

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER Q1 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 27th February 2012.

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Base : All respondents	
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Base : Those with poor hearing, partial hearing or deafness	
QZ7 (SGA). Do you ever work from home? (SINGLE CODE)	291
Base : Those working full or part time	
QZ8 (SGB). Would you say that you work from home most of the time or just occasionally? (SINGLE CODE)	292
Base : Those who ever work from home	
QZ9 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?	293
Base : All respondents	
QZ9 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE).....	294
Base : All respondents	
QZ12 (QZNI1). Do you regard yourself as belonging to any particular religion? IF YES: Which religion, religious denomination or body do you belong?	296
Base : All respondents in Northern Ireland	

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER Q1 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 27th February 2012.

**Table 3
Page 1**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

NATION

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
England	291	175	159	334	716	1692	187	267	33	40	91	1624	334	-	-	**	147	187	160	174
	84%	86%	84%	85%	82%	82%	96%	80%	77%	75%	80%	84%	100%	-%	-%	**	100%	100%	100%	100%
	15%	9%	8%	18%	38%	90%	10%	14%	2%	2%	5%	86%	18%	-%	-%	**	8%	10%	9%	9%
Scotland	31	16	16	32	77	194	3	31	4	7	9	162	-	32	-	**	-	-	-	-
	9%	8%	8%	8%	9%	9%	2%	9%	9%	13%	8%	8%	-%	100%	-%	**	-%	-%	-%	-%
	16%	8%	8%	16%	39%	99%	2%	16%	2%	3%	5%	83%	-%	mop 16%	-%	**	-%	-%	-%	-%
Wales	17	9	10	19	51	108	4	25	4	5	10	85	-	-	19	**	-	-	-	-
	5%	4%	5%	5%	6%	5%	2%	7%	8%	9%	9%	4%	-%	-%	100%	**	-%	-%	-%	-%
	15%	8%	9%	17%	46%	97%	4%	22%	3%	4%	9%	76%	-%	-%	mnp 17%	**	-%	-%	-%	-%
Northern Ireland	8	5	5	9	24	61	1	10	2	2	3	51	-	-	-	**	-	-	-	-
	2%	2%	2%	2%	3%	3%	1%	3%	6%	3%	3%	3%	-%	-%	-%	**	-%	-%	-%	-%
	12%	7%	7%	15%	39%	99%	2%	17%	4%	3%	5%	82%	-%	-%	-%	mno **	-%	-%	-%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER Q1 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 27th February 2012.

**Table 4
Page 2**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

REGION

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
North East	15	10	12	22	44	91	4	18	2	3	6	77	22	-	-	**	9	14	12	10
	4%	5%	6%	6%	5%	4%	2%	5%	4%	6%	5%	4%	7%	-%	-%	**	6%	7%	7%	6%
	15%	11%	13%	24%	47%	96%	4%	19%	2%	3%	6%	82%	nop 24%	-%	-%	**	9%	14%	13%	11%
North West	32	21	14	35	105	231	20	52	7	10	19	200	35	-	-	**	20	14	14	21
	9%	10%	7%	9%	12%	11%	10%	16%	15%	19%	17%	10%	10%	-%	-%	**	14%	8%	9%	12%
	13%	8%	6%	14%	42%	92%	8%	21%	3%	4%	8%	80%	nop 14%	-%	-%	**	8%	6%	6%	8%
Yorkshire	35	19	17	36	77	176	13	21	-	3	8	168	36	-	-	**	14	22	14	22
	10%	9%	9%	9%	9%	9%	7%	6%	-%	7%	7%	9%	11%	-%	-%	**	10%	12%	9%	13%
	18%	10%	9%	19%	41%	93%	7%	11%	-%	2%	4%	89%	nop 19%	-%	-%	**	8%	11%	7%	12%
East Midlands	25	11	18	29	66	155	6	22	6	3	7	139	29	-	-	**	12	16	15	14
	7%	5%	10%	7%	8%	8%	3%	7%	15%	6%	6%	7%	9%	-%	-%	**	8%	9%	9%	8%
	16%	7%	11%	18%	41%	97%	4%	14%	hkl 4%	2%	4%	87%	nop 18%	-%	-%	**	8%	10%	9%	9%
West Midlands	33	19	15	35	81	177	24	30	3	3	8	169	35	-	-	**	14	20	16	18
	10%	9%	8%	9%	9%	9%	12%	9%	7%	6%	7%	9%	10%	-%	-%	**	10%	11%	10%	11%
	17%	10%	8%	17%	41%	89%	12%	15%	2%	2%	4%	85%	nop 17%	-%	-%	**	7%	10%	8%	9%
East of England	35	21	17	38	76	196	8	21	6	2	5	184	38	-	-	**	16	22	16	22
	10%	10%	9%	10%	9%	10%	4%	6%	13%	4%	5%	10%	11%	-%	-%	**	11%	12%	10%	12%
	17%	10%	8%	19%	37%	96%	4%	10%	hk 3%	1%	3%	90%	nop 19%	-%	-%	**	8%	11%	8%	11%
London	40	18	19	38	86	190	87	29	2	1	11	258	38	-	-	**	16	21	20	18
	12%	9%	10%	10%	10%	9%	44%	9%	4%	3%	10%	13%	11%	-%	-%	**	11%	11%	12%	10%
	14%	6%	7%	13%	30%	66%	30%	10%	1%	*%	j 4%	90%	nop 13%	-%	-%	**	6%	7%	7%	6%

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

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER Q1 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 27th February 2012.

**Table 4
Page 3**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

REGION

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
South East	50	34	27	62	107	290	16	43	3	8	15	265	62	-	-	**	26	36	32	30
	14%	17%	14%	16%	12%	14%	8%	13%	7%	14%	14%	14%	18%	-%	-%	**	17%	19%	20%	17%
						g							nop							
	16%	11%	9%	20%	35%	94%	5%	14%	1%	2%	5%	86%	20%	-%	-%	**	8%	12%	10%	10%
South West	27	22	18	40	73	185	9	31	5	5	10	163	40	-	-	**	19	21	21	20
	8%	11%	10%	10%	8%	9%	4%	9%	12%	10%	9%	9%	12%	-%	-%	**	13%	11%	13%	11%
						g							nop							
	14%	11%	9%	21%	38%	96%	4%	16%	3%	3%	5%	84%	21%	-%	-%	**	10%	11%	11%	10%
Wales	17	9	10	19	51	108	4	25	4	5	10	85	-	-	19	**	-	-	-	-
	5%	4%	5%	5%	6%	5%	2%	7%	8%	9%	9%	4%	-%	-%	100%	**	-%	-%	-%	-%
						l					l				mnp					
	15%	8%	9%	17%	46%	97%	4%	22%	3%	4%	9%	76%	-%	-%	17%	**	-%	-%	-%	-%
Scotland	31	16	16	32	77	194	3	31	4	7	9	162	-	32	-	**	-	-	-	-
	9%	8%	8%	8%	9%	9%	2%	9%	9%	13%	8%	8%	-%	100%	-%	**	-%	-%	-%	-%
						g								mop						
	16%	8%	8%	16%	39%	99%	2%	16%	2%	3%	5%	83%	-%	16%	-%	**	-%	-%	-%	-%
Northern Ireland	8	5	5	9	24	61	1	10	2	2	3	51	-	-	-	**	-	-	-	-
	2%	2%	2%	2%	3%	3%	1%	3%	6%	3%	3%	3%	-%	-%	-%	**	-%	-%	-%	-%
																mno				
	12%	7%	7%	15%	39%	99%	2%	17%	4%	3%	5%	82%	-%	-%	-%	**	-%	-%	-%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

URBANITY

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Urban	302	171	162	332	762	1755	193	287	34	43	98	1666	287	26	14	**	123	165	136	152
	87%	84%	85%	84%	88%	85%	99%	86%	79%	81%	87%	87%	86%	82%	75%	**	83%	88%	85%	87%
	15%	9%	8%	17%	39%	90%	10%	15%	2%	2%	5%	85%	15%	1%	1%	**	6%	8%	7%	8%
Rural	44	34	27	61	106	300	3	47	9	10	14	256	47	6	5	**	24	22	25	22
	13%	16%	15%	16%	12%	15%	1%	14%	21%	19%	13%	13%	14%	18%	25%	**	17%	12%	15%	13%
	15%	11%	9%	20%	35%	99%	1%	16%	3%	3%	5%	84%	15%	2%	2%	mno **	8%	7%	8%	7%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

CABLE AREA

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
TELEWEST	59	34	28	62	165	376	68	69	6	10	20	378	54	8	-	**	24	31	22	33
	17%	17%	15%	16%	19%	18%	35%	21%	14%	19%	17%	20%	16%	24%	-%	**	16%	16%	14%	19%
							f						op	op						
	13%	8%	6%	14%	37%	84%	15%	15%	1%	2%	4%	85%	12%	2%	-%	**	5%	7%	5%	7%
NTL	119	56	57	113	254	634	74	98	14	13	36	613	102	2	6	**	43	59	53	50
	34%	27%	30%	29%	29%	31%	38%	29%	33%	25%	32%	32%	31%	6%	30%	**	29%	32%	33%	29%
							f						n		n					
	17%	8%	8%	16%	36%	89%	10%	14%	2%	2%	5%	86%	14%	*%	1%	**	6%	8%	7%	7%
NEITHER	168	114	104	218	449	1046	52	167	23	30	57	930	177	22	13	**	80	97	86	91
	49%	56%	55%	55%	52%	51%	27%	50%	53%	56%	50%	48%	53%	70%	70%	**	55%	52%	54%	52%
				a			g							m	m					
	15%	10%	9%	20%	41%	95%	5%	15%	2%	3%	5%	85%	16%	2%	1%	**	7%	9%	8%	8%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

DEPRIVATION LEVEL

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Low	235	131	118	249	459	1288	54	195	31	34	63	1150	221	16	13	**	98	123	124	96
	68%	64%	63%	63%	53%	63%	27%	59%	71%	64%	56%	60%	66%	51%	68%	**	66%	66%	78%	55%
						g			k				np	p	p		t	t	qtr	
	17%	10%	9%	19%	34%	96%	4%	15%	2%	3%	5%	86%	16%	1%	1%	**	7%	9%	9%	7%
Medium	100	66	63	129	359	679	122	122	10	16	45	682	108	15	6	**	47	62	35	73
	29%	32%	33%	33%	41%	33%	63%	37%	23%	30%	40%	35%	32%	47%	32%	**	32%	33%	22%	42%
						f		i			i	i	p	mp	p		s	s		qs
	12%	8%	8%	16%	45%	84%	15%	15%	1%	2%	6%	85%	13%	2%	1%	**	6%	8%	4%	9%
High	4	3	3	6	26	27	18	6	-	1	2	38	5	1	-	**	3	2	1	4
	1%	1%	2%	1%	3%	1%	9%	2%	-%	3%	2%	2%	1%	2%	-%	**	2%	1%	1%	2%
						f														
	9%	6%	7%	13%	59%	62%	41%	14%	-%	3%	4%	87%	11%	2%	-%	**	6%	5%	2%	9%
Undefined	8	5	5	9	24	61	1	10	2	2	3	51	-	-	-	**	-	-	-	-
	2%	2%	2%	2%	3%	3%	1%	3%	6%	3%	3%	3%	-%	-%	-%	**	-%	-%	-%	-%
																mno				
	12%	7%	7%	15%	39%	99%	2%	17%	4%	3%	5%	82%	-%	-%	-%	**	-%	-%	-%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SE. GENDER

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Male	168	97	77	174	373	991	98	170	25	34	61	914	147	15	7	**	147	-	75	72
	49%	48%	41%	44%	43%	48%	50%	51%	57%	64% hl	54%	48%	44%	46%	39%	**	100% rst	-%	47% r	42% r
	16%	9%	7%	16%	34%	92%	9%	16%	2%	3%	6%	84%	14%	1%	1%	**	14%	-%	7%	7%
Female	178	107	112	219	495	1065	98	164	19	19	52	1008	187	17	11	**	-	187	85	101
	51%	52%	59%	56%	57%	52%	50%	49%	43%	36%	46%	52%	56%	54%	61%	**	-%	100% qst	53% q	58% q
	15%	9%	10%	19%	42%	91%	8%	j	2%	2%	4%	j	p	1%	p	**	-%	16%	7%	9%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER Q1 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 27th February 2012.

Table 9
Page 8

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
16 - 17	-	-	-	-	14	52	5	2	1	-	-	55	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	2%	3%	3%	*%	2%	-%	-%	3%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	26%	92%	10%	3%	2%	-%	-%	hk	-%	-%	-%	**	-%	-%	-%	-%
18 - 24	-	-	-	-	79	230	28	16	*	-	-	241	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	9%	11%	15%	5%	*%	-%	-%	13%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	31%	89%	11%	k	6%	*%	-%	hijk	-%	-%	-%	**	-%	-%	-%	-%
25 - 34	-	-	-	-	110	359	62	29	2	*	2	395	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	13%	17%	32%	9%	4%	1%	1%	21%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	26%	85%	15%	f	jk	*%	*%	hijk	-%	-%	-%	**	-%	-%	-%	-%
35 - 44	-	-	-	-	99	388	44	28	4	4	5	407	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	11%	19%	22%	9%	9%	7%	4%	21%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	23%	89%	10%	7%	1%	1%	1%	hijk	-%	-%	-%	**	-%	-%	-%	-%
45 - 54	-	-	-	-	91	311	32	54	5	7	9	294	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	10%	15%	16%	16%	13%	12%	8%	15%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	26%	90%	9%	k	2%	2%	3%	k	-%	-%	-%	**	-%	-%	-%	-%
55 - 64	346	-	-	-	81	333	12	59	3	9	22	283	-	-	-	**	-	-	-	-
	100%	-%	-%	-%	9%	16%	6%	18%	8%	17%	19%	15%	-%	-%	-%	**	-%	-%	-%	-%
	bcd	-%	-%	-%	23%	g	4%	17%	1%	3%	i	82%	-%	-%	-%	**	-%	-%	-%	-%
	100%	-%	-%	-%	23%	96%	4%	17%	1%	3%	6%	82%	-%	-%	-%	**	-%	-%	-%	-%
65 - 74	-	204	-	204	204	227	7	61	6	9	28	172	175	16	9	**	82	93	87	88
	-%	100%	-%	52%	24%	11%	3%	18%	15%	18%	25%	9%	52%	51%	46%	**	56%	50%	54%	51%
	-%	acd	-%	ac	87%	g	3%	l	3%	4%	12%	74%	75%	7%	4%	**	35%	40%	37%	38%
	-%	87%	-%	87%	87%	97%	3%	26%	3%	4%	12%	74%	75%	7%	4%	**	35%	40%	37%	38%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
75+	-	-	189	189	189	155	5	85	21	24	47	75	159	16	10	**	65	94	73	86
	-%	-%	100%	48%	22%	8%	3%	25%	48%	46%	42%	4%	48%	49%	54%	**	44%	50%	46%	49%
			abd	ab		g		l	hl	hl	hl									
	-%	-%	118%	118%	118%	97%	3%	53%	13%	15%	29%	47%	99%	10%	6%	**	41%	59%	46%	53%
AGE SUMMARY																				
16-24	-	-	-	-	94	281	34	18	1	-	-	296	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	11%	14%	17%	5%	2%	-%	-%	15%	-%	-%	-%	**	-%	-%	-%	-%
								jk				hijk								
	-%	-%	-%	-%	30%	90%	11%	6%	*%	-%	-%	95%	-%	-%	-%	**	-%	-%	-%	-%
25-34	-	-	-	-	110	359	62	29	2	*	2	395	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	13%	17%	32%	9%	4%	1%	1%	21%	-%	-%	-%	**	-%	-%	-%	-%
							f	jk				hijk								
	-%	-%	-%	-%	26%	85%	15%	7%	*%	*%	*%	94%	-%	-%	-%	**	-%	-%	-%	-%
35-54	-	-	-	-	190	700	76	83	10	10	14	700	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	22%	34%	39%	25%	22%	19%	12%	36%	-%	-%	-%	**	-%	-%	-%	-%
								k				hijk								
	-%	-%	-%	-%	24%	90%	10%	11%	1%	1%	2%	90%	-%	-%	-%	**	-%	-%	-%	-%
55-64	346	-	-	-	81	333	12	59	3	9	22	283	-	-	-	**	-	-	-	-
	100%	-%	-%	-%	9%	16%	6%	18%	8%	17%	19%	15%	-%	-%	-%	**	-%	-%	-%	-%
	bcd					g					i									
	100%	-%	-%	-%	23%	96%	4%	17%	1%	3%	6%	82%	-%	-%	-%	**	-%	-%	-%	-%
65+	-	204	189	393	393	382	12	145	27	34	75	247	334	32	19	**	147	187	160	174
	-%	100%	100%	100%	45%	19%	6%	43%	63%	64%	67%	13%	100%	100%	100%	**	100%	100%	100%	100%
		a	a	a		g		l	hl	hl	hl									
	-%	52%	48%	100%	100%	97%	3%	37%	7%	9%	19%	63%	85%	8%	5%	**	37%	48%	41%	44%

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

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER Q1 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 27th February 2012.

