	- -%	1 iKl 2%	- -%	3 k 2%	- -%	3 k 2%	1 1%	- -%	1 1%	- -%	- -%	8 1%	3 2%	- -%	1 2%	11 1%	- -%	* 1%	* 1%	* *%	3 1%	6 1%	2 1%
7	416 26%	41 BEj 29%	9 10%	9 b 20%	25 B 27%	26 16%	35 BEJ 32%	50 BCEIJ 39%	43 Be 27%	36 b 22%	32 18%	73 BcEiJ 32%	38 30%	357 C 27%	41 C 29%	9 10%	9 c 20%	368 b 27%	30 17%	19 27%	48 20%	128 25%	155 26%	84 a 32%	
8	5 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	2 1%	- -%	- -%	4 *%	1 1%	- -%	- -%	5 *%	- -%	- -%	- -%	2 *%	2 *%	1 *%	
9	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	

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

Table 25 (continuation)
 Clh: How long do you think is a reasonable wait for the earliest possible engineer appointment? Reasonable does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days.

by Crossbreak
 Base: Hypothetical provision

	Total	Region												Nation				Urbanity				Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/all city/ large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1620	195	116	97	83	151	106	109	139	137	172	211	104	1212	195	116	97	1463	105	52	157	536	635	292
Effective sample size	1443	163	115	94	76	146	106	97	128	123	172	201	92	1129	163	115	94	1420	84	37	121	524	616	281
Total	1613	144	83	44	95	160	109	130	157	161	177	227	126	1341	144	83	44	1374	170	70	239	514	598	262
10	66	12 BCJk	1	1	4	5	4	10 bcJ	8 j	5	2	7	6	53	12 ACd	1	1	56	10	-	10	10	34 A	12 a
	4%	8%	1%	1%	4%	3%	4%	8%	5%	3%	1%	3%	5%	4%	8%	1%	1%	4%	6%	-%	4%	2%	6%	5%
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
12	3	-	-	1 k	-	-	-	-	-	-	2	-	-	2	-	-	1 a	3	-	-	-	2	-	1
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	1%	*%	-%	-%	-%	*%	-%	*%
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
14	90	12 BEJk	1	4 BEJk	8 bEjk	1	7 bE	11 10 bE	16 10 bE	4	7	8 bE	74 c	12 C	1	4 C	75	15 c	-	15	24	25	26 AB	
	6%	8%	1%	8%	9%	1%	7%	9%	7%	10%	2%	3%	7%	6%	8%	1%	8%	5%	9%	-%	6%	5%	4%	10%
15 to 21	10	1	2 j	-	1	1	-	1	2	-	-	2	-	7	1	2	-	6	3	-	3	3	2	1
	1%	*%	2%	-%	1%	1%	-%	1%	1%	-%	-%	1%	-%	1%	*%	2%	-%	*%	2%	-%	1%	1%	*%	1%
22+	19	1	6 AcEFG	-	3 e	-	1	1	3	1	1	2	-	12	1	6 ABd	-	18	1	-	1	4	10	4
	1%	1%	7% hIJKL	-%	3%	-%	1%	1%	2%	1%	1%	1%	-%	1%	1%	7%	-%	1%	1%	-%	*%	1%	2%	2%
Medians	5.00	5.00	3.00	4.00	5.00	4.00	3.00	7.00	5.00	4.00	4.00	4.00	5.00	4.00	5.00	3.00	4.00	5.00	4.00	3.00	3.00	4.00	4.00	6.00
Mean score	5.3	6.1 cEfiJ	5.9 e	4.9	6.4 EJk	4.2	5.1 e	6.5 CEFiJ	5.6 Ej	5.2 e	4.5	4.9	5.1 e	5.2	6.1 Ad	5.9	4.9	5.4 C	5.4 C	3.5	4.9 c	4.9	5.4	6.1 A
Standard deviation	4.76	4.16	9.98	3.63	7.62	2.66	4.30	4.27	5.17	4.04	3.26	3.84	3.46	4.32	4.16	9.98	3.63	4.87	4.39	2.38	4.00	3.94	5.59	4.70
Standard error	.12	.30	.93	.37	.84	.22	.42	.41	.44	.35	.25	.26	.34	.12	.30	.93	.37	.13	.43	.33	.32	.17	.22	.28

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

Table 26
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: All respondents

	Gender			Age						Social grade						OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55	
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52	
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53	
0	6%	3%	3%	1%	bc	-	-	5%	Bc	1%	bc	3%	BC	2%	bc	2%	-	-	3%	B	3%	-	3%	-	-
1	3%	2%	1%	1%	bc	1%	2%	2%	2%	1%	bc	1%	3%	1%	2%	2%	2%	1%	2%	2%	2%	1%	1%	3%	4%
2	12%	6%	5%	4%	4%	6%	8%	5%	4%	5%	6%	13%	12%	25%	7%	8%	7%	4%	7%	7%	8%	5%	6%	8%	
3	12%	7%	6%	13%	b	3%	4%	9%	8%	7%	9%	15%	18%	26%	7%	3%	3%	6%	6%	6%	10%	4%	9%	5%	
4	7%	4%	3%	5%	1%	3%	4%	2%	6%	4%	18%	8%	19%	22%	5%	4%	4%	3%	3%	3%	5%	3%	3%	3%	
5	11%	6%	6%	11%	8%	5%	6%	10%	8%	7%	21%	4%	3%	21%	6%	5%	6%	6%	7%	6%	14%	2%	1%	3%	
6	4%	2%	2%	4%	3%	2%	3%	3%	3%	3%	10%	3%	3%	10%	3%	2%	3%	2%	3%	2%	3%	2%	2%	2%	
7	3%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
8	13%	7%	7%	11%	8%	7%	9%	9%	10%	7%	7%	10%	5%	6%	9%	6%	11%	15%	19%	24%	16%	21%	13%	13%	
9	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
10	20%	11%	10%	15%	13%	11%	7%	12%	7%	7%	10%	11%	12%	9%	11%	11%	10%	11%	12%	9%	13%	11%	7%	12%	

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

Table 26 (continuation)
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: All respondents

	Gender			Age						Social grade						OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after home or family (d)	Looking for work (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55	
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52	
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53	
11	8	7	1	3	-	3	2	3	2	-	1	5	-	2	6	2	2	BDe	2	1	3	-	3	-	-
	%	1%	%	2%	-%	%	%	2%	1%	-%	%	1%	-%	%	1%	%	2%	%	%	%	%	-%	1%	-%	-%
12	29	17	12	3	11	7	8	3	3	5	7	5	7	11	11	18	2	8	5	13	1	7	4	2	
	2%	2%	1%	2%	2%	1%	2%	2%	1%	3%	2%	1%	2%	2%	1%	2%	2%	1%	1%	2%	1%	1%	5%	4%	
13	3	1	2	1	1	-	1	1	-	1	1	1	-	2	1	-	-	1	1	2	-	1	-	-	
	%	%	%	1%	%	-%	%	1%	-%	1%	%	%	%	-%	%	%	-%	%	%	%	%	-%	%	-%	-%
14	303	140	163	19	132	91	62	19	32	30	68	100	62	73	168	136	18	129	F 56	184	F 25	60	11	4	
	16%	16%	16%	14%	19%	15%	13%	14%	12%	16%	18%	17%	14%	15%	17%	15%	18%	21%	17%	21%	18%	14%	12%	15%	8%
15 to 21	153	68	85	10	58	53	32	10	23	9	25	64	32	32	89	64	9	63	14	77	22	38	5	2	
	8%	8%	8%	8%	8%	8%	7%	8%	9%	5%	7%	11%	7%	7%	9%	7%	10%	8%	5%	8%	13%	7%	7%	4%	
22+	182	89	92	5	56	64	Af 56	AbF 5	37	19	af 40	44	41	56	b 85	97	4	61	21	82	18	64	6	8	
	10%	10%	9%	4%	8%	10%	12%	4%	14%	10%	10%	7%	10%	11%	9%	11%	4%	8%	8%	8%	11%	13%	8%	14%	
Medians	8.00	8.00	8.00	8.00	9.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	9.00	7.00	8.00	8.00	8.00	8.00	7.00	8.00
Mean score	11.3	11.6	11.0	9.5	11.1	11.2	12.1	9.6	12.6	11.6	11.9	10.8	11.1	11.5	11.2	11.3	10.8	11.1	10.2	10.9	12.0	12.1	10.2	11.6	
Standard deviation	10.47	11.91	9.06	6.42	8.34	10.03	14.20	6.49	15.36	12.43	14.03	7.92	10.08	10.29	10.73	10.19	7.78	8.80	7.30	8.43	9.92	14.11	8.75	12.08	
Standard error	.24	.40	.28	.53	.31	.41	.68	.54	.96	.93	.73	.32	.48	.46	.34	.33	.81	.32	.46	.26	.75	.64	1.00	1.63	

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

Table 26 (continuation)
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail														
	Sco tland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ all other city/ large town (a)	Medium town (b)	Small towns (c)												
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337											
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325											
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306											
0	6 *%	1 *%	- -%	- -%	1 1%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	2 1%	5 *%	1 *%	- -%	- -%	4 *%	- -%	2 3%	A 1%	2 1%	1 *%	1 *%	2 1%										
1	32 2%	2 1%	1 2%	- -%	- -%	1 1%	1 1%	- -%	4 2%	1 1%	21 10%	1 *%	- -%	29 2%	2 1%	1 2%	- -%	30 2%	2 1%	- -%	2 1%	23 4%	BC 1%	6 1%	1 *%										
2	121 6%	3 2%	8 9%	AG 3%	2 3%	8 7%	a 8%	15 5%	Ag 2%	7 8%	3 4%	16 6%	Ag 4%	8 7%	29 2%	ACFGI 14%	KL 4%	16 7%	a 2%	7 9%	109 3%	B 8%	3 7%	8 8%	2 7%	102 8%	13 6%	6 8%	20 7%	49 8%	c 6%	39 6%	14 4%		
3	129 7%	5 3%	9 10%	AGk 4%	2 9%	11 7%	a 7%	12 7%	9 3%	5 7%	13 3%	15 8%	a 14%	29 4%	AceGh 14%	KL 4%	11 5%	8 5%	113 7%	b 3%	5 10%	9 4%	B 4%	2 4%	107 7%	10 5%	11 14%	ab 8%	21 8%	54 9%	B 5%	33 5%	20 7%		
4	75 4%	3 2%	4 5%	J 9%	4 AGJl	4 3%	j 6%	10 8%	gJ 6%	10 6%	agJ 1%	2 1%	9 5%	j 6%	11 *%	gJ 4%	1 3%	11 4%	j 4%	4 aB	64 5%	3 9%	4 6%	4 11%	aB 11%	59 6%	10 6%	6 7%	17 6%	13 2%	33 5%	a 4%	13 4%		
5	111 6%	14 9%	Gk 6%	6 11%	5 3%	dGK 6%	4 6%	10 6%	g 6%	8 1%	G 1%	1 7%	12 8%	G 6%	16 6%	Gk 6%	13 6%	G 3%	10 7%	11 7%	86 5%	14 9%	a 6%	6 11%	5 6%	a 11%	92 6%	12 6%	6 8%	19 7%	35 6%	42 6%	16 5%		
6	47 2%	3 2%	4 5%	iJ 4%	2 3%	J 5%	3 2%	9 3%	iJ 2%	2 3%	4 3%	4 2%	4 1%	2 *%	1 3%	9 *%	j 3%	3 2%	38 2%	3 2%	4 5%	2 4%	40 2%	6 3%	1 2%	8 3%	6 2%	1 2%	8 3%	11 2%	19 3%	10 3%			
7	356 19%	18 11%	18 20%	a 19%	9 19%	a 19%	22 24%	43 21%	A 17%	15 16%	15 13%	A 14%	11 14%	a 14%	15 28%	A 19%	9 19%	26 19%	Aj 19%	9 19%	310 19%	B 11%	18 20%	18 19%	b 19%	9 19%	b 19%	301 19%	36 18%	18 23%	54 19%	104 17%	149 21%	ac 16%	48 16%
8	138 7%	3 2%	4 4%	2 4%	15 12%	Abcj 8%	14 8%	A 12%	15 10%	A 6%	11 8%	a 4%	15 9%	A 6%	9 4%	26 9%	Aj 6%	9 6%	a 6%	130 8%	B 2%	3 4%	4 4%	2 7%	121 7%	14 7%	3 4%	17 6%	35 6%	66 9%	a 9%	20 7%			

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Table 26 (continuation)
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ all er city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337	
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325	
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306	
9	15	1	4	-	-	2	-	1	-	1	2	3	-	9	1	4	Abd	-	15	-	-	-	8	6	1
		1%	5%	-%	-%	1%	-%	1%	-%	1%	1%	1%	-%	1%	1%	5%	-%	1%	-%	-%	-%	1%	1%	1%	
10	201	30	8 d	5 d	3	30	9	8	10	11	46	23	17 d	158	30 Ac	8	5	177	17	6	24	90 BC	65	22	
		11%	19%	9%	10%	3%	16%	7%	5%	6%	6%	22%	8%	11%	10%	19%	9%	10%	11%	9%	7%	8%	15%	9%	7%
11	8	1	-	-	-	2	-	1	1	2	-	-	1	7	1	-	-	8	-	-	-	3	4	1	
		1%	1%	0%	0%	2%	0%	1%	1%	2%	0%	0%	1%	7%	1%	0%	0%	8%	0%	0%	0%	3%	4%	1%	
12	29	5	-	*	6	5 gi	-	-	3	-	1	7 i	1	24	5	-	*	24	2	3	5	5	14	6	
		2%	3%	0%	1%	5%	3%	0%	2%	0%	1%	3%	1%	1%	3%	0%	1%	1%	1%	3%	2%	1%	2%	2%	
13	3	-	-	-	-	-	-	2	-	-	-	1	-	3	-	-	-	3	-	-	-	-	3	-	
		1%	0%	0%	0%	0%	0%	2%	0%	0%	0%	1%	0%	3%	0%	0%	0%	3%	0%	0%	0%	0%	3%	0%	
14	303	41	15 eJ	12	18 J	16	22 J	42	38	26 j	12	35 j	26 J	235	41 A	15	12 A	270	27	6	33	93	110	68 Ab	
		16%	26%	17%	25%	15%	9%	16%	26%	21%	14%	6%	13%	16%	15%	26%	17%	25%	17%	13%	8%	12%	15%	16%	22%
15 to 21	153	14 be	2	4 b	9	7	6	25	10	25	10	17	23	132 c	14 c	2	4 c	124	22	7	29	44	55	25	
		8%	9%	2%	9%	7%	4%	5%	16%	6%	13%	5%	6%	15%	8%	9%	2%	9%	8%	11%	8%	10%	7%	8%	8%
22+	182	17 CEJ	7 cE	1	14 CEJ	1	13	21	24	31	7	30	15 cEj	157 D	17 D	7 d	1	147	30 a	4	34	47	59	41 AB	
		10%	11%	8%	1%	12%	1%	10%	13%	13%	16%	3%	11%	9%	10%	11%	8%	1%	9%	15%	6%	12%	8%	8%	14%
Medians	8.00	10.00	7.00	7.00	8.00	7.00	7.50	14.00	8.00	10.00	7.00	8.00	10.00	8.00	10.00	7.00	7.00	8.00	8.00	7.00	7.00	8.00	8.00	10.00	

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Table 26 (continuation)
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: All respondents

Total	Region												Nation				Urbanity				Urbanity detail					
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)			
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337		
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325		
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306		
Mean score	11.3	12.7	10.6	9.3	11.5	7.9	10.5	13.7	12.3	13.3	7.7	12.1	12.4	11.2	12.7	10.6	9.3	11.2	13.1	8.5	11.8	c	10.3	11.2	13.0	Ab
Standard deviation	10.47	8.23	12.94	4.86	9.44	4.40	8.22	8.45	15.74	11.64	7.08	12.02	10.97	10.62	8.23	12.94	4.86	10.27	12.74	6.80	11.54	8.56	10.89	11.69		
Standard error	.24	.56	1.15	.48	.94	.34	.73	.72	1.24	.91	.49	.75	.96	.28	.56	1.15	.48	.25	1.15	.90	.86	.34	.40	.64		

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

Table 27
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Experienced Provision

	Gender		Age		Social grade						OCCUPATION		Nati on	Urb anity	Urbanity detail		
	Total	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)			Net -Wo rking time (d)	En gland (a)	Urban (a)
Unweighted row	278	121	157	126	90	60	98	62	58	158	120	120	167	243	256	105	106
Effective sample size	253	108	145	116	80	54	89	58	53	142	111	109	152	226	252	103	104
Total	295	129	166	132	97	64	109	62	60	173	122	125	177	270	251	103	104
0	2 1%	2 1%	- -	- -	- -	1 1%	- -	1 2%	- -	1 *	1 1%	- -	- -	1 *	2 1%	1 1%	- -
1	3 1%	- -	3 2%	1 1%	2 2%	1 2%	2 2%	- -	- -	3 2%	- -	2 2%	2 1%	3 1%	3 1%	2 2%	- -
2	13 4%	7 5%	6 4%	7 5%	3 3%	2 3%	4 4%	4 7%	3 5%	6 3%	7 6%	7 4%	7 4%	12 4%	9 3%	2 2%	5 5%
3	10 3%	5 4%	5 3%	1 1%	8 B 8%	4 6%	3 3%	2 3%	1 2%	7 4%	3 2%	7 6%	8 5%	8 3%	9 4%	3 3%	5 5%
4	5 2%	1 1%	4 3%	1 1%	4 4%	2 3%	- -	1 2%	2 b 4%	2 1%	3 3%	1 1%	2 1%	5 2%	3 1%	1 1%	2 2%
5	14 5%	3 2%	11 6%	6 4%	3 3%	3 4%	2 2%	4 6%	5 b 9%	5 3%	9 7%	3 2%	5 3%	12 5%	14 5%	6 6%	7 7%
6	2 1%	1 1%	1 1%	1 1%	1 1%	- -	1 1%	1 2%	- -	1 1%	1 1%	1 1%	1 1%	2 1%	2 1%	- -	2 2%
7	60 20%	27 21%	33 20%	31 23%	15 15%	13 20%	17 16%	18 b 29%	12 20%	30 17%	30 24%	24 19%	41 23%	55 20%	53 21%	20 20%	21 20%
8	26 9%	9 7%	17 10%	11 9%	6 7%	5 8%	14 c 13%	2 3%	5 9%	19 11%	7 6%	10 8%	14 8%	24 9%	19 8%	5 5%	9 9%
9	1 *	- -	1 1%	1 1%	- -	1 2%	- -	- -	- -	1 1%	- -	- -	1 1%	1 *	1 *	1 1%	- -
10	34 12%	17 13%	18 11%	21 16%	8 8%	7 11%	14 13%	5 8%	8 14%	21 12%	13 11%	19 15%	23 13%	32 12%	34 14%	24 B 24%	5 5%
11	3 1%	2 2%	1 1%	- -	2 2%	1 2%	2 2%	- -	- -	3 2%	- -	- -	1 1%	3 1%	3 1%	2 2%	1 1%

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

Table 27 (continuation)

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

by Crossbreak

Base: Experienced Provision

	Gender		Age		Social grade						OCCUPATION		Na	Urb	Urbanity detail		
	Total	Male	Fe	25	45	AB	C1	C2	DE	ABC1	C2DE	Wo	Net	En	Urban	Large	Me
	(a)	male	(b)	- 44	- 64	(a)	(b)	(c)	(d)	(e)	(f)	rkng	-Wo	gland	(a)	city/	dium
				(b)	(c)							full	rkng	(a)	(a)	sm	town
												time	(d)			aller	(b)
												(30+	hours			city/	
												per	week)			large	
												(b)				town	
																(a)	
Unweighted row	278	121	157	126	90	60	98	62	58	158	120	120	167	243	256	105	106
Effective sample size	253	108	145	116	80	54	89	58	53	142	111	109	152	226	252	103	104
Total	295	129	166	132	97	64	109	62	60	173	122	125	177	270	251	103	104
12	1	1	-	-	-	-	1	-	-	1	-	-	1	1	1	-	1
	*%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	1%	*%	*%	-%	1%
13	2	1	1	1	-	1	1	-	-	2	-	1	2	2	2	-	2
	1%	1%	1%	1%	-%	2%	1%	-%	-%	1%	-%	1%	1%	1%	1%	-%	2%
14	56	23	33	30	17	12	23	11	11	35	21	27	40	50	48	18	20
	19%	18%	20%	23%	18%	18%	21%	17%	18%	20%	17%	22%	23%	18%	19%	18%	20%
15 to 21	24	9	15	9	12	5	12	3	4	17	7	8	10	21	20	8	11
	8%	7%	9%	7%	12%	7%	11%	5%	7%	10%	6%	6%	5%	8%	8%	8%	10%
22+	39	22	18	12	16	8	12	11	8	20	19	15	19	38	28	8	12
	13%	17%	11%	9%	16%	12%	11%	17%	14%	12%	16%	12%	11%	14%	11%	8%	11%
Medians	10.00	10.00	10.00	10.00	10.00	10.00	10.00	8.00	10.00	10.00	8.00	10.00	10.00	10.00	10.00	10.00	10.00
Mean score	13.4	14.9	12.2	11.5	15.2 b	14.1	13.1	14.5	12.0	13.4	13.3	12.8	12.4	13.6	12.8	11.5	12.5
Standard deviation	12.53	14.77	10.35	6.88	16.02	16.41	8.93	16.36	8.10	12.22	13.00	11.93	10.61	12.92	11.76	8.22	10.15
Standard error	.75	1.34	.83	.61	1.69	2.12	.90	2.08	1.06	.97	1.19	1.09	.82	.83	.73	.80	.99

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

Table 28
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Hypothetical provision

	Gender		Age							Social grade						OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Retired (d)	Looking after home or family (e)	Unemployed from work (f)	Unemployed (g)		
Unweighted row	1620	754	866	126	581	520	393	120	225	168	308	502	376	434	810	810	77	637	210	847	147	431	66		
Effective sample size	1443	676	767	116	528	466	340	110	195	145	271	444	340	390	714	729	72	575	186	760	133	374	60		
Total	1613	750	864	113	562	524	414	108	236	178	320	495	370	428	815	798	72	613	217	830	145	452	65		
0	4%	1%	3%	1% bc	-	-	3% bc	1% bc	2% bc	1%	1%	-	2%	1%	3%	-	-	3% B	3%	-	1%	-			
1	29%	13%	16%	-	13%	8%	8%	-	3%	5%	5%	7%	6%	11%	12%	17%	-	11%	6%	17%	1%	7%	2%		
2	108%	56%	52%	5%	35%	46%	dg	22%	5%	10%	12%	24%	37%	22%	25%	61%	48%	5%	44%	18%	62%	7%	26%	4%	
3	119%	59%	60%	13% b	33%	42%	31%	11%	14%	18%	22%	35%	37% d	24%	58%	61%	3%	37%	15%	52%	10%	40%	9% abd		
4	70%	30%	40%	5%	18%	20%	26% b	4%	18%	Bc	8%	17%	22%	12%	20%	38%	32%	3%	19%	8%	27%	5%	29%	BD	3%
5	97%	45%	52%	7%	32%	33%	26%	6%	19%	7%	18%	38% D	26% d	16%	56% d	41%	4%	38%	16% g	54%	10% g	26%	*		
6	45%	21%	24%	4%	10%	16%	15%	3%	9%	6%	10%	15%	11%	10%	25%	20%	3%	14%	7%	21%	3%	15%	2%		
7	296%	122%	174% a	22%	106%	91%	77%	21%	39%	37%	55%	73%	64%	104%	128%	168% BE	10%	98%	40%	138%	36% Bd	89%	16%		
8	112%	58%	55%	9%	36%	34%	33%	9%	22%	11%	22%	44% f	21%	25%	66%	46%	7%	ce	50% Ce	7%	57% ce	3%	38% Ce	3%	
9	14%	4%	10%	2%	5%	5%	2%	2% g	-	2%	1%	4%	2%	6%	5%	8%	1%	5%	2%	7%	1%	2%	2% f		
10	166%	76%	90%	12%	66% d	58% d	30%	12%	17%	13%	30%	53%	48% d	36%	83%	84%	7%	84% F	20%	104% F	14%	34%	4%		
11	5%	5% b	-	3%	-	1%	1%	3%	1%	-	-	3%	-	2%	3%	2%	2%	2%	-	2%	-	1%	-		

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

Table 28 (continuation)

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

by Crossbreak

Base: Hypothetical provision

	Gender		Age							Social grade						OCCUPATION							
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+ (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1620	754	866	126	581	520	393	120	225	168	308	502	376	434	810	810	77	637	210	847	147	431	66
Effective sample size	1443	676	767	116	528	466	340	110	195	145	271	444	340	390	714	729	72	575	186	760	133	374	60
Total	1613	750	864	113	562	524	414	108	236	178	320	495	370	428	815	798	72	613	217	830	145	452	65
12	28 2%	16 2%	12 1%	2 1%	11 2%	7 1%	8 2%	2 2%	3 1%	5 3%	7 2%	4 1%	7 2%	11 3%	10 1%	18 2%	2 2%	8 1%	4 2%	12 1%	1 1%	7 2%	4 6%
13	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%
14	247 15%	117 16%	130 15%	16 14%	102 18%	74 14%	56 13%	16 15%	26 11%	30 17%	56 18%	77 15%	52 14%	63 15%	133 16%	114 14%	17 24%	102 17%	43 20%	144 17%	18 13%	54 12%	9 14%
15 to 21	129 8%	59 8%	70 8%	10 9%	49 9%	41 8%	29 7%	10 9%	21 9%	8 5%	20 6%	52 11%	29 8%	28 7%	72 9%	57 7%	5 6%	55 9%	12 6%	67 8%	20 14%	33 7%	2 3%
22+	142 9%	68 9%	75 9%	3 2%	45 8%	af 49 af 8%	af 47 AF 7%	3 8%	33 14%	14 8%	a 33 AbF 10%	32 6%	31 8%	47 11%	b 65 8%	78 10%	b 4 5%	46 8%	16 7%	63 8%	14 10%	50 11%	bd 5 8%
Medians	8.00	8.00	8.00	7.00	8.00	8.00	7.00	8.00	8.00	7.00	8.00	8.00	8.00	8.00	8.00	8.00	9.00	8.00	7.00	8.00	8.00	7.00	7.00
Mean score	10.9	11.1	10.7	9.2	11.0	10.5	11.7	9.4	12.6	10.6	11.5	10.3	10.5	11.4	10.8	11.0	10.8	10.7	9.9	10.5	11.7	11.5	9.7
Standard deviation	10.01	11.26	8.77	6.29	8.65	8.28	13.78	6.35	15.75	10.54	13.50	7.60	8.49	10.56	10.34	9.66	8.04	7.98	7.48	7.86	9.48	13.30	8.95
Standard error	.25	.41	.30	.56	.36	.36	.69	.58	1.05	.81	.77	.34	.44	.51	.36	.34	.92	.32	.52	.27	.78	.64	1.10

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

Table 28 (continuation)
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Hypothetical provision

	Total	Region											Nation				Urbanity				Urbanity detail																
		Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small town (c)													
Unweighted row	1620	195	116	97	83	151	106	109	139	137	172	211	104	1212	195	116	97	1463	105	52	157	536	635	292													
Effective sample size	1443	163	115	94	76	146	106	97	128	123	172	201	92	1129	163	115	94	1420	84	37	121	524	616	281													
Total	1613	144	83	44	95	160	109	130	157	161	177	227	126	1341	144	83	44	1374	170	70	239	514	598	262													
0	4	-	-	-	1	1	-	-	-	-	-	-	2	4	-	-	-	2	-	2	Ab	2	-	1	1												
	1%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	2%	4%	-%	-%	-%	2%	-%	2%	3%	1%	-%	1%	1%												
1	29	2	1	-	-	1	-	-	4	-	19 ABCDE FGHIKL	1	-	26	2	1	-	27	2	-	2	21	BC	6	-												
	2%	1%	2%	-%	-%	1%	-%	-%	3%	-%	11%	1%	-%	2%	1%	2%	-%	2%	1%	-%	1%	4%	1%	-%													
2	108	3	7	A	2	8	a	12	a	6	3	12	a	8	28 ACefG hIKL	13	a	7	98	B	3	7	B	2	93	9	6	15	47	bc	33	13					
	7%	2%	8%	4%	9%	7%	6%	3%	8%	8%	5%	16%	6%	5%	7%	2%	8%	4%	7%	2%	8%	4%	7%	5%	9%	6%	9%	6%	5%	5%							
3	119	5	7	a	2	10	a	11	8	5	13	14	a	28 AcefG hKL	10	6	105	b	5	7	b	2	98	9	11	ab	20	51	B	28	19						
	7%	3%	9%	5%	10%	7%	8%	4%	8%	8%	9%	16%	5%	5%	8%	3%	9%	5%	7%	5%	16%	9%	10%	5%	7%												
4	70	3	4	J	4	4	j	10	J	10	2	8	j	11	1	9	j	2	58	3	4	4	aB	56	10	4	14	12	31	a	13	a					
	4%	2%	5%	9%	4%	7%	9%	2%	5%	7%	1%	agJl	4%	2%	4%	2%	5%	9%	4%	2%	5%	6%	2%	5%	5%												
5	97	13	dGk	6	dG	5	DGK	1	9	g	7	g	1	10	g	13	dG	13	dG	8	11	dGk	74	13	6	5	a	79	12	6	19	29	34	16			
	6%	9%	7%	12%	1%	6%	7%	1%	7%	8%	8%	3%	9%	5%	9%	7%	12%	5%	9%	7%	12%	6%	7%	8%	8%												
6	45	3	4	iJ	2	J	3	8	j	2	4	4	2	1	8	j	3	36	3	4	2	38	6	1	8	11	17	10	10								
	3%	2%	5%	4%	3%	5%	2%	3%	3%	3%	1%	1%	4%	2%	4%	2%	3%	2%	2%	5%	4%	3%	4%	2%	3%												
7	296	17	16	7	17	36	Aj	25	aj	22	24	23	23	61	26	a	255	b	17	16	7	248	34	14	48	84	128	aC	36								
	18%	11%	20%	17%	18%	22%	23%	17%	15%	14%	13%	27%	20%	19%	11%	20%	17%	18%	11%	20%	17%	18%	20%	20%	20%												
8	112	1	4	a	2	a	12	10	A	13	13	A	9	A	14	A	8	a	21	A	5	a	106	B	1	4	b	2	b	102	8	3	10	30	57	a	15
	7%	1%	4%	4%	13%	6%	12%	10%	5%	9%	5%	9%	4%	8%	1%	4%	4%	7%	4%	4%	4%	6%	9%	6%													

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

Table 28 (continuation)
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Hypothetical provision

	Total	Region												Nation				Urbanity				Urbanity detail				
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)		
Unweighted row	1620	195	116	97	83	151	106	109	139	137	172	211	104	1212	195	116	97	1463	105	52	157	536	635	292		
Effective sample size	1443	163	115	94	76	146	106	97	128	123	172	201	92	1129	163	115	94	1420	84	37	121	524	616	281		
Total	1613	144	83	44	95	160	109	130	157	161	177	227	126	1341	144	83	44	1374	170	70	239	514	598	262		
9	14	1	4 acdfg HiJkL	-	-	2	-	1	-	1	1	3	-	8	1	4	Abd	-	14	-	-	-	7	6	1	
	1%	1%	5%	-%	-%	1%	-%	1%	-%	1%	1%	1%	-%	1%	1%	5%	-%	1%	-%	-%	-%	1%	1%	1%		
10	166	28 bcDFG HIK	8 f	4 f	3	29 DFGHI K	3	6	10	9	29 DFGHI k	21 f	16	dFg	126	28	Ac	8	4	143	17	6	24	66 C	60	17
	10%	19%	9%	10%	3%	18%	3%	5%	7%	6%	16%	9%	13%	9%	19%	9%	10%	10%	10%	9%	10%	13%	10%	6%		
11	5	1	-	-	-	2	-	1	-	-	-	-	1	4	1	-	-	5	-	-	-	1	3	1		
	1%	1%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	1%	-%	-%	-%	1%	1%	1%		
12	28	5 fgi	-	*	6 bFGIJ l	5 i	-	-	3	-	1	6 i	1	23	5	-	*	23	2	3	5	5	13	6		
	2%	3%	-%	1%	7%	3%	-%	-%	2%	-%	1%	3%	1%	2%	3%	-%	1%	2%	1%	4%	2%	1%	2%	2%		
13	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-	-	1	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%		
14	247	37 DEfIJ K	14 eJ	11 dEIJk	11	14	16 j	33 dEIJk	31 EJ	19	11	29 j	21 J	185	37 A	14	11 A	222 C	23 c	2	25	74	90	58 AB		
	15%	26%	17%	24%	12%	9%	15%	25%	20%	12%	6%	13%	16%	14%	26%	17%	24%	16%	14%	2%	10%	14%	15%	22%		
15 to 21	129	12 b	1	4 B	5	7	6	23 aBdEF HJK	9	22 BEfhJ k	7	14	18 BEfhJ k	112 c	12 c	1	4 C	105	18	7	25	37	44	24		
	8%	8%	2%	10%	6%	5%	6%	17%	6%	14%	4%	6%	14%	8%	8%	2%	10%	8%	11%	10%	10%	7%	7%	9%		
22+	142	17 CEJ	6 cE	1	12 CEJ	1	11	15 cEj	20	24 CEJ1	6	23 CEJ	7 e	119 D	17 D	6 d	1	119	19	4	23	39	47	33 ab		
	9%	11%	7%	1%	13%	1%	10%	11%	13%	15%	3%	10%	6%	9%	11%	7%	1%	9%	11%	6%	10%	8%	8%	13%		
Medians	8.00	10.00	7.00	7.00	8.00	7.00	7.00	14.00	8.00	8.00	5.00	8.00	10.00	8.00	10.00	7.00	7.00	8.00	8.00	7.00	7.00	8.00	8.00	10.00		

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

Table 28 (continuation)
 C2: And what would be an unacceptable length of time to wait? Please give your answer in terms of calendar days.
 by Crossbreak
 Base: Hypothetical provision

Total	Region												Nation				Urbanity				Urbanity detail			
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)	
Unweighted row	1620	195	116	97	83	151	106	109	139	137	172	211	104	1212	195	116	97	1463	105	52	157	536	635	292
Effective sample size	1443	163	115	94	76	146	106	97	128	123	172	201	92	1129	163	115	94	1420	84	37	121	524	616	281
Total	1613	144	83	44	95	160	109	130	157	161	177	227	126	1341	144	83	44	1374	170	70	239	514	598	262
Mean score	10.9	12.7	10.8	9.2	11.3	8.1	10.4	13.1	12.4	12.3	7.3	11.8	10.7	10.8	12.7	10.8	9.2	10.9	11.9	8.4	10.9	10.0	11.0	12.4
Standard deviation	10.01	8.39	13.29	4.96	9.88	4.51	8.43	7.67	16.68	9.74	7.35	11.17	6.94	10.04	8.39	13.29	4.96	9.96	11.22	7.14	10.31	8.61	11.00	9.75
Standard error	.25	.60	1.23	.50	1.08	.37	.82	.73	1.41	.83	.56	.77	.68	.29	.60	1.23	.50	.26	1.09	.99	.82	.37	.44	.57

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

Table 29
 WTPl: Knowing this, would you accept an installation within 16 days for £5 less?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	644	283	361	36	222	197	188 ABCF	33	114 ABCF	75 af	136 b	177	160 B	170	314	330 B	28	226	66	292	75 aBCD	204 BCD	24	19
	34%	32%	35%	27%	32%	32%	41%	26%	43%	39%	35%	29%	37%	35%	32%	36%	31%	31%	24%	29%	43%	40%	32%	36%
No	1265	596	669	99 DGh	472 DG	424 DG	269	96 DGh	152	117	248	426 aCF	272	318	674	591	61 e	511 EF	204 EF	715 EF	97	305	51	34
	66%	68%	65%	73%	68%	68%	59%	74%	57%	61%	65%	71%	63%	65%	68%	64%	69%	69%	76%	71%	57%	60%	68%	64%

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

Table 29 (continuation)

WTPl: Knowing this, would you accept an installation within 16 days for £5 less?
by Crossbreak

Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	644	45 J	23 j	13 j	40 J	74 ABCJ	68 ABCDg HIJK	62 abJ	66 J	62 J	34	89 J	68 ABCJK	562 bc	45	23	13	564 b	49	31 b	80	185	277 A	102
	34%	28%	26%	28%	34%	41%	52%	39%	36%	33%	16%	32%	43%	35%	28%	26%	28%	35%	24%	39%	28%	30%	39%	33%
No	1265	115 EFgL	67 EFgL	34 eFl	78 F	106	64	97 f	119 F	128 F	179	188 F1	90	1049	115 a	67 a	34	1062	154 ac	49	203	431 B	426	204
	66%	72%	74%	72%	66%	59%	48%	61%	64%	67%	84%	68%	57%	65%	72%	74%	72%	65%	76%	61%	72%	70%	61%	67%

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

Table 30
 WTP2: Would you accept an installation within 14 days for £5 less?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION										
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	45-64 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Working after hours (d)	Retired (e)	Unemployed (f)	Retired from work (g)	Permanently sick or disabled (h)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178		368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153		324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192		385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	781	345	437	47	278	249	207	af 45	122	af 85		168	230	183	200	398	384	34	282	91	373	90	232	31	20
	41%	39%	42%	35%	40%	40%	45%	35%	46%	44%		44%	38%	42%	41%	40%	42%	38%	38%	34%	37%	52%	46%	41%	38%
No	1127	534	593	88	416	373	251	dg 85	144	107		217	373	249	288	590	537	55	e 456	178	634	EF 82	277	44	33
	59%	61%	58%	65%	60%	60%	55%	65%	54%	56%		56%	62%	58%	59%	60%	58%	62%	62%	66%	63%	48%	54%	59%	62%

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

Table 30 (continuation)

WTP2: Would you accept an installation within 14 days for £5 less?
by Crossbreak

Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	781	57 J	27	14	49 J	86 a	78 ABCDe	73 BcJ	75 J	86 BcJ	45	114 bJ	78 ABCJ	683 Cd	57	27	14	673	72	36	108	214	340 AC	119
	41%	35%	30%	30%	42%	47%	59%	46%	40%	45%	21%	41%	50%	42%	35%	30%	30%	41%	36%	45%	38%	35%	48%	39%
No	1127	103 eFL	63 EFGIK	33 EFgiL	69 F	95 f	53	86 f	111 F	104 f	167 ADEFG	164 F	79	928	103	63 A	33 a	952	130	45	175	403 B	362	188 B
	59%	65%	70%	70%	58%	53%	41%	54%	60%	55%	79%	59%	50%	58%	65%	70%	70%	59%	64%	55%	62%	65%	52%	61%

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

Table 31
 WTP3: Would you accept an installation within 16 days for £10 less?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION										
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Not working after home or family (d)	Looking for work (e)	Retired from paid work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55	
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52	
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53	
Yes	834	365	469	53	307	252	222	c 50	138	84	173	246	195	220	419	415	39	290	101	391	102	243	33	26	
		44%	42%	46%	39%	44%	41%	48%	39%	52%	44%	45%	41%	45%	45%	42%	45%	44%	39%	37%	39%	59%	48%	43%	49%
No	1074	514	561	82	g 387	g 369	236	79	g 128	108	212	357	237	268	569	506	50	e 448	168	616	EF 70	266	E 43	e 27	
		56%	58%	54%	61%	56%	59%	52%	61%	48%	56%	55%	59%	55%	55%	58%	55%	56%	61%	63%	61%	41%	52%	57%	51%

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

Table 31 (continuation)
 WTP3: Would you accept an installation within 16 days for £10 less?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail		
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	834	62 J	32 J	16 j	50 J	81 cJ	80 ABCDE HiJK	89 ABCdh J	79 J	91 bcJ	45	128 cJ	80 abCJ	724 cd	62	32	16	730 bd	68	36	104	236	363 AC	131
	44%	39%	36%	33%	43%	45%	61%	56%	42%	48%	21%	46%	51%	45%	39%	36%	33%	45%	34%	44%	37%	38%	52%	43%
No	1074	97 FGl	58 FGil	32 eFGik L	68 Fg	99 F	51	70	107 Fg	99 f	167	149 F	77	887	97	58 a	32 a	895	134 a	45	179 a	381 B	339	175 B
	56%	61%	64%	67%	57%	55%	39%	44%	58%	52%	79%	54%	49%	55%	61%	64%	67%	55%	66%	56%	63%	62%	48%	57%

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

Table 32
 WTP4: Would you accept an installation within 14 days for £10 less?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	950	426	525	66	348	293	242	63	152	Ch 90	195	285	215	254	481	470	47	335	122	457	110 BCDF	266	bd 38	30
	50%	48%	51%	49%	50%	47%	53%	48%	57%	47%	51%	47%	50%	52%	49%	51%	53%	45%	45%	45%	64%	52%	51%	57%
No	958	453	505	69	346	328	G 215	67	114	102	g 189	318	217	234	507	451	41	403 EF	147	E 550	Ef 62	243	E 37	23
	50%	52%	49%	51%	50%	53%	47%	52%	43%	53%	49%	53%	50%	48%	51%	49%	47%	55%	55%	55%	36%	48%	49%	43%

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

Table 32 (continuation)
 WTP4: Would you accept an installation within 14 days for £10 less?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail		
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	950	82	CJ	37 j	17	58 J	89 cJ	87 101 ABCDE aBCde HiJK HJK	90 cJ	101 bCJ	60	135 cJ	94 BCJK	814 cD	82 D	37	17	831 bd	81	38	119	274	405 Ac	152
	50%	52%	41%	36%	49%	49%	66%	63%	49%	53%	28%	49%	60%	51%	52%	41%	36%	51%	40%	47%	42%	44%	58%	50%
No	958	77	Fg	53 31 FGiL AeFGh IKL	60 Fg	92 Fg	44 58	96 FG	89 f	153 AbDEF FGI GHIKL	142 FGL	63	797	77	53 a	31 AB	794	121 a	43	164 a	343 B	297	154 b	
	50%	48%	59%	64%	51%	51%	34%	37%	51%	47%	72%	51%	40%	49%	48%	59%	64%	49%	60%	53%	58%	56%	42%	50%

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

Table 33
 WTP5 : Would you be willing to pay £15 more for an installation within 10 days?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	45-64 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working full time (b)	Working part time (c)	Not working (d)	Looking after home or family (e)	Retired (f)	Unemployed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	255	132	123	17	101	83	54	16	30	24	64	76	60	55	140	115	14	119	26	146	13	67	12	2
	13%	15%	12%	13%	15%	13%	12%	12%	11%	13%	17%	13%	14%	11%	14%	13%	16%	16%	10%	14%	8%	13%	16%	4%
No	1654	747	907	118	593	538	404	113	236	168	321	527	372	433	848	805	75	618	243	861	159	443	63	51
	87%	85%	88%	87%	85%	87%	88%	88%	89%	87%	83%	87%	86%	89%	86%	87%	84%	84%	90%	86%	92%	87%	84%	96%

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

Table 33 (continuation)

WTP5 : Would you be willing to pay £15 more for an installation within 10 days?

by Crossbreak

Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ aller city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	255	24 ciJ	12 J	3	24 cHIJ	41 bCHIJ K	21 iJ	25 iJ	16 j	14	8	34 J	31 cHIJ	215	24 d	12	3	211	21	22 ABd	43	52	120 A	39 a
	13%	15%	13%	7%	20%	23%	16%	16%	9%	8%	4%	12%	20%	13%	15%	13%	7%	13%	10%	28%	15%	8%	17%	13%
No	1654	135	79 e	44 adEl	94	139	111	134	169	175	204	243 E	126	1396	135	79	44 b	1414 C	182 C	58	240 c	565 Bc	582	267
	87%	85%	87%	93%	80%	77%	84%	84%	91%	92%	96%	88%	80%	87%	85%	87%	93%	87%	90%	72%	85%	92%	83%	87%

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

Table 34
 WTP6: Would you be willing to pay £10 more for an installation within 10 days?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	380	191	189	23	159	118	79	21	46	33	102	117	87	74	218	161	17	174	40	215	31	97	14	5
	20%	22%	18%	17%	23%	19%	17%	17%	17%	17%	26%	19%	20%	15%	22%	18%	19%	24%	15%	21%	18%	19%	19%	10%
No	1529	688	841	112	535	503	379	108	220	159	283	487	345	414	769	759	72	563	229	792	142	413	61	48
	80%	78%	82%	83%	77%	81%	83%	83%	83%	83%	74%	81%	80%	85%	78%	82%	81%	76%	85%	79%	82%	81%	81%	90%

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

Table 34 (continuation)

WTP6: Would you be willing to pay £10 more for an installation within 10 days?

by Crossbreak

Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	380	32 chj	16	5	24	54 abCHI J	30 chij	36 cHij	22	25	28	60 cHij	49 abCHI JK	327 d	32 d	16	5	324	33	23 b	56	89	182 AC	53
	20%	20%	17%	10%	20%	30%	23%	23%	12%	13%	13%	22%	31%	20%	20%	17%	10%	20%	16%	29%	20%	14%	26%	17%
No	1529	127 e aEfgk L	175 e 142 aEfgk L	142 e 90% L	94	127	102	122	164 aEFGK L	165 EfgkL	185 aEfgk L	217 l	109	1284	127	75	42 ab	1302	170 c	57	227	528 B	521	253 B
	80%	80%	83%	90%	80%	70%	77%	77%	88%	87%	87%	78%	69%	80%	80%	83%	90%	80%	84%	71%	80%	86%	74%	83%

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

Table 35
 WTP7: Would you be willing to pay £5 more for an installation within 10 days?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION											
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)	
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55		
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52		
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53		
Yes	694	343	b 351	49	283	210	152	46	86	66	170	233	154	d 138	403	292	33	307	90	397	54	173	25	12		
	36%	39%	34%	36%	41%	34%	33%	36%	32%	34%	44%	39%	36%	28%	41%	32%	37%	42%	33%	39%	31%	34%	33%	23%		
No	1214	536	679	a 86	411	412	B 305	b 83	180	b 125	215	370	279	a 350	585	629	ABE	56	431	179	b 610	119	336	Bd 51	41	Bd
	64%	61%	66%	64%	59%	66%	67%	64%	68%	66%	56%	61%	64%	72%	59%	68%	63%	58%	67%	61%	69%	66%	67%	77%		

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

Table 35 (continuation)

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

by Crossbreak

Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail						
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small town (a)	Me dium town (b)	Small towns (c)				
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337				
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325				
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306				
Yes	694	66 CHI	29	10	44 c	91 BCdgH IJK	57 CHI	58 c	53	51	75 c	93 c	67	Chi	589	D	66	D	29	10	587	77	31	107	190	304	AC	93
	36%	41%	32%	21%	37%	50%	44%	36%	28%	27%	35%	34%	43%	37%	41%	32%	21%	36%	38%	38%	38%	31%	43%	31%				
No	1214	94	61 E	37 AdEFg jKL	74 e	90	74	101 e	133 AEF1	139 AEFL	138 E	184 E	90	1022	94	61	37 AB	1038	126	50	176	427 B	398	213 B				
	64%	59%	68%	79%	63%	50%	56%	64%	72%	73%	65%	66%	57%	63%	59%	68%	79%	64%	62%	62%	62%	69%	57%	69%				

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

Table 36
 WTP8: Would you be willing to pay £15 more for an installation within 8 days?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Working after hours (d)	Retired (e)	Unemployed (f)	Permanently sick or disabled (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	357	174	183	20	147	116	74	19	40	34	90	104	89	74	194	163	17	160	45	205	27	89	13	5
	19%	20%	18%	15%	21%	19%	16%	15%	15%	18%	23%	17%	20%	15%	20%	18%	19%	22%	17%	20%	16%	17%	17%	9%
No	1552	705	847	115	547	506	383	110	226	157	295	499	344	414	794	758	72	577	224	802	146	420	63	48
	81%	80%	82%	85%	79%	81%	84%	85%	85%	82%	77%	83%	80%	85%	80%	82%	81%	78%	83%	80%	84%	83%	83%	91%

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

Table 36 (continuation)

WTP8: Would you be willing to pay £15 more for an installation within 8 days?

by Crossbreak

Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	357	32	cJ 16	J 5	26	cJ 51	26	J 37	26	J 26	J 12	56	cJ 45	305	d 32	d 16	5	296	37	24	a 61	70	169	Ac 57
	19%	20%	17%	10%	22%	bCHIJ 28%	20%	chiJ 24%	14%	14%	6%	20%	bCHIJ 28%	19%	20%	17%	10%	18%	18%	29%	22%	11%	24%	19%
No	1552	128	75	e1 43	92	adEgk 130	106	121	160	164	200	221	113	1307	128	75	43	ab 1329	c 165	57	222	546	534	249
	81%	80%	83%	90%	78%	L 72%	80%	86%	EgL 86%	EgL 86%	ABDEF 94%	80%	72%	81%	80%	83%	90%	82%	82%	71%	78%	89%	76%	81%

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

Table 37
 WTP9: Would you be willing to pay £10 more for an installation within 8 days?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Not working after hours (d)	Looking for work (e)	Retired (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	496	247	249	35	216	151	95	32	55	40	135	151	116	94	285	211	26	229	61	290	37	116	15	10
	26%	28%	24%	25%	31%	24%	21%	25%	21%	21%	35%	25%	27%	19%	29%	23%	30%	31%	23%	29%	22%	23%	21%	19%
No	1413	632	780	101	478	471	363	97	211	152	250	453	316	394	703	710	62	509	209	717	135	393	60	43
	74%	72%	76%	75%	69%	76%	79%	75%	79%	79%	65%	75%	73%	81%	71%	77%	70%	69%	77%	71%	78%	77%	79%	81%

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

Table 37 (continuation)

WTP9: Would you be willing to pay £10 more for an installation within 8 days?

by Crossbreak

Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail				
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)		
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337		
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325		
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306		
Yes	496	46 Chi	20	6	32	65 BCHIJK	40 Chi	45 Chi	31	35	47	75 Chi	54 bCHIj	424	D	46	D	20	6	421	49	25	74	119	224	Ac 78 a
	26%	29%	22%	12%	27%	36%	30%	28%	17%	19%	22%	27%	34%	26%	29%	22%	12%	26%	24%	31%	26%	19%	32%	26%		
No	1413	113	71	41	86	115 AdEFGJKL	91	114	155 AdEFGkL	155 aEfgkL	165 El	203	e 103	1187	113	71	42	AB 1204	154	55	209	497 Bc	478	228 b		
	74%	71%	78%	88%	73%	64%	70%	72%	83%	81%	78%	73%	66%	74%	71%	78%	88%	74%	76%	69%	74%	81%	68%	74%		

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

Table 38
 WTP10 : Would you be willing to pay £5 more for an installation within 8 days?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Not working after hours (d)	Looking for work (e)	Retired from work (f)	Unemployed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	838	403	435	72	340	257	170	69	99	70	191	279	192	176	470	368	46	369	114	484	65	194	28	20
	44%	46%	42%	53%	49%	41%	37%	53%	37%	37%	50%	46%	44%	36%	48%	40%	52%	50%	42%	48%	38%	38%	37%	38%
No	1070	476	594	64	354	364	288	60	167	121	194	324	240	312	518	552	42	368	155	523	108	315	48	33
	56%	54%	58%	47%	51%	59%	63%	47%	63%	63%	50%	54%	56%	64%	52%	60%	48%	50%	58%	52%	62%	62%	63%	62%

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

Table 38 (continuation)

WTP10 : Would you be willing to pay £5 more for an installation within 8 days?
by Crossbreak

Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail				
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ small city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337	
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325	
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306	
Yes	838	95 BCDFg HIJKl	36	13	50 c	105 BCdgH IJKl	63 ChI	74 Chi	62	61	92 Ci	115 c	72	Chi	695 D	95 ACD	36	13	712	92	34	126	233	352 AC	127
	44%	59%	39%	28%	43%	58%	48%	47%	33%	32%	43%	42%	45%	43%	59%	39%	28%	44%	45%	42%	44%	38%	50%	41%	
No	1070	65	55 AE	34 AdEFG JKL	68 Ae	75	69 a	85 ae	123 AEIgl	128 AEFgj l	120 AE	162 AE	86 ae	916 B	65	55 B	34 AB	913	111	47	157	383 B	350	179 B	
	56%	41%	61%	72%	57%	42%	52%	53%	67%	68%	57%	58%	55%	57%	41%	61%	72%	56%	55%	58%	56%	62%	50%	59%	

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

Table 39
 C3a: Which of the following best describes why you would be unwilling to accept a slower installation at a cheaper price?
 by Crossbreak
 Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Gender		Age							Social grade						OCCUPATION						
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Working -No rking after (d)	Looking for home or family (e)
Unweighted row	1069	511	558	91	395	362	221	87	119	102	207	352	239	271	559	510	52	460	158	618	73	250
Effective sample size	942	449	493	85	354	321	187	81	100	87	181	305	217	239	487	456	46	412	139	550	66	212
Total	1074	514	561	82	387	369	236	79	128	108	212	357	237	268	569	506	50	448	168	616	70	266
I wouldn't want an installation longer than 12 days	672	306	366	55 g	255 DG	233 dG	129	51 g	62	67 g	133	220	145	174	353	319	34	290 f	110	401 f	43	149
	63%	60%	65%	66%	66%	63%	55%	65%	49%	62%	63%	62%	61%	65%	62%	63%	67%	65%	66%	65%	61%	56%
The price decreases weren't enough to justify the longer installation	403	201	202	31	135	145	93	30	56	37	80	138	87	99	217	186	11	173 a	63	235 a	23	107 a
	38%	39%	36%	38%	35%	39%	39%	37%	44%	34%	38%	39%	37%	37%	38%	37%	23%	39%	37%	38%	32%	40%
Would expect it to be free	85	49	36	4	27	28	26	4	14	11	15	25	25	19	40	44	2	34	14	48	3	25
	8%	10%	6%	4%	7%	8%	11%	5%	11%	11%	7%	7%	11%	7%	7%	9%	4%	8%	8%	8%	5%	9%
Should be installed as soon as possible	18	6	11	1	5	6	6	1	5	1	4	3	5	5	7	10	2 c	7	-	7	2 c	6
	2%	1%	2%	1%	1%	2%	3%	1%	4%	1%	2%	1%	2%	2%	1%	2%	3%	1%	-%	1%	3%	2%
Should be installed within the week	9	3	5	2 B	-	3	3 b	2 B	1	2 B	4 cF	3	-	1	8 f	1	-	3	-	3	2 cd	3
	1%	1%	1%	2%	-%	1%	1%	3%	1%	2%	2%	1%	-%	1%	1%	1%	-%	1%	-%	1%	3%	1%
Should be installed within 2-3 days / immediately	7	3	4	1	2	3	1	1	-	1	-	2	2	3	2	5	1	2	1	3	-	2
	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Don't know	7	3	4	-	1	3	3	-	1	2	2	2	-	3	4	3	1	3	-	3	-	3
	1%	1%	1%	-%	1%	1%	1%	-%	1%	2%	1%	1%	-%	1%	1%	1%	2%	1%	-%	1%	-%	1%
Other	34	18	16	1	7	13	12 b	1	10 aBf	2	14 bDF	9	7	5	23	11	4 bd	11	4	15	2	13
	3%	4%	3%	1%	2%	4%	5%	1%	8%	2%	6%	3%	3%	2%	4%	2%	8%	2%	3%	2%	2%	5%

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

Table 39 (continuation)

C3a: Which of the following best describes why you would be unwilling to accept a slower installation at a cheaper price?

by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Total	Region												Nation				Urbanity			Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1069	125	82	69	59	93	50	56	90	86	163	135	61	793	125	82	69	956	82	113	396	363	197
Effective sample size	942	100	81	67	54	89	50	49	80	78	163	126	53	733	100	81	67	927	66	89	388	351	189
Total	1074	97	58	32	68	99	51	70	107	99	167	149	77	887	97	58	32	895	134	179	381	339	175
I wouldn't want an installation longer than 12 days	672	61	33	22	45	52	31	42	61	51	146 ABCDE FGHIKL	87	42	557	61	33	22	566	79	106	269 Bc	189	109
	63%	63%	56%	69%	67%	53%	60%	60%	58%	51%	87%	58%	55%	63%	63%	56%	69%	63%	59%	59%	71%	56%	62%
The price decreases weren't enough to justify the longer installation	403	40	DJ 27	DJ 12	dJ 13	57 acDgH iJK	23	DJ 25	dJ 36	J 41	DJ 30	54	dJ 47 acDGH iJK	325	40	27	12	348	c 46	55	128	145	a 75
	38%	41%	46%	37%	20%	58%	44%	36%	33%	41%	18%	36%	61%	37%	41%	46%	37%	39%	35%	31%	34%	43%	43%
Would expect it to be free	85	5	2	2	6	2	4	5	4	12	Ej 8	17 bEhj	16 ABcEg HJ	76	5	2	2	71	7	14	30	25	16
	8%	5%	4%	7%	9%	2%	8%	7%	4%	12%	5%	12%	21%	9%	5%	4%	7%	8%	5%	8%	8%	7%	9%
Should be installed as soon as possible	18	1	3	-	-	-	-	2	j 1	3	j -	6	e j 1	14	1	3	Ab -	15	-	2	2	10	a 3
	2%	1%	6%	-%	-%	-%	-%	3%	1%	3%	-%	4%	1%	2%	1%	6%	-%	2%	-%	1%	1%	3%	2%
Should be installed within the week	9	-	-	-	1	-	-	1	2	1	-	3	-	9	-	-	-	4	4	A 4	4	a 1	2 1
	1%	-%	-%	-%	2%	-%	-%	1%	2%	1%	-%	2%	-%	1%	-%	-%	-%	*%	3%	2%	*%	1%	1%
Should be installed within 2-3 days / immediately	7	-	-	-	2	j -	1	-	2	1	-	1	-	7	-	-	-	7	-	-	1	4	2
	1%	-%	-%	-%	3%	-%	2%	-%	2%	1%	-%	1%	-%	1%	-%	-%	-%	1%	-%	-%	*%	1%	1%
Don't know	7	1	1	-	-	-	-	-	-	-	1	3	1	5	1	1	-	7	-	-	1	3	3
	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	2%	1%	1%	1%	1%	-%	1%	-%	-%	*%	1%	2%

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

Table 39 (continuation)

C3a: Which of the following best describes why you would be unwilling to accept a slower installation at a cheaper price?

by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

Total	Region												Nation				Urbanity			Urbanity detail			
	Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)	
Unweighted row	1069	125	82	69	59	93	50	56	90	86	163	135	61	793	125	82	69	956	82	113	396	363	197
Effective sample size	942	100	81	67	54	89	50	49	80	78	163	126	53	733	100	81	67	927	66	89	388	351	189
Total	1074	97	58	32	68	99	51	70	107	99	167	149	77	887	97	58	32	895	134	179	381	339	175
Other	34	1	4	aE -	3 e -	1	1	2	4	5	11	acE 2	30	1	4	b -	20	9 a	14 A	9	6	5	
	3%	1%	6%	-%	5%	-%	2%	1%	2%	4%	3%	7%	3%	3%	1%	6%	-%	2%	7%	8%	2%	2%	3%