Table 10
Page 10

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
A	8	3	1	4	4	37	7	5	-	2	1	39	3	*	*	**	3	1	3	-
	2%	1%	1%	1%	*%	2%	3%	2%	-%	5%	1%	2%	1%	1%	2%	**	2%	*%	2%	-%
										k									t	
	18%	7%	3%	10%	10%	83%	15%	12%	-%	6%	2%	88%	8%	1%	1%	**	6%	2%	8%	-%
B	82	43	39	82	82	467	49	59	8	9	13	465	73	5	3	**	35	37	73	-
	24%	21%	20%	21%	9%	23%	25%	18%	18%	18%	12%	24%	22%	15%	15%	**	24%	20%	45%	-%
												hk					t	t	qrt	
	16%	8%	7%	16%	16%	89%	9%	11%	1%	2%	3%	89%	14%	1%	1%	**	7%	7%	14%	-%
C1	106	53	47	100	100	606	60	73	9	13	21	598	84	8	6	**	37	47	84	-
	30%	26%	25%	25%	12%	29%	31%	22%	20%	25%	19%	31%	25%	25%	30%	**	25%	25%	52%	-%
												hk					t	t	qrt	
	16%	8%	7%	15%	15%	91%	9%	11%	1%	2%	3%	89%	13%	1%	1%	**	6%	7%	13%	-%
C2	69	41	33	74	74	388	26	51	9	7	23	364	62	5	5	**	30	32	-	62
	20%	20%	17%	19%	9%	19%	14%	15%	21%	12%	20%	19%	19%	17%	29%	**	20%	17%	-%	36%
																	s	s	qrs	
	17%	10%	8%	18%	18%	94%	6%	12%	2%	2%	6%	88%	15%	1%	1%	**	7%	8%	-%	15%
D	38	28	16	44	296	263	36	40	8	6	11	255	38	3	2	**	18	21	-	38
	11%	14%	8%	11%	34%	13%	18%	12%	18%	12%	10%	13%	11%	10%	10%	**	12%	11%	-%	22%
							f										s	s	qrs	
	13%	10%	5%	15%	100%	89%	12%	14%	3%	2%	4%	86%	13%	1%	1%	**	6%	7%	-%	13%
E	43	35	54	89	311	294	18	105	10	15	44	200	73	10	2	**	25	49	-	73
	13%	17%	28%	23%	36%	14%	9%	32%	23%	28%	39%	10%	22%	32%	13%	**	17%	26%	-%	42%
			ab	a		g		l	l	l	il			o		mo	s	qs	qrs	
	14%	11%	17%	29%	100%	95%	6%	34%	3%	5%	14%	65%	24%	3%	1%	**	8%	16%	-%	24%
Refused	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	70%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
SOCIAL GROUP																				
AB	90	46	40	86	86	504	55	64	8	12	14	504	76	5	3	**	38	38	76	-
	26%	23%	21%	22%	10%	25%	28%	19%	18%	23%	12%	26%	23%	16%	18%	**	26%	21%	48%	-%
								k		k		hk					t	t	qrt	
	16%	8%	7%	15%	15%	89%	10%	11%	1%	2%	2%	89%	13%	1%	1%	**	7%	7%	13%	-%
C1C2	175	95	80	174	174	994	87	124	18	20	44	962	146	13	11	**	66	79	84	62
	50%	46%	42%	44%	20%	48%	44%	37%	42%	37%	39%	50%	44%	42%	59%	**	45%	42%	52%	36%
	c							hjk				hjk			m		t		t	
	16%	9%	7%	16%	16%	92%	8%	11%	2%	2%	4%	89%	13%	1%	1%	**	6%	7%	8%	6%
DE	81	63	70	133	608	557	54	146	17	21	55	456	112	13	4	**	42	69	-	112
	23%	31%	37%	34%	70%	27%	27%	44%	40%	40%	49%	24%	33%	42%	24%	**	29%	37%	-%	64%
		a	a	a				l	l	l	l			o		o	s	s		qrs
	13%	10%	11%	22%	100%	92%	9%	24%	3%	3%	9%	75%	18%	2%	1%	**	7%	11%	-%	18%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ6 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Base for %	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Working full time (30hrs/wk+)	100	12	-	12	122	781	96	46	9	6	3	843	11	-	*	**	9	2	6	5
	29%	6%	-%	3%	14%	38%	49%	14%	20%	12%	3%	44%	3%	-%	3%	**	6%	1%	4%	3%
	bcd	c		c			f	k	k	k		hijk			*	**	r			
	11%	1%	-%	1%	14%	88%	11%	5%	1%	1%	*%	95%	1%	-%	*%	**	1%	*%	1%	1%
Working part time (8-29 hrs/wk)	64	16	1	17	90	345	25	29	1	7	3	347	14	3	1	**	9	5	10	4
	18%	8%	1%	4%	10%	17%	13%	9%	2%	14%	2%	18%	4%	8%	3%	**	6%	3%	6%	2%
	bcd	c		c				ik		ik		hik				**			t	
	17%	4%	*%	5%	24%	92%	7%	8%	*%	2%	1%	93%	4%	1%	*%	**	2%	1%	3%	1%
Not working (i.e. under 8hrs/wk)																				
- retired	118	158	164	323	346	422	14	141	24	29	72	292	270	27	17	**	122	148	130	140
	34%	77%	87%	82%	40%	21%	7%	42%	55%	55%	64%	15%	81%	86%	92%	**	83%	79%	81%	81%
		a	ab	a		g		l	l	hl	hl				m	m				
	27%	36%	38%	74%	79%	97%	3%	32%	5%	7%	17%	67%	62%	6%	4%	**	28%	34%	30%	32%
Not working (i.e. under 8hrs/wk)																				
- unemployed (registered/ not registered but looking for work)	13	*	1	1	116	151	14	27	1	3	6	135	1	*	*	**	-	1	1	-
	4%	*%	1%	*%	13%	7%	7%	8%	3%	5%	6%	7%	*%	*%	*%	**	-%	1%	1%	-%
	bcd															**				
	8%	*%	1%	1%	71%	93%	9%	17%	1%	2%	4%	83%	1%	*%	*%	**	-%	1%	1%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ6 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Not working (i.e. under 8hrs/wk) - student	-	*	-	*	19	111	23	9	2	-	-	121	-	*	-	**	-	-	-	-
	-%	*%	-%	*%	2%	5%	12%	3%	4%	-%	-%	6%	-%	1%	-%	**	-%	-%	-%	-%
							f	k	k			hjk								
	-%	*%	-%	*%	14%	86%	18%	7%	1%	-%	-%	94%	-%	*%	-%	**	-%	-%	-%	-%
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	49	18	21	39	171	237	23	80	7	6	29	176	37	1	*	**	7	30	12	24
	14%	9%	11%	10%	20%	12%	12%	24%	16%	12%	26%	9%	11%	5%	2%	**	5%	16%	8%	14%
	bd							jl	l		jl		op					qs		qs
	19%	7%	8%	15%	66%	92%	9%	31%	3%	2%	11%	68%	14%	1%	*%	**	3%	12%	5%	10%
Don't know	3	*	1	1	4	10	-	3	-	1	-	8	1	-	*	**	-	1	1	-
	1%	*%	1%	*%	*%	*%	-%	1%	-%	3%	-%	*%	*%	-%	*%	**	-%	1%	1%	-%
										kl										
	26%	1%	13%	14%	43%	100%	-%	27%	-%	14%	-%	77%	13%	-%	1%	**	-%	13%	13%	-%
WORKING STATUS SUMMARY																				
WORKING	164	28	1	29	213	1126	121	75	9	14	6	1190	25	3	1	**	18	7	16	9
	47%	14%	1%	7%	25%	55%	62%	22%	22%	26%	5%	62%	7%	8%	6%	**	12%	4%	10%	5%
	bcd	cd		c				k	k	k		hijk					rt		r	
	13%	2%	*%	2%	17%	89%	10%	6%	1%	1%	*%	94%	2%	*%	*%	**	1%	1%	1%	1%
NOT WORKING	180	176	186	363	651	920	74	256	34	38	107	724	308	29	18	**	129	179	143	164
	52%	86%	99%	92%	75%	45%	38%	77%	78%	72%	95%	38%	92%	92%	94%	**	88%	96%	89%	95%
		a	abd	ab				l	l	l	hijl							qs		q
	18%	18%	19%	37%	66%	93%	8%	26%	3%	4%	11%	74%	31%	3%	2%	**	13%	18%	15%	17%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Base for %	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Being bought on mortgage	79	17	6	22	93	693	56	59	7	9	11	692	20	2	*	**	13	6	9	11
	23%	8%	3%	6%	11%	34%	29%	18%	17%	16%	9%	36%	6%	6%	1%	**	9%	3%	5%	6%
	bcd	c						k				hijk				**	r			
	11%	2%	1%	3%	12%	93%	8%	8%	1%	1%	1%	92%	3%	*%	*%	**	2%	1%	1%	1%
Owned outright by household	175	133	132	265	324	582	27	138	21	25	59	471	229	18	12	**	101	128	130	99
	50%	65%	70%	67%	37%	28%	14%	41%	48%	47%	52%	24%	69%	56%	65%	**	69%	68%	81%	57%
		a	a	a		g		l	l	l	hl					**	t	t	qrt	
	29%	22%	22%	44%	53%	96%	4%	23%	3%	4%	10%	77%	38%	3%	2%	**	17%	21%	21%	16%
Rented from Local Authority/ Housing Association/ Trust	74	44	40	83	314	451	50	101	9	16	32	398	65	10	6	**	25	40	14	51
	21%	21%	21%	21%	36%	22%	26%	30%	22%	31%	28%	21%	19%	33%	30%	**	17%	21%	9%	30%
								l		l	l			m	m	**	s	s		qs
	15%	9%	8%	17%	62%	90%	10%	20%	2%	3%	6%	79%	13%	2%	1%	**	5%	8%	3%	10%
Rented from Private Landlord	14	8	6	14	116	276	56	28	4	2	8	309	12	1	1	**	5	7	6	6
	4%	4%	3%	4%	13%	13%	29%	8%	9%	4%	7%	16%	4%	4%	4%	**	3%	4%	4%	4%
						f						hjk				**				
	4%	2%	2%	4%	34%	82%	17%	8%	1%	1%	2%	92%	4%	*%	*%	**	1%	2%	2%	2%
Other	1	2	-	2	5	20	1	2	-	*	1	19	2	-	-	**	1	1	2	-
	*%	1%	-%	*%	1%	1%	1%	1%	-%	*%	1%	1%	*%	-%	-%	**	*%	*%	1%	-%
	4%	8%	-%	8%	25%	95%	6%	11%	-%	*%	3%	88%	7%	-%	-%	**	3%	4%	7%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Don't know	4	1	5	6	16	33	5	5	2	1	2	33	6	*	-	**	1	5	1	6
	1%	1%	3%	2%	2%	2%	2%	1%	4%	1%	2%	2%	2%	1%	-%	**	1%	3%	*%	3%
	10%	3%	14%	17%	42%	88%	12%	13%	5%	2%	6%	87%	17%	*%	-%	**	4%	13%	2%	15%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER Q1 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 4th January to 27th February 2012.

Table 13
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
1	82	51	98	149	239	383	23	121	21	16	56	282	123	14	9	**	38	85	56	67
	24%	25%	52%	38%	28%	19%	12%	36%	48%	31%	49%	15%	37%	43%	48%	**	26%	45%	35%	39%
			abd	ab		g		l	jl	l	hjl							qs	q	q
	20%	13%	24%	37%	59%	94%	6%	30%	5%	4%	14%	69%	30%	3%	2%	**	9%	21%	14%	16%
2	184	131	80	211	339	679	36	115	13	23	43	600	182	16	9	**	95	87	90	92
	53%	64%	42%	54%	39%	33%	18%	34%	29%	43%	38%	31%	55%	51%	46%	**	65%	46%	56%	53%
	c	acd		c		g				l							rt			
	26%	18%	11%	29%	47%	95%	5%	16%	2%	3%	6%	84%	25%	2%	1%	**	13%	12%	13%	13%
3	53	19	10	29	140	422	42	50	6	7	9	418	25	2	1	**	10	15	12	13
	15%	9%	5%	7%	16%	21%	22%	15%	13%	13%	8%	22%	8%	6%	5%	**	7%	8%	7%	8%
	bcd							k				hk								
	11%	4%	2%	6%	30%	90%	9%	11%	1%	1%	2%	90%	5%	*%	*%	**	2%	3%	3%	3%
4	19	3	1	4	91	394	52	37	2	6	4	413	3	*	*	**	3	-	3	1
	5%	1%	*%	1%	10%	19%	27%	11%	5%	12%	3%	21%	1%	*%	1%	**	2%	-%	2%	*%
	bcd					f		k		k		hijk					r			
	4%	1%	*%	1%	20%	88%	12%	8%	*%	1%	1%	92%	1%	*%	*%	**	1%	-%	1%	*%
5+	9	*	1	1	59	177	42	11	2	1	2	208	1	-	-	**	1	-	1	-
	3%	*%	*%	*%	7%	9%	21%	3%	5%	1%	2%	11%	*%	-%	-%	**	*%	-%	*%	-%
	bcd					f						hjk								
	4%	*%	*%	*%	27%	81%	19%	5%	1%	*%	1%	95%	*%	-%	-%	**	*%	-%	*%	-%
Refused	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Mean number of people	2.1	1.9	1.6	1.7	2.3	2.7	3.4	2.1	1.9	2.1	1.7	2.9	1.7	1.6	1.6	**	1.9	1.6	1.8	1.7
	bcd	cd		c			f	k		k		hijk					rt		r	
Standard deviation	.95	.63	.65	.65	1.30	1.32	1.56	1.17	1.23	1.02	.96	1.36	.65	.61	.66	**	.66	.63	.69	.63
Standard error	.04	.03	.04	.02	.03	.02	.11	.04	.12	.09	.06	.02	.03	.06	.06	**	.04	.04	.04	.04

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SI (SK). Household size

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Small (1-2 people)	266	182	178	360	578	1062	59	236	33	39	98	882	305	30	18	**	133	172	145	159
	77%	89%	94%	92%	67%	52%	30%	71%	77%	74%	87%	46%	91%	94%	94%	**	91%	92%	91%	92%
		a	a	a		g		l	l	l	hjl									
	24%	16%	16%	32%	51%	95%	5%	21%	3%	3%	9%	79%	27%	3%	2%	**	12%	15%	13%	14%
Medium (3-4 people)	72	22	11	32	231	816	94	87	8	13	13	831	28	2	1	**	13	15	14	14
	21%	11%	6%	8%	27%	40%	48%	26%	18%	24%	11%	43%	9%	6%	6%	**	9%	8%	9%	8%
	bcd	c				f		k		k		hijk								
	8%	2%	1%	4%	25%	89%	10%	10%	1%	1%	1%	91%	3%	*%	*%	**	1%	2%	2%	2%
Large (5+ people)	9	*	1	1	59	177	42	11	2	1	2	208	1	-	-	**	1	-	1	-
	3%	*%	*%	*%	7%	9%	21%	3%	5%	1%	2%	11%	*%	-%	-%	**	*%	-%	*%	-%
	bcd					f						hjk								
	4%	*%	*%	*%	27%	81%	19%	5%	1%	*%	1%	95%	*%	-%	-%	**	*%	-%	*%	-%
Refused	-	-	-	-	*	*	-	-	-	-	-	*	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																				
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
None	325	202	188	389	632	1289	96	271	38	48	104	1112	330	32	19	**	146	185	159	172
	94%	99%	99%	99%	73%	63%	49%	81%	89%	91%	92%	58%	99%	100%	100%	**	99%	99%	99%	99%
		a	a	a		g		l	l	hl	hl									
	23%	15%	14%	28%	46%	93%	7%	20%	3%	3%	8%	80%	24%	2%	1%	**	10%	13%	11%	12%
1	17	3	*	3	96	322	35	30	1	3	6	328	3	*	-	**	1	1	1	2
	5%	1%	*%	1%	11%	16%	18%	9%	3%	5%	5%	17%	1%	*%	-%	**	1%	1%	*%	1%
	bcd											hijk								
	5%	1%	*%	1%	27%	90%	10%	9%	*%	1%	2%	92%	1%	*%	-%	**	*%	*%	*%	1%
2	3	-	1	1	81	313	43	24	1	2	2	335	1	-	-	**	-	1	1	-
	1%	-%	1%	*%	9%	15%	22%	7%	3%	4%	2%	17%	*%	-%	-%	**	-%	1%	1%	-%
							f	k				hijk								
	1%	-%	*%	*%	23%	87%	12%	7%	*%	1%	1%	94%	*%	-%	-%	**	-%	*%	*%	-%
3	1	-	-	-	36	96	12	5	1	-	*	105	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	4%	5%	6%	1%	3%	-%	*%	5%	-%	-%	-%	**	-%	-%	-%	-%
												hjk								
	1%	-%	-%	-%	33%	89%	11%	4%	1%	-%	*%	96%	-%	-%	-%	**	-%	-%	-%	-%
4	-	-	-	-	15	23	7	2	1	-	1	27	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	2%	1%	4%	1%	2%	-%	1%	1%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	-%	-%	-%	-%	51%	78%	24%	8%	3%	-%	2%	93%	-%	-%	-%	**	-%	-%	-%	-%
5+	-	-	-	-	7	13	2	1	-	-	*	14	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	1%	1%	1%	*%	-%	-%	*%	1%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	47%	84%	15%	8%	-%	-%	2%	92%	-%	-%	-%	**	-%	-%	-%	-%
Mean number of children	.1	*	*	*	.5	.7	1.0	.3	.3	.1	.1	.8	*	*	-	**	*	*	*	*
	bcd						f	jk				hijk								
Standard deviation	.34	.11	.15	.13	1.03	1.04	1.23	.79	.82	.45	.53	1.09	.14	.05	-	**	.10	.17	.18	.10
Standard error	.01	.01	.01	*	.03	.02	.09	.03	.08	.04	.03	.02	.01	.01	-	**	.01	.01	.01	.01
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SK (SM). Can you speak or write in Welsh at all?