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

Table 40
 C3b: At what price would you need the installation to be reduced for you to accept a 14 day installation?
 by Crossbreak
 Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Gender		Age				Social grade						OCCUPATION				Region			Nation		Urbanity	Urbanity detail				
	Total	Male (a)	Female (b)	25-44 (b)	45-64 (c)	65+(d)	65-74 (g)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Not working (d)	Retired from paid work (f)	Scotland (a)	North West (e)	South East (k)	England (a)	Scotland (b)	Urban (a)	Large city/all city/large town (a)	Medium town (b)	Small towns (c)	
Unweighted row	416	207	209	147	144	92	55	78	139	96	103	217	199	180	64	244	106	57	52	50	294	57	377	137	154	86	
Effective sample size	369	183	186	137	127	78	45	68	118	92	93	187	184	160	59	219	91	50	49	48	274	50	365	133	149	83	
Total	403	201	202	135	145	93	56	80	138	87	99	217	186	173	63	235	107	40	57	54	325	40	348	128	145	75	
Nothing	134	76 b	58	34	53 b	30	16	27	48	26	33	75	59	59	16	75	33	5	18 a	17 a	106 B	5	115	43	48	24	
	33%	38%	29%	26%	36%	33%	29%	33%	35%	30%	33%	34%	32%	34%	26%	32%	31%	12%	32%	32%	33%	12%	33%	33%	33%	32%	
1..5	24	11	13	7	9	6	3	1	16	Adf	4	4	17 a	8	15	2	17	6	1	11	3	23	1	18	4	9	5
	6%	6%	6%	5%	6%	7%	6%	1%	11%	5%	4%	8%	4%	9%	3%	7%	6%	2%	19%	6%	7%	2%	5%	3%	6%	6%	
6..10	24	14	10	6	11	6	4	3	11	4	7	13	11	13	2	14	8	2	7 ik	1	20	2	20	4	11	5	
	6%	7%	5%	4%	7%	7%	8%	3%	8%	4%	7%	6%	6%	7%	2%	6%	8%	5%	13%	2%	6%	5%	6%	3%	7%	7%	
11..15	15	10	5	8	3	1	1	4	3	3	5	7	8	7	3	10	3	7	1	2	7	7 Ac	12	4	5	3	
	4%	5%	3%	6%	2%	1%	2%	5%	2%	4%	5%	3%	5%	4%	4%	4%	3%	17%	2%	4%	2%	17%	4%	3%	4%	4%	
16..20	112	48	64	48 c	33	24	14	20	37	25	30	57	55	42	20	62	30	10	10	19 h	95	10	99	40	37	22	
	28%	24%	32%	36%	23%	26%	26%	25%	27%	29%	30%	26%	30%	25%	32%	26%	28%	26%	18%	35%	29%	26%	28%	31%	26%	29%	
21..25	23	11	12	7	8	5	4	3	6	8 e	6	9	14	11	4	15	5	3 l	7	8	bhiL	19	3	23	5	15 a	3
	6%	6%	6%	6%	5%	6%	7%	4%	4%	10%	6%	4%	8%	6%	6%	6%	5%	8%	13%	15%	6%	8%	7%	4%	10%	4%	
26..30	25	8	17	6	11	8	5	9	8	5	4	16	9	10	5	15	10	9	2	-	16	9 AC	23	11	7	6	
	6%	4%	9%	5%	7%	9%	9%	11%	6%	6%	4%	8%	5%	6%	8%	6%	9%	21%	4%	-%	5%	21%	7%	8%	5%	7%	
31..35	2	-	2	1	1	-	-	-	1	1	-	1	1	-	1	1	-	-	-	-	2	-	2	-	2	-	
	1%	-%	1%	1%	1%	-%	-%	-%	1%	1%	-%	*%	1%	-%	2%	*%	-%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%
36..40	34	17	17	12	13	9	6 a	10 b	7	7	10	17	17	12	8	20	10	3 e	-	3	29	3	28	14	7	6	
	8%	8%	9%	9%	9%	10%	11%	13%	5%	8%	10%	8%	9%	7%	13%	9%	9%	7%	-%	6%	9%	7%	8%	11%	5%	9%	
More than 40	9	6	3	4	4	2	1	4	2	3	1	6	3	4	2	6	2	1	-	-	7	1	9	4	4	1	
	2%	3%	2%	3%	3%	2%	1%	5%	1%	3%	1%	3%	2%	2%	3%	2%	2%	3%	-%	-%	2%	3%	3%	3%	3%	1%	
Medians	20.00	10.00	20.00	20.00	15.00	20.00	20.00	20.00	10.00	20.00	20.00	15.00	20.00	20.00	15.00	20.00	20.00	20.00	5.00	20.00	20.00	20.00	20.00	20.00	20.00	15.00	20.00

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

Table 40 (continuation)

C3b: At what price would you need the installation to be reduced for you to accept a 14 day installation?

by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Gender		Age				Social grade						OCCUPATION				Region			Nation		Urb anity	Urbanity detail				
	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	65 + (d)	65 - 74 (g)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Re tired from paid work (f)	Scot land (a)	North West (e)	South East (k)	En gland (a)	Scot land (b)	Urban (a)	Large city/ all city/ large town (a)	Me dium towns (b)	Small towns (c)		
Unweighted row	416	207	209	147	144	92	55	78	139	96	103	217	199	180	64	244	106	57	52	50	294	57	377	137	154	86	
Effective sample size	369	183	186	137	127	78	45	68	118	92	93	187	184	160	59	219	91	50	49	48	274	50	365	133	149	83	
Total	403	201	202	135	145	93	56	80	138	87	99	217	186	173	63	235	107	40	57	54	325	40	348	128	145	75	
Mean score	15.6	14.5	16.7	18.3 aF	15.0 af	15.2 aF	16.2	18.4 b	13.0	18.2 b	14.7	15.0	16.3	14.7	20.3 b	16.2	15.4	20.8 BcEfh K	10.1	14.1	B	15.7 C	20.8 aCd	16.0	18.3	14.4	15.3
Standard deviation	17.59	19.24	15.76	21.82	15.98	14.20	14.06	17.86	14.58	24.14	13.56	16.03	19.28	19.55	20.03	19.80	13.73	11.99	10.12	11.88	18.35	11.99	18.14	22.95	13.55	16.32	
Standard error	.86	1.34	1.09	1.80	1.33	1.48	1.90	2.02	1.24	2.46	1.34	1.09	1.37	1.46	2.50	1.27	1.33	1.59	1.40	1.68	1.07	1.59	.93	1.96	1.09	1.76	

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

Table 41
 C4a: Which of the following best describes why you would be unwilling to pay a high price for faster installation?
 by Crossbreak
 Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Gender		Age							Social grade						OCCUPATION						
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after the home or family (d) (e)	Looking for work (f)	Retired from paid work (g)	Unemployed (g)
Unweighted row	1064	480	584	72	362	358	272	68	157	115	181	321	243	319	502	562	375	144	519	111	299	51
Effective sample size	948	430	519	68	331	319	235	65	134	101	156	282	223	290	437	514	337	127	463	99	261	49
Total	1070	476	594	64	354	364	288	60	167	121	194	324	240	312	518	552	368	155	523	108	315	48
The price increases were too much to justify the faster installation	529 49%	231 49%	298 50%	36 56%	174 49%	180 49%	139 48%	35 58%	80 48%	59 49%	95 49%	160 49%	123 51%	151 48%	255 49%	274 50%	196 a 53%	70 45%	266 a 51%	52 48%	152 48%	28 a 58%
I'm happy with a 12 day installation period	431 40%	183 38%	248 42%	25 39%	151 43%	139 38%	115 40%	22 36%	64 38%	52 43%	64 33%	136 a 42%	98 41%	133 a 43%	200 39%	231 a 42%	132 36%	70 45%	202 39%	49 45%	122 39%	20 42%
Would expect it to be free or very cheap	123 12%	59 12%	64 11%	2 4%	39 11%	39 11%	44 Af 15%	2 4%	31 18%	13 11%	30 b 16%	29 9%	30 12%	34 11%	59 11%	64 12%	38 10%	22 g 14%	59 g 11%	10 9%	46 g 15%	1 2%
Should be installed within 2-3 days / immediately	18 2%	7 2%	11 2%	3 DG 4%	8 2%	6 2%	1 *	3 DG 5%	- -%	1 1%	3 2%	7 2%	3 1%	4 1%	10 2%	7 1%	10 3%	3 2%	12 2%	2 2%	3 1%	- -%
Should be installed as soon as possible	12 1%	9 b 2%	3 1%	1 2%	4 1%	5 1%	2 1%	1 2%	2 1%	- -%	3 1%	1 *	2 1%	6 2%	4 1%	8 1%	9 2%	- -%	9 2%	- -%	2 1%	* 1%
Should be installed within 5-7 days	10 1%	4 1%	6 1%	1 2%	3 1%	3 1%	3 1%	1 2%	1 1%	2 2%	3 2%	5 f 2%	1 *	1 *	8 f 2%	2 *	4 1%	- -%	4 1%	1 1%	3 1%	- -%
Couldn't afford to pay	8 1%	1 *	7 a 1%	- -%	3 1%	3 1%	2 1%	- -%	1 1%	1 1%	- -%	2 1%	2 1%	4 1%	2 *	6 1%	3 1%	2 1%	5 1%	1 1%	2 1%	1 1%
Money not the issue, the waiting time is	6 1%	2 *	4 1%	1 b 2%	- -%	4 b 1%	1 *	1 B 2%	1 1%	- -%	- -%	3 1%	1 *	2 1%	3 1%	3 1%	2 1%	1 1%	3 1%	- -%	2 1%	1 2%

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

Table 41 (continuation)

C4a: Which of the following best describes why you would be unwilling to pay a high price for faster installation?

by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Gender		Age							Social grade						OCCUPATION						
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)
Unweighted row	1064	480	584	72	362	358	272	68	157	115	181	321	243	319	502	562	375	144	519	111	299	51
Effective sample size	948	430	519	68	331	319	235	65	134	101	156	282	223	290	437	514	337	127	463	99	261	49
Total	1070	476	594	64	354	364	288	60	167	121	194	324	240	312	518	552	368	155	523	108	315	48
Unfair to prioritise those who pay	4	2	2	-	-	3	1	-	-	1	4 bcdF 2%	-	-	-	4 f	-	2	1	3	-	1	-
	*%	*%	*%	-%	-%	1%	*%	-%	-%	1%	2%	-%	-%	-%	1%	-%	1%	1%	1%	-%	*%	-%
Don't know	1	1	1	1	-	1	-	1	-	-	-	-	-	1	-	1	1	-	1	1	-	-
	*%	*%	*%	1%	-%	*%	-%	1%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%
Other	32	18	14	-	4	14 b	15 B	-	10 aBf	5 b	15 BcDF 8%	8	6	3	23 Df	10	11	4	15	1	16	-
	3%	4%	2%	-%	1%	4%	5%	-%	6%	4%	8%	3%	3%	1%	4%	2%	3%	3%	3%	1%	5%	-%

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

Table 41 (continuation)

C4a: Which of the following best describes why you would be unwilling to pay a high price for faster installation?

by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Total	Region												Nation				Urbanity			Urbanity detail		
		Sco tland (a)	Wales (b)	Nor thern (c)	North East (d)	North West (e)	York shire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/allier city/large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1064	86	78	74	59	71	67	72	105	111	117	152	72	826	86	78	74	963	71	101	397	369	197
Effective sample size	948	71	78	72	54	69	67	65	94	100	117	146	64	768	71	78	72	937	55	78	389	359	190
Total	1070	65	55	34	68	75	69	85	123	128	120	162	86	916	65	55	34	913	111	157	383	350	179
The price increases were too much to justify the faster installation	529	30 J fJK	33 fJK	21 fJK	32 J ABCDF	61 ABCDF GHIJK	28 J	43 J	66 Jk	65 J	19	66 J 64 ADFGH IJK	445	30	33	21 a	447	61	82	173	177	96 a	
	49%	47%	60%	61%	47%	81%	40%	51%	54%	51%	16%	41%	75%	49%	47%	60%	61%	49%	55%	52%	45%	51%	54%
I'm happy with a 12 day installation period	431	25 il	14	12	25 1	21 ABCDE GHIKL	42	28	48 biL	32	99 ABCDE FGHIKL	70 BeIL	17	381 C	25	14	12	405 BCD	19	26	199 BC	135	70
	40%	39%	25%	34%	37%	27%	61%	33%	39%	25%	82%	43%	20%	42%	39%	25%	34%	44%	18%	17%	52%	39%	39%
Would expect it to be free or very cheap	123	6 Eh	3 e	2 E	6 E	-	6 E	12 EH	3 bcEHJ	25	7 e 23 EHz ABCDE FGHIJK	30	112	6	3	2	92	13	31 A	36	35	21	
	12%	9%	6%	6%	9%	-%	9%	14%	2%	19%	6%	14%	35%	12%	9%	6%	6%	10%	12%	20%	9%	10%	12%
Should be installed within 2-3 days / immediately	18	-	3 aefgJk	1	4 aefgJk	-	-	-	5 jk	3	-	1	1	15	-	3 ab	1	16	2	2	6	5	4
	2%	-%	5%	2%	6%	-%	-%	-%	4%	2%	-%	1%	1%	2%	-%	5%	2%	2%	2%	1%	2%	2%	2%
Should be installed as soon as possible	12	4 dfghiJl	2 j	*	-	1	-	-	1	1	-	3	-	6	4 A	2 a	*	9	3	3	4	5	-
	1%	6%	3%	1%	-%	1%	-%	-%	1%	1%	-%	2%	-%	1%	6%	3%	1%	1%	3%	2%	1%	1%	-%
Should be installed within 5-7 days	10	-	-	-	-	1	-	1	-	2	-	6 hj	-	10	-	-	-	8	2	2	1	5	2
	1%	-%	-%	-%	-%	1%	-%	1%	-%	2%	-%	4%	-%	1%	-%	-%	-%	1%	2%	1%	*%	1%	1%

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

Table 41 (continuation)

C4a: Which of the following best describes why you would be unwilling to pay a high price for faster installation?

by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

Total	Region													Nation				Urbanity			Urbanity detail		
	Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1064	86	78	74	59	71	67	72	105	111	117	152	72	826	86	78	74	963	71	101	397	369	197
Effective sample size	948	71	78	72	54	69	67	65	94	100	117	146	64	768	71	78	72	937	55	78	389	359	190
Total	1070	65	55	34	68	75	69	85	123	128	120	162	86	916	65	55	34	913	111	157	383	350	179
Couldn't afford to pay	8 1%	1 1%	1 2%	- -%	- -%	- -%	- -%	3 4%	h -%	j -%	- -%	2 1%	- -%	6 1%	1 1%	1 2%	- -%	8 1%	- -%	- -%	1 *%	6 2%	1 1%
Money not the issue, the waiting time is	6 1%	- -%	- -%	- -%	- -%	- -%	3 4%	h 3%	j -%	K -%	2 -%	- -%	- -%	6 1%	- -%	- -%	- -%	4 *%	2 2%	2 1%	- -%	2 1%	2 1%
Unfair to prioritise those who pay	4 *%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	2 2%	- -%	- -%	4 *%	- -%	- -%	- -%	4 *%	- -%	- -%	2 1%	1 *%	1 1%
Don't know	1 *%	- -%	1 1%	1 2%	k -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	A 2%	1 1%	A 2%	1 *%	- -%	- -%	- -%
Other	32 3%	1 2%	1 2%	- -%	2 3%	1 1%	1 1%	2 2%	4 3%	3 2%	1 1%	12 7%	c 4%	30 3%	1 2%	1 2%	- -%	19 2%	11 10%	A 9%	13 3%	A 10%	6 3%

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

Table 42
 C4b: At what price would you be willing to pay for an installation in 8 days
 by Crossbreak
 Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Gender		Age					Social grade					OCCUPATION					Region					Na tion	Urbanity				
	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	65 + (d)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from paid work (f)	North West (e)	West Mid lands (h)	East (i)	South East (k)	South West (l)	En gland (a)	Urban (a)	All rural (d)		
Unweighted row	533	236	297	181	181	130	75	55	85	164	127	157	249	284	200	66	266	55	145	57	55	59	63	52	397	478	55	
Effective sample size	468	208	260	161	159	112	64	48	70	143	116	144	210	260	175	58	232	47	127	55	49	55	62	46	367	463	40	
Total	529	231	298	174	180	139	80	59	95	160	123	151	255	274	196	70	266	52	152	61	66	65	66	64	445	447	82	
Nothing	479	211	268	158	159	128	74	54	93	143	106	137	236	c 243	171	66	237	49	140	49	59	61 e	61	61 e	400	406	73	
	91%	91%	90%	90%	88%	92%	93%	91%	bCf 97%	90%	86%	91%	93%	89%	87%	94%	89%	94%	92%	81%	89%	93%	92%	95%	90%	91%	89%	
1..5	50	20	30	17	21	11	6	5	3	16 a	17 Ae	14	19	31 a	25	4	29	3	12	12	7 c	4	5	3	45 d	41	9	
	9%	9%	10%	10%	12%	8%	7%	9%	3%	10%	14%	9%	7%	11%	13%	6%	11%	6%	8%	BCgil 19%	11%	7%	8%	5%	10%	9%	11%	
6..10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11..15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16..20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21..25	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
26..30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
31..35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
36..40	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 40	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medians	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00

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

Table 42 (continuation)

C4b: At what price would you be willing to pay for an installation in 8 days by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Gender		Age					Social grade						OCCUPATION					Region					Na tion	Urbanity		
	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	65 + (d)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from paid work (f)	North West (e)	West Mid (h)	East (i)	South East (k)	South West (l)	En gland (a)	Urban (a)	All rural (d)	
Unweighted row	533	236	297	181	181	130	75	55	85	164	127	157	249	284	200	66	266	55	145	57	55	59	63	52	397	478	55
Effective sample size	468	208	260	161	159	112	64	48	70	143	116	144	210	260	175	58	232	47	127	55	49	55	62	46	367	463	40
Total	529	231	298	174	180	139	80	59	95	160	123	151	255	274	196	70	266	52	152	61	66	65	66	64	445	447	82
Mean score	.4	.4	.4	.4	.5	.3	.2	.4	.1	.4	.6	.3	.3	.5	.6	.2	.5	.2	.3	.9	.4	.3	.3	.3	.4	.4	.5
Standard deviation	1.26	1.22	1.29	1.34	1.35	1.09	.93	1.29	.83	1.22	1.59	1.18	1.10	1.38	1.51	1.02	1.41	.70	1.12	1.84	1.19	1.15	1.20	1.11	1.29	1.22	1.42
Standard error	.05	.08	.07	.10	.10	.10	.11	.17	.09	.10	.14	.09	.07	.08	.11	.13	.09	.09	.09	.24	.16	.15	.15	.15	.06	.06	.19

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

Table 42 (continuation)

C4b: At what price would you be willing to pay for an installation in 8 days
by Crossbreak

Base: All with landline telephone or broadband who are unwilling to accept slower installation.

	Total	Urbanity detail		
		Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	533	185	189	104
Effective sample size	468	180	183	101
Total	529	173	177	96
Nothing	479 91%	155 89%	166 93%	85 88%
1..5	50 9%	18 11%	12 7%	11 12%
6..10	- -%	- -%	- -%	- -%
11..15	- -%	- -%	- -%	- -%
16..20	- -%	- -%	- -%	- -%
21..25	- -%	- -%	- -%	- -%
26..30	- -%	- -%	- -%	- -%
31..35	- -%	- -%	- -%	- -%
36..40	- -%	- -%	- -%	- -%
More than 40	- -%	- -%	- -%	- -%
Medians	.00	.00	.00	.00
Mean score	.4	.5	.3	.3
Standard deviation	1.26	1.37	1.15	1.08
Standard error	.05	.10	.08	.11

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

Table 43
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with Landline or Broadband

	Gender		Age							Social grade						OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working part time (c)	Working after (d)	Retired (e)	Unemployed (f)	Permanently sick or disabled (g)	Pe rmanently sick or disabled (i)	
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55	
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52	
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53	
0	22 1%	4 *	18 2%	A 1%	4 1%	7 1%	10 2%	b -	9 3%	Bcf 1%	4 1%	12 2%	f 1%	3 1%	3 2%	16 2%	6 1%	6 1%	be 13%	13 -	7 1%	- -	1 -	1 2%	
1	531 28%	245 28%	286 28%	36 26%	182 26%	193 31%	g 120 26%	36 28%	61 23%	58 30%	114 30%	154 26%	128 29%	135 28%	269 27%	262 28%	26 30%	215 29%	65 24%	280 28%	42 25%	142 28%	23 31%	16 30%	37
2	694	306	388	42	259	224	169	41	105	64	144	221	157	171	365	328	22	257	122	379	a 64	183 a	31 a	14	
	36%	35%	38%	31%	37%	36%	37%	32%	39%	33%	37%	37%	36%	35%	37%	36%	25%	35%	ABdfI 45%	38%	37%	36%	41%	26%	
3	288	132	156	24	99	96	69	23	40	29	66	c 91	52	79	157	131	16	105	36	141	37 bcd	79	10	5	
	15%	15%	15%	18%	14%	15%	15%	18%	15%	15%	17%	15%	12%	16%	16%	14%	18%	14%	13%	14%	21%	15%	14%	10%	
4	91	43	48	6	50 CDG	20	16	5	7	9	13	26	31	ae 22	39	52	5	45	c 6	51	8	20	3	4 c	
	5%	5%	5%	4%	7%	3%	3%	4%	3%	4%	3%	4%	7%	4%	4%	6%	5%	6%	2%	5%	5%	4%	4%	8%	
5	124	61	62	12	43	36	33	11	16	17	21	36	33	33	57	67	6	53	11	64	10	34	4	3	
	6%	7%	6%	9%	6%	6%	7%	9%	6%	9%	5%	6%	8%	7%	6%	7%	7%	7%	4%	6%	6%	7%	6%	6%	
6	10	8	b 2	1	4	3	3	1	2	2	1	3	3	4	4	6	-	6	1	6	-	3	-	1	
	1%	1%	*	*	1%	*	1%	*	1%	1%	*	1%	1%	1%	*	1%	-	1%	*	1%	-	1%	-	2%	
7	111	56	55	7	41	35	29	6	22	h 6	16	42	c 18	35 c	59	53	7	36	17	53	10	30	2	8	
	6%	6%	5%	5%	6%	6%	6%	5%	8%	3%	4%	7%	4%	7%	6%	6%	8%	5%	6%	5%	6%	6%	3%	16%	
8	2	2	-	1	-	1	-	1	-	-	2	f -	-	-	2	-	-	2	-	2	-	-	-	-	
	*	*	-	*	-	*	-	1%	-	-	*	-	-	-	*	-	-	*	-	*	-	-	-	-	
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
10	12	8	4	3	B 1	3	5	b 3	B 2	3 b	-	7	a 3	2	7	5	2	3	2	5	-	5	-	-	
	1%	1%	*	2%	*	1%	1%	2%	1%	2%	-	1%	1%	*	1%	1%	2%	*	1%	1%	-	1%	-	-	

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

Table 43 (continuation)
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with Landline or Broadband

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65+ (h)	75+ (i)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working (c)	Working (d)	Working (e)	Working (f)	Unemployed (g)	Retired (h)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	1	-	-
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	6	5	1	1	3	1	1	1	1	-	2 f	4 f	-	-	6 f	-	1	4	-	4	-	1	-	-
15 to 21	6	3	3	1	3	1	1	1	-	1	-	3	3	-	3	3	-	5	-	5	-	1	-	-
21+	11	5	6	1	7	2	3	1	2	1	2	3	1	5	5	6	2 bd	3	2	5	1	3	1	-
Medians	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Mean score	2.8	2.9	2.7	3.1 c	2.9 c	2.5	2.8	3.1 c	2.9	2.7	2.6	2.9	2.7	2.9	2.8	2.8	3.7	2.8	2.6	2.7	2.7	2.8	2.8	3.0
Standard deviation	3.32	3.51	3.15	3.08	3.86	2.76	3.19	3.12	3.51	2.70	3.25	3.47	2.95	3.49	3.39	3.24	5.83	3.16	2.67	3.03	3.26	3.06	5.00	2.18
Standard error	.08	.12	.10	.25	.15	.11	.15	.26	.22	.20	.17	.14	.14	.16	.11	.11	.60	.11	.17	.10	.25	.14	.57	.29

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

Table 43 (continuation)
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with Landline or Broadband

	Total	Region												Nation				Urbanity				Urbanity detail						
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East of England (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/all city/ large town (a)	Medium town (b)	Small towns (c)				
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337				
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325				
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306				
0	22 1%	2 1%	- -	- -	3 j 3%	1 1%	- -	1 1%	4 j 2%	3 2%	- -	2 1%	5 fj 3%	20 1%	2 1%	- -	- -	13 1%	6 a 3%	2 3%	9 A 3%	3 *	8 1%	2 1%				
1	531 28%	36 23%	35 39%	10 20%	35 30%	38 21%	32 24%	42 26%	73 39%	48 26%	56 27%	87 31%	39 25%	450 28%	36 23%	35 39%	10 20%	465 29%	51 25%	15 19%	66 23%	190 31%	186 27%	88 29%				
2	694 36%	49 31%	32 36%	25 52%	49 h 41%	55 30%	52 h 40%	58 36%	50 27%	70 37%	115 54%	91 33%	49 31%	587 36%	49 31%	32 36%	25 52%	ABC 37%	593 29%	59 29%	42 52%	100 35%	241 39%	239 34%	114 37%			
3	288 15%	31 19%	BdJ 9%	8 j 18%	8 9%	10 j 9%	38 21%	18 J 14%	29 18%	28 J 15%	36 19%	bdJ 3%	7 15%	43 J 19%	30 15%	bdJ 9%	240 18%	31 C 14%	8 24%	8 c 11%	8 20%	230 11%	49 Ac 17%	9 14%	58 a 43%			
4	91 5%	10 7%	iK 5%	4 k 2%	1 3%	4 10%	19 2%	cdFGH 3%	IK 3%	10% 3%	2% 3%	3% 3%	3% 2%	4 2%	24 11%	CdFGH 1%	IK 1%	76 5%	10 7%	4 5%	1 2%	79 5%	10 5%	3 3%	13 4%	37 6%	31 4%	11 4%
5	124 6%	14 9%	bJ 3%	3 3%	2 8%	9 J 10%	18 bJ 8%	10 J 8%	12 J 6%	11 J 6%	12 J 1%	2 6%	16 J 8%	13 J 6%	105 6%	14 c 9%	3 3%	2 3%	109 7%	10 5%	5 7%	15 5%	37 6%	55 8%	16 5%			
6	10 1%	2 1%	- -	1 2%	- -	2 1%	1 1%	- -	- -	- -	1 *	1 *	2 1%	7 *	2 1%	- -	1 a 2%	8 1%	2 1%	- -	2 1%	3 *	4 1%	1 *				
7	111 6%	11 7%	cj 4%	4 1%	1 4%	5 3%	6 9%	12 ceJ 6%	9 6%	10 6%	12 j 6%	4 2%	28 CEJ 10%	8 5%	97 d 6%	11 d 7%	4 4%	1 1%	94 6%	13 6%	4 6%	17 6%	26 4%	44 6%	25 a 8%			
8	2 *	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	- -	- -	2 *	- -	- -	- -	- -	2 *	- -				

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

Table 43 (continuation)
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with Landline or Broadband

	Total	Region												Nation				Urbanity				Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/all city/large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	12	1	-	-	1	1	-	1	1	1	1	2	2	10	1	-	-	10	2	-	2	4	5	1
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1 A	-	-	1	-	-	-	-	-	1
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	6	-	-	-	-	-	-	1	2	2	-	1	-	6	-	-	-	6	-	-	-	2	3	1
15 to 21	6	1	1	-	-	1	1	1	-	-	-	1	-	4	1	1	-	5	-	1	1	-	3	2 a
21+	11	-	3	1	1	-	1	-	-	1	2	2	-	7	-	3 AB	1 ab	11	*	-	*	4	6	1
Medians	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Mean score	2.8	2.9 h	3.6 h	2.9	2.5	2.9 h	3.0	2.7	2.4	2.8	2.5	3.0	2.7	2.7	2.9	3.6 A	2.9	2.8	2.7	2.5	2.6	2.6	3.0 a	2.8
Standard deviation	3.32	2.09	7.55	5.31	2.65	1.90	3.28	2.43	2.13	2.61	3.75	3.96	1.88	2.93	2.09	7.55	5.31	3.50	2.02	2.01	2.01	3.02	4.15	2.63
Standard error	.08	.14	.67	.52	.26	.15	.29	.21	.17	.20	.26	.25	.17	.08	.14	.67	.52	.08	.18	.27	.15	.12	.15	.14

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

Table 44
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: Experienced Loss of Landline or Broadband

	Gender		Age			Social grade						OCCUPATION				Re	Na	Urb	Urbanity detail			
	Total	Male (a)	Female (b)	25-44 (b)	45-64 (c)	65+(d)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Not working (d)	Retired from paid work (f)	London (j)	England (a)	Urban (a)	Large city/all city/large town (a)	Medium town (b)	Small towns (c)
Unweighted row	345	165	180	145	115	61	88	117	68	72	205	140	154	54	208	68	51	305	310	127	128	55
Effective sample size	315	152	163	136	104	54	79	107	62	66	187	128	144	47	190	61	51	284	307	126	127	54
Total	364	171	193	151	122	69	92	124	72	75	216	147	158	61	219	76	52	337	309	126	129	54
0	10 3%	2 1%	8 4%	3 2%	3 3%	3 5%	2 2%	7 5%	df 1%	1 -	9 4%	1 1%	4 3%	2 4%	6 3%	3 4%	- -	10 3%	5 2%	2 2%	2 2%	1 2%
1	141 39%	71 42%	70 36%	61 40%	47 38%	24 34%	41 45%	43 34%	31 43%	27 35%	84 39%	57 39%	69 44%	c 16 27%	85 39%	28 37%	19 37%	125 37%	125 41%	51 40%	54 42%	20 36%
2	107 29%	42 24%	65 34%	45 30%	39 32%	16 23%	33 36%	31 25%	18 25%	25 33%	64 30%	43 29%	44 28%	bF 28 46%	72 33%	18 23%	hIKL 25 47%	101 30%	94 31%	48 38%	29 23%	17 31%
3	46 13%	26 15%	20 10%	15 10%	14 11%	15 22%	11 12%	20 16%	6 9%	9 12%	31 14%	15 10%	15 9%	5 8%	20 9%	16 21%	bD 3 6%	45 13%	37 12%	11 9%	19 15%	6 11%
4	8 2%	2 1%	6 3%	4 3%	4 3%	- -	- -	3 2%	4 6%	ae 1%	3 1%	5 4%	4 2%	1 2%	5 2%	1 1%	- -	7 2%	6 2%	1 1%	4 3%	1 2%
5	18 5%	8 5%	10 5%	10 7%	3 3%	4 6%	2 2%	6 5%	6 8%	4 6%	8 4%	10 7%	9 6%	4 7%	13 6%	2 3%	- -	18 5%	16 5%	6 5%	7 6%	3 6%
6	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
7	21 6%	9 6%	11 6%	7 5%	8 6%	6 9%	1 1%	7 6%	4 6%	8 11%	Ae 4%	12 8%	a 4 3%	3 5%	7 3%	7 9%	bd 3 6%	20 6%	15 5%	4 3%	7 6%	4 8%
8	1 *	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	- -	- -	1 *	- -	1 1%	- -
9	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
10	4 1%	3 2%	1 1%	- -	3 3%	b 1%	- -	2 2%	1 1%	1 1%	2 1%	2 1%	2 1%	1 2%	3 1%	1 1%	1 2%	4 1%	2 1%	1 1%	- -	1 2%

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

Table 44 (continuation)
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: Experienced Loss of Landline or Broadband

	Gender		Age			Social grade						OCCUPATION				Re	Na	Urb	Urbanity detail			
	Total	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	65 +(d)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Re tired from paid work (f)	Lo ndon (j)	En gland (a)	Urban (a)	Large city/ sm town (a)	Me dium town (b)	Small towns (c)
Unweighted row	345	165	180	145	115	61	88	117	68	72	205	140	154	54	208	68	51	305	310	127	128	55
Effective sample size	315	152	163	136	104	54	79	107	62	66	187	128	144	47	190	61	51	284	307	126	127	54
Total	364	171	193	151	122	69	92	124	72	75	216	147	158	61	219	76	52	337	309	126	129	54
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	4	4	b	3	1	-	1	3	-	-	4	-	3	-	3	-	-	4	4	1	3	-
	1%	2%	-	2%	1%	-	1%	2%	-	-	2%	-	2%	-	1%	-	-	1%	1%	1%	2%	-
15 to 21	3	3	-	2	-	-	-	2	1	-	2	1	3	-	3	-	-	2	3	-	2	1
	1%	2%	-	1%	-	-	-	1%	1%	-	1%	1%	2%	-	1%	-	-	1%	1%	-	1%	2%
21+	1	-	1	1	-	-	-	1	-	-	1	-	-	-	-	-	1	1	1	1	-	-
	*%	-	1%	1%	-	-	-	1%	-	-	*%	-	-	-	-	-	2%	*%	*%	1%	-	-
Medians	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Mean score	2.6	2.9	2.3	2.7	2.4	2.5	1.9	3.0	a 2.7	2.6	a 2.6	2.6	a 2.6	2.4	2.6	2.4	2.6	2.6	2.6	2.3	2.7	2.8
Standard deviation	2.90	3.40	2.35	3.38	2.30	2.06	1.74	3.78	2.95	2.09	3.13	2.54	3.29	1.85	2.96	2.03	3.54	2.92	2.98	2.72	3.09	3.26
Standard error	.16	.26	.18	.28	.21	.26	.19	.35	.36	.25	.22	.21	.27	.25	.21	.25	.50	.17	.17	.24	.27	.44

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

Table 45
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: Hypothetical loss of landline or broadband

	Gender		Age							Social grade						OCCUPATION							
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working part time (c)	Retired (d)	Looking for home or family (e)	Unemployed (f)	Unemployed (g)
Unweighted row	1553	710	843	125	562	495	371	119	216	155	280	483	370	420	763	790	78	603	203	806	145	412	65
Effective sample size	1381	632	749	116	508	442	321	110	188	133	245	425	336	377	670	713	71	540	182	721	134	356	59
Total	1545	708	837	113	543	499	389	108	225	164	292	479	360	413	772	773	74	580	209	788	141	433	64
0	12 1%	2 *	10 1%	1 1%	1 *	4 1%	6 2%	5 2%	5 2%	1 1%	2 1%	5 1%	2 1%	3 1%	7 1%	5 1%	1 1%	2 *	4 2%	6 1%	- -	4 1%	- -
1	390 25%	174 25%	216 26%	25 22%	122 22%	147 29%	96 25%	25 23%	50 22%	46 28%	73 25%	112 23%	97 27%	108 26%	185 24%	205 27%	20 27%	146 25%	49 23%	194 25%	32 23%	114 26%	18 28%
2	587 38%	264 37%	323 39%	36 31%	213 39%	185 37%	153 39%	36 33%	93 41%	60 37%	111 38%	190 40%	139 39%	146 35%	301 39%	285 37%	19 26%	213 37%	94 45%	307 39%	a 55 39%	165 38%	a 27 42%
3	242 16%	106 15%	136 16%	22 19%	84 15%	82 16%	54 14%	20 19%	33 14%	22 13%	54 19%	c 71 15%	46 13%	70 17%	126 16%	116 15%	15 20%	90 16%	31 15%	121 15%	30 21%	63 14%	9 13%
4	83 5%	42 6%	42 5%	6 5%	46 8%	16 3%	16 4%	5 5%	7 3%	9 5%	13 4%	24 5%	26 7%	21 5%	36 5%	47 6%	5 6%	41 7%	c 5 3%	46 6%	7 5%	19 4%	3 5%
5	105 7%	53 8%	52 6%	11 10%	33 6%	32 7%	29 7%	10 10%	12 6%	16 10%	19 6%	30 6%	28 8%	29 7%	49 6%	56 7%	5 7%	44 8%	c 7 3%	51 6%	8 6%	32 7%	4 7%
6	10 1%	8 1%	b 2 *	1 *	4 1%	3 1%	3 1%	1 *	2 1%	2 1%	1 *	3 1%	3 1%	4 1%	4 1%	6 1%	- -	6 1%	1 *	6 1%	- -	3 1%	- -
7	91 6%	47 7%	44 5%	7 6%	33 6%	28 6%	23 6%	6 6%	17 8%	5 3%	15 5%	35 7%	c 14 4%	26 6%	50 7%	40 5%	6 9%	32 5%	14 7%	45 6%	7 5%	23 5%	2 3%
8	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	- -
9	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
10	7 *	4 1%	3 *	3 2%	BC 1 *	- -	4 1%	c 3 3%	BC 2 1%	2 1%	2 -	5 1%	2 1%	1 *	5 1%	3 *	2 2%	BD 1 *	1 *	2 *	- -	4 1%	- -

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

Table 45 (continuation)

C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days

by Crossbreak

Base: Hypothetical loss of landline or broadband

	Gender		Age							Social grade						OCCUPATION							
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 + (d)	18 - 24 (f)	65 - 74 (g)	75+ (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working (b)	Working (c)	Not working (d)	Looking for home or family (e)	Retired (f)	Unemployed (g)
Unweighted row	1553	710	843	125	562	495	371	119	216	155	280	483	370	420	763	790	78	603	203	806	145	412	65
Effective sample size	1381	632	749	116	508	442	321	110	188	133	245	425	336	377	670	713	71	540	182	721	134	356	59
Total	1545	708	837	113	543	499	389	108	225	164	292	479	360	413	772	773	74	580	209	788	141	433	64
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-	-	-	-	-	-	1
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	2	1	1	1 bc	-	-	1	1 bc	1	-	1	1	-	-	2	-	-	1	-	1	-	1	-
15 to 21	3	-	3	-	1	1	1	-	-	1	-	1	2	-	1	2	-	2	-	2	-	1	-
21+	10	5	5	1	5	2	3	1	2	1	2	2	1	5	4	6	1	3	2	5	1	3	1
Medians	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Mean score	2.8	3.0	2.7	3.1	3.0	2.6	2.9	3.1	2.9	2.8	2.8	2.9	2.7	2.9	2.9	2.8	3.5	2.8	2.6	2.8	2.7	2.8	3.0
Standard deviation	3.41	3.53	3.30	2.79	3.98	2.86	3.35	2.82	3.71	2.79	3.58	3.39	2.95	3.68	3.46	3.36	5.72	3.12	2.87	3.05	3.51	3.21	5.39
Standard error	.09	.13	.11	.25	.17	.13	.17	.26	.25	.22	.21	.15	.15	.18	.13	.12	.65	.13	.20	.11	.29	.16	.67

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

Table 45 (continuation)
 C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days
 by Crossbreak
 Base: Hypothetical loss of landline or broadband

	Total	Region												Nation				Urbanity			Urbanity detail			
		Sco tland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/smaller city/large town (a)	Medium town (b)	Small towns (c)	
Unweighted row	1553	202	107	94	77	154	106	92	122	135	156	213	95	1150	202	107	94	1409	102	144	514	613	282	
Effective sample size	1381	168	106	91	70	149	106	81	112	122	156	201	85	1070	168	106	91	1366	83	114	502	594	271	
Total	1545	150	77	44	89	163	109	112	138	158	160	232	113	1274	150	77	44	1316	170	229	490	574	252	
0	12	2	-	-	1	1	-	-	-	1	-	2	5	10	2	-	-	8	2	4	1	6	1	
	1%	1%	-%	-%	1%	1%	-%	-%	-%	1%	-%	1%	5%	1%	1%	-%	-%	1%	1%	2%	*%	1%	*%	
1	390	30	26	9	24	34	24	26	54	38	37	69	20	325	30	26	bd	9	340	42	50	139	132	69
	25%	20%	33%	20%	27%	21%	22%	23%	39%	24%	23%	30%	18%	26%	20%	33%	20%	26%	25%	22%	28%	23%	27%	
2	587	49	29	23	38	49	44	43	39	65	90	81	38	486	49	29	23	ABc	499	54	88	192	210	97
	38%	32%	38%	52%	43%	30%	41%	38%	28%	41%	56%	35%	33%	38%	32%	38%	52%	38%	32%	38%	39%	37%	38%	
3	242	30	bdJ	8 J	8 J	7	36	15 J	24	23 J	25 J	4	35 J	196	30 c	8	8	193	43 Ac	48 a	59	97 a	37	
	16%	20%	10%	17%	8%	22%	14%	21%	17%	16%	3%	15%	23%	15%	20%	10%	17%	15%	25%	21%	12%	17%	15%	
4	83	10 K	4 k	1	4	16	3	3	4	4	24	3	8 k	68	10	4	1	73	8	10	36	27	10	
	5%	7%	6%	2%	5%	10%	3%	3%	3%	3%	15%	1%	7%	5%	7%	6%	2%	6%	5%	5%	7%	5%	4%	
5	105	14 bJ	2	2	8 J	16 bJ	9 J	8 j	8 j	11 j	2	14 j	9 J	87	14 c	2	2	93	10	13	32	48	13	
	7%	10%	3%	4%	9%	10%	8%	7%	6%	7%	1%	6%	8%	7%	10%	3%	4%	7%	6%	6%	6%	8%	5%	
6	10	2	-	1 ghi	-	2	1	-	-	-	1	1	2	7	2	-	1 a	8	2	2	3	4	1	
	1%	1%	-%	2%	-%	1%	1%	-%	-%	-%	1%	*%	2%	1%	1%	-%	2%	1%	1%	1%	1%	1%	*%	
7	91	11 cJ	3 j	1	4 j	6	11 ceJ	7 J	9 J	10 J	1	22 ceJ	5 j	77	11 d	3	1	79	10	12	22	36	21 a	
	6%	7%	4%	1%	5%	4%	10%	7%	7%	7%	1%	9%	5%	6%	7%	4%	1%	6%	6%	5%	4%	6%	8%	
8	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	

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

Table 45 (continuation)

C5b: How long do you think it would have been reasonable to wait for the fault to be fixed? 'Reasonable' does not have to mean your 'ideal' situation, but one that would be generally satisfactory to you. Please give your answer in terms of calendar days

by Crossbreak
Base: Hypothetical loss of landline or broadband

	Total	Region												Nation				Urbanity			Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/smaller city/large town (a)	Medium towns (b)	Small towns (c)
Unweighted row	1553	202	107	94	77	154	106	92	122	135	156	213	95	1150	202	107	94	1409	102	144	514	613	282
Effective sample size	1381	168	106	91	70	149	106	81	112	122	156	201	85	1070	168	106	91	1366	83	114	502	594	271
Total	1545	150	77	44	89	163	109	112	138	158	160	232	113	1274	150	77	44	1316	170	229	490	574	252
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	7%	1%	-	-	1%	1%	-	1%	1%	-	-	2%	-	6%	1%	-	-	7%	-	-	3%	5%	-
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1 A	-	-	1	-	-	-	-	1
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	2%	-	-	-	-	-	-	-	-	2%	-	-	-	2%	-	-	-	2	-	-	1	-	1
15 to 21	3%	-	1%	-	-	1%	-	-	-	-	-	1	-	2	-	1 a	-	2	-	1	-	1	1
21+	10	-	3	1	1	-	1	-	-	1	1	2	-	6	-	3 AB	1 ab	10	*	*	3	6	1
Medians	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Mean score	2.8	2.9	3.9	3.0	2.7	2.9	3.0	2.7	2.4	2.8	2.5	3.0	2.6	2.8	2.9	3.9 A	3.0	2.9	2.6	2.6	2.7	3.1	2.7
Standard deviation	3.41	1.93	8.15	5.50	2.92	1.95	3.06	1.74	1.80	2.69	3.83	4.17	1.63	2.94	1.93	8.15	5.50	3.61	1.85	1.90	3.09	4.35	2.48
Standard error	.09	.14	.79	.57	.33	.16	.30	.18	.16	.23	.31	.29	.17	.09	.14	.79	.57	.10	.18	.16	.14	.18	.15

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

Table 46
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender			Age							Social grade						OCCUPATION							
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
1	49 3%	18 2%	30 3%	1 1%	15 2%	19 f 3%	13 f 3%	- -	10 f 4%	3 2%	12 3%	20 f 3%	6 1%	10 2%	32 cf 3%	16 2%	1 1%	19 3%	9 3%	28 3%	5 3%	11 2%	- -	4 fg 7%
2	292 15%	144 16%	148 14%	18 13%	102 15%	115 DG 19%	56 12%	18 14%	29 11%	27 14%	74 cDF 19%	104 DF 17%	61 14%	53 11%	178 DF 18%	114 12%	13 15%	132 ef 18%	36 13%	168 e 17%	18 10%	69 14%	14 19%	9 17%
3	357 19%	168 19%	189 18%	25 18%	134 19%	117 19%	80 17%	25 19%	48 18%	33 17%	81 d 21%	111 18%	89 21%	76 16%	191 19%	165 18%	16 18%	147 20%	55 20%	202 20%	29 17%	86 17%	15 20%	10 18%
4	177 9%	83 9%	95 9%	11 8%	59 9%	63 10%	45 10%	11 8%	28 11%	17 9%	37 10%	45 8%	41 10%	54 b 11%	82 8%	95 10%	6 6%	64 9%	27 10%	91 9%	13 8%	52 10%	10 13%	5 9%
5	220 12%	94 11%	125 12%	18 13%	83 12%	71 11%	48 10%	17 13%	29 11%	18 10%	32 8%	68 11%	65 AE 15%	55 11%	100 10%	120 ae 13%	10 12%	95 13%	31 12%	126 13%	16 10%	55 11%	7 10%	4 7%
6	71 4%	28 3%	43 4%	3 2%	32 5%	19 3%	16 4%	3 2%	12 5%	4 2%	15 4%	17 3%	19 4%	19 4%	33 3%	39 4%	1 1%	30 4%	10 4%	40 4%	7 4%	17 3%	5 a 6%	2 3%
7	396 21%	169 19%	227 22%	24 18%	150 22%	114 18%	108 c 24%	23 18%	54 20%	54 aCf 28%	81 21%	115 19%	74 17%	125 26%	197 20%	199 22%	17 19%	115 16%	60 b 22%	175 17%	56 32% i	124 BD 24%	15 20%	8 15%
8	70 4%	37 4%	33 3%	10 7%	22 3%	22 3%	18 4%	9 bh 7%	14 5%	4 2%	8 2%	24 4%	14 3%	25 a 5%	31 3%	39 a 4%	7 8%	22 3%	12 4%	33 3%	2 1%	17 3%	2 2%	7 BCDEFg 14%
9	4 *	1 *	4 *	- -	2 *	1 *	1 *	- -	- -	1 1%	1 *	* *	3 1%	1 *	1 *	3 *	- -	2 *	- -	2 *	* *	2 *	- -	- -
10	91 5%	48 5%	44 4%	9 g 7%	32 5%	30 5%	20 4%	9 g 7%	6 2%	14 g 7%	17 4%	26 4%	22 5%	26 5%	43 4%	48 5%	4 5%	43 c 6%	6 2%	49 5%	12 c 7%	23 5%	2 2%	1 3%
11	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Table 46 (continuation)
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
12	11 1%	7 1%	4 *%	2 1%	2 *%	4 1%	4 1%	1 1%	2 1%	2 1%	3 1%	2 *%	5 1%	2 *%	5 *%	7 1%	2 2%	4 1%	- -%	4 *%	- -%	5 1%	- -%	1 2%
13	1 *%	1 *%	- -%	1 1% bc	- -%	- -%	- -%	1 1% bcd	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 1% Bdf	- -%	- -%	- -%	- -%	- -%	- -%	- -%
14	99 5%	45 5%	55 5%	5 4%	38 5%	28 4%	29 6%	5 4%	20 7%	9 5%	16 4%	37 6%	19 4%	27 6%	54 5%	46 5%	4 5%	42 6%	11 4%	53 5%	7 4%	28 5%	4 5%	3 6%
15 to 20	18 1%	10 1%	8 1%	5 4% BCDgh	6 1%	3 *%	4 1% BCDgh	5 4%	3 1%	1 1%	- -%	9 1% a	5 1% a	5 1%	9 1%	9 1%	3 3% ef	7 1%	3 1%	10 1%	- -%	4 1%	2 2% e	- -%
21+	46 2%	24 3%	22 2%	3 2%	17 3%	13 2%	12 3%	3 2%	9 3%	3 2%	7 2%	22 4% cf	7 2%	10 2%	29 3%	17 2%	3 3%	15 2%	7 3%	22 2%	6 4%	14 3%	- -%	- -%
Dont know	6 *%	2 *%	4 *%	1 1% b	- -%	1 *%	4 1% b	- -%	3 1% Bc	1 1%	1 *%	2 *%	3 1%	- -%	3 *%	3 *%	1 1%	1 *%	2 1%	3 *%	- -%	2 *%	- -%	- -%
Medians	5.00	5.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	6.00	5.00	4.00	4.00
Mean score	6.1	6.2	6.0	6.5	6.3	5.6	6.3	6.5	6.4	6.1	5.6	6.3	5.9	6.4 a	6.0	6.2	7.5 bd	5.9	5.9	5.9	6.3	6.3	5.3	5.3
Standard deviation	5.99	6.27	5.75	4.88	7.09	5.15	5.50	4.92	6.05	4.63	6.18	6.29	5.94	5.47	6.25	5.70	9.37	6.36	5.64	6.18	4.53	5.79	3.52	3.42
Standard error	.14	.21	.18	.40	.27	.21	.26	.41	.38	.35	.32	.26	.28	.25	.20	.19	.97	.23	.35	.19	.34	.26	.40	.46

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

Table 46 (continuation)
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail										
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)							
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337							
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325							
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306							
1	49	1	2	-	3	1	-	1	8	7	19	3	3	46	b	1	2	-	40	7	2	9	27	BC	10	3					
	3%	*%	2%	-%	3%	1%	-%	1%	4%	ae	4%	9%	1%	3%	*%	2%	-%	2%	3%	3%	3%	4%	1%	1%							
2	292	21	e	15	cEI	3	18	21	27	29	14	55	56	254	D	21	15	d	3	250	32	9	42	107	104	39					
	15%	13%	17%	6%	15%	7%	16%	17%	16%	7%	26%	20%	14%	16%	13%	17%	6%	15%	16%	11%	15%	17%	15%	13%							
3	357	16	13	13	26	18	13	35	39	40	74	46	a	24	315	B	16	13	13	Bc	317	26	14	39	130	120	67				
	19%	10%	14%	27%	22%	10%	10%	22%	21%	21%	35%	17%	15%	20%	10%	14%	27%	20%	13%	17%	14%	21%	17%	22%							
4	177	15	10	6	11	11	8	25	15	19	19	24	14	146	15	10	6	145	15	17	AB	32	55	57	33						
	9%	9%	11%	13%	9%	6%	6%	16%	8%	10%	9%	9%	9%	9%	9%	11%	13%	9%	7%	21%	11%	9%	8%	11%							
5	220	38	4	12	7	30	12	9	16	31	14	25	21	bgj	166	c	38	AC	4	12	AC	174	c	45	AC	1	46	aC	67	74	34
	12%	24%	4%	25%	6%	17%	9%	5%	9%	16%	7%	9%	13%	10%	24%	4%	25%	11%	22%	1%	16%	11%	10%	11%							
6	71	7	2	*	1	12	8	dh	4	3	4	7	18	3	61	7	2	*	61	10	-	10	21	29	12						
	4%	5%	2%	1%	1%	7%	6%	3%	2%	2%	3%	6%	2%	4%	5%	2%	1%	4%	5%	-%	4%	3%	4%	4%							
7	396	33	J	21	J	10	J	28	J	39	J	42	J	13	51	J	39	J	331	33	21	10	332	45	19	63	113	151	68		
	21%	21%	23%	22%	24%	22%	32%	19%	26%	22%	6%	18%	25%	21%	21%	23%	22%	20%	22%	23%	22%	18%	22%	22%							
8	70	2	1	1	8	12	10	12	1	10	2	8	1	66	b	2	1	1	65	2	3	6	24	29	12						
	4%	1%	2%	2%	7%	7%	8%	8%	1%	5%	1%	3%	1%	4%	1%	2%	2%	4%	1%	4%	2%	4%	4%	4%							

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

Table 46 (continuation)
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail											
		Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)								
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337								
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325								
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306								
9	4 **	1 **	1 2%	1 1%	* -	2 1%	- -	- -	- -	- -	- -	- -	- -	2 **	1 **	1 2%	* 1%	4 **	- -	* **	* **	2 **	2 **	- -								
10	91 5%	11 7%	4 5%	cJ -	7 6%	cJ 22 bCFGH IJK 12%	2 2%	4 3%	5 3%	4 2%	1 **	18 6%	13 8%	76 5%	d 7%	11 5%	D -	4 5%	d -	- -	7 8%	12 4%	19 3%	52 7%	AC 3%	8 -						
11	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -								
12	11 1%	1 1%	1 1%	- -	- -	5 3%	1 1%	- -	- -	- -	- -	3 1%	- -	9 1%	1 1%	1 1%	- -	11 1%	1 **	- -	1 **	- -	6 1%	a 1%	4 1%	A -						
13	1 **	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 **	- -	- -	- -	1 **	- -	- -	- -	- -	1 **	- -								
14	99 5%	8 5%	j 12%	11 3%	1 4%	4 4%	7 5%	7 5%	j 7%	8 6%	j 1%	14 6%	J 5%	11 5%	J 12%	2 3%	18 5%	J 12%	7 3%	j 5%	79 5%	8 5%	11 12%	AbD 3%	1 5%	86 5%	11 5%	3 3%	13 5%	33 5%	35 5%	17 6%
15 to 20	18 1%	3 2%	j 3%	3 3%	- -	3 3%	ij 3%	5 1%	ijk 1%	- -	1 -	1 1%	- -	- -	- -	1 **	1 1%	12 1%	3 1%	3 1%	A 1%	- -	15 1%	2 1%	1 1%	3 1%	3 **	11 2%	ac 2%	1 **		
21+	46 2%	3 2%	e 2%	2 2%	1 1%	1 1%	- -	6 5%	E 2%	3 3%	6 3%	e 4%	7 3%	e 3%	4 3%	5 3%	e 3%	40 3%	3 2%	2 2%	1 1%	40 2%	2 1%	3 4%	5 2%	15 2%	18 2%	8 3%				
Dont know	6 **	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	4 3%	a **	ijk - -	6 -	- -	- -	4 **	- -	2 3%	A 1%	2 1%	1 **	3 **	- -					
Medians	5.00	5.00	6.00	5.00	5.00	7.00	7.00	4.00	5.00	5.00	3.00	5.00	5.00	5.00	5.00	6.00	5.00	5.00	5.00	4.00	5.00	4.00	5.00	5.00								
Mean score	6.1	6.5	J 6.8 cJ	5.3	6.0	J 6.7 cJ	7.0	6.2	J 6.0	J 6.2	J 4.1	6.3	J 6.2	J 6.0	6.5	6.8	d 5.3	6.1	5.6	6.5	5.8	5.7	6.5	a 6.1								
Standard deviation	5.99	5.78	4.88	3.67	5.34	3.35	6.04	8.53	5.33	5.32	6.30	6.94	5.89	6.12	5.78	4.88	3.67	6.16	3.69	7.18	4.94	5.68	6.65	5.86								
Standard error	.14	.40	.43	.36	.53	.26	.53	.73	.42	.41	.44	.43	.52	.16	.40	.43	.36	.15	.33	.95	.37	.22	.24	.32								

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

Table 47
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: Experienced Loss of Landline or Broadband

	Gender		Age			Social grade						OCCUPATION				Re	Na	Urb	Urbanity detail			
	Total	Male (a)	Female (b)	- 25 - 44 (b)	45 - 64 (c)	65 + (d)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Not working (d)	Retired from paid work (f)	London (j)	England (a)	Urban (a)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)
Unweighted row	345	165	180	145	115	61	88	117	68	72	205	140	154	54	208	68	51	305	310	127	128	55
Effective sample size	315	152	163	136	104	54	79	107	62	66	187	128	144	47	190	61	51	284	307	126	127	54
Total	364	171	193	151	122	69	92	124	72	75	216	147	158	61	219	76	52	337	309	126	129	54
1	18 5%	6 4%	12 6%	5 3%	7 6%	7 9%	6 6%	7 5%	2 3%	4 5%	12 6%	6 4%	8 5%	2 4%	11 5%	3 4%	2 4%	17 5%	10 3%	5 4%	4 3%	1 2%
2	77 21%	38 22%	39 20%	30 20%	29 23%	12 17%	22 24%	27 22%	15 20%	13 17%	50 23%	27 18%	39 25%	10 16%	49 22%	14 18%	10 20%	67 20%	69 22%	26 20%	31 24%	12 22%
3	67 19%	32 19%	35 18%	32 21%	26 21%	7 10%	26 28%	19 15%	13 19%	10 13%	45 21%	23 16%	35 22%	13 21%	48 22%	11 14%	23 43%	GHIK 64 19%	64 21%	d 32 26%	b 17 14%	14 25%
4	27 7%	15 9%	11 6%	8 5%	10 8%	6 8%	7 8%	6 5%	7 10%	6 8%	13 6%	13 9%	12 8%	6 10%	18 8%	7 9%	6 12%	h 24 7%	24 8%	9 7%	9 7%	5 10%
5	26 7%	8 5%	18 9%	11 7%	11 9%	2 3%	3 3%	7 6%	6 8%	10 13%	ae 10 5%	16 11%	ae 11 7%	4 7%	15 7%	3 4%	2 4%	25 7%	21 7%	11 9%	8 6%	2 4%
6	14 4%	5 3%	8 4%	6 4%	3 3%	4 6%	2 2%	2 2%	6 9%	bE 3 4%	4 2%	9 6%	e 8 5%	3 5%	11 5%	2 3%	2 4%	14 4%	11 4%	3 2%	7 6%	1 2%
7	73 20%	32 19%	41 21%	33 22%	17 14%	20 30%	c 16 17%	31 25%	12 17%	14 19%	47 21%	26 18%	23 15%	15 24%	38 17%	21 28%	b 2 4%	69 20%	60 19%	25 20%	26 20%	9 16%
8	14 4%	8 4%	6 3%	6 4%	3 3%	4 6%	1 1%	3 2%	2 3%	8 10%	abE 4 2%	10 7%	e 3 2%	3 6%	7 3%	3 4%	2 4%	13 4%	13 4%	4 3%	8 6%	1 2%
9	1 *%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 *%	1 *%	- -%	1 1%	- -%
10	7 2%	3 2%	4 2%	4 2%	2 2%	- -%	1 1%	4 3%	2 3%	1 3%	4 2%	3 2%	5 3%	- -%	5 2%	- -%	1 2%	6 2%	7 2%	3 2%	4 3%	- -%
11	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Table 47 (continuation)
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: Experienced Loss of Landline or Broadband