Base : All respondents in Wales

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	*c	d	e	f	~g	h	~i	~j	*k	l	~m	~n	o	~p	~q	~r	~s	~t
Unweighted total	86	58	51	109	228	502	11	130	17	29	51	383	-	-	109	-	-	-	-	-
Effective Weighted Sample	57	32	34	66	150	332	9	94	12	21	40	251	-	-	66	-	-	-	-	-
Total	17	9	10	19	51	108	4	25	4	5	10	85	-	-	19	-	-	-	-	-
	**	**	**	17%	46%	97%	**	22%	**	**	**	76%	-%	-%	17%	-%	-%	-%	-%	-%
Yes, and fluent	**	**	**	4	6	16	**	5	**	**	**	11	-	-	4	-	-	-	-	-
	**	**	**	19%	12%	15%	**	18%	**	**	**	13%	-%	-%	19%	-%	-%	-%	-%	-%
	**	**	**	23%	39%	100%	**	29%	**	**	**	68%	-%	-%	23%	-%	-%	-%	-%	-%
Yes, but not fluent	**	**	**	2	9	18	**	5	**	**	**	13	-	-	2	-	-	-	-	-
	**	**	**	10%	18%	17%	**	19%	**	**	**	15%	-%	-%	10%	-%	-%	-%	-%	-%
	**	**	**	10%	50%	99%	**	26%	**	**	**	72%	-%	-%	10%	-%	-%	-%	-%	-%
No	**	**	**	13	36	75	**	16	**	**	**	61	-	-	13	-	-	-	-	-
	**	**	**	71%	70%	69%	**	63%	**	**	**	72%	-%	-%	71%	-%	-%	-%	-%	-%
	a																			
	**	**	**	17%	46%	96%	**	20%	**	**	**	79%	-%	-%	17%	-%	-%	-%	-%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB1. SHOWCARD Which of the following do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
A DVD player	296	160	104	264	649	1667	145	250	26	42	80	1574	222	22	14	**	103	120	120	103
	85%	78%	55%	67%	75%	81%	74%	75%	61%	80%	71%	82%	67%	71%	78%	**	70%	64%	75%	59%
	bcd	cd		c		g		i		i		hik	p		p		t		rt	
	16%	9%	6%	14%	36%	92%	8%	14%	1%	2%	4%	86%	12%	1%	1%	**	6%	7%	7%	6%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	97	24	5	28	302	1072	92	113	12	15	18	1058	26	1	2	**	18	7	15	11
	28%	12%	2%	7%	35%	52%	47%	34%	27%	29%	16%	55%	8%	2%	8%	**	13%	4%	9%	6%
	bcd	cd		c				k		k		hijk	p		p		rt		r	
	8%	2%	*%	2%	26%	92%	8%	10%	1%	1%	2%	91%	2%	*%	*%	**	2%	1%	1%	1%
An MP3 player/iPod	101	27	4	31	179	901	60	91	9	12	13	878	30	*	1	**	15	15	19	11
	29%	13%	2%	8%	21%	44%	31%	27%	21%	23%	11%	46%	9%	1%	3%	**	10%	8%	12%	6%
	bcd	cd		c		g		k		k		hijk	np		*%	**	t		t	
	11%	3%	*%	3%	19%	93%	6%	9%	1%	1%	1%	91%	3%	*%	*%	**	2%	2%	2%	1%
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	54	15	3	18	169	665	54	73	8	9	12	654	16	*	1	**	11	5	7	9
	16%	7%	2%	4%	19%	32%	28%	22%	18%	18%	11%	34%	5%	*%	7%	**	7%	3%	4%	5%
	bcd	c						k				hijk			n					
	7%	2%	*%	2%	23%	92%	7%	10%	1%	1%	2%	90%	2%	*%	*%	**	1%	1%	1%	1%
A Blu Ray DVD player	38	12	7	19	80	354	23	35	4	4	5	343	19	-	1	**	12	7	11	7
	11%	6%	4%	5%	9%	17%	12%	10%	10%	8%	4%	18%	6%	-%	3%	**	8%	4%	7%	4%
	bcd							k				hjk								
	10%	3%	2%	5%	21%	94%	6%	9%	1%	1%	1%	91%	5%	-%	*%	**	3%	2%	3%	2%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB1. SHOWCARD Which of the following do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, iRiver Reader)	61 18% bcd	20 10% cd	3 1% 1%	23 6% c 7%	55 6% 17%	312 15% g 96%	12 6% 4%	29 9% 9%	3 6% 1%	4 8% 1%	5 4% 1%	295 15% hik 91%	22 7% n 7%	* 1% *%	1 4% *%	** ** **	9 6% 3%	13 7% 4%	13 8% 4%	9 5% 3%
ANY DVD PLAYER	303 88% bcd	166 81% cd	109 58% 6%	275 70% c 14%	669 77% 35%	1749 85% g 92%	150 77% 8%	258 77% 14%	28 64% 1%	42 80% 2%	81 72% 4%	1653 86% hik 87%	233 70% p 12%	22 71% 71%	15 79% p 1%	** ** **	109 75% t 6%	123 66% 6%	125 78% rt 7%	108 62% 6%
ANY GAMES CONSOLE	108 31% bcd	30 15% cd	5 3% *%	36 9% c 3%	320 37% 26%	1135 55% 92%	100 51% 8%	124 37% 10%	12 27% 1%	17 31% 1%	24 21% 2%	1118 58% hijk 90%	33 10% p 3%	1 3% *%	2 10% *%	** ** **	22 15% r 2%	10 6% 1%	16 10% 1%	16 9% 1%
None of these	32 9% 16%	34 17% a 17%	78 41% abd 38%	111 28% ab 54%	153 18% 75%	182 9% 89%	25 13% 12%	63 19% 31%	15 34% 7%	11 20% 5%	28 24% 13%	140 7% 68%	94 28% 46%	9 29% 5%	4 21% 2%	** ** **	36 25% 18%	58 31% 28%	36 22% 17%	59 34% 29%
Don't know	- -% -%	- -% -%	2 1% a 97%	2 1% 97%	3 *% 135%	2 *% 100%	- -% -%	1 *% 38%	- -% -%	- -% -%	- -% -%	1 *% 62%	2 1% 97%	- -% -%	- -% -%	** ** **	- -% -%	2 1% 97%	- -% -%	2 1% 97%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QB2. SHOWCARD And do you personally use...? (MULTI CODE)

Base : Those who have access to any of listed devices at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	530	344	191	535	1287	3150	177	538	63	88	183	2795	335	74	76	50	187	148	184	151
Effective Weighted Sample	374	205	138	342	863	2165	154	355	41	55	134	1952	266	45	48	40	165	117	146	120
Total	314	170	110	280	712	1871	170	271	28	42	85	1781	238	22	15	5	111	127	125	113
	15%	8%	5%	14%	35%	91%	8%	13%	**	**	4%	87%	12%	**	**	**	5%	6%	6%	6%
A DVD player	277	142	88	230	579	1494	131	224	**	**	72	1413	193	**	**	**	93	100	106	87
	88%	83%	80%	82%	81%	80%	77%	83%	**	**	84%	79%	81%	**	**	**	84%	79%	85%	77%
	cd																			
	17%	9%	5%	14%	35%	91%	8%	14%	**	**	4%	86%	12%	**	**	**	6%	6%	7%	5%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	49	9	3	13	191	707	47	72	**	**	8	685	12	**	**	**	8	4	9	4
	15%	6%	3%	5%	27%	38%	28%	26%	**	**	9%	38%	5%	**	**	**	8%	3%	7%	3%
	bcd					g		jk	k			hijk								
	6%	1%	*%	2%	25%	94%	6%	10%	**	**	1%	91%	2%	**	**	**	1%	1%	1%	1%
An MP3 player/iPod	65	19	4	22	117	647	41	64	**	**	7	629	22	**	**	**	11	11	14	8
	21%	11%	3%	8%	16%	35%	24%	23%	**	**	8%	35%	9%	**	**	**	10%	8%	11%	7%
	bcd	c				g		k				hijk	o							
	9%	3%	1%	3%	17%	94%	6%	9%	**	**	1%	91%	3%	**	**	**	2%	2%	2%	1%
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	25	10	-	10	92	331	25	40	**	**	6	319	9	**	**	**	6	3	3	6
	8%	6%	-%	3%	13%	18%	14%	15%	**	**	8%	18%	4%	**	**	**	6%	2%	2%	6%
	cd	c		c				k				jk								
	7%	3%	-%	3%	26%	93%	7%	11%	**	**	2%	89%	3%	**	**	**	2%	1%	1%	2%
A Blu Ray DVD player	28	11	6	17	63	298	19	29	**	**	5	287	16	**	**	**	11	6	10	6
	9%	6%	6%	6%	9%	16%	11%	11%	**	**	5%	16%	7%	**	**	**	10%	5%	8%	6%
								hjk												
	9%	3%	2%	5%	20%	94%	6%	9%	**	**	1%	91%	5%	**	**	**	3%	2%	3%	2%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QB2. SHOWCARD And do you personally use...? (MULTI CODE)

Base : Those who have access to any of listed devices at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	530	344	191	535	1287	3150	177	538	63	88	183	2795	335	74	76	50	187	148	184	151
Effective Weighted Sample	374	205	138	342	863	2165	154	355	41	55	134	1952	266	45	48	40	165	117	146	120
Total	314	170	110	280	712	1871	170	271	28	42	85	1781	238	22	15	5	111	127	125	113
	15%	8%	5%	14%	35%	91%	8%	13%	**	**	4%	87%	12%	**	**	**	5%	6%	6%	6%
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, iRiver Reader)	44	16	2	17	39	226	8	17	**	**	3	217	16	**	**	**	5	11	8	8
	14%	9%	1%	6%	6%	12%	5%	6%	**	**	3%	12%	7%	**	**	**	5%	9%	6%	7%
	cd	c		c		g						hijk								
	19%	7%	1%	7%	17%	97%	4%	7%	**	**	1%	93%	7%	**	**	**	2%	5%	3%	4%
ANY DVD PLAYER	283	146	92	238	599	1597	139	233	**	**	73	1515	201	**	**	**	99	102	110	91
	90%	86%	84%	85%	84%	85%	82%	86%	**	**	85%	85%	85%	**	**	**	89%	81%	88%	81%
	cd																rt			
	16%	8%	5%	14%	34%	91%	8%	13%	**	**	4%	87%	12%	**	**	**	6%	6%	6%	5%
ANY GAMES CONSOLE	58	16	3	19	209	761	53	81	**	**	12	735	18	**	**	**	12	7	10	9
	18%	9%	3%	7%	29%	41%	31%	30%	**	**	14%	41%	8%	**	**	**	10%	5%	8%	8%
	bcd	c			g			jk				hijk								
	7%	2%	*%	2%	26%	94%	6%	10%	**	**	1%	90%	2%	**	**	**	1%	1%	1%	1%
None of these	15	13	17	31	52	86	14	20	**	**	8	80	25	**	**	**	9	17	11	15
	5%	8%	16%	11%	7%	5%	8%	7%	**	**	9%	4%	11%	**	**	**	8%	13%	9%	13%
			ab	a			f	l		hl	l					m				
	15%	13%	17%	30%	52%	86%	14%	20%	**	**	8%	79%	25%	**	**	**	9%	17%	11%	15%
Don't know	1	2	-	2	4	3	-	*	**	**	*	3	2	**	**	**	1	1	2	-
	*%	1%	-%	1%	1%	*%	-%	*%	**	**	*%	*%	1%	**	**	**	1%	1%	1%	-%
	20%	61%	-%	61%	121%	100%	-%	6%	**	**	6%	94%	61%	**	**	**	19%	41%	61%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB3 (QB4). SHOWCARD Which games console/s do you or does anyone in your household have at the moment? (MULTI CODE)

Base : Those who have access to a games console at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	e	f	g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	~s	~t
Unweighted total	175	55	10	65	558	1851	104	227	26	28	52	1731	47	4	10	4	38	9	25	22
Effective Weighted Sample	126	38	6	43	376	1269	88	149	15	18	38	1204	37	3	7	3	33	8	19	18
Total	108	30	5	36	320	1135	100	124	12	17	24	1118	33	1	2	*	22	10	16	16
	9%	**	**	**	26%	92%	8%	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Nintendo Wii	51	**	**	**	158	635	49	68	**	**	**	617	**	**	**	**	**	**	**	**
	47%	**	**	**	49%	56%	49%	54%	**	**	**	55%	**	**	**	**	**	**	**	**
	7%	**	**	**	23%	93%	7%	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Nintendo DS/ DSi/ DS Lite/ 3DS	39	**	**	**	119	480	38	52	**	**	**	474	**	**	**	**	**	**	**	**
	36%	**	**	**	37%	42%	38%	41%	**	**	**	42%	**	**	**	**	**	**	**	**
	8%	**	**	**	23%	92%	7%	10%	**	**	**	91%	**	**	**	**	**	**	**	**
XBox 360	24	**	**	**	109	412	22	40	**	**	**	396	**	**	**	**	**	**	**	**
	23%	**	**	**	34%	36%	22%	32%	**	**	**	35%	**	**	**	**	**	**	**	**
	6%	**	**	**	25%	95%	5%	9%	**	**	**	91%	**	**	**	**	**	**	**	**
PlayStation 3	15	**	**	**	90	316	30	29	**	**	**	319	**	**	**	**	**	**	**	**
	14%	**	**	**	28%	28%	30%	23%	**	**	**	29%	**	**	**	**	**	**	**	**
	4%	**	**	**	26%	91%	9%	8%	**	**	**	92%	**	**	**	**	**	**	**	**
PlayStation 2	17	**	**	**	61	223	20	31	**	**	**	215	**	**	**	**	**	**	**	**
	15%	**	**	**	19%	20%	20%	25%	**	**	**	19%	**	**	**	**	**	**	**	**
	7%	**	**	**	25%	91%	8%	13%	**	**	**	88%	**	**	**	**	**	**	**	**
PlayStation Portable (PSP)	6	**	**	**	36	122	8	11	**	**	**	120	**	**	**	**	**	**	**	**
	5%	**	**	**	11%	11%	8%	9%	**	**	**	11%	**	**	**	**	**	**	**	**
	4%	**	**	**	27%	93%	6%	8%	**	**	**	92%	**	**	**	**	**	**	**	**
XBox	5	**	**	**	28	80	2	10	**	**	**	72	**	**	**	**	**	**	**	**
	4%	**	**	**	9%	7%	2%	8%	**	**	**	6%	**	**	**	**	**	**	**	**
	6%	**	**	**	34%	97%	3%	12%	**	**	**	88%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB3 (QB4). SHOWCARD Which games console/s do you or does anyone in your household have at the moment? (MULTI CODE)

Base : Those who have access to a games console at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	OR DE e	f	g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	~s	~t
Unweighted total	175	55	10	65	558	1851	104	227	26	28	52	1731	47	4	10	4	38	9	25	22
Effective Weighted Sample	126	38	6	43	376	1269	88	149	15	18	38	1204	37	3	7	3	33	8	19	18
Total	108	30	5	36	320	1135	100	124	12	17	24	1118	33	1	2	*	22	10	16	16
	9%	**	**	**	26%	92%	8%	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Other	3	**	**	**	6	18	1	2	**	**	**	16	**	**	**	**	**	**	**	**
	2%	**	**	**	2%	2%	1%	2%	**	**	**	1%	**	**	**	**	**	**	**	**
	14%	**	**	**	31%	94%	4%	13%	**	**	**	87%	**	**	**	**	**	**	**	**
PS3/ Wii/ XBox 360/ XBox	87	**	**	**	289	1045	84	107	**	**	**	1027	**	**	**	**	**	**	**	**
	80%	**	**	**	90%	92%	85%	86%	**	**	**	92%	**	**	**	**	**	**	**	**
					g			k				hk								
	8%	**	**	**	26%	92%	7%	10%	**	**	**	91%	**	**	**	**	**	**	**	**
DS/ PSP/ PORTABLE CONSOLE	44	**	**	**	135	520	42	57	**	**	**	512	**	**	**	**	**	**	**	**
	41%	**	**	**	42%	46%	42%	46%	**	**	**	46%	**	**	**	**	**	**	**	**
	8%	**	**	**	24%	92%	7%	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	4	**	**	**	7	17	3	3	**	**	**	18	**	**	**	**	**	**	**	**
	3%	**	**	**	2%	1%	3%	2%	**	**	**	2%	**	**	**	**	**	**	**	**
											l									
	17%	**	**	**	36%	83%	13%	13%	**	**	**	87%	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB4 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

Base : Those who have access to a games console at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	OR DE e	f	g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	~s	~t
Unweighted total	175	55	10	65	558	1851	104	227	26	28	52	1731	47	4	10	4	38	9	25	22
Effective Weighted Sample	126	38	6	43	376	1269	88	149	15	18	38	1204	37	3	7	3	33	8	19	18
Total	108	30	5	36	320	1135	100	124	12	17	24	1118	33	1	2	*	22	10	16	16
	9%	**	**	**	26%	92%	8%	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Online gaming	11	**	**	**	80	310	30	29	**	**	**	311	**	**	**	**	**	**	**	**
	10%	**	**	**	25%	27%	31%	23%	**	**	**	28%	**	**	**	**	**	**	**	**
	3%	**	**	**	24%	91%	9%	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Watching DVDs/ Blu Ray DVDs	10	**	**	**	76	299	20	40	**	**	**	279	**	**	**	**	**	**	**	**
	9%	**	**	**	24%	26%	20%	32%	**	**	**	25%	**	**	**	**	**	**	**	**
	3%	**	**	**	24%	94%	6%	13%	**	**	**	88%	**	**	**	**	**	**	**	**
Watching catch-up TV e.g. programmes on BBC iPlayer, ITV Player, Sky Player	8	**	**	**	38	185	12	26	**	**	**	172	**	**	**	**	**	**	**	**
	8%	**	**	**	12%	16%	12%	21%	**	**	**	15%	**	**	**	**	**	**	**	**
	4%	**	**	**	19%	94%	6%	13%	**	**	**	88%	**	**	**	**	**	**	**	**
Browsing the web/ internet	8	**	**	**	41	164	15	20	**	**	**	159	**	**	**	**	**	**	**	**
	7%	**	**	**	13%	14%	15%	16%	**	**	**	14%	**	**	**	**	**	**	**	**
	5%	**	**	**	23%	92%	9%	11%	**	**	**	89%	**	**	**	**	**	**	**	**
Watching video clips online - e.g. on YouTube	6	**	**	**	29	111	9	22	**	**	**	98	**	**	**	**	**	**	**	**
	6%	**	**	**	9%	10%	9%	17%	**	**	**	9%	**	**	**	**	**	**	**	**
	5%	**	**	**	24%	93%	7%	18%	**	**	**	82%	**	**	**	**	**	**	**	**
Watching 'live' TV programmes/ content	4	**	**	**	15	77	9	11	**	**	**	75	**	**	**	**	**	**	**	**
	4%	**	**	**	5%	7%	9%	9%	**	**	**	7%	**	**	**	**	**	**	**	**
	4%	**	**	**	18%	89%	11%	13%	**	**	**	88%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB4 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

Base : Those who have access to a games console at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	OR DE e	f	g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	~s	~t
Unweighted total	175	55	10	65	558	1851	104	227	26	28	52	1731	47	4	10	4	38	9	25	22
Effective Weighted Sample	126	38	6	43	376	1269	88	149	15	18	38	1204	37	3	7	3	33	8	19	18
Total	108	30	5	36	320	1135	100	124	12	17	24	1118	33	1	2	*	22	10	16	16
	9%	**	**	**	26%	92%	8%	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Other	1	**	**	**	-	2	-	*	**	**	**	1	**	**	**	**	**	**	**	**
	1%	**	**	**	-%	*%	-%	*%	**	**	**	*%	**	**	**	**	**	**	**	**
	65%	**	**	**	-%	100%	-%	27%	**	**	**	75%	**	**	**	**	**	**	**	**
WATCHING VIDEO CONTENT	18	**	**	**	91	373	25	49	**	**	**	351	**	**	**	**	**	**	**	**
	17%	**	**	**	29%	33%	25%	39%	**	**	**	31%	**	**	**	**	**	**	**	**
	5%	**	**	**	23%	94%	6%	12%	**	**	**	88%	**	**	**	**	**	**	**	**
IPTV	10	**	**	**	41	201	14	28	**	**	**	189	**	**	**	**	**	**	**	**
	9%	**	**	**	13%	18%	14%	22%	**	**	**	17%	**	**	**	**	**	**	**	**
	5%	**	**	**	19%	93%	7%	13%	**	**	**	88%	**	**	**	**	**	**	**	**
None of these	73	**	**	**	175	580	52	59	**	**	**	577	**	**	**	**	**	**	**	**
	67%	**	**	**	55%	51%	52%	48%	**	**	**	52%	**	**	**	**	**	**	**	**
	11%	**	**	**	28%	91%	8%	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Don't know	7	**	**	**	9	38	2	6	**	**	**	35	**	**	**	**	**	**	**	**
	7%	**	**	**	3%	3%	2%	5%	**	**	**	3%	**	**	**	**	**	**	**	**
	18%	**	**	**	23%	92%	4%	15%	**	**	**	85%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QB5 (QB6) Does your household's e-reader (digital book reader) have built-in 3G access to a mobile network? This means that books can be purchased online and downloaded from anywhere with a signal, without the need for a Wi-Fi connection?