	Gender		Age			Social grade						OCCUPATION				Re	Na	Urb	Urbanity detail			
	Total	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	65 +(d)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking time (d)	Re tired from paid work (f)	Lo ndon (j)	En gland (a)	Urban (a)	Large city/ all city/ large town (a)	Me dium towns (b)	Small towns (c)
Unweighted row	345	165	180	145	115	61	88	117	68	72	205	140	154	54	208	68	51	305	310	127	128	55
Effective sample size	315	152	163	136	104	54	79	107	62	66	187	128	144	47	190	61	51	284	307	126	127	54
Total	364	171	193	151	122	69	92	124	72	75	216	147	158	61	219	76	52	337	309	126	129	54
12	3 1%	- -	3 2%	- -	2 2%	1 1%	1 1%	1 1%	- -	1 1%	2 1%	1 1%	- -	- -	- -	2 2%	- -	2 1%	2 1%	- -	1 1%	1 2%
13	1 *%	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 *%	- -	- -	- -	- -	- -	- -	1 *%	1 *%	- -	1 1%	- -
14	18 5%	13 7%	5 3%	9 6%	4 4%	4 6%	7 7%	5 4%	3 4%	3 4%	12 6%	6 4%	8 5%	2 3%	10 5%	4 6%	- -	18 5%	13 4%	3 2%	5 4%	5 9%
15 to 20	1 *%	1 1%	- -	1 1%	- -	- -	- -	1 1%	- -	- -	1 *%	- -	1 1%	- -	1 *%	- -	- -	1 *%	1 *%	1 1%	- -	- -
21+	16 5%	8 5%	8 4%	6 4%	8 6%	2 3%	1 1%	10 8%	2 3%	3 4%	11 5%	5 4%	4 2%	2 3%	6 3%	4 6%	2 4%	16 5%	12 4%	4 3%	5 4%	3 6%
Dont know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Medians	4.00	4.00	4.00	5.00	3.00	6.00	3.00	5.00	4.00	5.00	4.00	5.00	3.00	4.00	4.00	5.00	3.00	4.00	4.00	4.00	5.00	4.00
Mean score	6.2	6.5	5.9	6.6	5.9	6.0	4.7	6.9	6.5	6.7	5.9	6.6	5.6	5.5	5.6	7.1	4.8	6.3	6.0	5.4	6.5	6.2
Standard deviation	7.54	8.51	6.59	9.10	6.79	5.25	3.85	7.08	10.95	7.63	6.01	9.37	8.17	4.72	7.37	8.05	6.93	7.73	7.28	5.73	8.94	6.07
Standard error	.41	.66	.49	.76	.63	.67	.41	.65	1.33	.90	.42	.79	.66	.64	.51	.98	.97	.44	.41	.51	.79	.82

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

Table 48
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: Hypothetical loss of landline or broadband

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+ (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed from paid work (g)	
Unweighted row	1553	710	843	125	562	495	371	119	216	155	280	483	370	420	763	790	78	603	203	806	145	412	65	
Effective sample size	1381	632	749	116	508	442	321	110	188	133	245	425	336	377	670	713	71	540	182	721	134	356	59	
Total	1545	708	837	113	543	499	389	108	225	164	292	479	360	413	772	773	74	580	209	788	141	433	64	
1	30 2%	12 2%	18 2%	1 1%	10 2%	12 2%	7 2%	- -	3 1%	3 2%	6 2%	14 3%	4 1%	6 1%	20 3%	10 1%	1 1%	10 2%	7 3%	17 2%	2 1%	8 2%	- -	
2	215 14%	106 15%	109 13%	11 10%	73 13%	87 17%	45 11%	11 10%	24 11%	20 12%	52 18%	DF 76	Df 46	40 10%	128 17%	DF 87	10 14%	93 16%	e 26	120 15%	13 9%	55 13%	11 17%	
3	289 19%	135 19%	154 18%	22 20%	102 19%	92 18%	73 19%	22 20%	43 19%	30 18%	55 19%	92 19%	76 21%	67 16%	147 19%	142 18%	12 17%	112 19%	42 20%	154 20%	27 19%	75 17%	12 19%	
4	150 10%	67 10%	83 10%	7 7%	51 9%	53 11%	39 10%	7 7%	26 12%	13 8%	30 10%	39 8%	34 9%	48 12%	69 9%	82 11%	6 8%	52 9%	21 10%	73 9%	13 9%	45 10%	8 13%	
5	193 13%	86 12%	107 13%	16 14%	71 13%	60 12%	46 12%	15 14%	27 12%	18 11%	29 10%	61 13%	59 16%	45 11%	90 12%	104 13%	8 11%	84 15%	27 13%	111 14%	12 9%	52 12%	5 9%	
6	58 4%	23 3%	35 4%	3 3%	26 5%	16 3%	12 3%	3 3%	9 4%	3 2%	13 4%	15 3%	13 4%	16 4%	28 4%	29 4%	1 1%	22 4%	6 3%	28 4%	7 5%	15 3%	5 7%	
7	323 21%	137 19%	186 22%	21 19%	117 22%	97 19%	88 23%	21 19%	43 19%	45 27%	66 22%	85 18%	62 17%	111 27%	150 19%	173 22%	bc 14	92 16%	45 22%	137 17%	47 34%	103 24%	BD 14	
8	57 4%	30 4%	27 3%	Bcdh 8%	15 3%	19 4%	14 3%	8 8%	bh 9	4 3%	7 2%	21 4%	12 3%	18 4%	27 4%	30 4%	bdef 8%	6 3%	19 4%	8 4%	27 3%	2 2%	14 3%	2 3%
9	3 *	1 *	3 *	- -	2 *	* *	1 *	- -	- -	1 1%	1 *	* *	2 *	1 *	1 *	2 *	- -	2 *	- -	2 *	* *	1 *	- -	
10	84 5%	44 6%	39 5%	7 7%	28 5%	28 6%	20 5%	7 7%	6 3%	14 8%	g 16	23 5%	20 6%	25 6%	39 5%	45 6%	4 6%	37 6%	6 3%	43 6%	10 7%	23 5%	2 3%	

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

Table 48 (continuation)

C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days

by Crossbreak

Base: Hypothetical loss of landline or broadband

	Gender		Age							Social grade						OCCUPATION							
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)
Unweighted row	1553	710	843	125	562	495	371	119	216	155	280	483	370	420	763	790	78	603	203	806	145	412	65
Effective sample size	1381	632	749	116	508	442	321	110	188	133	245	425	336	377	670	713	71	540	182	721	134	356	59
Total	1545	708	837	113	543	499	389	108	225	164	292	479	360	413	772	773	74	580	209	788	141	433	64
11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	8 1%	7 1%	1 +%	2 1%	2 +%	2 +%	3 1%	1 1%	1 +%	2 1%	2 1%	1 +%	5 1%	1 +%	3 +%	6 1%	2 2%	4 1%	-	4 1%	-	3 1%	-
13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	81 5%	32 5%	49 6%	5 4%	28 5%	23 5%	25 6%	5 4%	18 8%	7 4%	9 3%	32 7%	16 4%	24 6%	42 5%	40 5%	4 6%	33 6%	9 4%	42 5%	5 3%	23 5%	3 5%
15 to 20	17 1%	9 1%	8 1%	5 5%	5 1%	3 1%	4 1%	5 5%	3 1%	1 1%	-	8 2%	a 5 1%	5 1%	8 1%	9 1%	3 4%	bef 6 1%	3 1%	9 1%	-	4 1%	2 3%
21+	29 2%	15 2%	14 2%	2 2%	12 2%	6 1%	10 3%	2 2%	8 3%	2 1%	6 2%	11 2%	5 1%	7 2%	18 2%	12 2%	1 1%	12 2%	5 2%	16 2%	2 1%	10 2%	-
Dont know	6 +%	2 +%	4 1%	1 1%	-	1 +%	4 1%	-	3 1%	1 1%	1 +%	2 +%	3 1%	-	3 +%	3 +%	1 1%	1 +%	2 1%	3 +%	-	2 +%	-
Medians	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	6.00	5.00	5.00	5.00	5.00	5.00	5.00	6.00	5.00	5.00
Mean score	6.1	6.1	6.0	6.5 c	6.2	5.6	6.3 c	6.6 c	6.5 c	6.0	5.9	6.1	5.7	6.4	6.0	6.1	7.1	6.0	5.9	6.0	6.0	6.2	5.5
Standard deviation	5.57	5.60	5.54	4.67	6.43	4.67	5.55	4.68	6.21	4.49	6.74	6.06	4.32	4.99	6.32	4.70	8.80	5.78	5.89	5.81	3.94	5.29	3.53
Standard error	.14	.21	.19	.42	.27	.21	.29	.43	.42	.36	.40	.28	.22	.24	.23	.17	1.00	.24	.41	.20	.33	.26	.44

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

Table 48 (continuation)
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: Hypothetical loss of landline or broadband

	Total	Region											Nation				Urbanity			Urbanity detail														
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)											
Unweighted row	1553	202	107	94	77	154	106	92	122	135	156	213	95	1150	202	107	94	1409	102	144	514	613	282											
Effective sample size	1381	168	106	91	70	149	106	81	112	122	156	201	85	1070	168	106	91	1366	83	114	502	594	271											
Total	1545	150	77	44	89	163	109	112	138	158	160	232	113	1274	150	77	44	1316	170	229	490	574	252											
1	30	-	1	-	2	1	-	-	2	3	17	2	1	29	b	-	1	-	30	-	-	22	BC	6	2									
	2%	-%	2%	-%	2%	1%	-%	-%	1%	2%	11%	1%	1%	2%	-%	2%	-%	2%	-%	-%	5%	1%	1%											
2	215	17	10	2	12	11	16	15	19	10	45	44	13	187	D	17	10	2	182	26	33	81	c	73	27									
	14%	11%	13%	5%	14%	7%	15%	13%	14%	7%	28%	19%	11%	15%	11%	13%	5%	14%	15%	15%	17%	13%	11%											
3	289	15	10	12	20	17	11	28	32	36	51	41	a	14	252	B	15	10	12	Bc	254	25	36	98	103	53								
	19%	10%	14%	27%	22%	11%	10%	25%	23%	23%	32%	18%	12%	20%	10%	14%	27%	19%	15%	16%	20%	18%	21%											
4	150	14	8	6	11	11	6	18	ef	15	18	13	21	9	122	14	8	6	122	14	29	46	48	28										
	10%	10%	11%	14%	12%	7%	6%	16%	11%	12%	8%	9%	8%	10%	10%	11%	14%	9%	8%	13%	9%	8%	11%											
5	193	37	4	11	5	28	9	5	13	29	12	21	18	141	c	37	AC	4	11	AC	153	c	40	AC	40	aC	56	65	32					
	13%	25%	5%	25%	6%	17%	8%	5%	10%	18%	8%	9%	16%	11%	25%	5%	25%	12%	23%	18%	11%	11%	13%											
6	58	7	2	*	1	9	6	2	3	4	5	14	3	48	7	2	*	50	8	8	18	21	10											
	4%	5%	3%	1%	1%	6%	6%	2%	2%	3%	3%	6%	3%	4%	5%	3%	1%	4%	5%	3%	4%	4%	4%											
7	323	32	J	19	J	10	J	18	J	34	J	36	adeiJ	24	J	32	J	29	J	11	44	J	33	Jk	263	32	19	10	272	39	51	88	125	59
	21%	21%	25%	22%	20%	21%	33%	22%	23%	19%	7%	19%	29%	21%	21%	25%	22%	21%	23%	22%	18%	22%	24%											
8	57	2	1	1	j	7	10	10	9	1	8	hJ	-	5	1	53	2	1	1	52	2	5	19	21	11									
	4%	1%	2%	2%	8%	6%	9%	8%	1%	5%	-%	2%	1%	4%	1%	2%	2%	4%	1%	2%	4%	4%	4%											

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

Table 48 (continuation)
 C6 : And what would be an unacceptable length of time to wait?.Please give your answer in terms of calendar days
 by Crossbreak
 Base: Hypothetical loss of landline or broadband

	Total	Region											Nation				Urbanity			Urbanity detail			
		Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1553	202	107	94	77	154	106	92	122	135	156	213	95	1150	202	107	94	1409	102	144	514	613	282
Effective sample size	1381	168	106	91	70	149	106	81	112	122	156	201	85	1070	168	106	91	1366	83	114	502	594	271
Total	1545	150	77	44	89	163	109	112	138	158	160	232	113	1274	150	77	44	1316	170	229	490	574	252
9	3 *%	1 *%	1 k 2%	* 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 A 2%	* a 1%	3 *%	- -%	* *%	2 *%	1 *%	- -%
10	84	10 ciJ	4 cJ	-	6 cJ	21 CFgHI J	2	4 j	5 j	3	-	17 ciJ	12	CfIJ 70 d	10 d	4 d	-	72	5	12	16	47 AC	8
	5%	7%	6%	-%	7%	13%	2%	4%	4%	2%	-%	7%	10%	5%	7%	6%	-%	5%	3%	5%	3%	8%	3%
11	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
12	8 1%	1 1%	- -%	- -%	- -%	5 hij 3%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	7 1%	1 1%	- -%	- -%	8 1%	- -%	- -%	- -%	5 a 1%	3 A 1%
13	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
14	81	8 j ACDEF GiJKL	11 1	1	2	7	6 j	4	11 J	10 j	2	15 j	3	61	8	11 ABD	1	72	9	9	30	30	12
	5%	5%	15%	2%	2%	4%	6%	4%	8%	7%	1%	6%	3%	5%	5%	15%	2%	6%	5%	4%	6%	5%	5%
15 to 20	17	3 fhIJK	3 3	-	3 hijk	5 hijk	-	1	-	-	-	1	1	11	3	3 A	-	14	2	3	2	11 ac	1
	1%	2%	4%	-%	3%	3%	-%	1%	-%	-%	-%	*%	1%	1%	2%	4%	-%	1%	1%	1%	*%	2%	*%
21+	29 2%	3 e 2%	1 1%	1 1%	1 1%	- -%	5 E 5%	1 1%	3 2%	6 e 4%	2 1%	5 1%	1 1%	25 2%	3 2%	1 1%	1 1%	28 2%	- -%	1 *%	11 2%	12 2%	5 2%
Dont know	6 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	4 aijK 4%	6 *%	- -%	- -%	4 *%	- -%	2 1%	1 *%	3 1%	- -%
Medians	5.00	5.00	7.00	5.00	4.00	7.00	7.00	4.00	5.00	5.00	3.00	5.00	5.00	5.00	5.00	7.00	5.00	5.00	5.00	5.00	4.00	5.00	5.00
Mean score	6.1	6.6 cJ	7.1 CJ1	5.2	6.1 J	6.7 CJ1	7.1 cJ	5.7 j	5.9 J	6.3 J	3.8	6.4 J	5.8 J	6.0	6.6 d	7.1 ad	5.2	6.2	5.5	5.5	5.7	6.5 a	6.1
Standard deviation	5.57	5.88	4.73	3.68	5.85	3.43	6.14	5.23	4.85	5.38	6.08	7.28	3.42	5.62	5.88	4.73	3.68	5.86	3.24	3.33	5.67	6.03	5.83
Standard error	.14	.41	.46	.38	.67	.28	.60	.55	.44	.46	.49	.50	.35	.17	.41	.46	.38	.16	.32	.28	.25	.24	.35

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

Table 49
 LOS.WTP1: Knowing this, having lost service would you accept a repair within 3 days for £5 off your next bill?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	954	431	523	69	349	290	246	c 68	148	c 98	169	297	227	a 260	466	488	Ae 44	342	119	462	100	285	40	23
	50%	49%	51%	51%	50%	47%	54%	52%	56%	51%	44%	49%	53%	53%	47%	53%	49%	46%	44%	46%	58%	56%	54%	43%
No	954	447	507	66	346	331	211	62	118	93	215	306	205	228	521	433	45	395	150	545	EF 73	224	35	30
	50%	51%	49%	49%	50%	53%	46%	48%	44%	49%	56%	51%	47%	47%	53%	47%	51%	54%	56%	54%	42%	44%	46%	57%

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

Table 49 (continuation)

LOS.WTP1: Knowing this, having lost service would you accept a repair within 3 days for £5 off your next bill?

by Crossbreak

Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail									
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ large town (a)	Me dium town (b)	Small towns (c)							
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337							
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325							
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306							
Yes	954	75	CJ	37	J	14	51	127	95	77	108	101	43	135	CJ	90	828	cD	75	D	37	14	815	99	40	139	269	386	A	161	A
	50%	47%	41%	30%	43%	70%	73%	48%	58%	53%	20%	49%	57%	51%	47%	41%	30%	50%	49%	50%	49%	44%	55%	52%							
No	954	85	53	33	67	53	36	82	EF	77	ef	89	169	142	EF	67	eF	783	85	53	a	33	AB	810	104	40	145	348	316	146	
	50%	53%	59%	70%	57%	30%	27%	52%	42%	47%	80%	51%	43%	49%	53%	59%	70%	50%	51%	50%	51%	56%	45%	48%							

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

Table 50
 LOS.WTP2: Having lost service would you accept a repair within 3 days for £10 off your next bill?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION								
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)
Unweighted row	1898	875 1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783 912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879 1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	1173	517 656 a	86	440 c	355	291 c	85	173 c	118	210	369 a	276 A	318 Ae	579	594 AE	52	427	160	587	119 BcD	333 BD	48	32
	61%	59% 64%	64%	63%	57%	64%	66%	65%	62%	55%	61%	64%	65%	59%	65%	58%	58%	59%	58%	69%	65%	63%	60%
No	735	362 b 374	49	254	266 bdg	167	45	93	73	174 bCDF	235	156	170	409 dF	326	37	311 EF	109 e	420 EF	53	176	28	21
	39%	41% 36%	36%	37%	43%	36%	34%	35%	38%	45%	39%	36%	35%	41%	35%	42%	42%	41%	42%	31%	35%	37%	40%

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

Table 50 (continuation)

LOS.WTP2: Having lost service would you accept a repair within 3 days for £10 off your next bill?

by Crossbreak

Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail									
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ large town (a)	Me dium town (b)	Small towns (c)							
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337							
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325							
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306							
Yes	1173	95	CJ	57	CJ	19	68	136	100	100	129	124	CJ	72	170	103	CJ	1001	D	95	D	57	19	1001	126	47	173	345	467	A	188
	61%	60%	63%	40%	58%	76%	76%	63%	70%	65%	34%	61%	65%	62%	60%	63%	40%	62%	62%	58%	61%	56%	67%	61%							
No	735	64	33	ef	28	50	44	32	59	ef	56	66	e	141	107	EF	55	610	64	33	28	ABC	625	77	34	111	271	B	235	118	
	39%	40%	37%	60%	42%	24%	24%	37%	30%	35%	66%	39%	35%	38%	40%	37%	60%	38%	38%	42%	39%	44%	33%	39%							

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

Table 51
 LOS.WTP5 : Having lost service would you pay £15 for a repair within 1 day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	363	178	185	24	144	122	73	21	43	31	88	112	89	74	200	163	15	172	53	226	21	81	15	5
	19%	20%	18%	17%	21%	20%	16%	16%	16%	16%	23%	19%	21%	15%	20%	18%	17%	23%	20%	22%	12%	16%	19%	9%
No	1545	701	845	112	550	499	384	108	223	161	296	491	343	414	788	758	73	565	216	781	152	428	61	49
	81%	80%	82%	83%	79%	80%	84%	84%	84%	84%	77%	81%	79%	85%	80%	82%	83%	77%	80%	78%	88%	84%	81%	91%

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

Table 51 (continuation)
 LOS.WTP5 : Having lost service would you pay £15 for a repair within 1 day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ all other city/ large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	363	26	13	6	36 ABCFH IJK	50 ABCFH IJK	18	37 cfJ	30	29	25	54 j	40 abcfh iJ	319	26	13	6	312	31	20	51	95	157	A 60
	19%	16%	14%	12%	30%	28%	14%	24%	16%	15%	12%	19%	26%	20%	16%	14%	12%	19%	15%	25%	18%	15%	22%	20%
No	1545	134 DEl	78 DEl	42 DEgl	82	131	113 DEgl	121	156 Del	161 DEl	188 DEGL	224 de	117	1292	134	78	42	1313	172	60	232	522	B 546	246
	81%	84%	86%	88%	70%	72%	86%	76%	84%	85%	88%	81%	74%	80%	84%	86%	88%	81%	85%	75%	82%	85%	78%	80%

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

Table 52
 LOS.WTP6: Having lost service would you pay £10 for a repair within 1 day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Not working (d)	Looking after home or family (e)	Retired (f)	Unemployed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	494	236	258	40	203	154	97	38	53	44	131	153	111	99	283	211	29	226	75	301	31	110	17	7
	26%	27%	25%	30%	29%	25%	21%	29%	20%	23%	34%	25%	26%	20%	29%	23%	32%	31%	28%	30%	18%	22%	22%	13%
No	1415	643	772	95	492	468	360	86	213	148	254	450	321	389	704	710	60	512	195	706	142	400	59	47
	74%	73%	75%	70%	71%	75%	79%	71%	80%	77%	66%	75%	74%	80%	71%	77%	68%	69%	72%	70%	82%	78%	78%	87%

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

Table 52 (continuation)
 LOS.WTP6: Having lost service would you pay £10 for a repair within 1 day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	494	46 bch	17	8	44 BCfHI JK	61 BCfHI J	29	49 bchj	37	41	44	71	47 bc	423 d	46 cd	17	8	424	45	25	70	130	210 A	84 a
	26%	29%	19%	16%	37%	34%	22%	31%	20%	22%	21%	26%	30%	26%	29%	19%	16%	26%	22%	30%	25%	21%	30%	27%
No	1415	113 aDEgl	73 aDEgl	40 aDEgl	74	119	103 de	110 aDEg	148	149 De	168 DEg	206 d	111	1188	113	73 b	40 ab	1201	157	56	213	487 Bc	492	222
	74%	71%	81%	84%	63%	66%	78%	69%	80%	78%	79%	74%	70%	74%	71%	81%	84%	74%	78%	70%	75%	79%	70%	73%

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

Table 53
 LOS.WTP7: Having lost service would you pay £5 for a repair within 1 day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION										
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55	
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52	
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53	
Yes	848	404	444	75 CDGH	350 CDGH	253	170	70 CDGH	101	69	198 bDF	265	195	191	463 DF	385	48 EF	366 EF	124	490	64	190	33	21	
	44%	46%	43%	56%	50%	41%	37%	54%	38%	36%	51%	44%	45%	39%	47%	42%	54%	50%	46%	49%	37%	37%	44%	40%	
No	1060	475	586	60	344	368 ABF	288 ABF	59	165 ABF	123	187	339	a 238	297	525	535	Ae	40	372	146	517	108 ABD	320 ABcD	42	32
	56%	54%	57%	44%	50%	59%	63%	46%	62%	64%	49%	56%	55%	61%	53%	58%	46%	50%	54%	51%	63%	63%	56%	60%	

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

Table 53 (continuation)
 LOS.WTP7: Having lost service would you pay £5 for a repair within 1 day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	848	82 BCIK	33	15	63 BCIK	108 BCFGH IJKL	56	71	ci 76	63	103 bCIK	104	74	ci 718	D 82	CD 33	15	719	92	37	129	267	333	c 119
	44%	51%	37%	31%	53%	60%	43%	45%	41%	33%	48%	37%	47%	45%	51%	37%	31%	44%	45%	45%	45%	43%	47%	39%
No	1060	78 AdEj	57 ADEgJ	32 1	55	73	75	E 88	E 109	E 126	110	e 174	83	e 893	78	57	B 32	AB 906	111	44	155	349	370	187
	56%	49%	63%	69%	47%	40%	57%	55%	59%	67%	52%	63%	53%	55%	49%	63%	69%	56%	55%	55%	55%	57%	53%	61%

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

Table 54
 LOS.WTP8: Having lost service would you pay £15 for a repair on the same day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION										
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-34 (g)	35-44 (h)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Not working after hours (d)	Looking for work (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178		368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153		324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192		385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	433	211	222	34	171	139	88	32	54	35		109	138	100	86	247	187	26	199	64	264	27	95	15	6
	23%	24%	22%	25%	25%	22%	19%	25%	20%	18%		28%	23%	23%	18%	25%	20%	29%	27%	24%	26%	16%	19%	19%	11%
No	1475	668	807	101	523	482	369	98	212	157		276	466	332	402	741	734	63	538	205	743	145	414	61	48
	77%	76%	78%	75%	75%	78%	81%	75%	80%	82%		72%	77%	77%	82%	75%	80%	71%	73%	76%	74%	84%	81%	81%	89%

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

Table 54 (continuation)
 LOS.WTP8: Having lost service would you pay £15 for a repair on the same day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region												Nation				Urbanity				Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ all other city/ large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	433	34 j	15	9	41 aBcFH IJ	54 bfhiJ	23	41 J	34	38	28	72 bJ	45 bfhJ	375	34	15	9	370	37	26 b	63	106	187 A	77 A
	23%	21%	17%	19%	35%	30%	17%	26%	18%	20%	13%	26%	28%	23%	21%	17%	19%	23%	18%	32%	22%	17%	27%	25%
No	1475	125 d	75	38 d	77	126	109	118	151	152	185	205	113	1236	125	75	38	1255	165 c	55	220	510	515	229
	77%	79%	83%	81%	65%	70%	83%	74%	82%	80%	87%	74%	72%	77%	79%	83%	81%	77%	82%	68%	78%	83%	73%	75%

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

Table 55
 LOS.WTP9: Having lost service would you pay £10 for a repair on the same day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	545	261	284	41	222	174	108	38	61	46	143	172	118	112	315	230	31	246	81	327	39	121	17	9
	29%	30%	28%	30%	32%	28%	24%	30%	23%	24%	37%	28%	27%	23%	32%	25%	35%	33%	30%	32%	23%	24%	22%	17%
No	1363	617	746	95	472	447	350	91	205	145	241	431	314	376	673	691	58	492	188	680	133	388	59	44
	71%	70%	72%	70%	68%	72%	76%	70%	77%	76%	63%	72%	73%	77%	68%	75%	65%	67%	70%	68%	77%	76%	78%	83%

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

Table 55 (continuation)
 LOS.WTP9: Having lost service would you pay £10 for a repair on the same day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail			
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ small town (a)	Medium town (b)	Small towns (c)
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306
Yes	545	49 b	18	10	47	65	31	51 b	43	46	52	85 b	48	468 c	49 c	18	10	473	45	28	72	147	236 A	90
	29%	31%	20%	21%	40%	36%	23%	32%	23%	24%	25%	30%	30%	29%	31%	20%	21%	29%	22%	34%	25%	24%	34%	30%
No	1363	111	72	37 DE	71	115	101	108	142	144	160	193	110	1143	111	72 ab	37	1152	158	53	211	470 B	466	216
	71%	69%	80%	79%	60%	64%	77%	68%	77%	76%	75%	70%	70%	71%	69%	80%	79%	71%	78%	66%	75%	76%	66%	70%

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

Table 56
 LOS.WTP10 : Having lost service would you pay £5 for a repair on the same day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Gender		Age							Social grade					OCCUPATION									
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)
Unweighted row	1898	875	1023	149	707	610	432	142	254	178	368	600	438	492	968	930	93	757	257	1014	176	480	77	55
Effective sample size	1695	783	912	138	644	546	374	132	222	153	324	532	398	443	856	840	86	684	229	911	161	417	70	52
Total	1909	879	1030	135	694	621	458	129	266	192	385	603	432	488	988	921	89	738	269	1007	172	509	75	53
Yes	911	429	483	80 CDGH	361 cDgH	282	188	75 CDGH	113	75	207 bDF	282	208	215	489	d 422	50 eF	390 eF	128	517	eF 74	209	36	23
	48%	49%	47%	59%	52%	45%	41%	58%	43%	39%	54%	47%	48%	44%	49%	46%	56%	53%	47%	51%	43%	41%	47%	43%
No	997	450	547	55	333	339	270	54	153	117	ABF 177	322	a 225	273	499	498	A 39	348	142	490	98	300	40	30
	52%	51%	53%	41%	48%	55%	59%	42%	57%	61%	46%	53%	52%	56%	51%	54%	44%	47%	53%	49%	57%	59%	53%	57%

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

Table 56 (continuation)
 LOS.WTP10 : Having lost service would you pay £5 for a repair on the same day?
 by Crossbreak
 Base: All with landline telephone or broadband

	Total	Region											Nation				Urbanity				Urbanity detail						
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/ all other city/ large town (a)	Medium town (b)	Small towns (c)			
Unweighted row	1898	214	126	103	101	170	128	136	162	165	207	256	130	1455	214	126	103	1719	122	57	179	641	741	337			
Effective sample size	1695	177	125	100	91	164	128	122	147	150	207	243	115	1354	177	125	100	1672	99	42	141	627	721	325			
Total	1909	159	91	47	118	180	131	159	186	190	212	277	157	1611	159	91	47	1625	203	81	283	617	702	306			
Yes	911	95 BCFgh IjK	38	19	72 BCfgh IjK	109 BCFgh IjK	58	74	87	67	102	112	78	759	95 ACD	38	19	770	99	42	141	284	350	136			
		48%	60%	42%	41%	61%	60%	45%	47%	47%	36%	48%	40%	50%	47%	60%	42%	41%	47%	49%	52%	50%	46%	50%	45%		
No	997	64 ADE	53 ADE	28 ADE	47	72	73 AdE	85 ade	99 ade	122 ADEhj l	111 ade	165 ADE	79	852	B	64	53	B	28	B	855	104	39	142	333	352	170
		52%	40%	58%	59%	39%	40%	55%	53%	53%	64%	52%	60%	50%	53%	40%	58%	59%	53%	51%	48%	50%	54%	50%	55%		