Base : Those who personally use an e-reader/ digital book reader

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	75	26	2	28	66	350	9	27	-	4	5	333	22	2	3	1	11	11	15	7
Effective Weighted Sample	52	15	2	17	42	247	8	19	-	2	4	235	16	2	2	1	10	9	13	6
Total	44	16	2	17	39	226	8	17	-	1	3	217	16	*	1	*	5	11	8	8
	**	**	**	**	**	97%	**	**	-%	**	**	93%	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	120	**	**	-	**	**	110	**	**	**	**	**	**	**	**
	**	**	**	**	**	53%	**	**	-%	**	**	51%	**	**	**	**	**	**	**	**
	**	**	**	**	**	97%	**	**	-%	**	**	90%	**	**	**	**	**	**	**	**
No	**	**	**	**	**	83	**	**	-	**	**	85	**	**	**	**	**	**	**	**
	**	**	**	**	**	37%	**	**	-%	**	**	39%	**	**	**	**	**	**	**	**
	**	**	**	**	**	95%	**	**	-%	**	**	97%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	23	**	**	-	**	**	23	**	**	**	**	**	**	**	**
	**	**	**	**	**	10%	**	**	-%	**	**	10%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	-%	**	**	97%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Can use to make and receive calls	317	191	184	375	688	1722	150	286	40	51	101	1590	319	30	17	**	140	179	157	162
	92%	94%	97%	95%	79%	84%	77%	86%	93%	96%	89%	83%	96%	96%	93%	**	95%	96%	98%	93%
			a	a		g			l	hl	l					**			t	
	17%	10%	10%	20%	37%	92%	8%	15%	2%	3%	5%	85%	17%	2%	1%	**	7%	10%	8%	9%
Can receive but not make calls/ incoming only	3	2	1	3	7	18	2	1	*	*	*	20	3	-	1	**	2	1	1	2
	1%	1%	1%	1%	1%	1%	1%	*%	*%	1%	*%	1%	1%	-%	4%	**	1%	1%	1%	1%
	16%	11%	6%	17%	33%	86%	9%	4%	1%	2%	2%	96%	14%	-%	3%	**	8%	5%	5%	8%
Line not working properly/ needs to be repaired	*	*	-	*	3	6	-	2	*	-	*	3	-	-	*	**	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	1%	*%	-%	*%	*%	-%	-%	1%	**	-%	-%	-%	-%
															m	**				
	2%	6%	-%	6%	61%	100%	-%	39%	1%	-%	6%	58%	-%	-%	4%	**	-%	-%	-%	-%
No, do not have landline phone	26	10	4	15	169	309	43	45	3	2	11	308	12	1	*	**	6	6	2	10
	7%	5%	2%	4%	19%	15%	22%	13%	7%	4%	10%	16%	4%	4%	2%	**	4%	3%	1%	6%
	cd						f	j				ijk				**			s	
	7%	3%	1%	4%	48%	88%	12%	13%	1%	1%	3%	87%	3%	*%	*%	**	2%	2%	1%	3%
Don't know	-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
HOUSEHOLD PHONE OWNERSHIP																				
FIXED ONLY	16	23	69	92	108	115	4	52	15	14	21	66	72	13	6	**	26	46	31	41
	4%	11%	37%	23%	12%	6%	2%	16%	34%	26%	19%	3%	22%	40%	31%	**	18%	24%	19%	24%
		a	abd	ab				l	hkl	hl	l			mp		**				
	13%	19%	58%	77%	90%	96%	4%	43%	12%	11%	18%	55%	60%	11%	5%	**	22%	38%	26%	34%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
FIXED & MOBILE	305	171	115	287	590	1631	148	238	26	37	80	1547	250	18	12	**	115	135	127	122
	88%	84%	61%	73%	68%	79%	76%	71%	59%	71%	71%	80%	75%	56%	67%	**	78%	72%	79%	70%
	cd	cd		c								hijk	n			n			t	
	17%	10%	6%	16%	33%	91%	8%	13%	1%	2%	5%	87%	14%	1%	1%	**	6%	8%	7%	7%
MOBILE ONLY	22	10	3	13	157	296	43	39	3	2	9	301	11	1	*	**	5	6	2	9
	6%	5%	1%	3%	18%	14%	22%	12%	6%	3%	8%	16%	3%	4%	2%	**	3%	3%	1%	5%
	cd	c					f	j				hijk							s	
	7%	3%	1%	4%	46%	87%	13%	11%	1%	*%	3%	89%	3%	*%	*%	**	1%	2%	1%	3%
ALL FIXED	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	**	141	180	158	163
	93%	95%	98%	96%	80%	85%	78%	87%	93%	96%	90%	84%	96%	96%	98%	**	96%	97%	99%	94%
			a	a		g			l	hl	l								t	
	17%	10%	10%	20%	37%	92%	8%	15%	2%	3%	5%	85%	17%	2%	1%	**	7%	9%	8%	9%
ALL MOBILE	328	181	118	299	747	1927	191	276	28	39	90	1848	260	19	13	**	120	141	129	131
	95%	89%	62%	76%	86%	94%	98%	83%	66%	74%	79%	96%	78%	60%	69%	**	82%	75%	81%	75%
	bcd	cd		c			f	i			i	hijk	n			n				
	15%	9%	6%	14%	35%	91%	9%	13%	1%	2%	4%	87%	12%	1%	1%	**	6%	7%	6%	6%
NEITHER	3	-	2	2	13	14	-	6	*	*	2	8	1	-	-	**	1	1	-	1
	1%	-%	1%	*%	2%	1%	-%	2%	*%	*%	2%	*%	*%	-%	-%	**	*%	*%	-%	1%
								l			l									
	24%	-%	12%	12%	95%	100%	-%	42%	1%	1%	15%	56%	11%	-%	-%	**	5%	6%	-%	11%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	549	421	330	751	1304	3010	162	592	94	114	217	2585	461	98	106	86	243	218	232	229
Effective Weighted Sample	383	247	219	465	850	2049	140	386	61	70	153	1795	361	60	64	71	212	169	181	181
Total	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	8	141	180	158	163
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	9%	8%	9%
Yes to make calls	310	186	183	369	663	1642	145	279	**	50	99	1511	313	**	18	**	138	175	154	158
	97%	96%	99%	97%	95%	94%	95%	97%	**	98%	97%	94%	97%	**	97%	**	98%	97%	97%	97%
	17%	10%	10%	21%	37%	92%	8%	16%	**	3%	6%	84%	17%	**	1%	**	8%	10%	9%	9%
Yes to receive calls	305	183	180	363	651	1621	145	275	**	50	98	1495	308	**	17	**	137	171	154	154
	95%	95%	97%	96%	93%	93%	95%	95%	**	98%	96%	93%	96%	**	96%	**	97%	95%	97%	94%
	17%	10%	10%	21%	37%	92%	8%	16%	**	3%	6%	84%	17%	**	1%	**	8%	10%	9%	9%
Yes for internet access	170	89	32	121	292	984	96	104	**	13	30	982	112	**	4	**	57	55	71	41
	53%	46%	17%	32%	42%	56%	63%	36%	**	26%	29%	61%	35%	**	20%	**	41%	30%	45%	25%
	cd	cd		c				hijk				nop					rt		rt	
	16%	8%	3%	11%	27%	91%	9%	10%	**	1%	3%	91%	10%	**	*%	**	5%	5%	7%	4%
TOTAL PERSONALLY USE	317	190	184	374	681	1704	150	285	**	50	100	1574	317	**	18	**	139	177	156	161
	99%	98%	100%	99%	98%	98%	99%	98%	**	99%	98%	98%	98%	**	100%	**	99%	98%	99%	98%
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	10%	8%	9%
No do not use landline at home	4	4	1	5	17	41	2	5	**	1	2	38	5	**	-	**	2	3	2	3
	1%	2%	*%	1%	2%	2%	1%	2%	**	1%	2%	2%	2%	**	-%	**	1%	2%	1%	2%
	10%	10%	2%	12%	39%	96%	4%	11%	**	1%	4%	88%	12%	**	-%	**	5%	7%	5%	7%
Don't know	-	-	-	-	1	1	-	-	**	-	-	1	-	**	-	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	-%	-%	**	-%	-%	*%	-%	**	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	87%	100%	-%	-%	**	-%	-%	100%	-%	**	-%	**	-%	-%	-%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC3 (QC28). SHOWCARD Which of these do you consider to be your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Mobile phone	98	29	5	34	327	1007	127	116	10	10	22	1029	29	2	2	**	16	13	12	17
	28%	14%	3%	9%	38%	49%	65%	35%	23%	18%	19%	54%	9%	5%	11%	**	11%	7%	8%	10%
	bcd	cd		c			f	jk				hijk								
	9%	3%	*%	3%	29%	88%	11%	10%	1%	1%	2%	90%	3%	*%	*%	**	1%	1%	1%	1%
Landline phone at home	228	167	176	344	501	968	62	201	31	40	84	825	293	29	15	**	125	168	142	151
	66%	82%	93%	87%	58%	47%	32%	60%	71%	75%	74%	43%	88%	91%	80%	**	85%	90%	89%	87%
		a	abd	ab		g		l	l	hl	hl		p	p						
	22%	16%	17%	33%	49%	94%	6%	20%	3%	4%	8%	80%	29%	3%	1%	**	12%	16%	14%	15%
Landline phone at work	14	6	6	12	19	50	5	10	2	3	5	45	10	1	1	**	5	4	6	4
	4%	3%	3%	3%	2%	2%	3%	3%	5%	6%	4%	2%	3%	2%	6%	**	4%	2%	4%	2%
										l										
	26%	11%	11%	22%	35%	92%	10%	18%	4%	6%	9%	82%	18%	1%	2%	**	10%	8%	11%	7%
Other	6	1	1	2	16	22	-	7	*	1	2	15	1	-	1	**	1	*	*	1
	2%	*%	1%	*%	2%	1%	-%	2%	*%	1%	2%	1%	*%	-%	3%	**	*%	*%	*%	*%
								l							m					
	25%	4%	4%	8%	71%	100%	-%	31%	*%	2%	10%	67%	5%	-%	2%	**	3%	1%	1%	3%
Don't know	1	1	1	2	5	8	1	*	*	-	*	9	1	1	-	**	1	1	-	1
	*%	1%	1%	1%	1%	*%	*%	*%	*%	-%	*%	*%	*%	2%	-%	**	*%	*%	-%	1%
																m				
	14%	14%	11%	25%	59%	85%	8%	1%	1%	-%	1%	99%	15%	6%	-%	**	6%	9%	-%	15%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC4 (QC28A). SHOWCARD And thinking about when you are at home, which is your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Landline phone at home	257	177	180	357	536	1122	76	219	33	42	89	976	303	30	16	**	133	170	149	154
	74%	87%	95%	91%	62%	55%	39%	65%	77%	80%	79%	51%	91%	95%	87%	**	91%	91%	93%	89%
		a	abd	a		g		l	l	hl	hl		p	p		**				
	21%	15%	15%	30%	45%	94%	6%	18%	3%	4%	7%	82%	25%	3%	1%	**	11%	14%	12%	13%
Mobile phone	82	24	5	29	305	898	119	106	9	8	22	920	25	2	2	**	13	12	9	15
	24%	12%	3%	7%	35%	44%	61%	32%	20%	16%	19%	48%	7%	5%	10%	**	9%	7%	6%	9%
	bcd	cd		c		f		jk				hijk				**				
	8%	2%	3%	3%	30%	88%	12%	10%	1%	1%	2%	90%	2%	3%	3%	**	1%	1%	1%	2%
Other	6	3	3	6	21	29	-	9	1	2	3	20	5	-	1	**	1	4	1	3
	2%	1%	2%	1%	2%	1%	0%	3%	3%	3%	2%	1%	1%	0%	3%	**	3%	2%	1%	2%
								l								**				
	22%	9%	11%	19%	70%	100%	0%	32%	5%	6%	9%	67%	16%	0%	2%	**	2%	14%	4%	12%
Don't know	1	1	1	2	7	7	-	1	*	*	*	7	1	-	-	**	1	1	*	1
	3%	3%	3%	3%	1%	3%	0%	3%	3%	3%	3%	3%	3%	0%	0%	**	3%	3%	3%	3%
																m				
	15%	12%	9%	21%	87%	92%	0%	9%	1%	2%	1%	90%	16%	0%	0%	**	7%	9%	6%	10%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC5 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	549	421	330	751	1304	3010	162	592	94	114	217	2585	461	98	106	86	243	218	232	229
Effective Weighted Sample	383	247	219	465	850	2049	140	386	61	70	153	1795	361	60	64	71	212	169	181	181
Total	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	8	141	180	158	163
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	9%	8%	9%
BT	155	101	137	239	367	827	67	161	**	32	57	735	196	**	13	**	84	112	96	100
	48%	52%	74%	63%	53%	47%	44%	56%	**	62%	56%	46%	61%	**	72%	**	60%	62%	61%	61%
			abd	ab				l		l	l			m		m				
	17%	11%	15%	27%	41%	92%	7%	18%	**	4%	6%	82%	22%	**	1%	**	9%	12%	11%	11%
Virgin Media (including NTL and Telewest)	67	22	12	34	104	314	33	41	**	5	13	307	30	**	2	**	12	19	14	16
	21%	11%	6%	9%	15%	18%	22%	14%	**	11%	13%	19%	9%	**	10%	**	8%	10%	9%	10%
	bcd							h												
	19%	6%	3%	10%	30%	90%	9%	12%	**	2%	4%	88%	9%	**	1%	**	3%	5%	4%	5%
Talk Talk/ Carphone Warehouse	43	36	15	51	93	224	26	41	**	7	16	210	47	**	2	**	19	28	27	21
	13%	19%	8%	13%	13%	13%	17%	14%	**	14%	15%	13%	15%	**	10%	**	14%	16%	17%	13%
	c	c		c				n												
	17%	15%	6%	20%	37%	89%	10%	16%	**	3%	6%	84%	19%	**	1%	**	8%	11%	11%	8%
SkyTalk	30	8	3	11	58	230	19	21	**	2	5	230	9	**	1	**	8	1	4	5
	9%	4%	2%	3%	8%	13%	13%	7%	**	4%	5%	14%	3%	**	3%	**	5%	1%	2%	3%
	bcd							hjk									r			
	12%	3%	1%	4%	23%	92%	8%	8%	**	1%	2%	92%	4%	**	*%	**	3%	1%	2%	2%
Post Office	9	4	5	9	12	22	-	6	**	1	3	16	7	**	-	**	3	3	4	3
	3%	2%	3%	2%	2%	1%	-%	2%	**	2%	3%	1%	2%	**	-%	**	2%	2%	2%	2%
								l						o						
	39%	16%	24%	41%	54%	100%	-%	25%	**	5%	14%	74%	31%	**	-%	**	15%	16%	17%	14%
Other	16	19	10	29	48	90	4	15	**	4	5	80	27	**	1	**	14	13	12	15
	5%	10%	5%	8%	7%	5%	3%	5%	**	7%	5%	5%	8%	**	3%	**	10%	7%	8%	9%
	a																			
	17%	20%	10%	30%	50%	95%	4%	16%	**	4%	5%	84%	29%	**	1%	**	15%	14%	13%	16%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC5 (QC21B). SHOWCARD Which of these do you consider is your main supplier? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	549	421	330	751	1304	3010	162	592	94	114	217	2585	461	98	106	86	243	218	232	229
Effective Weighted Sample	383	247	219	465	850	2049	140	386	61	70	153	1795	361	60	64	71	212	169	181	181
Total	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	8	141	180	158	163
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	9%	8%	9%
Don't know	1	4	3	7	16	38	3	5	**	-	3	35	5	**	*	**	1	3	1	3
	*%	2%	2%	2%	2%	2%	2%	2%	**	-%	3%	2%	1%	**	2%	**	1%	2%	1%	2%
	1%	a	a	a	41%	94%	7%	12%	**	-%	8%	87%	11%	mp	1%	**	3%	9%	3%	8%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC6A (QC13A). SHOWCARD Thinking about your home phone service only, please use this card to say how satisfied you are with the overall service provided by (MAIN SUPPLIER). (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	549	421	330	751	1304	3010	162	592	94	114	217	2585	461	98	106	86	243	218	232	229
Effective Weighted Sample	383	247	219	465	850	2049	140	386	61	70	153	1795	361	60	64	71	212	169	181	181
Total	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	8	141	180	158	163
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	9%	8%	9%
Base for %	319	193	183	377	693	1728	152	287	40	50	101	1597	321	29	18	8	141	180	158	163
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	10%	8%	9%
Very satisfied	182	117	124	240	415	979	70	152	**	28	56	897	205	**	9	**	83	122	100	105
	57%	60%	67%	64%	60%	57%	46%	53%	**	56%	56%	56%	64%	**	50%	**	59%	68%	63%	64%
		a	a			g							o	op						
	17%	11%	12%	23%	40%	93%	7%	14%	**	3%	5%	86%	20%	**	1%	**	8%	12%	10%	10%
Fairly satisfied	107	56	48	105	211	565	67	96	**	15	31	539	89	**	7	**	42	47	43	45
	33%	29%	26%	28%	30%	33%	45%	34%	**	30%	30%	34%	28%	**	37%	**	30%	26%	27%	28%
						f									n					
	17%	9%	8%	16%	33%	89%	11%	15%	**	2%	5%	85%	14%	**	1%	**	7%	7%	7%	7%
TOTAL SATISFIED	289	173	172	345	626	1543	137	248	**	43	87	1437	294	**	16	**	125	169	144	150
	91%	89%	94%	91%	90%	89%	90%	86%	**	86%	86%	90%	91%	**	87%	**	89%	94%	91%	92%
								h												
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	10%	9%	9%
Neither	15	10	5	15	26	91	7	13	**	3	7	83	13	**	1	**	7	5	6	7
	5%	5%	3%	4%	4%	5%	4%	5%	**	6%	7%	5%	4%	**	7%	**	5%	3%	4%	4%
	15%	10%	5%	15%	27%	94%	7%	14%	**	3%	7%	86%	13%	**	1%	**	8%	6%	6%	7%
Fairly dissatisfied	8	3	4	7	19	53	4	13	**	1	4	45	6	**	1	**	4	2	5	2
	2%	2%	2%	2%	3%	3%	3%	5%	**	2%	4%	3%	2%	**	3%	**	3%	1%	3%	1%
	13%	5%	7%	12%	33%	92%	8%	23%	**	1%	7%	78%	11%	**	1%	**	6%	4%	8%	3%
Very dissatisfied	8	8	2	10	22	41	3	13	**	3	3	32	8	**	1	**	5	3	5	4
	2%	4%	1%	3%	3%	2%	2%	5%	**	7%	3%	2%	3%	**	4%	**	4%	2%	3%	2%
								l		l										
	17%	17%	5%	22%	49%	92%	8%	30%	**	7%	7%	72%	19%	**	1%	**	11%	8%	10%	9%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QC6A (QC13A). SHOWCARD Thinking about your home phone service only, please use this card to say how satisfied you are with the overall service provided by (MAIN SUPPLIER). (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	549	421	330	751	1304	3010	162	592	94	114	217	2585	461	98	106	86	243	218	232	229
Effective Weighted Sample	383	247	219	465	850	2049	140	386	61	70	153	1795	361	60	64	71	212	169	181	181
Total	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	8	141	180	158	163
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	9%	8%	9%
TOTAL DISSATISFIED	15	11	7	17	41	94	8	26	**	4	7	77	15	**	1	**	9	6	9	6
	5%	6%	4%	5%	6%	5%	5%	9%	**	8%	7%	5%	5%	**	6%	**	6%	3%	6%	3%
	15%	10%	6%	17%	40%	92%	8%	26%	**	4%	7%	75%	14%	**	1%	**	9%	6%	9%	5%
Don't know	2	*	1	2	5	17	1	2	**	1	1	16	1	**	*	**	1	-	-	1
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND					
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total		596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245	
Effective Weighted Sample		415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194	
Total		346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174	
		15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%	
One	(1.0)	90	73	87	160	304	470	33	109	13	14	50	391	135	12	8	**	52	83	54	81	
		26%	36%	46%	41%	35%	23%	17%	33%	31%	26%	44%	20%	40%	37%	43%	**	35%	45%	34%	47%	
		18%	a	ab	a	60%	94%	7%	l	l	3%	hjl	78%	27%	2%	2%	**	s	qs			
Two	(2.0)	163	87	26	113	279	770	67	93	7	13	28	743	100	7	4	**	53	46	59	41	
		47%	43%	14%	29%	32%	37%	34%	28%	17%	25%	25%	39%	30%	22%	23%	**	36%	25%	37%	23%	
		20%	cd	cd	c	33%	92%	8%	11%	1%	2%	3%	hijk	12%	1%	1%	**	rt	rt			
Three	(3.0)	46	17	3	19	103	365	42	40	4	3	7	372	18	*	1	**	10	8	11	7	
		13%	8%	1%	5%	12%	18%	22%	12%	10%	6%	6%	19%	6%	*%	3%	**	7%	5%	7%	4%	
		bcd	c		c	25%	89%	10%	k	1%	1%	2%	hjk	4%	*%	*%	**	2%	2%	3%	2%	
Four or more	(4.0)	28	5	2	7	62	322	48	34	4	9	5	342	7	-	-	**	5	2	5	2	
		8%	2%	1%	2%	7%	16%	25%	10%	8%	16%	4%	18%	2%	-%	-%	**	3%	1%	3%	1%	
		bcd					f		k		k		hik				**					
None	(0.0)	19	23	71	94	120	128	4	58	15	14	23	73	74	13	6	**	27	46	31	43	
		5%	11%	38%	24%	14%	6%	2%	17%	34%	26%	21%	4%	22%	40%	31%	**	18%	25%	19%	25%	
		14%	a	abd	ab	91%	96%	3%	l	hkl	l	l	55%	56%	mp	4%	**	21%	35%	23%	32%	
Don't know		-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	**	-	-	-	-	
		-%	-%	-%	-%	*%	*%	-	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%	
		-%	-%	-%	-%	86%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%	
Mean mobiles in household		1.9	1.5	.8	1.2	1.6	2.1	2.5	1.7	1.3	1.6	1.3	2.3	1.3	.8	1.0	**	1.4	1.1	1.4	1.1	
		bcd	cd		c			f	ik		k		hijk	no			n	rt	rt			
Standard deviation		.97	.88	.81	.92	1.09	1.12	1.10	1.19	1.27	1.38	1.00	1.09	.93	.79	.84	**	.98	.88	.98	.87	
Standard error		.04	.04	.04	.03	.03	.02	.08	.05	.13	.13	.06	.02	.04	.08	.08	**	.06	.06	.06	.06	