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

Table 57
 C7a: Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?
 by Crossbreak
 Base: All unwilling to accept a slower repair time

	Gender		Age							Social grade						OCCUPATION					Region					Nation				
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net rking after (d)	Lo oking after the home or family (e)	Re tired from paid work (f)	Scotland (a)	Northern Ireland (c)	East (i)	London (j)	South East (k)	England (a)	Scotland (b)	Northern Ireland (d)
Unweighted row	736	363	373	55	263	256	162	50	89	73	170	234	157	175	404	332	316	104	420	53	173	77	59	58	137	101	553	77	59	
Effective sample size	654	325	329	50	242	226	139	45	75	64	152	202	141	159	354	301	280	94	374	49	149	59	57	53	137	97	516	59	57	
Total	735	362	374	49	254	266	167	45	93	73	174	235	156	170	409	326	311	109	420	53	176	64	28	66	141	107	610	64	28	
I wouldn't want to wait any longer than 2 days	502	248	255	36	188 DG	178	101	31	54	47	119	158	108	118	277	225	221 F	73	294 F	34	104	41	15	49 ce	124 ABCDE FGHIKL	64	423 D	41	15	
	68%	69%	68%	72%	74%	67%	60%	70%	58%	64%	68%	68%	69%	69%	68%	69%	71%	67%	70%	64%	59%	64%	52%	74%	88%	59%	69%	64%	52%	
The discount wasn't enough to justify the additional wait	175	78	97	7	54	64	50 abf	6	31 abF	20	56 Bdf	47	41	31	103	72	81 a	24	105 a	16 a	48 a	13 j	7 dJ	13 j	11	32 dJ	149	13	7	
	24%	22%	26%	14%	21%	24%	30%	13%	33%	27%	32%	20%	26%	18%	25%	22%	26%	22%	25%	31%	27%	19%	26%	20%	8%	30%	24%	19%	26%	
My current service provider offers better than 2 days for repair	87	41	46	7	34	34	13	6	6	7	18	34	13	22	52	35	34	15	49	10	19	11 g	2	8	25 gk1	9	69	11	2	
	12%	11%	12%	14%	13%	13%	8%	13%	6%	10%	11%	14%	8%	13%	13%	11%	11%	13%	12%	18%	11%	17%	9%	13%	18%	9%	11%	17%	9%	
Would expect it to be free	77	42	35	6	25	24	22	6	13	9	20	26	16	16	45	32	34	13	47	5	22	7 e	j	9 ABDEG HIJK	5	4	12 eJ	61	7	9 ABC
	10%	12%	9%	12%	10%	9%	13%	13%	14%	12%	11%	11%	10%	9%	11%	10%	11%	12%	11%	10%	12%	10%	30%	8%	3%	11%	10%	10%	30%	
Should be repaired as soon as possible	8	3	5	-	3	2	3	-	1	2	2	3	1	2	5	3	3	-	3	-	3	1	-	1	1	3	7	1	-	
	1%	1%	1%	-%	1%	1%	2%	-%	1%	3%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	2%	1%	-%	2%	1%	3%	1%	1%	-%	
Don't know	3	1	3	1 b	-	1	2	1 b	-	2 b	2	-	-	2	2	2	-	-	-	2 BD	2 d	1	-	-	-	-	2	1 a	-	
	*%	*%	1%	2%	-%	*%	1%	2%	-%	2%	1%	-%	-%	1%	*%	1%	-%	-%	-%	3%	1%	2%	-%	-%	-%	-%	*%	2%	-%	
Other	23	16	7	-	3	11 b	9 b	-	8 aBf	1	10 cdF	10 cf	1	2	20 cdF	3	10	1	11	-	10 cd	-	-	-	2	11 AciJ	22	-	-	
	3%	4%	2%	-%	1%	4%	5%	-%	8%	1%	6%	4%	1%	1%	5%	1%	3%	1%	3%	-%	6%	-%	-%	-%	1%	10%	4%	-%	-%	

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

Table 57 (continuation)

C7a: Which of the following best describes why you would be unwilling to accept a slower repair time for a discount off your next bill?

by Crossbreak

Base: All unwilling to accept a slower repair time

	Total	Urbanity		Urbanity detail		
		Urban (a)	All rural (d)	Large city/ all city/ large town (a)	Me sm town (b)	Small dium towns (c)
Unweighted row	736	666	70	277	252	137
Effective sample size	654	645	55	273	243	130
Total	735	625	111	271	235	118
I wouldn't want to wait any longer than 2 days	502	433	70	215	141	77
	68%	69%	63%	79%	60%	65%
The discount wasn't enough to justify the additional wait	175	154	21	43	66 A	45 Ab
	24%	25%	19%	16%	28%	38%
My current service provider offers better than 2 days for repair	87	83 d	5	40	28	15
	12%	13%	4%	15%	12%	13%
Would expect it to be free	77	63	14	18	24	21 Ab
	10%	10%	13%	7%	10%	18%
Should be repaired as soon as possible	8	8	-	2	4	2
	1%	1%	-%	1%	2%	2%
Don't know	3	3	-	1	1	1
	*%	1%	-%	*%	*%	1%
Other	23	14	9 A	3	8	3
	3%	2%	8%	1%	3%	2%

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

Table 58
 C7b : How much would you want off your next bill if you needed to wait 3 days for a repair?
 by Crossbreak
 Base: Discount insufficient

	Total	Gender		Age			Social grade				OCCUPATION		Nation	Urbanity	Urbanity de tail
		Male (a)	Female (b)	25 - 44 (b)	45 - 64 (c)	65 + (d)	AB (a)	C1 (b)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Not working (d)	England (a)	Urban (a)	Medium town (b)
Unweighted row	180	80	100	58	63	50	54	51	105	75	85	107	137	162	70
Effective sample size	161	73	88	54	56	45	48	46	94	67	78	97	129	158	68
Total	175	78	97	54	64	50	56	47	103	72	81	105	149	154	66
0	34 19%	17 22%	17 17%	9 16%	14 22%	10 21%	9 16%	10 20%	19 18%	15 21%	13 17%	18 17%	25 17%	24 16%	17 ac 25%
1..5	4 2%	- -%	4 4%	2 4%	1 2%	1 2%	1 2%	1 2%	2 3%	2 3%	1 1%	2 2%	4 3%	4 3%	1 2%
6..10	11 7%	2 3%	9 10%	3 6%	2 3%	6 12%	3 6%	4 9%	7 7%	4 6%	2 3%	4 4%	11 8%	9 6%	3 5%
11..15	9 5%	3 3%	7 7%	4 8%	2 4%	3 5%	1 2%	2 4%	3 3%	6 9%	3 4%	4 4%	8 6%	9 6%	5 8%
16..20	57 32%	29 37%	28 28%	18 33%	25 40%	12 24%	17 30%	21 c 43%	37 36%	20 27%	31 38%	38 36%	48 32%	56 37%	17 26%
21..25	22 13%	7 8%	16 16%	7 13%	9 15%	6 12%	8 15%	2 5%	11 10%	11 16%	13 16%	19 18%	19 13%	16 11%	5 7%
26..30	19 11%	11 14%	8 9%	5 10%	5 8%	4 9%	4 7%	6 13%	10 10%	9 12%	10 12%	12 11%	15 10%	19 12%	9 13%
31..35	1 1%	- -%	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	1 1%	- -%
36..40	5 3%	2 2%	3 4%	2 3%	1 2%	2 4%	3 6%	* 1%	3 3%	2 2%	2 2%	2 2%	4 3%	5 3%	4 5%
41..45	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
46..50	5 3%	3 4%	2 2%	2 4%	1 2%	2 4%	3 6%	1 2%	4 4%	1 1%	2 3%	2 2%	5 3%	5 3%	4 6%

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

Table 58 (continuation)
 C7b : How much would you want off your next bill if you needed to wait 3 days for a repair?
 by Crossbreak
 Base: Discount insufficient

	Gender		Age			Social grade				OCCUPATION		Na	Urb	Urb	
	Total	Male	Fe	25	45	65	AB	C1	ABC1	C2DE	Wo	Net	En	Urban	Me
	(a)	male	(b)	- 44	- 64	+(d)	(a)	(b)	(e)	(f)	rking	-No	gland	(a)	dium
		(b)	(b)	(b)	(c)						full	rking	(a)	(a)	town
											time	(d)			(b)
											(30+				
											hours				
											per				
											week)				
											(b)				
Unweighted row	180	80	100	58	63	50	54	51	105	75	85	107	137	162	70
Effective sample size	161	73	88	54	56	45	48	46	94	67	78	97	129	158	68
Total	175	78	97	54	64	50	56	47	103	72	81	105	149	154	66
More than 50	7	5	2	2	2	2	6	bcf	-	6	1	4	4	7	5
	4%	7%	2%	4%	3%	4%	11%	-%	6%	1%	5%	4%	5%	3%	3%
Medians	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00
Mean score	22.4	25.9	19.7	23.6	19.4	22.3	31.3	16.9	24.7	19.2	24.2	22.5	23.6	c 22.4	22.6
Standard deviation	24.94	30.71	18.81	28.03	16.95	24.88	35.37	11.19	27.92	19.65	25.73	23.26	26.38	23.13	27.04
Standard error	1.86	3.43	1.88	3.68	2.14	3.52	4.81	1.57	2.72	2.27	2.79	2.25	2.25	1.82	3.23

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

Table 59
 C8a: Which of the following best describes why you would be unwilling to pay a price for a faster repair?
 by Crossbreak
 Base: All unwilling to pay a price for a faster repair

	Gender			Age							Social grade						OCCUPATION				
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after home or family (d)	Looking after the family (e)
Unweighted row	990	449	541	62	337	335	256	60	145	111	167	317	223	283	484	506	353	132	485	101	285
Effective sample size	888	403	486	57	310	303	222	55	125	97	150	279	203	259	429	461	320	118	437	91	249
Total	997	450	547	55	333	339	270	54	153	117	177	322	225	273	499	498	348	142	490	98	300
I'm happy with a 2 day wait for a repair	538 54%	241 53%	298 54%	30 54%	171 51%	181 53%	157 58%	29 53%	88 58%	69 59%	87 49%	169 53%	124 55%	158 58%	256 51%	282 57%	169 49%	76 54%	245 50%	52 53%	175 58%
The prices were too much to justify the faster repair	279 28%	116 26%	163 30%	18 32%	79 24%	104 31%	79 29%	17 32%	47 31%	31 27%	53 30%	88 27%	60 27%	78 28%	141 28%	138 28%	92 26%	42 30%	134 27%	29 29%	87 29%
Would expect it to be free	142 14%	73 16%	69 13%	5 8%	52 16%	49 14%	37 14%	5 9%	25 16%	12 10%	38 22%	45 14%	28 12%	31 11%	83 17%	59 12%	61 17%	21 15%	82 17%	13 13%	39 13%
My current service provider offers better than 2 days for repair	119 12%	60 13%	59 11%	8 14%	51 15%	36 11%	24 9%	8 14%	9 6%	15 13%	16 9%	44 14%	29 13%	30 11%	60 12%	59 12%	55 16%	16 11%	71 15%	7 8%	25 8%
Should be repaired immediately	18 2%	3 1%	15 3%	2 4%	9 3%	2 1%	5 2%	2 4%	2 1%	3 3%	3 2%	7 2%	2 1%	6 2%	10 2%	8 2%	6 2%	3 2%	9 2%	2 2%	5 2%
Use mobile instead so wouldn't pay	5 *%	3 1%	2 *%	- -%	2 1%	1 *%	2 1%	- -%	2 1%	- -%	2 1%	2 1%	1 *%	- -%	4 1%	1 *%	2 *%	- -%	2 *%	- -%	3 1%
Couldn't afford to pay	4 *%	1 *%	3 1%	- -%	1 *%	2 1%	1 *%	- -%	1 1%	- -%	- -%	- -%	2 1%	2 1%	- -%	4 1%	1 *%	- -%	1 *%	2 2%	- -%
Don't rely on it so wouldn't pay	4 *%	2 *%	2 *%	- -%	3 1%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	2 1%	- -%	4 1%	2 *%	1 1%	3 1%	1 1%	- -%
Don't know	2 *%	1 *%	1 *%	1 2%	BC -%	- -%	1 *%	1 2%	BC -%	1 1%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	- -%	1 1%	1 *%

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

Lake Market Research

Table 59 (continuation)

C8a: Which of the following best describes why you would be unwilling to pay a price for a faster repair?

by Crossbreak

Base: All unwilling to pay a price for a faster repair

	Gender		Age							Social grade						OCCUPATION										
	Total	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from paid work (f)				
Unweighted row	990	449	541	62	337	335	256	60	145	111	167	317	223	283	484	506	353	132	485	101	285					
Effective sample size	888	403	486	57	310	303	222	55	125	97	150	279	203	259	429	461	320	118	437	91	249					
Total	997	450	547	55	333	339	270	54	153	117	177	322	225	273	499	498	348	142	490	98	300					
Other	21 2%	11 2%	10 2%	2 4%	b 1%	2 2%	6 2%	11 4%	B 4%	2 3%	b 5%	5 5%	B 3%	6 3%	d 9%	9 2%	4 1%	2 3%	15 2%	d 2%	6 2%	6 2%	3 2%	9 2%	- 2%	11 4%

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

Table 59 (continuation)

C8a: Which of the following best describes why you would be unwilling to pay a price for a faster repair?

by Crossbreak

Base: All unwilling to pay a price for a faster repair

	Total	Region											Nation				Urbanity			Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/smaller town (a)	Medium town (b)	Small towns (c)
Unweighted row	990	83	74	60	70	71	71	82	104	108	154	70	773	83	74	60	899	63	91	342	370	187
Effective sample size	888	67	73	58	70	71	63	73	93	108	147	64	722	67	73	58	876	51	71	336	360	180
Total	997	64	53	28	72	73	85	99	122	111	165	79	852	64	53	28	855	104	142	333	352	170
I'm happy with a 2 day wait for a repair	538	37 L	27 L	12	37 L	51 bCeGI	40 L	55 L	54 L	80 aBCEG	95 iL	23	462	37	27	12	469	49	70	191	185	93
	54%	59%	51%	44%	51%	70%	47%	56%	44%	72%	57%	29%	54%	59%	51%	44%	55%	47%	49%	57%	52%	55%
The prices were too much to justify the faster repair	279	17 J	14 J	10 J	32 abdfg	17 J	23 J	25 J	42 Jk	6	36 J	47 ABCDF	239	17	14	10	237	31	42	83	103	51
	28%	27%	26%	34%	44%	24%	27%	26%	34%	6%	22%	60%	28%	27%	26%	34%	28%	29%	30%	25%	29%	30%
Would expect it to be free	142	5	1	6	3	5	12 b	7	22 aBEfh	11	26 Be	36 ABCDE	130 C	5	1	6 BC	120	16	22	43	49	27
	14%	7%	3%	22%	4%	7%	14%	7%	18%	10%	16%	46%	15%	7%	3%	22%	14%	15%	16%	13%	14%	16%
My current service provider offers better than 2 days for repair	119	7	16	3	10	8	6	11	8	24 dgIKL	15	7	93	7	16	ABD 3	112 d	7	7	58 Bc	37	18
	12%	11%	31%	9%	14%	11%	7%	11%	7%	21%	9%	9%	11%	11%	31%	9%	13%	6%	5%	17%	10%	11%
Should be repaired immediately	18	1	-	1	-	-	1	1	2	1	10 befj	1	17	1	-	1	16	2	2	3	12 aC	-
	2%	1%	-%	2%	-%	-%	1%	1%	2%	1%	6%	1%	2%	1%	-%	2%	2%	2%	2%	1%	4%	-%
Use mobile instead so wouldn't pay	5	1	-	-	2	-	-	-	-	-	1	1	4	1	-	-	5	-	-	4	1	-
	*%	1%	-%	-%	3%	-%	-%	-%	-%	-%	1%	1%	*%	1%	-%	-%	1%	-%	-%	1%	*%	-%
Couldn't afford to pay	4	-	-	-	-	-	3 k	-	-	-	-	-	4	-	-	-	4	-	-	-	4 a	-
	*%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	1%	-%

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

Table 59 (continuation)

C8a: Which of the following best describes why you would be unwilling to pay a price for a faster repair?

by Crossbreak

Base: All unwilling to pay a price for a faster repair

	Total	Region											Nation				Urbanity			Urbanity detail			
		Scotland (a)	Wales (b)	Northern Ireland (c)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/smaller city/large town (a)	Medium town (b)	Small towns (c)	
Unweighted row	990	83	74	60	70	71	71	82	104	108	154	70	773	83	74	60	899	63	91	342	370	187	
Effective sample size	888	67	73	58	70	71	63	73	93	108	147	64	722	67	73	58	876	51	71	336	360	180	
Total	997	64	53	28	72	73	85	99	122	111	165	79	852	64	53	28	855	104	142	333	352	170	
Don't rely on it so wouldn't pay	4 *%	- -%	1 1%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	3 *%	- -%	1 1%	- -%	4 *%	- -%	- -%	1 *%	3 1%	- -%	
Don't know	2 *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 1%	- -%	- -%	2 *%	- -%	- -%	1 *%	- -%	1 *%	
Other	21 2%	1 1%	- -%	* 1%	1 1%	2 3%	3 4%	- -%	1 1%	2 2%	10 6%	bhi 1 1%	20 2%	1 1%	- -%	* 1%	14 2%	7 7%	A 7 5%	7 1%	a 3 1%	6 2%	5 3%

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

Table 60
 C8b: At what price would you be willing to pay for a repair within 1 day?
 by Crossbreak
 Base: Prices to high for faster repair

	Gender		Age			Social grade					OCCUPATION			Na	Urb	Urbanity detail			
	Total	Male (a)	Fe male (b)	25 - 44 (b)	45 - 64 (c)	65 +(d)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Net -Wo rking from time (d)	Re tired paid work (f)	En gland (a)	Urban (a)	Large city/ all city/ large town (a)	Me dium towns (b)	Small towns (c)
Unweighted row	278	119	159	80	104	75	88	59	82	137	141	89	130	86	216	248	84	110	54
Effective sample size	247	104	142	72	95	65	78	52	76	120	128	78	114	76	201	242	83	107	53
Total	279	116	163	79	104	79	88	60	78	141	138	92	134	87	239	237	83	103	51
0	258	109	149	76	98	72	81	58	72	129	130	89	131	80	222	216	78	92	47
	93%	94%	91%	96%	94%	91%	92%	96%	93%	91%	94%	97%	97%	91%	93%	91%	94%	89%	91%
1..5	15	3	12	1	6	3	5	2	6	7	7	2	3	4	11	15	5	6	4
	5%	2%	7%	1%	6%	4%	6%	3%	7%	5%	5%	2%	2%	5%	5%	6%	6%	6%	8%
6..10	4	3	1	1	-	3 c	1	-	-	4 f	-	1	1	3	4	4	-	4	-
	1%	3%	1%	1%	-%	4%	1%	-%	-%	3%	-%	1%	1%	4%	2%	2%	-%	4%	-%
11..15	1	-	1	1	*	-	1	-	-	1	-	-	-	-	1	1	-	1	-
	*%	-%	1%	1%	*%	-%	1%	-%	-%	1%	-%	-%	-%	-%	*%	*%	-%	1%	-%
16..20	1	1	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	-	1
	*%	1%	-%	-%	-%	1%	-%	1%	-%	-%	*%	-%	-%	1%	-%	*%	-%	-%	1%
Medians	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
Mean score	.5	.5	.5	.4	.3	.7	.6	.3	.3	.6	.3	.2	.1	.7 d	.4	.5	.3	.7	.5
Standard deviation	2.07	2.28	1.91	2.05	1.31	2.74	2.21	2.16	1.21	2.38	1.69	1.18	.98	2.65	1.85	2.16	1.17	2.57	2.49
Standard error	.12	.21	.15	.23	.13	.32	.24	.28	.13	.20	.14	.12	.09	.29	.13	.14	.13	.24	.34

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

Table 61
 C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?
 by Crossbreak
 Base: All with a mobile phone

	Gender		Age								Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	- 24 (a)	25 - 44 (b)	45 - 64 (c)	65 + (d)	18 - 24 (f)	25 - 44 (g)	45 - 64 (h)	65 + (i)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working (c)	Working (d)	Working (e)	Working (f)	Working (g)	Working (h)
Unweighted row	1872	874	998	199	742	598	333	190	214	119	366	599	414	493	965	907	113	782	258	1040	171	372	113	59	
Effective sample size	1682	790	892	184	678	541	287	176	187	101	324	534	377	450	857	827	106	709	230	938	157	322	107	58	
Total	1867	866	1001	181	725	601	360	173	226	134	382	599	405	481	981	886	107	756	269	1025	166	401	108	57	
0	30	9	22 a	2	5	16 B	8 b	1	5 b	2	3	15 ad	9 d	3	18	12	9 BCDEF G	9	2	11	-	8	-	1	
	2%	1%	2%	1%	1%	3%	2%	1%	2%	2%	1%	2%	2%	1%	2%	1%	9%	1%	1%	1%	-%	2%	-%	2%	
1	285	126	159	29 dg	116 DG	104 DG	36	29 dG	18	17	68 c	90	51	77	158	127	23 eF	125 f	50 F	175 F	20	44	17	6	
	15%	15%	16%	16%	16%	17%	10%	17%	8%	13%	18%	15%	12%	16%	16%	14%	22%	17%	19%	17%	12%	11%	16%	11%	
2	331	145	186	41 CDH	153 CDH	87	50	39 CdH	40 h	11	58	107	85 a	81	165	166	20	143	41	185	33	60	22	10	
	18%	17%	19%	23%	21%	14%	14%	23%	18%	8%	15%	18%	21%	17%	17%	19%	19%	19%	15%	18%	20%	15%	20%	17%	
3	133	62	71	24 BcDGh	47 g	49 DG	13	22 BcDGh	6	7	24	44	27	37	68	64	9	65 F	16	81 F	15 F	15	10 f	2	
	7%	7%	7%	13%	6%	8%	4%	13%	3%	5%	6%	7%	7%	8%	7%	7%	8%	9%	6%	8%	9%	4%	9%	4%	
4	149	70	79	14	55	59 d	21	13	14	7	35	52	30	32	87	62	7	68	23	91	11	25	8	5	
	8%	8%	8%	8%	8%	10%	6%	8%	6%	5%	9%	9%	7%	7%	9%	7%	7%	7%	9%	9%	9%	7%	6%	7%	10%
5 to 7 hrs	225	99	127	18	81	78	48	17	28	21	41	84	44	56	125	100	13	78	37	115	18	56	17	5	
	12%	11%	13%	10%	11%	13%	13%	10%	12%	15%	11%	14%	11%	12%	13%	11%	12%	10%	14%	11%	11%	14%	16%	10%	
8 to 23 hrs	222	120 b	102	19	88	62	54 c	18	37 c	17	50	63	44	66	113	109	11	83	33	116	18	57	12	8	
	12%	14%	10%	10%	12%	10%	15%	10%	16%	13%	13%	10%	11%	14%	12%	12%	10%	11%	12%	11%	11%	14%	11%	14%	
24 hrs	354	166	188	26	124	110	93 ABCF	26	52 a	41 ABCF	75	99	79	101	174	180	12	133	45	177	41 Abcdg	95 AbcD	16	12	
	19%	19%	19%	15%	17%	18%	26%	15%	23%	31%	20%	17%	19%	21%	18%	20%	11%	18%	17%	17%	25%	24%	15%	21%	
25 to 36 hrs	31	19	12	1	17	8	6	1	4	2	5	8	12 de	5	13	18	-	21 ce	1	22	-	8	2	-	
	2%	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	3%	1%	1%	2%	-%	3%	*%	2%	-%	2%	2%	-%	
37 to 48 hrs	96	43	52	5	39	25	27 acf	4	19 acf	8	19	31	23	22	51	45	3	27	20 B	48	7	27 b	4	7 ABDeg	
	5%	5%	5%	3%	5%	4%	7%	2%	8%	6%	5%	5%	6%	4%	5%	5%	2%	4%	8%	5%	4%	7%	4%	13%	

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

Table 61 (continuation)

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?

by Crossbreak
Base: All with a mobile phone

	Gender			Age							Social grade						OCCUPATION							
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	45-74 (h)	75+(i)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working part time (c)	Not working (d)	Looking for home or family (e)	Retired (f)	Unemployed (g)
Unweighted row	1872	874	998	199	742	598	333	190	214	119	366	599	414	493	965	907	113	782	258	1040	171	372	113	59
Effective sample size	1682	790	892	184	678	541	287	176	187	101	324	534	377	450	857	827	106	709	230	938	157	322	107	58
Total	1867	866	1001	181	725	601	360	173	226	134	382	599	405	481	981	886	107	756	269	1025	166	401	108	57
More than 48 hrs	11	7	4	1	2	3	5	1	3	2	3	6	1	1	9	2	-	4	-	4	2	5	-	-
Medians	5.00	5.00	4.00	3.00	4.00	4.00	8.00	3.00	8.00	8.00	5.00	4.00	5.00	5.00	4.00	5.00	3.00	4.00	5.00	4.00	5.00	7.00	4.00	6.00
Mean score	11.0	11.6	10.6	8.5	10.7	10.3	14.3	8.5	14.1	14.7	11.2	10.7	11.5	10.9	10.9	11.2	6.6	10.2	10.9	10.4	12.0	13.5	9.4	14.4
Standard deviation	13.31	13.75	12.90	11.55	13.01	12.88	14.83	11.36	15.09	14.42	13.63	13.86	13.24	12.39	13.77	12.79	9.66	12.61	13.26	12.78	14.50	14.54	11.58	15.56
Standard error	.31	.47	.41	.82	.48	.53	.81	.82	1.03	1.32	.71	.57	.65	.56	.44	.42	.91	.45	.83	.40	1.11	.75	1.09	2.03

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

Table 61 (continuation)

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?

by Crossbreak
Base: All with a mobile phone

	Total	Region												Nation				Urbanity				Urbanity detail		
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ all city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1872	206	131	103	95	179	143	130	145	153	223	240	124	1432	206	131	103	1703	114	55	169	654	733	316
Effective sample size	1682	171	130	99	85	173	142	121	131	139	223	229	110	1341	171	130	99	1657	90	39	130	640	713	304
Total	1867	153	94	47	112	190	148	144	168	175	229	258	149	1573	153	94	47	1611	183	73	256	631	695	285
0	30	1	-	-	-	1	1	1	2	8	5	3	8	29	1	-	-	17	2	11	13	7	5	4
		2%	1%	-%	-%	1%	1%	1%	1%	4%	2%	1%	5%	2%	1%	-%	-%	1%	1%	15%	5%	1%	1%	2%
1	285	9	26	6	29	6	26	30	25	20	20	40	11	244	B	9	26	251	25	10	35	107	99	45
		15%	6%	28%	13%	26%	3%	17%	21%	15%	11%	25%	16%	16%	6%	28%	13%	16%	14%	13%	14%	17%	14%	16%
2	331	36	21	3	17	21	16	29	38	20	76	36	19	271	D	36	21	287	37	7	44	147	107	34
		18%	23%	23%	7%	16%	11%	11%	20%	22%	11%	33%	14%	17%	23%	23%	7%	18%	20%	10%	17%	23%	15%	12%
3	133	19	6	2	9	21	12	10	10	8	14	12	7	105	19	A	6	110	19	4	23	51	47	12
		7%	12%	7%	5%	8%	11%	8%	7%	6%	5%	6%	5%	7%	12%	7%	5%	7%	10%	6%	9%	8%	7%	4%
4	149	18	12	4	7	25	2	5	5	11	29	23	8	115	18	a	12	129	12	7	19	52	52	25
		8%	12%	12%	8%	6%	13%	1%	4%	3%	6%	13%	9%	7%	12%	12%	8%	8%	7%	10%	8%	8%	8%	9%
5 to 7 hrs	225	33	3	5	12	26	17	18	20	28	8	25	8	184	C	33	3	198	16	12	28	55	99	43
		12%	22%	4%	10%	10%	14%	12%	13%	12%	16%	4%	10%	12%	22%	4%	10%	12%	9%	16%	11%	9%	14%	15%
8 to 23 hrs	222	22	4	10	8	30	22	15	29	25	3	35	3	186	C	22	C	185	24	13	37	69	83	32
		12%	15%	4%	21%	7%	16%	11%	18%	14%	1%	14%	13%	12%	15%	4%	21%	11%	13%	18%	15%	11%	12%	11%
24 hrs	354	13	14	12	24	35	43	21	30	44	16	63	37	315	B	13	14	315	35	4	39	107	139	69
		19%	9%	15%	25%	21%	18%	29%	14%	18%	25%	7%	25%	20%	9%	15%	25%	20%	19%	6%	15%	17%	20%	24%

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

Table 61 (continuation)

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?
by Crossbreak
Base: All with a mobile phone