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
HOUSEHOLD PHONE OWNERSHIP																				
FIXED ONLY	16	23	69	92	108	115	4	52	15	14	21	66	72	13	6	**	26	46	31	41
	4%	11%	37%	23%	12%	6%	2%	16%	34%	26%	19%	3%	22%	40%	31%	**	18%	24%	19%	24%
		a	abd	ab				l	hkl	hl	l			mp						
FIXED & MOBILE	13%	19%	58%	77%	90%	96%	4%	43%	12%	11%	18%	55%	60%	11%	5%	**	22%	38%	26%	34%
	305	171	115	287	590	1631	148	238	26	37	80	1547	250	18	12	**	115	135	127	122
	88%	84%	61%	73%	68%	79%	76%	71%	59%	71%	71%	80%	75%	56%	67%	**	78%	72%	79%	70%
MOBILE ONLY	cd	cd		c				hijk		2%	5%	hijk	n		1%	n			t	
	17%	10%	6%	16%	33%	91%	8%	13%	1%	2%	5%	87%	14%	1%	1%	**	6%	8%	7%	7%
	22	10	3	13	157	296	43	39	3	2	9	301	11	1	*	**	5	6	2	9
ALL FIXED	6%	5%	1%	3%	18%	14%	22%	12%	6%	3%	8%	16%	3%	4%	2%	**	3%	3%	1%	5%
	cd	c					f	j		*	3%	hijk		*	*	**			s	
	7%	3%	1%	4%	46%	87%	13%	11%	1%	3%	89%	89%	3%	3%	3%	**	1%	2%	1%	3%
ALL MOBILE	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	**	141	180	158	163
	93%	95%	98%	96%	80%	85%	78%	87%	93%	96%	90%	84%	96%	96%	98%	**	96%	97%	99%	94%
		a	a	a		g			l	hl	l								t	
NEITHER	17%	10%	10%	20%	37%	92%	8%	15%	2%	3%	5%	85%	17%	2%	1%	**	7%	9%	8%	9%
	328	181	118	299	747	1927	191	276	28	39	90	1848	260	19	13	**	120	141	129	131
	95%	89%	62%	76%	86%	94%	98%	83%	66%	74%	79%	96%	78%	60%	69%	**	82%	75%	81%	75%
Columns Tested:	bcd	cd		c			f	i		2%	4%	hijk	n		1%	n				
	15%	9%	6%	14%	35%	91%	9%	13%	1%	2%	4%	87%	12%	1%	1%	**	6%	7%	6%	6%
	3	-	2	2	13	14	-	6	*	*	2	8	1	-	-	**	1	1	-	1
	1%	-%	1%	1%	2%	1%	-%	2%	1%	1%	2%	1%	1%	-%	-%	**	1%	1%	-%	1%
								l			l									
	24%	-%	12%	12%	95%	100%	-%	42%	1%	1%	15%	56%	11%	-%	-%	**	5%	6%	-%	11%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																					
Unweighted total		596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample		415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total		346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
		15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
No	(0.0)	11	12	19	31	45	48	3	13	1	1	6	36	26	3	1	**	8	18	10	16
		3%	6%	10%	8%	5%	2%	1%	4%	2%	2%	5%	2%	8%	10%	5%	**	5%	9%	6%	9%
				a	a				l			l					**				
		23%	24%	38%	62%	90%	95%	5%	27%	2%	2%	12%	72%	52%	6%	2%	**	16%	36%	20%	31%
1	(1.0)	300	162	99	260	675	1762	179	248	23	36	83	1699	227	16	12	**	107	120	116	111
		87%	79%	52%	66%	78%	86%	92%	74%	54%	68%	73%	88%	68%	50%	63%	**	73%	64%	72%	64%
		bcd	cd		c			f	i			i	hijk	n			**	t			
		15%	8%	5%	13%	35%	91%	9%	13%	1%	2%	4%	87%	12%	1%	1%	**	6%	6%	6%	6%
2	(2.0)	15	7	*	8	24	103	10	13	4	2	1	101	7	-	*	**	4	3	2	5
		4%	4%	*%	2%	3%	5%	5%	4%	10%	3%	1%	5%	2%	-%	2%	**	3%	2%	2%	3%
		cd	c						hk				k				**				
		13%	6%	*%	7%	21%	91%	9%	11%	4%	2%	1%	89%	6%	-%	*%	**	4%	3%	2%	4%
3	(3.0)	1	*	-	*	2	12	-	1	-	-	*	10	*	-	-	**	*	-	*	-
		*%	*%	-%	*%	*%	1%	-	*%	-%	-%	*%	1%	*%	-%	-%	**	*%	-%	*%	-%
		9%	4%	-%	4%	15%	100%	-%	13%	-%	-%	*%	89%	4%	-%	-%	**	4%	-%	4%	-%
4 or more	(4.0)	1	-	-	-	2	2	-	1	-	-	-	1	-	-	-	**	-	-	-	-
		*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
		26%	-%	-%	-%	71%	100%	-%	48%	-%	-%	-%	55%	-%	-%	-%	**	-%	-%	-%	-%
No mobiles in household	(0.0)	19	23	71	94	121	129	4	58	15	14	23	74	74	13	6	**	27	46	31	43
		5%	11%	38%	24%	14%	6%	2%	17%	34%	26%	21%	4%	22%	40%	31%	**	18%	25%	19%	25%
			a	abd	ab		g		l	hkl	l	l			mp		**				
		14%	17%	53%	70%	91%	96%	3%	43%	11%	10%	17%	56%	55%	10%	4%	**	20%	35%	23%	32%
Mean mobiles used		1.0	.9	.5	.7	.8	1.0	1.0	.8	.7	.8	.8	1.0	.7	.5	.7	**	.8	.7	.8	.7
		bcd	cd		c				k				hijk	n			**	rt			
Standard deviation		.40	.45	.50	.50	.47	.41	.29	.52	.64	.51	.46	.37	.50	.51	.52	**	.49	.50	.48	.52
Standard error		.02	.02	.03	.02	.01	.01	.02	.02	.06	.05	.03	.01	.02	.05	.05	**	.03	.03	.03	.03

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
PERSONALLY USE MOBILE																				
Yes	316 91% bcd	169 83% cd	99 52% c	268 68% c	702 81% e	1879 91% f	188 97% f	263 79% i	28 64% j	38 72% k	84 74% l	1812 94% hijk	234 70% n	16 50% o	12 64% p	** ** n	112 76% rt	123 66% s	119 74% t	115 66% u
No	30 9% a	35 17% a	90 48% abd	125 32% ab	165 19% g	175 9% g	7 3% h	71 21% l	16 36% hl	15 28% i	29 26% l	109 6% m	99 30% mp	16 50% mp	7 36% q	** ** **	35 24% q	64 34% q	41 26% r	58 34% q

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
O2 (formerly BTCellnet)	83	31	17	47	165	501	40	64	**	**	16	477	38	**	**	**	19	19	20	18
	26%	18%	17%	18%	24%	27%	21%	24%	**	**	19%	26%	16%	**	**	**	17%	15%	17%	15%
	bcd													mo		mno				
	15%	6%	3%	9%	31%	93%	7%	12%	**	**	3%	88%	7%	**	**	**	3%	4%	4%	3%
Orange	72	44	30	74	164	437	29	67	**	**	18	396	64	**	**	**	30	34	33	32
	23%	26%	31%	28%	23%	23%	15%	25%	**	**	22%	22%	27%	**	**	**	27%	28%	28%	27%
					g								p		mnp					
	16%	9%	7%	16%	35%	94%	6%	14%	**	**	4%	85%	14%	**	**	**	6%	7%	7%	7%
Vodafone	64	25	18	42	111	366	27	44	**	**	12	351	37	**	**	**	19	18	22	15
	20%	15%	18%	16%	16%	20%	14%	17%	**	**	15%	19%	16%	**	**	**	17%	15%	19%	13%
	16%	6%	5%	11%	28%	93%	7%	11%	**	**	3%	89%	10%	**	**	**	5%	5%	6%	4%
TMobile (formerly One2One)	28	19	8	27	85	192	53	25	**	**	10	229	25	**	**	**	13	12	13	12
	9%	11%	8%	10%	12%	10%	28%	9%	**	**	12%	13%	11%	**	**	**	11%	10%	11%	11%
					f								p		p					
	11%	8%	3%	11%	34%	76%	21%	10%	**	**	4%	91%	10%	**	**	**	5%	5%	5%	5%
'3'	13	4	-	4	45	121	25	13	**	**	4	134	3	**	**	**	3	*	2	1
	4%	2%	-%	1%	6%	6%	14%	5%	**	**	5%	7%	1%	**	**	**	2%	*%	1%	1%
	cd				f															
	9%	2%	-%	2%	31%	83%	17%	9%	**	**	3%	91%	2%	**	**	**	2%	*%	1%	1%
Virgin Media/ Any Virgin	33	14	5	19	44	118	5	17	**	**	7	106	17	**	**	**	10	7	8	9
	10%	8%	5%	7%	6%	6%	3%	7%	**	**	8%	6%	7%	**	**	**	9%	6%	7%	8%
					hl															
	27%	12%	4%	15%	36%	96%	4%	14%	**	**	5%	86%	14%	**	**	**	8%	6%	7%	7%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Tesco	16	17	6	23	46	89	2	16	**	**	7	75	20	**	**	**	9	12	8	13
	5%	10%	6%	9%	7%	5%	1%	6%	**	**	8%	4%	9%	**	**	**	8%	10%	6%	11%
		a				g				l	l									
	18%	19%	6%	25%	50%	98%	3%	18%	**	**	7%	82%	22%	**	**	**	9%	13%	8%	14%
Other	3	6	3	9	16	28	4	6	**	**	3	27	8	**	**	**	3	5	3	5
	1%	4%	3%	3%	2%	1%	2%	2%	**	**	3%	1%	3%	**	**	**	3%	4%	2%	5%
		a		a																
	9%	19%	8%	27%	50%	88%	12%	18%	**	**	8%	83%	26%	**	**	**	10%	15%	9%	17%
Don't know	4	9	13	23	26	26	3	11	**	**	6	17	21	**	**	**	6	15	11	10
	1%	6%	13%	8%	4%	1%	1%	4%	**	**	7%	1%	9%	**	**	**	5%	12%	9%	9%
		a	ab	a				l			l							q		
	13%	33%	46%	79%	92%	92%	10%	39%	**	**	21%	61%	74%	**	**	**	21%	53%	38%	35%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD4 (QD24B). Do you personally use a smartphone? IF UNSURE - A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the HTC Desire.