	Total	Region												Nation				Urbanity				Urbanity detail				
		Scotland (a)	Wales (b)	North Ireland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	North Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/ all city/ large town (a)	Medium town (b)	Small towns (c)		
Unweighted row	1872	206	131	103	95	179	143	130	145	153	223	240	124	1432	206	131	103	1703	114	55	169	654	733	316		
Effective sample size	1682	171	130	99	85	173	142	121	131	139	223	229	110	1341	171	130	99	1657	90	39	130	640	713	304		
Total	1867	153	94	47	112	190	148	144	168	175	229	258	149	1573	153	94	47	1611	183	73	256	631	695	285		
25 to 36 hrs	31	-	2	-	-	22	2	2	-	-	-	3	-	29	-	2	b	-	26	4	1	5	2	19	A	4
	2%	-%	2%	-%	-%	12%	1%	1%	-%	-%	-%	1%	-%	2%	-%	2%	-%	2%	2%	1%	2%	2%	3%	3%	1%	
37 to 48 hrs	96	1	3	5	AbE	5 a	4	7 a	8 a	9 a	11 A	21	14 A	7 a	87 B	1	3	5 aBc	87	7	2	9	32	39	16	
	5%	1%	3%	10%	5%	2%	5%	6%	5%	6%	9%	6%	5%	6%	1%	3%	10%	5%	4%	3%	3%	5%	6%	6%		
More than 48 hrs	11	-	2	-	-	-	-	3 j	-	-	-	3	2	8	-	2	Ab	-	7	2	2	4	1	5	1	
	1%	-%	3%	-%	-%	-%	-%	2%	-%	-%	-%	1%	1%	1%	-%	3%	-%	3%	1%	2%	2%	3%	1%	1%	3%	
Medians	5.00	4.00	2.00	10.00	3.00	6.00	7.00	4.00	5.00	6.00	2.00	6.00	6.00	5.00	4.00	2.00	10.00	5.00	4.00	4.00	4.00	4.00	6.00	6.00	6.00	
Mean score	11.0	6.5	9.5	14.5	9.8	13.1	12.9	11.1	10.2	12.4	7.9	13.1	12.6	AJ	11.5	B	6.5	9.5	14.5	11.1	11.1	8.4	10.4	9.7	12.1	12.1
Standard deviation	13.31	7.23	14.27	14.25	12.31	12.18	12.56	15.20	11.90	12.97	13.76	15.10	13.97	13.58	7.23	14.27	14.25	13.18	14.35	13.26	14.08	12.36	13.90	12.89		
Standard error	.31	.50	1.25	1.40	1.26	.91	1.05	1.33	.99	1.05	.92	.97	1.25	.36	.50	1.25	1.40	.32	1.34	1.79	1.08	.48	.51	.73		

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

Table 62
 C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.
 by Crossbreak
 Base: All with a mobile phone

	Gender			Age							Social grade						OCCUPATION												
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after the home or mily (e)	Looking tired from paid work (f)	Unemployed (g)	Permanently sick or disabled (i)					
Unweighted row	1872	874	998	199	742	598	333	190	214	119	366	599	414	493	965	907	113	782	258	1040	171	372	113	59					
Effective sample size	1682	790	892	184	678	541	287	176	187	101	324	534	377	450	857	827	106	709	230	938	157	322	107	58					
Total	1867	866	1001	181	725	601	360	173	226	134	382	599	405	481	981	886	107	756	269	1025	166	401	108	57					
1	40	17	22	5	13	19	dg	3	5	1	2	6	13	7	14	19	21	6	17	3	20	5	3	2	4	bCdF			
	2%	2%	2%	3%	2%	3%	1%	3%	1%	2%	2%	2%	2%	3%	2%	2%	6%	2%	1%	2%	3%	1%	2%	7%					
2	138	57	81	13	56	41	29	13	14	14	41	CF	43	19	35	84	cf	14	50	24	ei	74	ei	5	35	ei	10	ei	-
	7%	7%	8%	7%	8%	7%	8%	7%	6%	11%	11%	7%	5%	7%	9%	6%	13%	7%	9%	7%	3%	9%	10%	-					
3	145	68	77	20	55	d	57	13	19	DGH	9	4	32	55	28	30	87	13	66	F	35	100	Fg	9	16	4	4		
	8%	8%	8%	11%	8%	10%	4%	11%	4%	3%	8%	9%	7%	6%	9%	7%	12%	9%	13%	10%	5%	4%	3%	7%					
4	91	44	47	14	43	23	11	13	d	7	4	17	28	23	24	45	47	5	41	11	52	11	14	4	4				
	5%	5%	5%	8%	6%	4%	3%	7%	3%	3%	4%	5%	6%	5%	5%	5%	5%	5%	5%	4%	5%	7%	3%	4%	7%				
5 to 7 hrs	272	119	153	26	121	d	84	41	24	27	14	63	D	97	D	63	d	160	130	f	32	162	23	50	15	5			
	15%	14%	15%	14%	17%	14%	11%	14%	12%	10%	17%	16%	15%	10%	16%	13%	15%	17%	12%	16%	14%	13%	13%	8%					
8 to 23 hrs	291	135	156	36	105	110	41	34	26	15	52	95	57	87	147	144	16	130	34	165	27	52	23	cf	9				
	16%	16%	16%	20%	14%	18%	11%	20%	12%	11%	13%	16%	14%	18%	15%	16%	15%	17%	13%	16%	17%	13%	21%	16%					
24 hrs	256	129	128	26	101	81	48	24	31	17	52	81	50	73	132	124	17	98	32	129	26	52	24	8					
	14%	15%	13%	14%	14%	13%	13%	14%	14%	13%	14%	13%	12%	15%	13%	14%	16%	13%	12%	13%	15%	13%	BCDf	22%	14%				
25 to 36 hrs	181	85	96	13	64	45	59	13	29	c	30	37	b	36	46	Be	62	BE	73	109	BE	5	57	10	7				
	10%	10%	10%	7%	9%	7%	16%	8%	13%	22%	10%	6%	11%	13%	7%	12%	5%	7%	10%	8%	12%	14%	9%	13%					
37 to 48 hrs	259	132	127	18	100	82	58	18	34	24	51	79	59	69	131	128	9	102	40	143	26	61	12	9					
	14%	15%	13%	10%	14%	14%	16%	11%	15%	18%	13%	13%	15%	14%	13%	14%	8%	14%	15%	14%	15%	15%	11%	16%					

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

Table 62 (continuation)

C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.

by Crossbreak

Base: All with a mobile phone

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Not working after hours (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1872	874	998	199	742	598	333	190	214	119	366	599	414	493	965	907	113	782	258	1040	171	372	113	59
Effective sample size	1682	790	892	184	678	541	287	176	187	101	324	534	377	450	857	827	106	709	230	938	157	322	107	58
Total	1867	866	1001	181	725	601	360	173	226	134	382	599	405	481	981	886	107	756	269	1025	166	401	108	57
More than 48 hrs	176	76	101	11	67	50	48	11	40	9	31	66	44	36	97	79	5	62	29	91	15	55	4	6
	9%	9%	10%	6%	9%	8%	13%	6%	18%	6%	8%	11%	11%	7%	10%	9%	5%	8%	11%	9%	9%	14%	4%	11%
Dont know	17	4	13	-	1	8	8	1	5	2	1	7	9	1	7	10	1	4	2	7	-	8	-	1
	1%	*%	1%	-%	*%	1%	2%	-%	2%	2%	*%	1%	2%	*%	1%	1%	1%	1%	1%	1%	-%	2%	-%	2%
Medians	12.00	15.00	12.00	9.00	12.00	12.00	24.00	10.00	24.00	24.00	12.00	12.00	18.00	20.00	12.00	20.00	6.00	12.00	12.00	12.00	24.00	24.00	12.00	24.00
Mean score	23.7	23.8	23.6	19.2	22.4	21.8	31.7	19.6	30.7	33.5	22.1	24.6	24.3	23.2	23.7	23.7	16.9	21.1	23.5	21.8	24.6	30.9	19.7	26.0
							ABCF		ABCF	aBC								a	a	Ag	aBDg			a
Standard deviation	33.33	24.73	39.29	22.68	22.35	23.61	59.14	23.06	30.61	88.62	25.77	47.76	23.99	21.49	40.64	22.66	21.83	21.88	24.53	22.62	21.65	57.27	17.25	27.96
Standard error	.77	.84	1.24	1.61	.82	.97	3.24	1.67	2.09	8.12	1.35	1.95	1.18	.97	1.31	.75	2.05	.78	1.53	.70	1.66	2.97	1.62	3.64

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

Table 62 (continuation)
 C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.
 by Crossbreak
 Base: All with a mobile phone

	Total	Region											Nation				Urbanity				Urbanity detail													
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote rural (c)	All rural (d)	Large city/all city/large town (a)	Medium town (b)	Small town (c)										
Unweighted row	1872	206	131	103	95	179	143	130	145	153	223	240	124	1432	206	131	103	1703	114	55	169	654	733	316										
Effective sample size	1682	171	130	99	85	173	142	121	131	139	223	229	110	1341	171	130	99	1657	90	39	130	640	713	304										
Total	1867	153	94	47	112	190	148	144	168	175	229	258	149	1573	153	94	47	1611	183	73	256	631	695	285										
1	40	1	1	1	2	1	4	i	3	4	-	18	5	-	38	1	1	1	40	d	-	-	-	25	bc	11	4							
	2%	*%	1%	1%	2%	1%	3%	2%	2%	2%	-%	8%	2%	-%	2%	*%	1%	1%	2%	-%	-%	-%	4%	2%	1%									
2	138	3	6	aE	2	E	13	-	17	16	15	AEi	4	e	40	17	aE	6	E	128	B	3	6	b	2	117	16	5	21	62	B	32	22	b
	7%	2%	6%	3%	11%	-%	12%	11%	9%	2%	17%	6%	4%	8%	2%	6%	3%	7%	9%	7%	8%	10%	5%	8%										
3	145	9	7	e	2	15	4	5	15	Ef	15	E	15	e	34	18	e	6	127	9	7	2	118	23	a	4	27	55	c	49	13			
	8%	6%	8%	4%	13%	2%	4%	10%	9%	8%	15%	7%	4%	8%	6%	8%	4%	7%	13%	6%	11%	9%	7%	5%										
4	91	8	12	aE	2	7	5	7	11	ehk	3	9	14	h	8	4	69	8	12	Ab	2	78	6	7	13	31	31	17						
	5%	5%	13%	5%	6%	3%	5%	8%	2%	5%	6%	3%	3%	4%	5%	13%	5%	5%	3%	10%	5%	5%	4%	6%										
5 to 7 hrs	272	38	22	CEFGH	3	20	21	10	12	19	16	52	45	14	209	38	AD	22	AD	3	228	33	12	44	89	102	38							
	15%	25%	23%	7%	18%	11%	7%	9%	11%	9%	23%	18%	9%	13%	25%	23%	7%	14%	18%	16%	17%	14%	15%	13%										
8 to 23 hrs	291	51	12	BCDEF	8	J	11	37	22	j	31	28	J	29	J	15	26	21	j	221	51	12	8	258	25	8	33	95	111	51				
	16%	34%	13%	16%	10%	19%	15%	21%	17%	17%	7%	10%	14%	14%	34%	13%	16%	16%	14%	11%	13%	15%	16%	18%										
24 hrs	256	18	8	8	b	16	40	18	13	27	24	26	35	24	223	18	8	8	c	234	d	17	6	22	97	100	36							
	14%	12%	8%	16%	14%	21%	12%	9%	16%	14%	11%	14%	16%	14%	12%	8%	16%	15%	9%	8%	9%	15%	14%	13%										
25 to 36 hrs	181	5	6	7	AbdEJ	6	10	24	13	aj	26	20	AJ	8	41	15	aj	163	B	5	6	7	Bc	148	27	a	6	33	51	64	33			
	10%	3%	7%	15%	6%	6%	16%	9%	16%	11%	4%	16%	10%	10%	3%	7%	15%	9%	15%	8%	13%	8%	9%	12%										

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

Table 62 (continuation)

C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.

by Crossbreak

Base: All with a mobile phone

	Total	Region												Nation				Urbanity				Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Midlands (g)	West Midlands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)	
Unweighted row	1872	206	131	103	95	179	143	130	145	153	223	240	124	1432	206	131	103	1703	114	55	169	654	733	316	
Effective sample size	1682	171	130	99	85	173	142	121	131	139	223	229	110	1341	171	130	99	1657	90	39	130	640	713	304	
Total	1867	153	94	47	112	190	148	144	168	175	229	258	149	1573	153	94	47	1611	183	73	256	631	695	285	
37 to 48 hrs	259	16	14 j	8 J	12	38 aghJk	27 J	16	18	30 J	15	30	33 AdghJk	220	16	14	8	232	21	6	27	89	104	40	
	14%	11%	15%	17%	11%	20%	18%	11%	11%	17%	7%	12%	22%	14%	11%	15%	17%	14%	12%	8%	11%	14%	15%	14%	
More than 48 hrs	176	3	7 aJ	7 AJ	11 AJ	33 AbfghJ	13 AJ	13 AJ	13 aj	19 AJ	5	30 AJ	21 AJ	159 B	3	7 b	7 B	154	14	8	23	35	89 A	29 A	
	9%	2%	8%	15%	9%	17%	9%	9%	8%	11%	2%	12%	14%	10%	2%	8%	15%	10%	8%	11%	9%	6%	13%	10%	
Dont know	17	1	-	-	-	-	-	-	-	9	-	2	5	16	1	-	-	6	-	11	11 Ab	1	2	3	
	1%	*%	-%	-%	-%	-%	-%	-%	-%	5%	-%	1%	4%	1%	*%	-%	-%	*%	-%	15%	4%	*%	*%	1%	
Medians	12.00	9.00	7.00	24.00	8.00	24.00	24.00	10.00	24.00	24.00	5.00	24.00	24.00	14.00	9.00	7.00	24.00	13.00	12.00	6.00	10.00	12.00	24.00	14.00	
Mean score	23.7	16.0	21.4	31.2	20.2	30.6	26.6	28.0	23.0	25.7	11.7	26.0	30.3	24.3	16.0	21.4	31.2	BC	24.2	20.9	19.5	20.5	20.2	28.1	23.6 a
Standard deviation	33.33	15.84	25.41	26.53	22.53	21.81	25.20	86.46	26.84	24.20	15.57	26.87	26.11	35.03	15.84	25.41	26.53	34.78	20.29	25.65	21.92	20.76	46.64	22.63	
Standard error	.77	1.10	2.22	2.61	2.31	1.63	2.11	7.58	2.23	1.96	1.04	1.73	2.34	.93	1.10	2.22	2.61	.84	1.90	3.46	1.69	.81	1.72	1.27	

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

Table 63

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?
by Crossbreak
Base: Experienced Loss of service for Mobile

	Total	Gender		Age	Social grade		OCCUPATION		Na	Urb	Urb
		Male (a)	Female (b)	25 - 44 (b)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Not working (d)	England (a)	Urban (a)	Medium town (b)
Unweighted row	137	65	72	59	70	67	59	84	114	126	57
Effective sample size	124	60	64	54	62	62	54	75	105	124	55
Total	143	66	77	63	75	68	61	91	128	122	53
0	1 1%	- -	1 1%	- -	- -	1 2%	1 2%	1 1%	1 1%	1 1%	1 2%
1	26 18%	10 15%	16 21%	8 12%	12 16%	14 20%	8 13%	14 16%	23 18%	26 21%	10 19%
2	29 20%	14 21%	15 19%	12 19%	9 11%	20 bE 30%	8 13%	15 16%	24 19%	26 22%	13 25%
3	10 7%	4 6%	6 8%	6 9%	5 6%	5 8%	9 15%	9 10%	9 7%	8 6%	2 3%
4	7 5%	4 7%	3 4%	3 4%	5 6%	2 3%	6 10%	6 6%	5 4%	7 6%	4 8%
5 to 7 hrs	20 14%	7 11%	13 17%	12 19%	8 11%	12 18%	8 13%	12 14%	19 15%	16 13%	7 13%
8 to 23 hrs	10 7%	7 11%	3 4%	5 8%	9 df 12%	1 2%	7 11%	8 9%	9 7%	8 6%	2 4%
24 hrs	25 17%	17 b 26%	8 10%	9 14%	17 23%	8 11%	11 17%	15 16%	24 19%	23 19%	9 16%
25 to 36 hrs	2 1%	- -	2 2%	1 2%	1 1%	1 2%	1 1%	2 2%	1 1%	1 1%	- -
37 to 48 hrs	9 6%	- -	9 A 11%	7 10%	7 9%	2 3%	- -	7 b 7%	9 7%	4 3%	3 6%
More than 48 hrs	4 3%	2 3%	2 3%	1 2%	3 4%	1 2%	2 3%	2 2%	4 3%	2 2%	2 4%

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

Table 63 (continuation)

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?
by Crossbreak

Base: Experienced Loss of service for Mobile

	Total	Gender		Age 25-44 (b)	Social grade		OCCUPATION		Na tion En gland (a)	Urb anity (a)	Urb anity de tail Me dium town (b)
		Male (a)	Fe male (b)		ABC1 (e)	C2DE (f)	Wo rking full time (30+ hours per week) (b)	Net -Wo rking (d)			
Unweighted row	137	65	72	59	70	67	59	84	114	126	57
Effective sample size	124	60	64	54	62	62	54	75	105	124	55
Total	143	66	77	63	75	68	61	91	128	122	53
Medians	4.00	5.00	4.00	5.00	6.00	2.00	4.00	5.00	5.00	3.00	4.00
Mean score	12.4	11.8	12.9	13.1	16.1	8.3	10.3	12.5	13.2	10.1	11.7
Standard deviation	17.35	16.44	18.18	16.72	19.61	13.39	14.39	16.30	17.99	14.04	17.52
Standard error	1.48	2.04	2.14	2.18	2.34	1.64	1.87	1.78	1.68	1.25	2.32

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

Table 64
 C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.
 by Crossbreak
 Base: Experienced Loss of service for Mobile

	Total	Gender		Age	Social grade		OCCUPATION		Nation	Urban	Urban	Urban
		Male (a)	Female (b)	25 - 44 (b)	ABC1 (e)	C2DE (f)	Working full time (30+ hours per week) (b)	Not working (d)	England (a)	Urban (a)	Medium town (b)	Urban tail
Unweighted row	137	65	72	59	70	67	59	84	114	126	57	
Effective sample size	124	60	64	54	62	62	54	75	105	124	55	
Total	143	66	77	63	75	68	61	91	128	122	53	
1	4 3%	2 3%	2 2%	2 3%	1 1%	3 4%	1 2%	1 1%	3 2%	4 3%	2 3%	
2	12 8%	6 9%	6 8%	1 2%	7 10%	5 7%	5 8%	7 8%	11 9%	12 10%	2 3%	
3	13 9%	8 11%	5 7%	3 5%	7 9%	7 10%	4 6%	9 9%	10 8%	13 11%	8 15%	
4	9 6%	5 8%	4 5%	4 6%	3 4%	6 9%	6 10%	6 6%	6 5%	9 7%	7 13%	a
5 to 7 hrs	18 13%	7 10%	11 15%	10 16%	11 14%	8 11%	9 15%	13 15%	15 11%	16 13%	5 10%	
8 to 23 hrs	19 14%	7 10%	13 16%	8 13%	5 7%	14 21%	9 15%	12 14%	19 15%	15 12%	6 12%	
24 hrs	14 10%	6 9%	8 10%	9 15%	5 6%	9 14%	5 8%	6 7%	13 10%	14 12%	6 12%	
25 to 36 hrs	19 14%	15 23%	4 5%	5 8%	16 21%	4 5%	10 16%	11 12%	19 15%	15 12%	5 9%	
37 to 48 hrs	14 10%	5 8%	9 12%	9 14%	9 12%	5 8%	5 8%	13 14%	11 9%	11 9%	4 7%	
More than 48 hrs	20 14%	5 8%	15 19%	12 19%	13 17%	7 11%	7 12%	13 14%	20 16%	13 11%	9 17%	
Dont know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Medians	12.00	11.00	12.00	24.00	24.00	10.00	12.00	13.00	14.00	10.00	10.00	

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

Table 64 (continuation)

C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.

by Crossbreak

Base: Experienced Loss of service for Mobile

	Gender		Age	Social grade		OCCUPATION		Nation	Urbanity	Urbanity	Urbanity
	Male	Female	25-44	ABC1	C2DE	Working full time (30+ hours per week)	Not working	England	Urban	Medium town	Metropolitan
Total	(a)	(b)	(b)	(e)	(f)	(d)	(d)	(a)	(a)	(a)	(b)
Unweighted row	137	65	72	59	70	67	59	84	114	126	57
Effective sample size	124	60	64	54	62	62	54	75	105	124	55
Total	143	66	77	63	75	68	61	91	128	122	53
Mean score	24.3	19.9	28.1	27.5	26.6	21.8	22.8	24.6	25.5	22.7	26.8
Standard deviation	26.92	18.64	32.02	23.63	25.44	28.46	25.42	24.93	27.61	27.47	34.72
Standard error	2.30	2.31	3.77	3.08	3.04	3.48	3.31	2.72	2.59	2.45	4.60

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

Table 65
 C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?
 by Crossbreak
 Base: Hypothetical loss of Mobile phone

	Gender		Age								Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65+(h)	75+(i)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time education (a)	Working (b)	Working (c)	Working (d)	Working (e)	Working (f)	Working (g)	Working (h)
Unweighted row	1735	809	926	179	683	554	319	170	202	117	341	554	390	450	895	840	104	723	233	956	161	357	102	53	
Effective sample size	1559	731	828	165	625	502	274	157	176	99	301	495	356	409	795	765	97	655	210	864	148	308	96	52	
Total	1724	800	924	162	663	555	344	154	213	132	355	550	380	438	906	818	99	695	239	935	154	385	98	51	
0	29	9	20	2	5	15 B	8 b	1	5 b	2	3	15 aD	9 d	2	18 d	11	9	8	2	10	-	8	-	1	
	2%	1%	2%	1%	1%	3%	2%	1%	3%	2%	1%	3%	2%	4%	2%	1%	9%	1%	1%	1%	1%	2%	1%	2%	
1	259	117	143	25	109 DG	93 DG	32	25 dG	15	17	61	85	49	64	146	114	21	117 F	44	161 F	19	41	14	4	
	15%	15%	15%	15%	16%	17%	9%	16%	7%	13%	17%	15%	13%	15%	16%	14%	21%	17%	18%	17%	12%	11%	14%	7%	
2	302	131	171	34	141 CDH	80	48	32 H	38 h	11	56	101	74	71	157	145	17	135	35	170	30	57	18	9	
	18%	16%	19%	21%	21%	14%	14%	20%	18%	8%	16%	18%	19%	16%	17%	18%	17%	19%	15%	18%	19%	15%	19%	17%	
3	123	58	65	24	41	45 dg	13	22	6	7	22	42	25	34	63	59	9 f	56 f	16	72 f	15 F	15	9 f	2	
	7%	7%	7%	14%	6%	8%	4%	15%	3%	5%	6%	8%	7%	8%	7%	7%	9%	8%	6%	8%	10%	4%	9%	4%	
4	141	66	76	14	52	56 d	20	13	14	7	34	48	29	31	82	60	7	62	23	85	11	25	7	5	
	8%	8%	8%	8%	8%	10%	6%	8%	6%	5%	10%	9%	8%	7%	9%	7%	8%	9%	10%	9%	7%	7%	7%	11%	
5 to 7 hrs	205	91	114	18	69	70	48	17	28	21	40	77	39	49	117	88	13	70	32	102	15	53	16	5	
	12%	11%	12%	11%	10%	13%	14%	11%	13%	16%	11%	14%	10%	11%	13%	11%	13%	10%	13%	11%	10%	14%	16%	11%	
8 to 23 hrs	212	113 b	99	19	83	60	50	18	34 c	16	46	58	43	66 b	104	108	10	76	32	108	18	56	12	8	
	12%	14%	11%	12%	12%	11%	15%	12%	16%	12%	13%	11%	11%	15%	11%	13%	10%	11%	14%	12%	11%	15%	12%	15%	
24 hrs	329	149	180	21	116	105	88	21	48 af	40 ABCF	69	88	75	97	157	172 be	10	122 a	41	163	39	90	16	11 a	
	19%	19%	19%	13%	17%	19%	25%	14%	22%	31%	19%	16%	20%	22%	17%	21%	10%	18%	17%	17%	25%	23%	17%	21%	
25 to 36 hrs	29	19	11	1	16	7	6	1	4	2	5	7	12 bde	4	12	17	-	20 Ce	-	20 c	-	8 c	2 c	-	
	2%	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	3%	1%	1%	2%	1%	3%	1%	2%	1%	2%	2%	1%	
37 to 48 hrs	87	43	44	5	32	24	26 cf	4	18 acf	8	17	27	23	20	44	43	3	27	14	41	7	26 b	4	6 aBde	
	5%	5%	5%	3%	5%	4%	8%	3%	8%	6%	5%	5%	6%	4%	5%	5%	3%	4%	6%	4%	4%	7%	4%	12%	

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

Table 65 (continuation)

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?

by Crossbreak

Base: Hypothetical loss of Mobile phone

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full educ ation (a)	Wo rking time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking (d)	Lo oking after the home or fa mily (e)	Re tired from work (f)	Unemp loyed (g)	Pe rman ently sick or dis abled (i)	
Unweighted row	1735	809	926	179	683	554	319	170	202	117	341	554	390	450	895	840	104	723	233	956	161	357	102	53
Effective sample size	1559	731	828	165	625	502	274	157	176	99	301	495	356	409	795	765	97	655	210	864	148	308	96	52
Total	1724	800	924	162	663	555	344	154	213	132	355	550	380	438	906	818	99	695	239	935	154	385	98	51
More than 48 hrs	7 *%	5 1%	2 *%	- -%	1 *%	1 *%	5 bc 1%	- -%	3 b 1%	2 bc 2%	3 f 1%	3 *%	1 *%	- -%	6 1%	1 *%	- -%	2 *%	- -%	2 *%	- -%	5 d 1%	- -%	- -%
Medians	5.00	5.00	4.00	3.00	4.00	4.00	8.00	3.00	8.00	8.00	5.00	4.00	5.00	5.00	4.00	5.00	3.00	4.00	4.00	4.00	5.00	7.00	5.00	7.00
Mean score	10.9	11.5	10.4	8.1	10.4	10.2	14.3	8.0	14.1	14.7	11.2	10.0	11.8	11.1	10.5	11.4 b	6.5	10.2	10.2	10.2	11.2	13.5	10.0	14.4
Standard deviation	12.92	13.51	12.35	10.57	12.59	12.21	14.90	10.28	15.17	14.51	13.60	12.74	13.47	12.02	13.09	12.71	9.66	12.46	12.18	12.38	12.00	14.59	11.93	15.23
Standard error	.31	.48	.41	.79	.48	.52	.83	.79	1.07	1.34	.74	.54	.68	.57	.44	.44	.95	.46	.80	.40	.95	.77	1.18	2.09

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

Table 65 (continuation)

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?

by Crossbreak
Base: Hypothetical loss of Mobile phone

	Total	Region											Nation				Urbanity			Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Medium town (b)	Small towns (c)
Unweighted row	1735	204	112	101	86	169	131	115	122	137	213	228	117	1318	204	112	101	1577	109	158	607	676	294
Effective sample size	1559	169	111	98	78	163	130	106	110	124	213	218	105	1236	169	111	98	1533	85	120	594	658	282
Total	1724	152	81	46	100	179	136	129	142	157	219	245	138	1445	152	81	46	1489	172	235	584	642	263
0	29	1	-	-	-	1	1	1	2	8	5	2	8	28	1	-	-	16	2	13	7	4	4
	2%	1%	-%	-%	-%	1%	1%	1%	1%	5%	2%	1%	6%	2%	1%	-%	-%	1%	1%	6%	1%	1%	2%
1	259	9	23	6	25	6	22	27	20	18	18	53	39	222	9	23	6	225	25	35	96	89	40
	15%	6%	28%	13%	25%	3%	16%	21%	14%	11%	24%	16%	8%	15%	6%	28%	13%	15%	15%	15%	16%	14%	15%
2	302	36	16	3	14	18	15	25	31	17	74	34	19	247	36	16	3	261	35	41	137	93	31
	18%	24%	20%	6%	14%	10%	11%	20%	22%	11%	34%	14%	14%	17%	24%	20%	6%	18%	20%	18%	23%	15%	12%
3	123	19	5	2	9	21	12	10	7	6	14	11	4	96	19	5	2	102	16	21	46	46	11
	7%	12%	7%	5%	9%	12%	9%	8%	5%	4%	7%	5%	3%	7%	12%	7%	5%	7%	10%	9%	8%	7%	4%
4	141	18	10	4	7	25	2	5	5	11	27	21	7	109	18	10	4	122	12	19	50	48	25
	8%	12%	13%	8%	7%	14%	2%	4%	4%	7%	12%	8%	5%	8%	12%	13%	8%	8%	7%	8%	9%	7%	9%
5 to 7 hrs	205	33	2	5	9	23	15	15	18	27	7	24	7	165	33	2	5	182	16	23	51	92	39
	12%	22%	3%	10%	9%	13%	11%	12%	12%	17%	3%	10%	19%	11%	22%	3%	10%	12%	9%	10%	9%	14%	15%
8 to 23 hrs	212	22	4	10	8	29	21	15	27	23	3	35	3	177	22	4	10	177	24	35	66	81	30
	12%	14%	5%	22%	8%	16%	15%	12%	19%	15%	1%	14%	11%	12%	14%	5%	22%	12%	14%	15%	11%	13%	11%
24 hrs	329	13	14	11	24	32	40	19	25	38	15	60	37	291	13	14	11	292	32	37	98	130	64
	19%	9%	17%	25%	24%	18%	30%	14%	17%	24%	7%	25%	27%	20%	9%	17%	25%	20%	19%	16%	17%	20%	24%

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

Table 65 (continuation)

C10 :This time there is a loss of service on your mobile phone network, in an area where you'd normally have good reception. How long do you think it is reasonable for the maximum wait until your provider has successfully resolved the fault?