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Yes	66	13	1	13	180	784	97	78	**	**	10	807	12	**	**	**	11	1	7	4
	21%	7%	1%	5%	26%	42%	52%	30%	**	**	12%	45%	5%	**	**	**	9%	1%	6%	4%
	bcd	c		c			f	k		k		hijk					rt		r	
	7%	1%	*%	2%	20%	89%	11%	9%	**	**	1%	91%	1%	**	**	**	1%	*%	1%	*%
No	250	155	98	253	520	1090	90	184	**	**	73	999	221	**	**	**	101	120	110	111
	79%	92%	99%	94%	74%	58%	48%	70%	**	**	88%	55%	94%	**	**	**	91%	98%	92%	96%
		a	abd	a		g		l	l	l	hjl							qs		q
	21%	13%	8%	21%	44%	92%	8%	16%	**	**	6%	84%	19%	**	**	**	9%	10%	9%	9%
Don't know	1	2	*	2	3	5	1	*	**	**	-	6	2	**	**	**	-	2	2	-
	*%	1%	*%	1%	*%	*%	*%	*%	**	**	-%	*%	1%	**	**	**	-%	1%	1%	-%
	18%	26%	3%	29%	47%	88%	14%	4%	**	**	-%	96%	26%	**	**	**	-%	26%	26%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD5 (QD39). SHOWCARD Which brand or type of smartphone do you have? IF MORE THAN ONE - Which one do you use most often? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Apple iPhone	**	**	**	**	40	276	**	23	**	**	**	287	**	**	**	**	**	**	**	**
	**	**	**	**	22%	35%	**	30%	**	**	**	36%	**	**	**	**	**	**	**	**
	**	**	**	**	13%	89%	**	8%	**	**	**	93%	**	**	**	**	**	**	**	**
BlackBerry	**	**	**	**	55	184	**	17	**	**	**	199	**	**	**	**	**	**	**	**
	**	**	**	**	31%	23%	**	22%	**	**	**	25%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	85%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
HTC	**	**	**	**	21	119	**	9	**	**	**	125	**	**	**	**	**	**	**	**
	**	**	**	**	12%	15%	**	12%	**	**	**	15%	**	**	**	**	**	**	**	**
	**	**	**	**	16%	89%	**	7%	**	**	**	93%	**	**	**	**	**	**	**	**
Samsung	**	**	**	**	24	95	**	9	**	**	**	96	**	**	**	**	**	**	**	**
	**	**	**	**	13%	12%	**	11%	**	**	**	12%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	91%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Nokia	**	**	**	**	11	39	**	4	**	**	**	40	**	**	**	**	**	**	**	**
	**	**	**	**	6%	5%	**	5%	**	**	**	5%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	87%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Sony Ericsson	**	**	**	**	10	30	**	6	**	**	**	26	**	**	**	**	**	**	**	**
	**	**	**	**	6%	4%	**	7%	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	32%	94%	**	19%	**	**	**	83%	**	**	**	**	**	**	**	**
LG	**	**	**	**	7	13	**	2	**	**	**	12	**	**	**	**	**	**	**	**
	**	**	**	**	4%	2%	**	3%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	49%	96%	**	15%	**	**	**	85%	**	**	**	**	**	**	**	**
Other	**	**	**	**	9	22	**	7	**	**	**	16	**	**	**	**	**	**	**	**
	**	**	**	**	5%	3%	**	9%	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	39%	98%	**	30%	**	**	**	70%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD5 (QD39). SHOWCARD Which brand or type of smartphone do you have? IF MORE THAN ONE - Which one do you use most often? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	4	7	**	1	**	**	**	7	**	**	**	**	**	**	**	**
	**	**	**	**	2%	1%	**	1%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	a	51%	89%	**	12%	**	**	**	88%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD6 (QD40). SHOWCARD And which operating system is on your smartphone? This means the software which runs on your phone and determines the phone's appearance, interaction and functions. (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Apple iOS	**	**	**	**	37	263	**	23	**	**	**	273	**	**	**	**	**	**	**	**
	**	**	**	**	20%	34%	**	30%	**	**	**	34%	**	**	**	**	**	**	**	**
	**	**	**	**	12%	89%	**	8%	**	**	**	93%	**	**	**	**	**	**	**	**
Android	**	**	**	**	58	244	**	23	**	**	**	244	**	**	**	**	**	**	**	**
	**	**	**	**	32%	31%	**	29%	**	**	**	30%	**	**	**	**	**	**	**	**
	**	**	**	**	22%	92%	**	9%	**	**	**	92%	**	**	**	**	**	**	**	**
RIM BlackBerry OS	**	**	**	**	49	157	**	15	**	**	**	176	**	**	**	**	**	**	**	**
	**	**	**	**	27%	20%	**	19%	**	**	**	22%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	83%	**	8%	**	**	**	93%	**	**	**	**	**	**	**	**
Microsoft Windows	**	**	**	**	9	25	**	2	**	**	**	24	**	**	**	**	**	**	**	**
	**	**	**	**	5%	3%	**	3%	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	94%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Symbian	**	**	**	**	2	9	**	2	**	**	**	11	**	**	**	**	**	**	**	**
	**	**	**	**	1%	1%	**	3%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	17%	73%	**	16%	**	**	**	86%	**	**	**	**	**	**	**	**
Other	**	**	**	**	5	12	**	5	**	**	**	9	**	**	**	**	**	**	**	**
	**	**	**	**	3%	2%	**	6%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	36%	91%	**	37%	**	**	**	64%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	20	73	**	8	**	**	**	70	**	**	**	**	**	**	**	**
	**	**	**	**	11%	9%	**	11%	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	93%	**	11%	**	**	**	90%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD7 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158	
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126	
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115	
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%	
Prepay/ Pay as you go	186	134	90	223	489	864	78	169	**	**	63	771	193	**	**	**	83	111	90	103	
	59%	79%	91%	83%	70%	46%	41%	64%	**	**	75%	43%	82%	**	**	**	74%	90%	76%	89%	
		a	abd	a				l	l	l	hl							qs	qs	qs	
	20%	14%	10%	24%	52%	92%	8%	18%	**	**	7%	82%	21%	**	**	**	9%	12%	10%	11%	
Postpay/ monthly contract	127	34	8	42	209	1001	111	91	**	**	18	1030	38	**	**	**	27	11	27	11	
	40%	20%	8%	16%	30%	53%	59%	35%	**	**	22%	57%	16%	**	**	**	24%	9%	22%	10%	
	bcd	c		c				k				hijk					rt		rt		
	11%	3%	1%	4%	19%	90%	10%	8%	**	**	2%	92%	3%	**	**	**	2%	1%	2%	1%	
Other	1	1	2	3	3	8	-	2	**	**	1	6	3	**	**	**	2	*	2	1	
	*%	1%	2%	1%	*%	*%	-%	1%	**	**	2%	*%	1%	**	**	**	2%	*%	1%	1%	
										l	l										
	11%	13%	19%	32%	32%	100%	-%	21%	**	**	17%	80%	32%	**	**	**	26%	6%	19%	13%	
Don't know	2	1	-	1	2	5	-	1	**	**	1	5	1	**	**	**	-	1	1	-	
	1%	*%	-%	*%	*%	*%	-%	*%	**	**	1%	*%	*%	**	**	**	-%	*%	*%	-%	
	39%	11%	-%	11%	40%	100%	-%	16%	**	**	16%	85%	11%	**	**	**	-%	11%	11%	-%	
CONTRACT TYPE																					
Subsidised handset	103	27	6	33	183	881	102	73	**	**	14	918	30	**	**	**	21	9	22	8	
	33%	16%	6%	12%	26%	47%	54%	28%	**	**	16%	51%	13%	**	**	**	19%	7%	18%	7%	
	bcd	c						k				hijk					rt		rt		
	10%	3%	1%	3%	19%	89%	10%	7%	**	**	1%	93%	3%	**	**	**	2%	1%	2%	1%	
SIM only	22	6	2	8	23	110	7	18	**	**	5	100	7	**	**	**	5	2	5	2	
	7%	3%	2%	3%	3%	6%	4%	7%	**	**	6%	6%	3%	**	**	**	4%	2%	4%	2%	
	cd																				
	19%	5%	2%	7%	19%	93%	6%	15%	**	**	4%	85%	6%	**	**	**	4%	2%	4%	2%	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																					

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD8 (QD11A). When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)

Base : Those who use a postpay/ contract mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	d	e	f	g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	*s	~t
Unweighted total	196	75	12	87	350	1542	110	145	14	15	34	1510	62	9	9	7	49	13	43	19
Effective Weighted Sample	141	52	10	61	246	1083	97	101	11	11	27	1073	52	7	7	5	43	11	36	17
Total	127	34	8	42	209	1001	111	91	9	9	18	1030	38	2	1	1	27	11	27	11
	11%	**	**	**	19%	90%	10%	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Handset and contract	103	**	**	**	183	881	102	73	**	**	**	918	**	**	**	**	**	**	**	**
	81%	**	**	**	88%	88%	92%	80%	**	**	**	89%	**	**	**	**	**	**	**	**
	10%	**	**	**	19%	89%	10%	7%	**	**	**	hk 93%	**	**	**	**	**	**	**	**
SIM card only	22	**	**	**	23	110	7	18	**	**	**	100	**	**	**	**	**	**	**	**
	17%	**	**	**	11%	11%	7%	19%	**	**	**	10%	**	**	**	**	**	**	**	**
	19%	**	**	**	19%	93%	6%	15%	**	**	**	85%	**	**	**	**	**	**	**	**
Don't know	2	**	**	**	3	11	1	*	**	**	**	12	**	**	**	**	**	**	**	**
	1%	**	**	**	1%	1%	1%	*%	**	**	**	1%	**	**	**	**	**	**	**	**
	13%	**	**	**	26%	91%	10%	1%	**	**	**	99%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Several times a day	76	21	5	26	235	864	75	72	**	**	10	871	22	**	**	**	7	15	9	13
	24%	13%	5%	10%	33%	46%	40%	27%	**	**	12%	48%	9%	**	**	**	6%	12%	8%	11%
	bcd	c						k				hijk								
	8%	2%	1%	3%	25%	92%	8%	8%	**	**	1%	93%	2%	**	**	**	1%	2%	1%	1%
Every day	64	16	5	20	126	370	48	48	**	**	12	372	18	**	**	**	8	10	13	5
	20%	9%	5%	8%	18%	20%	25%	18%	**	**	14%	21%	8%	**	**	**	7%	8%	11%	5%
	bcd																			
	15%	4%	1%	5%	30%	88%	11%	11%	**	**	3%	89%	4%	**	**	**	2%	2%	3%	1%
Several times a week	54	26	6	32	85	235	30	33	**	**	9	234	27	**	**	**	13	14	15	12
	17%	15%	7%	12%	12%	13%	16%	13%	**	**	11%	13%	12%	**	**	**	11%	12%	13%	10%
	c	c																		
	20%	10%	2%	12%	32%	88%	11%	13%	**	**	3%	88%	10%	**	**	**	5%	5%	6%	4%
At least once a week	39	22	4	26	47	111	16	17	**	**	8	110	23	**	**	**	11	12	10	13
	12%	13%	4%	10%	7%	6%	9%	7%	**	**	9%	6%	10%	**	**	**	9%	10%	9%	11%
	c	c		c																
	30%	18%	3%	20%	37%	87%	13%	14%	**	**	6%	86%	18%	**	**	**	8%	10%	8%	10%
At least once a month	22	15	6	20	31	62	5	15	**	**	5	52	18	**	**	**	8	10	10	9
	7%	9%	6%	8%	4%	3%	3%	6%	**	**	6%	3%	8%	**	**	**	7%	8%	8%	8%
	33%	22%	8%	30%	46%	93%	8%	23%	**	**	7%	78%	27%	**	**	**	12%	15%	14%	13%
Less than once a month	23	17	10	28	39	66	3	16	**	**	7	53	26	**	**	**	14	12	14	12
	7%	10%	11%	10%	6%	3%	2%	6%	**	**	8%	3%	11%	**	**	**	13%	10%	12%	11%
	34%	25%	15%	40%	57%	95%	5%	23%	**	**	10%	77%	38%	**	**	**	21%	17%	20%	18%
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Never	38	52	63	115	140	171	11	60	**	**	34	119	100	**	**	**	51	49	48	52
	12%	31%	64%	43%	20%	9%	6%	23%	**	**	40%	7%	43%	**	**	**	46%	40%	40%	45%
		a	abd	ab				l	hl	l	hl					m				
	21%	29%	35%	64%	77%	95%	6%	33%	**	**	19%	66%	55%	**	**	**	28%	27%	27%	29%
TOTAL AT LEAST ONCE A WEEK	233	85	20	105	492	1580	169	171	**	**	38	1587	90	**	**	**	38	52	47	42
	74%	50%	20%	39%	70%	84%	90%	65%	**	**	46%	88%	38%	**	**	**	34%	42%	40%	37%
	bcd	cd		c				ik				hijk								
	13%	5%	1%	6%	28%	90%	10%	10%	**	**	2%	90%	5%	**	**	**	2%	3%	3%	2%
TOTAL EVER	279	117	36	153	562	1707	178	202	**	**	50	1693	135	**	**	**	60	74	71	63
	88%	69%	36%	57%	80%	91%	94%	77%	**	**	59%	93%	57%	**	**	**	54%	60%	60%	55%
	bcd	cd		c				ik				hijk	p							
	15%	6%	2%	8%	30%	90%	9%	11%	**	**	3%	89%	7%	**	**	**	3%	4%	4%	3%
Don't know	*	*	-	*	*	1	-	*	**	**	*	*	-	**	**	**	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	*%	**	**	*%	*%	-%	**	**	**	-%	-%	-%	-%
											l				m					
	27%	50%	-%	50%	77%	100%	-%	55%	**	**	55%	27%	-%	**	**	**	-%	-%	-%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158	
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126	
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115	
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%	
Several times a day	70	17	4	20	187	719	80	58	**	**	10	742	17	**	**	**	9	9	6	11	
	22%	10%	4%	8%	27%	38%	42%	22%	**	**	12%	41%	7%	**	**	**	8%	7%	5%	9%	
	bcd	c	*	3%	23%	90%	10%	k	**	**	1%	hijk	2%	**	**	**	1%	1%	1%	1%	
	9%	2%						7%				93%									
Every day	72	21	6	27	140	419	54	46	**	**	12	431	21	**	**	**	12	10	12	9	
	23%	13%	6%	10%	20%	22%	29%	17%	**	**	15%	24%	9%	**	**	**	11%	8%	10%	8%	
	bcd	c						hjk	**	**	3%	90%	4%	m	**	**	2%	2%	3%	2%	
	15%	5%	1%	6%	29%	88%	11%	10%													
Several times a week	67	43	11	54	129	317	35	62	**	**	19	293	46	**	**	**	20	26	22	24	
	21%	25%	11%	20%	18%	17%	18%	24%	**	**	23%	16%	20%	**	**	**	18%	21%	19%	21%	
	c	c	c					l	**	**	5%	83%	13%	**	**	mn	6%	7%	6%	7%	
	19%	12%	3%	15%	37%	90%	10%	17%								**					
At least once a week	49	37	14	52	86	186	12	29	**	**	14	167	46	**	**	**	21	25	27	19	
	16%	22%	15%	19%	12%	10%	6%	11%	**	**	17%	9%	20%	**	**	**	19%	20%	23%	16%	
								l													
At least once a month	25%	19%	7%	26%	44%	95%	6%	15%	**	**	7%	85%	23%	**	**	**	11%	13%	14%	10%	
	25	19	14	33	53	99	3	21	**	**	4	81	28	**	**	**	12	16	13	15	
	8%	11%	15%	12%	8%	5%	2%	8%	**	**	5%	4%	12%	**	**	**	11%	13%	11%	13%	
			a			g		l	**	**	4%	79%	28%	**	**	**	12%	16%	13%	15%	
Less than once a month	28	30	44	74	90	120	4	42	**	**	23	82	68	**	**	**	36	32	35	33	
	9%	18%	44%	28%	13%	6%	2%	16%	**	**	27%	5%	29%	**	**	**	32%	26%	30%	28%	
	a	abd	ab			g		l		l	hl										
	23%	24%	35%	60%	72%	97%	3%	34%	**	**	18%	66%	55%	**	**	**	29%	26%	29%	26%	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																					

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Never	5	2	5	7	14	16	1	3	**	**	1	14	6	**	**	**	2	4	3	4
	1%	1%	5%	3%	2%	1%	1%	1%	**	**	2%	1%	3%	**	**	**	2%	4%	2%	3%
			ab							l										
	27%	10%	30%	40%	83%	95%	6%	18%	**	**	8%	82%	37%	**	**	**	12%	25%	15%	22%
TOTAL AT LEAST ONCE A WEEK	257	118	35	153	543	1641	180	195	**	**	56	1633	131	**	**	**	61	69	68	63
	81%	70%	35%	57%	77%	87%	96%	74%	**	**	66%	90%	56%	**	**	**	55%	57%	57%	54%
	bcd	cd		c			f					hijk				m				
	14%	6%	2%	8%	30%	90%	10%	11%	**	**	3%	89%	7%	**	**	**	3%	4%	4%	3%
TOTAL EVER	311	167	93	260	686	1860	187	259	**	**	82	1796	227	**	**	**	109	118	117	111
	98%	99%	94%	97%	98%	99%	99%	99%	**	**	98%	99%	97%	**	**	**	98%	96%	98%	96%
	c	c					j					j								
	15%	8%	5%	13%	33%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	5%
Don't know	1	*	1	1	2	2	-	1	**	**	-	2	1	**	**	**	1	*	-	1
	*%	*%	1%	*%	*%	*%	-%	*%	**	**	-%	*%	*%	**	**	**	1%	*%	-%	1%
										l										
	47%	16%	28%	45%	92%	100%	-%	26%	**	**	-%	74%	45%	**	**	**	28%	16%	-%	45%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Several times a day	**	**	**	**	66	357	**	21	**	**	**	379	**	**	**	**	**	**	**	**
	**	**	**	**	37%	46%	**	27%	**	**	**	47%	**	**	**	**	**	**	**	**
	**	**	**	**	16%	89%	**	5%	**	**	**	95%	**	**	**	**	**	**	**	**
Every day	**	**	**	**	44	203	**	25	**	**	**	209	**	**	**	**	**	**	**	**
	**	**	**	**	25%	26%	**	32%	**	**	**	26%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	87%	**	11%	**	**	**	90%	**	**	**	**	**	**	**	**
Several times a week	**	**	**	**	17	73	**	9	**	**	**	77	**	**	**	**	**	**	**	**
	**	**	**	**	10%	9%	**	11%	**	**	**	10%	**	**	**	**	**	**	**	**
	**	**	**	**	20%	86%	**	10%	**	**	**	91%	**	**	**	**	**	**	**	**
At least once a week	**	**	**	**	7	34	**	3	**	**	**	33	**	**	**	**	**	**	**	**
	**	**	**	**	4%	4%	**	4%	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	20%	92%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
At least once a month	**	**	**	**	7	24	**	4	**	**	**	22	**	**	**	**	**	**	**	**
	**	**	**	**	4%	3%	**	5%	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	93%	**	14%	**	**	**	87%	**	**	**	**	**	**	**	**
Less than once a month	**	**	**	**	8	24	**	3	**	**	**	23	**	**	**	**	**	**	**	**
	**	**	**	**	4%	3%	**	4%	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	30%	91%	**	12%	**	**	**	88%	**	**	**	**	**	**	**	**
Never	**	**	**	**	29	68	**	13	**	**	**	61	**	**	**	**	**	**	**	**
	**	**	**	**	16%	9%	**	17%	**	**	**	8%	**	**	**	**	**	**	**	**
	**	**	**	**	39%	92%	**	18%	**	**	**	82%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
TOTAL AT LEAST ONCE A WEEK	**	**	**	**	135	667	**	58	**	**	**	698	**	**	**	**	**	**	**	**
	**	**	**	**	75%	85%	**	75%	**	**	**	86%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	88%	**	8%	**	**	**	93%	**	**	**	**	**	**	**	**
TOTAL EVER	**	**	**	**	149	715	**	65	**	**	**	744	**	**	**	**	**	**	**	**
	**	**	**	**	83%	91%	**	83%	**	**	**	92%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	89%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	2	1	**	-	**	**	**	3	**	**	**	**	**	**	**	**
	**	**	**	**	1%	0%	**	0%	**	**	**	0%	**	**	**	**	**	**	**	**
	**	**	**	**	69%	51%	**	0%	**	**	**	100%	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9D (QD4D). SHOWCARD How often, it at all, do you use your mobile phone to use apps or applications? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Several times a day	**	**	**	**	54	290	**	18	**	**	**	306	**	**	**	**	**	**	**	**
	**	**	**	**	30%	37%	**	23%	**	**	**	38%	**	**	**	**	**	**	**	**
	d							h				h								
	**	**	**	**	17%	90%	**	6%	**	**	**	95%	**	**	**	**	**	**	**	**
Every day	**	**	**	**	42	169	**	18	**	**	**	180	**	**	**	**	**	**	**	**
	**	**	**	**	23%	22%	**	23%	**	**	**	22%	**	**	**	**	**	**	**	**
	**	**	**	**	21%	85%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Several times a week	**	**	**	**	16	77	**	13	**	**	**	78	**	**	**	**	**	**	**	**
	**	**	**	**	9%	10%	**	17%	**	**	**	10%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	85%	**	15%	**	**	**	86%	**	**	**	**	**	**	**	**
At least once a week	**	**	**	**	16	74	**	9	**	**	**	72	**	**	**	**	**	**	**	**
	**	**	**	**	9%	9%	**	12%	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	91%	**	11%	**	**	**	89%	**	**	**	**	**	**	**	**
At least once a month	**	**	**	**	5	32	**	1	**	**	**	32	**	**	**	**	**	**	**	**
	**	**	**	**	3%	4%	**	2%	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	14%	96%	**	4%	**	**	**	96%	**	**	**	**	**	**	**	**
Less than once a month	**	**	**	**	7	31	**	1	**	**	**	34	**	**	**	**	**	**	**	**
	**	**	**	**	4%	4%	**	1%	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	20%	89%	**	2%	**	**	**	98%	**	**	**	**	**	**	**	**
Never	**	**	**	**	39	106	**	17	**	**	**	98	**	**	**	**	**	**	**	**
	**	**	**	**	22%	13%	**	21%	**	**	**	12%	**	**	**	**	**	**	**	**
	**	**	**	a				l												
	**	**	**	**	34%	92%	**	15%	**	**	**	86%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD9D (QD4D). SHOWCARD How often, it at all, do you use your mobile phone to use apps or applications? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
TOTAL AT LEAST ONCE A WEEK	**	**	**	**	127	610	**	59	**	**	**	637	**	**	**	**	**	**	**	**
	**	**	**	**	71%	78%	**	75%	**	**	**	79%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	88%	**	9%	**	**	**	92%	**	**	**	**	**	**	**	**
TOTAL EVER	**	**	**	**	139	673	**	61	**	**	**	702	**	**	**	**	**	**	**	**
	**	**	**	**	77%	86%	**	78%	**	**	**	87%	**	**	**	**	**	**	**	**
	d							h												
	**	**	**	**	18%	88%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	2	6	**	1	**	**	**	7	**	**	**	**	**	**	**	**
	**	**	**	**	1%	1%	**	1%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	33%	72%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**

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

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QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Send/ receive text messages (SMS)	264	107	34	141	524	1623	171	189	**	**	48	1614	126	**	**	**	58	68	71	55
	84%	63%	34%	52%	75%	86%	91%	72%	**	**	57%	89%	54%	**	**	**	52%	56%	60%	47%
	bcd	cd		c				k				hijk					t			
	15%	6%	2%	8%	29%	90%	10%	10%	**	**	3%	90%	7%	**	**	**	3%	4%	4%	3%
Use your phone as a camera	131	45	9	54	314	1130	126	115	**	**	23	1147	48	**	**	**	29	19	28	20
	41%	27%	9%	20%	45%	60%	67%	44%	**	**	27%	63%	20%	**	**	**	26%	15%	24%	17%
	bcd	c		c				k		k		hijk					r			
	10%	4%	1%	4%	25%	90%	10%	9%	**	**	2%	91%	4%	**	**	**	2%	1%	2%	2%
Accessing the internet	51	8	-	8	155	730	90	66	**	**	8	760	7	**	**	**	7	-	5	3
	16%	5%	-%	3%	22%	39%	48%	25%	**	**	9%	42%	3%	**	**	**	7%	-%	4%	2%
	bcd	c		c			f	k	k	k		hjk					r		r	
	6%	1%	-%	1%	19%	89%	11%	8%	**	**	1%	92%	1%	**	**	**	1%	-%	1%	*%
Send/ receive messages with pictures/ images	66	12	3	14	159	675	66	67	**	**	9	677	13	**	**	**	8	5	7	6
	21%	7%	3%	5%	23%	36%	35%	25%	**	**	10%	37%	5%	**	**	**	7%	4%	6%	5%
	bcd							ik		k		hijk								
	9%	2%	*%	2%	21%	91%	9%	9%	**	**	1%	91%	2%	**	**	**	1%	1%	1%	1%
Send/ receive emails (not SMS)	43	6	*	6	91	529	62	44	**	**	6	554	5	**	**	**	5	-	4	2
	14%	3%	*%	2%	13%	28%	33%	17%	**	**	7%	31%	2%	**	**	**	5%	-%	3%	1%
	bcd							k				hijk					r			
	7%	1%	*%	1%	15%	89%	10%	7%	**	**	1%	93%	1%	**	**	**	1%	-%	1%	*%

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QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
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Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Upload pictures to PC/laptop	41	6	*	6	101	491	58	51	**	**	5	501	6	**	**	**	4	2	3	3
	13%	3%	*%	2%	14%	26%	31%	20%	**	**	6%	28%	2%	**	**	**	3%	2%	2%	3%
	bcd							k	k	k		hk								
	7%	1%	*%	1%	18%	89%	10%	9%	**	**	1%	91%	1%	**	**	**	1%	*%	*%	1%
Visiting social networking sites	23	1	-	1	84	424	46	41	**	**	4	434	1	**	**	**	1	-	1	-
	7%	1%	-%	*%	12%	23%	24%	15%	**	**	5%	24%	*%	**	**	**	*%	-%	*%	-%
	bcd							k	k			hjk		m						
	5%	*%	-%	*%	18%	90%	10%	9%	**	**	1%	92%	*%	**	**	**	*%	-%	*%	-%
Listen to music using MP3 function	16	2	-	2	76	359	53	31	**	**	1	384	2	**	**	**	2	*	2	-
	5%	1%	-%	1%	11%	19%	28%	12%	**	**	1%	21%	1%	**	**	**	2%	*%	2%	-%
	bcd						f	k	k	k		hk								
	4%	1%	-%	1%	18%	87%	13%	7%	**	**	*%	93%	1%	**	**	**	1%	*%	1%	-%
Play games which come pre-installed, by yourself	15	4	*	4	92	366	47	31	**	**	2	383	4	**	**	**	2	2	2	2
	5%	2%	*%	2%	13%	19%	25%	12%	**	**	2%	21%	2%	**	**	**	2%	2%	2%	2%
	cd							k	k	k		hk								
	4%	1%	*%	1%	22%	89%	11%	8%	**	**	*%	93%	1%	**	**	**	*%	*%	*%	*%
Download applications or programs directly to your phone	27	2	-	2	66	360	41	34	**	**	2	371	1	**	**	**	1	-	1	-
	9%	1%	-%	1%	9%	19%	22%	13%	**	**	2%	20%	*%	**	**	**	1%	-%	1%	-%
	bcd							k	k	k		hk								
	7%	*%	-%	*%	16%	89%	10%	9%	**	**	*%	92%	*%	**	**	**	*%	-%	*%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
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Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Use IM/ Instant messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp)	20	3	-	3	73	341	50	28	**	**	1	367	3	**	**	**	1	2	1	2
	6%	2%	-%	1%	10%	18%	27%	10%	**	**	1%	20%	1%	**	**	**	1%	2%	1%	2%
	bcd						f	k	k	k		hjk								
	5%	1%	-%	1%	19%	87%	13%	7%	**	**	*%	93%	1%	**	**	**	*%	*%	*%	1%
Record video clips using the phone	13	1	*	1	58	247	26	22	**	**	2	254	1	**	**	**	1	-	1	-
	4%	*%	*%	*%	8%	13%	14%	8%	**	**	2%	14%	*%	**	**	**	*%	-%	*%	-%
	bcd							k		k		hk								
	5%	*%	*%	*%	21%	90%	9%	8%	**	**	1%	92%	*%	**	**	**	*%	-%	*%	-%
Accessing/ receiving news	22	1	-	1	31	228	37	18	**	**	1	249	1	**	**	**	1	-	1	-
	7%	1%	-%	1%	4%	12%	20%	7%	**	**	1%	14%	*%	**	**	**	1%	-%	1%	-%
	bcd						f	k				hijk								
	8%	1%	-%	1%	12%	86%	14%	7%	**	**	*%	94%	*%	**	**	**	*%	-%	*%	-%
Listen to FM radio	17	2	*	2	48	205	28	25	**	**	2	213	2	**	**	**	1	*	2	-
	5%	1%	*%	1%	7%	11%	15%	9%	**	**	3%	12%	1%	**	**	**	1%	*%	1%	-%
	bcd							k				k				m				
	7%	1%	*%	1%	20%	87%	12%	11%	**	**	1%	90%	1%	**	**	**	1%	*%	1%	-%
Send/ receive video clips	13	*	*	1	39	192	34	14	**	**	1	215	-	**	**	**	-	-	-	-
	4%	*%	*%	*%	6%	10%	18%	5%	**	**	1%	12%	-%	**	**	**	-%	-%	-%	-%
	bcd						f	k				hk		m	m					
	6%	*%	*%	*%	17%	84%	15%	6%	**	**	*%	94%	-%	**	**	**	-%	-%	-%	-%

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Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
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Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Accessing/ receiving sports/ team news/ scores	14	1	-	1	32	178	30	11	**	**	*	199	*	**	**	**	*	-	*	-
	4%	1%	-%	*%	5%	9%	16%	4%	**	**	1%	11%	*%	**	**	**	*%	-%	*%	-%
	bcd						f		k			hjk		m						
	7%	1%	-%	1%	15%	85%	14%	5%	**	**	*%	95%	*%	**	**	**	*%	-%	*%	-%
Play games which come pre- installed, with others	7	-	*	*	36	163	21	14	**	**	1	170	-	**	**	**	-	-	-	-
	2%	-%	*%	*%	5%	9%	11%	5%	**	**	2%	9%	-%	**	**	**	-%	-%	-%	-%
	bd								ik			hik								
	4%	-%	*%	*%	19%	89%	11%	8%	**	**	1%	93%	-%	**	**	**	-%	-%	-%	-%
TV streaming (e.g. BBC iPlayer, Sky Go)	9	*	-	*	18	114	17	10	**	**	*	121	-	**	**	**	-	-	-	-
	3%	*%	-%	*%	3%	6%	9%	4%	**	**	*%	7%	-%	**	**	**	-%	-%	-%	-%
	bd							k	k			k								
	7%	*%	-%	*%	14%	87%	13%	8%	**	**	*%	92%	-%	**	**	**	-%	-%	-%	-%
Download a new video clip	7	*	-	*	23	103	18	8	**	**	*	115	-	**	**	**	-	-	-	-
	2%	*%	-%	*%	3%	6%	9%	3%	**	**	1%	6%	-%	**	**	**	-%	-%	-%	-%
	bd						f					hk								
	6%	*%	-%	*%	18%	84%	14%	7%	**	**	*%	94%	-%	**	**	**	-%	-%	-%	-%
Using VoIP service e.g. Skype	10	-	-	-	10	102	11	10	**	**	-	104	-	**	**	**	-	-	-	-
	3%	-%	-%	-%	1%	5%	6%	4%	**	**	-%	6%	-%	**	**	**	-%	-%	-%	-%
	bcd							k		k		k								
	9%	-%	-%	-%	9%	90%	10%	9%	**	**	-%	92%	-%	**	**	**	-%	-%	-%	-%

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Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
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Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Video streaming	3	-	-	-	13	87	19	10	**	**	-	97	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	2%	5%	10%	4%	**	**	-%	5%	-%	**	**	**	-%	-%	-%	-%
							f	k				k								
	3%	-%	-%	-%	12%	82%	17%	10%	**	**	-%	91%	-%	**	**	**	-%	-%	-%	-%
Video calling	3	-	-	-	13	70	17	5	**	**	-	84	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	2%	4%	9%	2%	**	**	-%	5%	-%	**	**	**	-%	-%	-%	-%
							f	hk				hk								
	3%	-%	-%	-%	15%	79%	19%	6%	**	**	-%	94%	-%	**	**	**	-%	-%	-%	-%
Listen to Podcasts	8	*	-	*	8	78	9	4	**	**	*	83	-	**	**	**	-	-	-	-
	2%	*%	-%	*%	1%	4%	5%	2%	**	**	*%	5%	-%	**	**	**	-%	-%	-%	-%
	bd							hk				hk								
	9%	*%	-%	*%	9%	90%	10%	5%	**	**	*%	95%	-%	**	**	**	-%	-%	-%	-%
Other	2	1	-	1	2	8	1	3	**	**	-	6	1	**	**	**	1	-	1	-
	1%	*%	-%	*%	*%	*%	1%	1%	**	**	-%	*%	*%	**	**	**	1%	-%	1%	-%
								l			l									
	25%	8%	-%	8%	25%	89%	14%	39%	**	**	-%	62%	8%	**	**	**	8%	-%	8%	-%
WEB/ DATA ACCESS	59	11	*	11	173	780	96	73	**	**	8	807	10	**	**	**	8	2	5	5
	19%	6%	*%	4%	25%	42%	51%	28%	**	**	9%	45%	4%	**	**	**	7%	2%	4%	4%
	bcd	c		c			f	k	k	k		hijk					r			
	7%	1%	*%	1%	20%	89%	11%	8%	**	**	1%	92%	1%	**	**	**	1%	*%	1%	1%
LISTEN TO AUDIO CONTENT	29	3	*	4	108	459	62	50	**	**	3	474	3	**	**	**	3	*	3	-
	9%	2%	*%	1%	15%	24%	33%	19%	**	**	3%	26%	1%	**	**	**	2%	*%	3%	-%
	bcd						f	k	k	k		hk								
	6%	1%	*%	1%	21%	88%	12%	10%	**	**	1%	91%	1%	**	**	**	*%	*%	1%	-%
PLAY GAMES	17	4	*	4	101	403	51	35	**	**	2	420	4	**	**	**	2	2	2	2
	6%	2%	*%	2%	14%	21%	27%	13%	**	**	3%	23%	2%	**	**	**	2%	2%	2%	2%
	cd							k	k	k		hk								
	4%	1%	*%	1%	22%	89%	11%	8%	**	**	1%	93%	1%	**	**	**	*%	*%	*%	*%

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Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
DOWNLOAD APPLICATIONS	27	2	-	2	66	360	41	34	**	**	2	371	1	**	**	**	1	-	1	-
	9%	1%	-%	1%	9%	19%	22%	13%	**	**	2%	20%	*%	**	**	**	1%	-%	1%	-%
	bcd							k	k	k		hk					*%	-%	*%	-%
	7%	*%	-%	*%	16%	89%	10%	9%	**	**	*%	92%	*%	**	**	**	*%	-%	*%	-%
WATCHING AV CONTENT	13	*	-	*	31	177	28	16	**	**	1	191	-	**	**	**	-	-	-	-
	4%	*%	-%	*%	4%	9%	15%	6%	**	**	1%	11%	-%	**	**	**	-%	-%	-%	-%
	bcd						f	k	k			hjk								
	6%	*%	-%	*%	15%	86%	14%	8%	**	**	*%	93%	-%	**	**	**	-%	-%	-%	-%
None of these	42	55	62	117	144	183	9	58	**	**	33	132	99	**	**	**	47	52	44	55
	13%	32%	62%	43%	21%	10%	5%	22%	**	**	39%	7%	42%	**	**	**	42%	42%	37%	48%
		a	abd	ab		g		l	l	l	hl					m				
	22%	29%	32%	61%	75%	96%	5%	31%	**	**	17%	69%	52%	**	**	**	25%	27%	23%	29%
Don't know	-	1	1	2	2	2	-	1	**	**	-	2	2	**	**	**	1	1	1	1
	-%	1%	1%	1%	*%	*%	-%	*%	**	**	-%	*%	1%	**	**	**	1%	1%	1%	1%
									hl											
	-%	57%	27%	84%	84%	100%	-%	34%	**	**	-%	68%	79%	**	**	**	27%	52%	52%	27%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Send/ receive text messages (SMS)	264	107	34	141	524	1623	171	189	16	23	48	1614	126	7	5	**	58	68	71	55
	76%	52%	18%	36%	60%	79%	88%	57%	38%	44%	43%	84%	38%	22%	29%	**	39%	37%	45%	31%
	bcd	cd		c			f	ijk				hijk	n		*%	*%			t	
	15%	6%	2%	8%	29%	90%	10%	10%	1%	1%	3%	90%	7%	*%	*%	**	3%	4%	4%	3%
Use your phone as a camera	131	45	9	54	314	1130	126	115	8	18	23	1147	48	4	2	**	29	19	28	20
	38%	22%	5%	14%	36%	55%	64%	34%	20%	34%	20%	60%	14%	12%	9%	**	20%	10%	18%	11%
	bcd	cd		c			f	ik		k		hijk				**	rt		r	
	10%	4%	1%	4%	25%	90%	10%	9%	1%	1%	2%	91%	4%	*%	*%	**	2%	1%	2%	2%
Accessing the internet	51	8	-	8	155	730	90	66	7	8	8	760	7	1	*	**	7	-	5	3
	15%	4%	-%	2%	18%	36%	46%	20%	17%	15%	7%	40%	2%	2%	2%	**	5%	-%	3%	2%
	bcd	c		c			f	k	k	k		hijk				**	rt		r	
	6%	1%	-%	1%	19%	89%	11%	8%	1%	1%	1%	92%	1%	*%	*%	**	1%	-%	1%	*%
Send/ receive messages with pictures/ images	66	12	3	14	159	675	66	67	3	9	9	677	13	1	1	**	8	5	7	6
	19%	6%	1%	4%	18%	33%	34%	20%	7%	16%	8%	35%	4%	3%	4%	**	5%	3%	4%	3%
	bcd	c						ik				hijk				**				
	9%	2%	*%	2%	21%	91%	9%	9%	*%	1%	1%	91%	2%	*%	*%	**	1%	1%	1%	1%
Send/ receive emails (not SMS)	43	6	*	6	91	529	62	44	3	4	6	554	5	*	*	**	5	-	4	2
	13%	3%	*%	2%	11%	26%	32%	13%	6%	8%	5%	29%	2%	2%	3%	**	4%	-%	2%	1%
	bcd	c						k				hijk				**	r		r	
	7%	1%	*%	1%	15%	89%	10%	7%	*%	1%	1%	93%	1%	*%	*%	**	1%	-%	1%	*%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Upload pictures to PC/laptop	41	6	*	6	101	491	58	51	4	8	5	501	6	*	*	**	4	2	3	3
	12%	3%	1%	2%	12%	24%	29%	15%	10%	16%	4%	26%	2%	1%	2%	**	3%	1%	2%	2%
	bcd	c						k		k		hik								
	7%	1%	1%	1%	18%	89%	10%	9%	1%	2%	1%	91%	1%	1%	1%	**	1%	1%	1%	1%
Visiting social networking sites	23	1	-	1	84	424	46	41	6	3	4	434	1	*	-	**	1	-	1	-
	7%	1%	0%	1%	10%	21%	23%	12%	13%	5%	4%	23%	1%	2%	0%	**	1%	0%	1%	0%
	bcd							k	k			hjk								
	5%	1%	0%	1%	18%	90%	10%	9%	1%	1%	1%	92%	1%	1%	0%	**	1%	0%	1%	0%
Listen to music using MP3 function	16	2	-	2	76	359	53	31	4	4	1	384	2	*	-	**	2	*	2	-
	5%	1%	0%	1%	9%	17%	27%	9%	8%	8%	1%	20%	1%	1%	0%	**	2%	1%	1%	0%
	bcd							f	k	k		hijk								
	4%	1%	0%	1%	18%	87%	13%	7%	1%	1%	1%	93%	1%	1%	0%	**	1%	1%	1%	0%
Play games which come pre-installed, by yourself	15	4	*	4	92	366	47	31	3	6	2	383	4	*	*	**	2	2	2	2
	4%	2%	1%	1%	11%	18%	24%	9%	7%	12%	1%	20%	1%	1%	1%	**	1%	1%	1%	1%
	cd	c						k	k	k		hik								
	4%	1%	1%	1%	22%	89%	11%	8%	1%	2%	1%	93%	1%	1%	1%	**	1%	1%	1%	1%
Download applications or programs directly to your phone	27	2	-	2	66	360	41	34	5	5	2	371	1	*	*	**	1	-	1	-
	8%	1%	0%	1%	8%	18%	21%	10%	11%	9%	2%	19%	1%	2%	1%	**	1%	0%	1%	0%
	bcd							k	k	k		hjk								
	7%	1%	0%	1%	16%	89%	10%	9%	1%	1%	1%	92%	1%	1%	1%	**	1%	0%	1%	0%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Use IM/ Instant messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp)	20	3	-	3	73	341	50	28	3	3	1	367	3	*	*	**	1	2	1	2
	6%	2%	-%	1%	8%	17%	26%	8%	6%	6%	1%	19%	1%	1%	1%	**	1%	1%	1%	1%
	bcd						f	k	k	k		hijk				**				
	5%	1%	-%	1%	19%	87%	13%	7%	1%	1%	1%	93%	1%	1%	1%	**	1%	1%	1%	1%
Record video clips using the phone	13	1	*	1	58	247	26	22	2	5	2	254	1	*	-	**	1	-	1	-
	4%	1%	1%	1%	7%	12%	13%	7%	5%	9%	2%	13%	1%	1%	-%	**	1%	-%	1%	-%
	bcd							k		k		hk				**				
	5%	1%	1%	1%	21%	90%	9%	8%	1%	2%	1%	92%	1%	1%	-%	**	1%	-%	1%	-%
Accessing/ receiving news	22	1	-	1	31	228	37	18	1	1	1	249	1	*	*	**	1	-	1	-
	6%	1%	-%	1%	4%	11%	19%	5%	2%	2%	1%	13%	1%	2%	1%	**	1%	-%	1%	-%
	bcd						f	k				hijk				**				
	8%	1%	-%	1%	12%	86%	14%	7%	1%	1%	1%	94%	1%	1%	1%	**	1%	-%	1%	-%
Listen to FM radio	17	2	*	2	48	205	28	25	2	2	2	213	2	*	*	**	1	*	2	-
	5%	1%	1%	1%	6%	10%	14%	7%	5%	4%	2%	11%	1%	1%	1%	**	1%	1%	1%	-%
	bcd							k				hjk				m				
	7%	1%	1%	1%	20%	87%	12%	11%	1%	1%	1%	90%	1%	1%	1%	**	1%	1%	1%	-%
Send/ receive video clips	13	*	*	1	39	192	34	14	2	1	1	215	-	*	*	**	-	-	-	-
	4%	1%	1%	1%	5%	9%	17%	4%	4%	2%	1%	11%	-%	2%	1%	**	-%	-%	-%	-%
	bcd						f	k				hjk		m	m	**				
	6%	1%	1%	1%	17%	84%	15%	6%	1%	1%	1%	94%	-%	1%	1%	**	-%	-%	-%	-%