by Crossbreak
Base: Hypothetical loss of Mobile phone

	Total	Region											Nation				Urbanity			Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1735	204	112	101	86	169	131	115	122	137	213	228	117	1318	204	112	101	1577	109	158	607	676	294
Effective sample size	1559	169	111	98	78	163	130	106	110	124	213	218	105	1236	169	111	98	1533	85	120	594	658	282
Total	1724	152	81	46	100	179	136	129	142	157	219	245	138	1445	152	81	46	1489	172	235	584	642	263
25 to 36 hrs	29	-	1 j	-	-	22 ABCDF	1	2	-	-	-	3	-	28 b	-	1	-	25	4	4	1	19 A	4 a
	2%	-%	2%	-%	-%	12% GHIJKL	1%	2%	-%	-%	-%	1%	-%	2%	-%	2%	-%	2%	3%	2%	*%	3%	2%
37 to 48 hrs	87	1	3	5	3	3	7 a	7 a	6 a	10 Ae	19 AE	14 Ae	7 a	78 B	1	3	5 aBc	83 d	4	4	31	36	16
	5%	1%	3%	10%	3%	2%	5%	6%	4%	7%	9%	6%	5%	5%	1%	3%	10%	6%	3%	2%	5%	6%	6%
More than 48 hrs	7	-	2	-	-	-	-	1	-	-	-	1	2	4	-	2 Ab	-	5	-	2	1	3	1
	*%	-%	3%	-%	-%	-%	-%	1%	-%	-%	-%	*%	1%	*%	-%	3%	-%	*%	-%	1%	*%	*%	*%
Medians	5.00	4.00	3.00	10.00	4.00	6.00	8.00	4.00	6.00	6.00	2.00	6.00	6.00	5.00	4.00	3.00	10.00	5.00	4.00	4.00	4.00	6.00	6.00
Mean score	10.9	6.5	10.1	14.5	9.6	13.0	13.0	10.3	10.0	12.3	7.9	12.6	13.0	11.3	6.5	10.1	14.5	11.2	9.8	9.0	9.7	12.1	12.3 A
			A	AbDgH	A	AdhJ	AdJ	A	A	AJ		AJ	AJ	B		B	aBc	cd				A	
Standard deviation	12.92	7.25	14.93	14.31	11.45	12.06	12.63	13.38	11.41	12.96	13.72	13.76	14.37	13.12	7.25	14.93	14.31	13.11	11.24	11.43	12.45	13.58	13.13
Standard error	.31	.51	1.41	1.42	1.23	.93	1.10	1.25	1.03	1.11	.94	.91	1.33	.36	.51	1.41	1.42	.33	1.08	.91	.51	.52	.77

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

Table 66
 C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.
 by Crossbreak
 Base: Hypothetical loss of Mobile phone

	Gender		Age							Social grade						OCCUPATION								
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)
Unweighted row	1735	809	926	179	683	554	319	170	202	117	341	554	390	450	895	840	104	723	233	956	161	357	102	53
Effective sample size	1559	731	828	165	625	502	274	157	176	99	301	495	356	409	795	765	97	655	210	864	148	308	96	52
Total	1724	800	924	162	663	555	344	154	213	132	355	550	380	438	906	818	99	695	239	935	154	385	98	51
1	36	15	21	4	11	18	dg 3	4	1	2	6	12	7	11	18	18	5	16	3	19	5	3	1	3 cF
	2%	2%	2%	2%	2%	3%	1%	2%	1%	2%	2%	2%	2%	3%	2%	2%	5%	2%	1%	2%	3%	1%	1%	6%
2	126	51	75	12	55	34	26	12	11	14	36	CF 40	19	30	77	cf 49	14	44	23	ei 67	i 5	32	ei 8	i -
	7%	6%	8%	7%	8%	6%	7%	8%	5%	11%	10%	7%	5%	7%	8%	6%	14%	6%	9%	7%	3%	8%	9%	-8%
3	132	60	72	17	52	D 51	12	16	Dgh 8	4	29	52	df 25	27	80	f 52	12	62	Fg 30	92	eFg 8	14	3	4
	8%	8%	8%	11%	8%	9%	3%	11%	4%	3%	8%	9%	7%	6%	9%	6%	12%	9%	12%	10%	5%	4%	3%	8%
4	83	39	43	10	39	22	11	9	7	4	15	27	19	21	42	40	5	35	11	47	10	14	4	4
	5%	5%	5%	6%	6%	4%	3%	6%	3%	3%	4%	5%	5%	5%	5%	5%	5%	5%	5%	5%	7%	4%	4%	8%
5 to 7 hrs	254	112	142	23	111	d 80	40	21	27	14	60	d 89	d 58	47	149	105	15	121	ci 28	149	23	50	13	3
	15%	14%	15%	14%	17%	14%	12%	14%	13%	10%	17%	16%	15%	11%	16%	13%	15%	17%	12%	16%	15%	13%	14%	6%
8 to 23 hrs	272	128	144	36	97	99	dh 40	34	26	14	50	92	52	78	142	130	16	121	f 31	152	25	48	21	cf 9
	16%	16%	16%	22%	15%	18%	12%	22%	12%	10%	14%	17%	14%	18%	16%	16%	16%	17%	13%	16%	16%	13%	22%	17%
24 hrs	242	122	120	25	92	77	48	23	31	17	51	77	47	67	127	115	15	93	30	123	24	52	22	7
	14%	15%	13%	15%	14%	14%	14%	15%	15%	13%	14%	14%	12%	15%	14%	14%	15%	13%	13%	13%	15%	14%	22%	13%
25 to 36 hrs	162	70	92	10	59	38	55	10	26	ac 29	32	B 25	45	BE 60	57	105	BE 4	46	25	71	17	52	10	6
	9%	9%	10%	6%	9%	7%	16%	6%	12%	22%	9%	5%	12%	14%	6%	13%	4%	7%	10%	8%	11%	14%	10%	12%
37 to 48 hrs	244	127	117	17	91	79	57	17	33	24	50	72	58	65	122	123	9	98	32	130	26	60	11	9
	14%	16%	13%	11%	14%	14%	17%	11%	16%	18%	14%	13%	15%	15%	13%	15%	9%	14%	14%	14%	17%	16%	11%	17%
More than 48 hrs	156	70	86	9	55	48	44	Abf 9	36	9	26	57	42	d 31	84	72	4	54	24	78	12	53	4	5
	9%	9%	9%	5%	8%	9%	13%	6%	17%	6%	7%	10%	11%	7%	9%	9%	4%	8%	10%	8%	8%	14%	4%	10%

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

Table 66 (continuation)

C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.

by Crossbreak

Base: Hypothetical loss of Mobile phone

	Gender		Age							Social grade					OCCUPATION										
	Total	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	65-74 (g)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (b)	Working part time (c)	Not working after home or family (d)	Looking for work (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	1735	809	926	179	683	554	319	170	202	117	341	554	390	450	895	840	104	723	233	956	161	357	102	53	
Effective sample size	1559	731	828	165	625	502	274	157	176	99	301	495	356	409	795	765	97	655	210	864	148	308	96	52	
Total	1724	800	924	162	663	555	344	154	213	132	355	550	380	438	906	818	99	695	239	935	154	385	98	51	
Dont know	17 1%	4 1%	13 1%	- %	1 *	8 1%	8 2%	- %	5 3%	aBf 2 b 2%	1 *	7 1%	9 2%	aDe 1 *	7 1%	10 1%	1 1%	4 1%	2 1%	7 1%	- %	8 2%	bd %	- %	1 2%
Medians	12.00	15.00	12.00	10.00	12.00	12.00	24.00	10.00	24.00	24.00	12.00	12.00	24.00	24.00	12.00	24.00	6.00	10.00	12.00	12.00	24.00	24.00	15.00	24.00	
Mean score	23.6	24.1	23.3	18.8	21.9	22.0	31.8	19.3	30.6	33.7	22.3	24.2	24.7	23.1	23.4	23.9	16.5	21.0	22.9	21.5	24.1	31.3	20.5	24.1 a	
Standard deviation	33.81	25.15	39.83	20.91	22.18	23.23	60.21	21.28	30.88	89.28	26.22	49.12	24.16	20.20	41.66	22.13	21.82	21.56	24.60	22.38	21.20	58.24	17.40	20.62	
Standard error	.81	.88	1.31	1.56	.85	.99	3.37	1.63	2.17	8.25	1.42	2.09	1.22	.95	1.39	.76	2.14	.80	1.61	.72	1.67	3.08	1.72	2.83	

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

Table 66 (continuation)

C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.

by Crossbreak

Base: Hypothetical loss of Mobile phone

	Total	Region											Nation				Urbanity			Urbanity detail												
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Midlands (g)	West Midlands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ all city/ large town (a)	Me dium town (b)	Small towns (c)									
Unweighted row	1735	204	112	101	86	169	131	115	122	137	213	228	117	1318	204	112	101	1577	109	158	607	676	294									
Effective sample size	1559	169	111	98	78	163	130	106	110	124	213	218	105	1236	169	111	98	1533	85	120	594	658	282									
Total	1724	152	81	46	100	179	136	129	142	157	219	245	138	1445	152	81	46	1489	172	235	584	642	263									
1	36	1	-	1	2	1	2	3	4	i	-	18	4	-	35	1	-	1	36	d	-	-	23	Bc	10	4						
	2%	*%	-%	1%	2%	1%	2%	2%	3%	-%	8%	2%	-%	2%	*%	-%	1%	2%	-%	-%	4%	2%	1%									
2	126	3	5	aE	2	E	11	AEI	-	14	16	12	AEI	3	38	17	aEi	6	E	117	B	3	5	b	2	105	16	21	55	B	30	19
	7%	2%	6%	3%	11%	-%	11%	12%	8%	2%	17%	7%	5%	8%	2%	6%	3%	7%	9%	9%	9%	5%	7%									
3	132	9	4	2	11	Ef	4	5	14	Ef	14	E	15	E	32	15	6	117	9	4	2	105	23	a	27	a	52	c	41	11		
	8%	6%	5%	4%	11%	2%	4%	11%	10%	9%	15%	6%	4%	8%	6%	5%	4%	7%	14%	12%	9%	6%	4%									
4	83	8	9	2	7	4	7	8	3	8	14	e	7	4	63	8	9	Ab	2	69	6	13	30	24	16							
	5%	5%	11%	5%	6%	2%	5%	6%	2%	5%	7%	3%	3%	4%	5%	11%	5%	5%	4%	6%	5%	4%	6%									
5 to 7 hrs	254	38	19	3	19	19	10	12	16	12	50	43	13	194	d	38	AD	19	AD	3	212	31	42	83	97	33						
	15%	25%	24%	6%	19%	11%	8%	10%	11%	7%	23%	18%	9%	13%	25%	24%	6%	14%	18%	18%	14%	15%	13%									
8 to 23 hrs	272	51	12	j	8	J	11	37	JK1	21	j	27	JK1	23	J	27	J	15	26	15	202	51	12	8	243	23	29	91	105	46		
	16%	33%	15%	17%	11%	21%	15%	21%	16%	17%	7%	11%	11%	14%	33%	15%	17%	16%	13%	12%	16%	16%	18%									
24 hrs	242	18	7	8	15	40	16	11	23	22	25	35	23	210	18	7	8	220	17	22	91	94	35									
	14%	12%	9%	17%	15%	22%	12%	9%	16%	14%	11%	14%	17%	15%	12%	9%	17%	15%	10%	9%	16%	15%	13%									
25 to 36 hrs	162	5	6	6	AeJ	6	10	21	12	aj	21	16	aj	7	37	15	AJ	145	B	5	6	6	B	133	23	29	44	59	30			
	9%	3%	8%	14%	6%	6%	15%	9%	15%	10%	3%	15%	11%	10%	3%	8%	14%	9%	13%	12%	7%	9%	11%									

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

Table 66 (continuation)

C11: And what would be an unacceptable length of time to wait? Please give your answer in terms of hours.

by Crossbreak

Base: Hypothetical loss of Mobile phone

	Total	Region											Nation				Urbanity			Urbanity detail			
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	1735	204	112	101	86	169	131	115	122	137	213	228	117	1318	204	112	101	1577	109	158	607	676	294
Effective sample size	1559	169	111	98	78	163	130	106	110	124	213	218	105	1236	169	111	98	1533	85	120	594	658	282
Total	1724	152	81	46	100	179	136	129	142	157	219	245	138	1445	152	81	46	1489	172	235	584	642	263
37 to 48 hrs	244	16	11 j	8 J	10	34 aJ	26 aJ	15	16	29 J	15	30	33 AdghJ K	209	16	11	8	221 c	21	24	82	100	39
	14%	11%	14%	18%	10%	19%	19%	12%	12%	18%	7%	12%	24%	14%	11%	14%	18%	15%	12%	10%	14%	16%	15%
More than 48 hrs	156	3	7 AJ	7 AJ	8 aJ	29 AghJ	13 AJ	10 aJ	10 aJ	17 AJ	3	28 AJ	19 AJ	139 B	3	7 B	7 B	140	12	16	32	80 A	28 A
	9%	2%	9%	15%	8%	16%	10%	8%	7%	11%	1%	11%	14%	10%	2%	9%	15%	9%	7%	7%	6%	12%	11%
Dont know	17	1	-	-	-	-	-	-	-	9	-	2	5	16	1	-	-	6	-	11 Ab	1	2	3
	1%	*%	-%	-%	-%	-%	-%	-%	-%	6%	-%	1%	4%	1%	*%	-%	-%	*%	-%	5%	*%	*%	1%
Medians	12.00	9.00	10.00	24.00	8.00	24.00	24.00	10.00	15.00	24.00	5.00	24.00	24.00	14.00	9.00	10.00	24.00	13.00	12.00	8.00	12.00	24.00	24.00
Mean score	23.6	16.1	22.4	31.4	19.5	29.6	27.6	26.8	23.4	26.0	11.3	26.2	31.1	24.2	16.1	22.4	31.4	24.3	20.7	19.3	20.1	28.2	24.3 A
Standard deviation	33.81	15.89	26.23	26.71	21.69	21.25	25.79	89.79	28.39	24.64	14.69	27.01	26.57	35.62	15.89	26.23	26.71	35.32	20.55	21.58	20.77	47.51	22.89
Standard error	.81	1.11	2.48	2.66	2.34	1.63	2.25	8.37	2.57	2.11	1.01	1.79	2.46	.98	1.11	2.48	2.66	.89	1.97	1.72	.84	1.83	1.33

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

Table 67
Fl: Is your home...?
by Crossbreak
Base: All respondents

	Gender		Age							Social grade						OCCUPATION								
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired from work (f)	Unemp loyed from (g)	Pe rman ently sick or dis abled (i)	
Unweighted row	2065	961 1104	207	769	641	448	198	265	183	383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample size	1853	864 989	192	703	575	389	184	232	157	338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959 1106	189	753	651	473	180	277	196	400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
Owned outright by household	633	334 B 299	18	69	221 ABF	326 ABCF	16	181 ABCF	144 ABCF	159 bCDF	209 DF	134 d	131	368 cDF	265	17	154 G	53 g	207 G	27	364 ABCDE GI	11	9	
		31% 35% 27%	10%	9%	34%	69%	9%	66%	74%	40%	33%	29%	23%	35%	26%	15%	20%	19%	19%	15%	70%	9%	13%	
Being bought on mortgage	538	250 289	36 DGH	282 ACDFG	195 ADFGH	25	34 DGH	19	6	164 BCDeF	190 DF	116 DF	69	354 CDF	184 D	31 FGI	341 ACEFG	94 eFGI	435 AcEFG	42 FGI	24	3	3	
		26% 26% 26%	19%	37%	30%	5%	19%	7%	3%	41%	30%	25%	12%	34%	18%	28%	44%	33%	41%	23%	5%	3%	5%	
Rented from Local Authority/Housing Association/Trust	517	189 328 A	50 d DGh	206	168 dg	93	47	53	40	19	109 AE	132 ABE	257 ABCEF	128 A	389	ABCE	26 B	110	83 BDF	193 b	78 ABCDF	108 B	69 ABCDE F	42 ABCDEF
		25% 20% 30%	26%	27%	26%	20%	26%	19%	20%	5%	17%	29%	45%	12%	38%	24%	14%	29%	18%	43%	21%	59%	66%	
Rented from private landlord	365	180 185	83 BCDGH	192 CDGH	62 dH	27	82 BCDGH	21	6	56	126 a	74	109 a	182	183	37 BCDEF	174 F	52 F	225 F	35 F	24	32 cFi	9 F	F
		18% 19% 17%	44%	26%	10%	6%	45%	8%	3%	14%	20%	16%	19%	18%	18%	33%	22%	18%	21%	19%	5%	28%	14%	
Other	7	5 2	1	1	3	2	1	2	-	1	2	-	4	3	4	-	4	-	4	-	2	1	-	
		*% 1% *%	1%	*%	*%	*%	1%	1%	-%	*%	*%	-%	1%	*%	*%	-%	1%	-%	*%	-%	*%	1%	-%	
Don't Know	5	2 3	1	3	1	-	1	-	-	1	3	-	1	4	1	-	1	1	2	1	1	-	1 b	
		*% *% *%	1%	*%	*%	-%	1%	-%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	1%	

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

Table 67 (continuation)
 Fl: Is your home...?
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail		
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ all er city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
Owned outright by household	633	42 j	30 J	18 J	42 aJ	60 J	50 J	54 J	68 aJ	74 AeJ	41	86 J	68 AbEJ	544 b	42	30	18	518	74	42 Ab	115 A	153	245 A	120 A
	31%	25%	29%	35%	36%	28%	31%	32%	35%	38%	17%	30%	42%	31%	25%	29%	35%	29%	35%	51%	40%	22%	32%	37%
Being bought on mortgage	538	71 BDeFG HIJKL	22	21 BdeFG HiJkL	31 j	65 hJ	38 j	42 j	39	54 J	37	82 hJ	36	424	71 AC	22	21 AC	463 C	67 C	8	75 c	140	222 A	101 A
	26%	42%	22%	42%	27%	30%	23%	25%	20%	27%	15%	29%	22%	24%	42%	22%	42%	26%	32%	10%	26%	20%	29%	31%
Rented from Local Authority/Housing Association/Trust	517	33 c	32 aCI	5	33 Ci	48 C	46 Ci	38 C	47 C	34 ACEGh IL	86 aCI	80	33 c	447 D	33 d	32 bd	5	451	44	22	66	222 BC	161	68
	25%	20%	30%	10%	28%	23%	28%	23%	24%	17%	36%	28%	20%	26%	20%	30%	10%	25%	21%	27%	23%	32%	21%	21%
Rented from private landlord	365	24	18	7	11	41 d	27	31	39 dk	32 ABCDE FGhIKL	75	36	24	316	24	18	7	337 BD	18	9	28	177 BC	127 C	34
	18%	14%	17%	14%	10%	19%	16%	19%	20%	16%	31%	13%	15%	18%	14%	17%	14%	19%	9%	11%	10%	25%	17%	10%
Other	7 *%	- -%	1 1%	- -%	- -%	- -%	1 1%	2 1%	2 1%	- -%	1 *%	- -%	- -%	7 *%	- -%	1 1%	- -%	3 *%	4 A 2%	- -%	4 A 2%	2 *%	- -%	1 *%
Don't Know	5 *%	- -%	2 jk 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	1 1%	3 *%	- -%	2 A 1%	- -%	4 *%	- -%	1 1%	1 *%	1 *%	3 *%	- -%

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

Table 68
 F2: How many adults (aged 16+) live in your household?
 by Crossbreak
 Base: All respondents

	Gender		Age							Social grade					OCCUPATION										
	Male (a)	Female (b)	16-24 (a)	25-44 (b)	45-64 (c)	65+(d)	18-24 (f)	25-44 (g)	65-74 (h)	75+(h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Working full time (30+ hours per week) (b)	Working part time (8-29 hours per week) (c)	Net -Working after (d)	Looking for home or family (e)	Retired from work (f)	Unemployed (g)	Permanently sick or disabled (i)	
Unweighted row	2065	961 1104	207	769	641	448	198	265	183		383	638	464	580	1021	1044	117	806	270	1076	186	495	120	66	
Effective sample size	1853	864 989	192	703	575	389	184	232	157		338	569	422	526	906	948	109	729	241	969	170	431	112	63	
Total	2065	959 1106	189	753	651	473	180	277	196		400	640	456	569	1040	1025	111	783	282	1065	182	523	116	65	
1	473	170 303 A	33	133	138	168 ABCF	33	79 ABcf	89 ABCdF G		66	128	82	197 ABCEF	195	278	ABCE	18	108	57 b	165	44 BD	181 ABCDe	41 ABCDe	24 ABCDe
	23%	18% 27%	18%	18%	21%	36%	18%	29%	45%		17%	20%	18%	35%	19%	27%	16%	14%	20%	15%	24%	35%	36%	37%	
2	1144	571 B 573	73	479 ACFH	315 af	276 ACFh	70	179 ACFH	97 af		262 BcDF	364 Df	261 Df	257	625 DF	518 d	40	455 AG	160 AG	615 AG	104 AG	305 AG	47	30	
	55%	59% 52%	39%	64%	48%	58%	39%	65%	50%		65%	57%	57%	45%	60%	51%	36%	58%	57%	58%	57%	58%	41%	47%	
3	310	145 165	45	103 BDGH	139 DGH	23 BDGH	44 BDGH	15	8		54	94	90 abDE	73	147	163	27 EF	156 EF	48 F	204 EF	20 F	28	21 F	9 f	
	15%	15% 15%	24%	14%	21%	5%	24%	6%	4%		13%	15%	20%	13%	14%	16%	25%	20%	17%	19%	11%	5%	18%	13%	
4+	139	74 65	37 BCDGH	39 DGH	59 BDGH	5 BCDGH	33 BCDGH	3	2		19	54 ac	24	42	73	66	25 BCDEF GI	64 F	18 F	82 F	14 F	9	6 f	2	
	7%	8% 6%	20%	5%	9%	1%	18%	1%	1%		5%	8%	5%	7%	7%	6%	23%	8%	6%	8%	8%	2%	5%	3%	

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

Table 68 (continuation)
 F2: How many adults (aged 16+) live in your household?
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail		
		Scotland (a)	Wales (b)	Northern Ireland (c)	North East (d)	North West (e)	Yorkshire (f)	East Midlands (g)	West Midlands (h)	East of England (i)	London (j)	South East (k)	South West (l)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (b)	Remote (c)	All rural (d)	Large city/smaller city/large town (a)	Medium town (b)	Small towns (c)
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
1	473	40 j 23%	31 HiJ 30%	11 21%	24 20%	55 j HiJ 26%	47 hiJ 29%	42 j 25%	34 17%	38 19%	39 16%	66 23%	46 hJ 28%	390 22%	40 24%	31 a 30%	11 21%	394 22%	64 a 31%	15 18%	78 27%	155 22%	165 22%	75 23%
2	1144	99 bE 55%	50 48%	28 e 54%	68 E 58%	87 40%	85 e 52%	93 E 56%	119 61%	130 jkl 67%	138 E 57%	160 E 56%	86 e 53%	967 56%	99 c 59%	50 48%	28 54%	976 55%	113 55%	55 67%	168 58%	377 54%	416 55%	183 56%
3	310	25 i 15%	14 15%	9 i 17%	22 I 19%	51 abFGI 24%	19 K1 12%	21 13%	33 i 17%	16 8%	42 I 18%	37 13%	23 14%	263 15%	25 15%	14 13%	9 17%	273 15%	26 13%	11 14%	38 13%	110 16%	118 16%	44 14%
4+	139	5 7%	10 A 3%	4 a 9%	4 8%	22 Ad 10%	11 7%	11 7%	10 5%	11 6%	22 A 9%	22 a 8%	7 4%	120 b 7%	5 3%	10 B 9%	4 b 8%	133 bD 7%	4 2%	1 1%	6 2%	53 8%	58 8%	22 7%

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

Table 69
F3 : And how many children? (under 16)?
by Crossbreak
Base: All respondents

	Gender		Age							Social grade						OCCUPATION									
	Male (a)	Fe male (b)	16 - 24 (a)	25 - 44 (b)	45 - 64 (c)	65 +(d)	18 - 24 (f)	65 - 74 (g)	75+	183 (h)	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	In full time educ ation (a)	Wo rking full time (30+ hours per week) (b)	Wo rking part time (8-29 hours per week) (c)	Net -Wo rking after (d)	Lo oking the home or fa mily (e)	Re tired paid work or (f)	Unemp loyed from (g)	Pe rman ently sick or dis abled (i)	
Unweighted row	2065	961 1104	207 769	641 448	198 265	183	383 638	464 580	1021 1044	117 806	270 1076	186 495	120 66												
Effective sample size	1853	864 989	192 703	575 389	184 232	157	338 569	422 526	906 948	109 729	241 969	170 431	112 63												
Total	2065	959 1106	189 753	651 473	180 277	196	400 640	456 569	1040 1025	111 783	282 1065	182 523	116 65												
1	297	100 198 A	39 173 CDGH CDGH	84 448 21% 23%	DGH 2 37 13% *% CDGH	1 1	59 99	68 71	158 139	17 F 145 F	64 Fi	210 F 38 F	1 23 F 7 F												
	14%	10% 18%	21% 23%	13% *%	20% *%	*%	15% 16%	15% 12%	15% 14%	16% 19%	23% Fi	20% 21%	*% 20% 12%												
2	308	123 185 a	20 229 DGH ACDFG H	55 448 9% 1%	DGH 3 19 10% 1%	DGH 3 -	61 88	82 d 76	149 158	22 Fg 145 Fg	65 FGi	209 56 FGi aBDFG I	3 11 F 6 F												
	15%	13% 17%	11% 30%	9% 1%	10% 1%	-%	15% 14%	18% 13%	14% 15%	20% 18%	23% I	20% 31%	1% 9% 10%												
3	105	39 66	6 89 DGH ACDFG H	11 448 2% -%	Dg - 6 3% -%	DGH - -	14 33	27 31	48 58	5 F 36 F	22 bFi	58 F 32 ABCDF gI	1 9 Fi -												
	5%	4% 6%	3% 12%	2% -%	3% -%	-%	4% 5%	6% 5%	5% 6%	5% 5%	8% gI	5% 18%	*% 8% -%												
4+	32	15 17	3 Dg 26 CDGH	3 -	3 Dg -	-	1 10 a	9 a 11 a	11 21 a	- 11 F 4 F	16 F 11 ABCDF	- 4 aF 1 F													
	2%	2% 2%	2% 3%	*% -%	2% -%	-%	*% 2%	2% 2%	1% 2%	-% 1%	2% ABCDF	1% 6%	-% 4% 2%												
None	1323	682 B 641	120 B 237	498 468 ABF ABCF	116 B 273 ABCF ABCF	196 ABCF	265 c 408	269 381 C	673 c 650	66 CE 446 CE	127 E 573 cE	44 518 ABCDE GI	68 CE 50 aBCDEg												
	64%	71% 58%	64% 31%	76% 99%	64% 99%	100%	66% 64%	59% 67%	65% 63%	60% 57%	45% 54%	24% 99%	59% 77%												

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

Table 69 (continuation)
 F3 : And how many children? (under 16)?
 by Crossbreak
 Base: All respondents

	Total	Region												Nation				Urbanity				Urbanity detail		
		Sco tland (a)	Wales (b)	Nor thern Ir eland (c)	North East (d)	North West (e)	York shire (f)	East Mid lands (g)	West Mid lands (h)	East (i)	Lo ndon (j)	South East (k)	South West (l)	En gland (a)	Sco tland (b)	Wales (c)	Nor thern Ir eland (d)	Urban (a)	Rural (b)	Re mote rural (c)	All rural (d)	Large city/ sm aller city/ large town (a)	Me dium town (b)	Small towns (c)
Unweighted row	2065	229	145	111	101	203	158	144	172	170	234	263	135	1580	229	145	111	1879	127	59	186	721	798	360
Effective sample size	1853	191	144	107	91	197	157	130	157	155	234	250	120	1476	191	144	107	1828	102	43	145	706	777	346
Total	2065	169	104	51	118	214	163	167	196	195	240	284	163	1741	169	104	51	1776	207	82	290	695	757	324
1	297	26	17	11	17	40	18	19	27	21	50	32	18	243	26	17	11	261	27	9	36	120	104	37
	14%	16%	16%	22%	14%	19%	11%	11%	14%	11%	21%	11%	11%	14%	16%	16%	22%	15%	13%	11%	13%	17%	14%	12%
2	308	24	10	6	12	34	22	23	33	25	50	46	22	267	24	10	6	272	29	7	35	109	117	46
	15%	14%	9%	12%	10%	16%	13%	14%	17%	13%	21%	16%	14%	15%	14%	9%	12%	15%	14%	8%	12%	16%	15%	14%
3	105	7	3	1	6	13	4	16	7	10	16	18	3	94	7	3	1	94	9	2	11	40	42	12
	5%	4%	3%	2%	5%	6%	3%	9%	4%	5%	7%	6%	2%	5%	4%	3%	2%	5%	4%	3%	4%	6%	6%	4%
4+	32	-	2	-	-	4	4	1	7	3	3	6	1	30	-	2	-	29	3	-	3	9	17	3
	2%	-%	2%	-%	-%	2%	3%	1%	4%	2%	1%	2%	1%	2%	-%	2%	-%	2%	1%	-%	1%	1%	2%	1%
None	1323	112	72	32	83	122	115	109	121	135	120	182	118	1106	112	72	32	1119	139	64	204	417	477	226
	64%	66%	69%	63%	71%	57%	70%	65%	62%	69%	50%	64%	73%	64%	66%	69%	63%	63%	67%	78%	70%	60%	63%	70%

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