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

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QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Accessing/ receiving sports/ team news/ scores	14	1	-	1	32	178	30	11	2	-	*	199	*	*	*	**	*	-	*	-
	4%	1%	-%	*%	4%	9%	15%	3%	4%	-%	*%	10%	*%	2%	2%	**	*%	-%	*%	-%
	bcd						f	k				hjk				**				
	7%	1%	-%	1%	15%	85%	14%	5%	1%	-%	*%	95%	*%	*%	*%	**	*%	-%	*%	-%
Play games which come pre- installed, with others	7	-	*	*	36	163	21	14	-	4	1	170	-	-	-	**	-	-	-	-
	2%	-%	*%	*%	4%	8%	11%	4%	-%	8%	1%	9%	-%	-%	-%	**	-%	-%	-%	-%
	bcd									ik		hik				**				
	4%	-%	*%	*%	19%	89%	11%	8%	-%	2%	1%	93%	-%	-%	-%	**	-%	-%	-%	-%
TV streaming (e.g. BBC iPlayer, Sky Go)	9	*	-	*	18	114	17	10	1	-	*	121	-	*	-	**	-	-	-	-
	3%	*%	-%	*%	2%	6%	8%	3%	3%	-%	*%	6%	-%	*%	-%	**	-%	-%	-%	-%
	bcd							k				hjk				**				
	7%	*%	-%	*%	14%	87%	13%	8%	1%	-%	*%	92%	-%	*%	-%	**	-%	-%	-%	-%
Download a new video clip	7	*	-	*	23	103	18	8	1	-	*	115	-	*	-	**	-	-	-	-
	2%	*%	-%	*%	3%	5%	9%	2%	3%	-%	*%	6%	-%	*%	-%	**	-%	-%	-%	-%
	bcd						f					hjk				**				
	6%	*%	-%	*%	18%	84%	14%	7%	1%	-%	*%	94%	-%	*%	-%	**	-%	-%	-%	-%
Using VoIP service e.g. Skype	10	-	-	-	10	102	11	10	1	2	-	104	-	-	-	**	-	-	-	-
	3%	-%	-%	-%	1%	5%	6%	3%	2%	3%	-%	5%	-%	-%	-%	**	-%	-%	-%	-%
	bcd							k		k		hk				**				
	9%	-%	-%	-%	9%	90%	10%	9%	1%	1%	-%	92%	-%	-%	-%	**	-%	-%	-%	-%

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

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QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

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Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Video streaming	3	-	-	-	13	87	19	10	1	*	-	97	-	-	-	**	-	-	-	-
	1%	-%	-%	-%	2%	4%	10%	3%	2%	*%	-%	5%	-%	-%	-%	**	-%	-%	-%	-%
	d						f	k				k								
	3%	-%	-%	-%	12%	82%	17%	10%	1%	*%	-%	91%	-%	-%	-%	**	-%	-%	-%	-%
Video calling	3	-	-	-	13	70	17	5	-	-	-	84	-	-	-	**	-	-	-	-
	1%	-%	-%	-%	2%	3%	9%	2%	-%	-%	-%	4%	-%	-%	-%	**	-%	-%	-%	-%
	d						f	hk				hk								
	3%	-%	-%	-%	15%	79%	19%	6%	-%	-%	-%	94%	-%	-%	-%	**	-%	-%	-%	-%
Listen to Podcasts	8	*	-	*	8	78	9	4	-	-	*	83	-	*	-	**	-	-	-	-
	2%	*%	-%	*%	1%	4%	5%	1%	-%	-%	*%	4%	-%	*%	-%	**	-%	-%	-%	-%
	bcd							hk				hk								
	9%	*%	-%	*%	9%	90%	10%	5%	-%	-%	*%	95%	-%	*%	-%	**	-%	-%	-%	-%
Other	2	1	-	1	2	8	1	3	-	1	-	6	1	-	-	**	1	-	1	-
	1%	*%	-%	*%	*%	*%	1%	1%	-%	2%	-%	*%	*%	-%	-%	**	*%	-%	*%	-%
								l		l										
	25%	8%	-%	8%	25%	89%	14%	39%	-%	12%	-%	62%	8%	-%	-%	**	8%	-%	8%	-%
WEB/ DATA ACCESS	59	11	*	11	173	780	96	73	8	8	8	807	10	1	1	**	8	2	5	5
	17%	5%	*%	3%	20%	38%	49%	22%	18%	16%	7%	42%	3%	2%	3%	**	5%	1%	3%	3%
	bcd	c		c			f	k	k	k		hijk					r			
	7%	1%	*%	1%	20%	89%	11%	8%	1%	1%	1%	92%	1%	*%	*%	**	1%	*%	1%	1%
LISTEN TO AUDIO CONTENT	29	3	*	4	108	459	62	50	4	6	3	474	3	*	*	**	3	*	3	-
	8%	2%	*%	1%	12%	22%	32%	15%	9%	12%	3%	25%	1%	*%	1%	**	2%	*%	2%	-%
	bcd						f	k	k	k		hijk								
	6%	1%	*%	1%	21%	88%	12%	10%	1%	1%	1%	91%	1%	*%	*%	**	*%	*%	1%	-%
PLAY GAMES	17	4	*	4	101	403	51	35	3	7	2	420	4	*	*	**	2	2	2	2
	5%	2%	*%	1%	12%	20%	26%	10%	7%	13%	2%	22%	1%	1%	1%	**	1%	1%	1%	1%
	bcd						f	k		k		hik								
	4%	1%	*%	1%	22%	89%	11%	8%	1%	2%	1%	93%	1%	*%	*%	**	*%	*%	*%	*%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD10 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
DOWNLOAD APPLICATIONS	27	2	-	2	66	360	41	34	5	5	2	371	1	*	*	**	1	-	1	-
	8%	1%	-%	*%	8%	18%	21%	10%	11%	9%	2%	19%	*%	2%	1%	**	1%	-%	1%	-%
	bcd							k	k	k		hjk					*%	-%	*%	-%
	7%	*%	-%	*%	16%	89%	10%	9%	1%	1%	*%	92%	*%	*%	*%	**	*%	-%	*%	-%
WATCHING AV CONTENT	13	*	-	*	31	177	28	16	2	*	1	191	-	*	-	**	-	-	-	-
	4%	*%	-%	*%	4%	9%	15%	5%	4%	*%	1%	10%	-%	*%	-%	**	-%	-%	-%	-%
	bcd						f	k				hjk					-%	-%	-%	-%
	6%	*%	-%	*%	15%	86%	14%	8%	1%	*%	*%	93%	-%	*%	-%	**	-%	-%	-%	-%
None of these	42	55	62	117	144	183	9	58	10	11	33	132	99	8	6	**	47	52	44	55
	12%	27%	33%	30%	17%	9%	5%	17%	23%	20%	29%	7%	30%	24%	34%	**	32%	28%	28%	32%
		a	a	a				l	l	l	hl					n				
	22%	29%	32%	61%	75%	96%	5%	31%	5%	6%	17%	69%	52%	4%	3%	**	25%	27%	23%	29%
Don't know	-	1	1	2	2	2	-	1	1	-	-	2	2	-	-	**	1	1	1	1
	-%	1%	*%	1%	*%	*%	-%	*%	2%	-%	-%	*%	1%	-%	-%	**	*%	1%	1%	*%
									l											
	-%	57%	27%	84%	84%	100%	-%	34%	34%	-%	-%	68%	79%	-%	-%	**	27%	52%	52%	27%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Send/ receive text messages (SMS)	210	79	14	94	438	1448	159	156	**	**	35	1458	83	**	**	**	39	45	46	37
	66%	47%	14%	35%	62%	77%	84%	59%	**	**	42%	80%	36%	**	**	**	35%	37%	39%	32%
	bcd	cd		c			f	ijk				hijk								
	13%	5%	1%	6%	27%	90%	10%	10%	**	**	2%	90%	5%	**	**	**	2%	3%	3%	2%
Accessing the internet	37	5	-	5	127	584	76	57	**	**	7	606	4	**	**	**	4	-	3	2
	12%	3%	-%	2%	18%	31%	41%	22%	**	**	8%	33%	2%	**	**	**	4%	-%	2%	2%
	bcd						f	k	k	k		hjk					r			
	6%	1%	-%	1%	19%	88%	12%	9%	**	**	1%	92%	1%	**	**	**	1%	-%	*%	*%
Use your phone as a camera	50	11	1	12	149	579	74	56	**	**	7	604	11	**	**	**	5	6	5	6
	16%	6%	1%	4%	21%	31%	39%	21%	**	**	8%	33%	5%	**	**	**	4%	5%	4%	5%
	bcd	c					f	k				hijk								
	8%	2%	*%	2%	23%	88%	11%	8%	**	**	1%	92%	2%	**	**	**	1%	1%	1%	1%
Send/ receive emails (not SMS)	34	4	-	4	71	422	47	34	**	**	4	439	4	**	**	**	4	-	2	2
	11%	2%	-%	2%	10%	22%	25%	13%	**	**	5%	24%	2%	**	**	**	3%	-%	2%	1%
	bcd							k				hijk					r			
	7%	1%	-%	1%	15%	90%	10%	7%	**	**	1%	93%	1%	**	**	**	1%	-%	*%	*%
Send/ receive messages with pictures/ images	31	3	2	5	88	355	36	40	**	**	3	356	5	**	**	**	2	3	2	3
	10%	2%	2%	2%	13%	19%	19%	15%	**	**	4%	20%	2%	**	**	**	2%	2%	2%	3%
	bcd							k		k		ik								
	8%	1%	1%	1%	22%	90%	9%	10%	**	**	1%	90%	1%	**	**	**	1%	1%	1%	1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Visiting social networking sites	12	*	-	*	76	353	33	35	**	**	3	356	-	**	**	**	-	-	-	-
	4%	*%	-%	*%	11%	19%	18%	13%	**	**	4%	20%	-%	**	**	**	-%	-%	-%	-%
	bcd							k	k			hjk		m						
	3%	*%	-%	*%	19%	91%	9%	9%	**	**	1%	91%	-%	**	**	**	-%	-%	-%	-%
Listen to music using MP3 function	11	2	-	2	55	261	37	24	**	**	1	276	2	**	**	**	2	*	2	-
	3%	1%	-%	1%	8%	14%	20%	9%	**	**	1%	15%	1%	**	**	**	2%	*%	2%	-%
	cd						f	k	k	k		hk								
	4%	1%	-%	1%	19%	87%	12%	8%	**	**	*%	92%	1%	**	**	**	1%	*%	1%	-%
Use IM/ Instant messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp)	10	2	-	2	61	253	39	20	**	**	1	276	2	**	**	**	*	2	*	2
	3%	1%	-%	1%	9%	13%	21%	8%	**	**	1%	15%	1%	**	**	**	*%	2%	*%	2%
	cd						f	k				hjk								
	3%	1%	-%	1%	21%	86%	13%	7%	**	**	*%	93%	1%	**	**	**	*%	1%	*%	1%
Upload pictures to PC/laptop	17	4	-	4	57	257	23	30	**	**	2	252	4	**	**	**	2	2	1	3
	5%	2%	-%	2%	8%	14%	12%	11%	**	**	2%	14%	2%	**	**	**	2%	2%	1%	3%
	cd							k	k	k		k								
	6%	1%	-%	1%	20%	92%	8%	11%	**	**	1%	90%	1%	**	**	**	1%	1%	*%	1%
Play games which come pre-installed, by yourself	9	2	*	2	65	244	30	25	**	**	1	248	2	**	**	**	*	2	*	2
	3%	1%	*%	1%	9%	13%	16%	10%	**	**	1%	14%	1%	**	**	**	*%	2%	*%	2%
	d							k	k	k		hk								
	3%	1%	*%	1%	24%	90%	11%	9%	**	**	*%	91%	1%	**	**	**	*%	1%	*%	1%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Download applications or programs directly to your phone	8	1	-	1	35	182	23	20	**	**	1	187	*	**	**	**	*	-	*	-
	3%	*%	-%	*%	5%	10%	12%	7%	**	**	1%	10%	*%	**	**	**	*%	-%	*%	-%
	bd							k	k	k		k								
	4%	*%	-%	*%	17%	89%	11%	10%	**	**	*%	91%	*%	**	**	**	*%	-%	*%	-%
Accessing/ receiving news	13	*	-	*	21	156	23	15	**	**	*	165	*	**	**	**	*	-	*	-
	4%	*%	-%	*%	3%	8%	12%	6%	**	**	*%	9%	*%	**	**	**	*%	-%	*%	-%
	bcd							k				hk								
	7%	*%	-%	*%	12%	87%	13%	8%	**	**	*%	92%	*%	**	**	**	*%	-%	*%	-%
Accessing/ receiving sports/ team news/ scores	9	*	-	*	24	126	23	7	**	**	-	144	-	**	**	**	-	-	-	-
	3%	*%	-%	*%	3%	7%	12%	3%	**	**	-%	8%	-%	**	**	**	-%	-%	-%	-%
	bd							f				hjk								
	6%	*%	-%	*%	16%	84%	15%	4%	**	**	-%	96%	-%	**	**	**	-%	-%	-%	-%
Listen to FM radio	10	1	-	1	27	114	18	14	**	**	1	121	1	**	**	**	1	-	1	-
	3%	*%	-%	*%	4%	6%	10%	5%	**	**	1%	7%	*%	**	**	**	*%	-%	*%	-%
	bd							k				k								
	7%	1%	-%	1%	20%	85%	14%	10%	**	**	1%	90%	*%	**	**	**	*%	-%	*%	-%
Play games which come pre- installed, with others	5	-	*	*	26	101	8	11	**	**	1	98	-	**	**	**	-	-	-	-
	1%	-%	*%	*%	4%	5%	4%	4%	**	**	2%	5%	-%	**	**	**	-%	-%	-%	-%
	d																			
	4%	-%	*%	*%	24%	93%	7%	10%	**	**	1%	90%	-%	**	**	**	-%	-%	-%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Record video clips using the phone	3	-	-	-	27	100	7	8	**	**	1	99	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	4%	5%	4%	3%	**	**	1%	5%	-%	**	**	**	-%	-%	-%	-%
	3%	-%	-%	-%	25%	94%	7%	7%	**	**	1%	94%	-%	**	**	**	-%	-%	-%	-%
Send/ receive video clips	4	-	-	-	12	63	11	5	**	**	*	70	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	2%	3%	6%	2%	**	**	1%	4%	-%	**	**	**	-%	-%	-%	-%
	5%	-%	-%	-%	17%	85%	15%	6%	**	**	1%	95%	-%	**	**	**	-%	-%	-%	-%
TV streaming (e.g. BBC iPlayer, Sky Go)	6	-	-	-	12	67	7	8	**	**	*	66	-	**	**	**	-	-	-	-
	2%	-%	-%	-%	2%	4%	4%	3%	**	**	*%	4%	-%	**	**	**	-%	-%	-%	-%
	bd	8%	-%	-%	16%	92%	10%	11%	k	**	*%	90%	-%	**	**	**	-%	-%	-%	-%
Using VoIP service e.g. Skype	6	-	-	-	6	63	5	7	**	**	-	61	-	**	**	**	-	-	-	-
	2%	-%	-%	-%	1%	3%	3%	3%	**	**	-%	3%	-%	**	**	**	-%	-%	-%	-%
	bd	9%	-%	-%	9%	93%	7%	11%	k	**	-%	90%	-%	**	**	**	-%	-%	-%	-%
Download a new video clip	3	-	-	-	16	54	7	4	**	**	*	57	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	2%	3%	4%	2%	**	**	1%	3%	-%	**	**	**	-%	-%	-%	-%
	4%	-%	-%	-%	27%	89%	12%	7%	**	**	1%	94%	-%	**	**	**	-%	-%	-%	-%
Listen to Podcasts	2	-	-	-	5	48	3	4	**	**	*	48	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	1%	3%	2%	1%	**	**	*%	3%	-%	**	**	**	-%	-%	-%	-%
	4%	-%	-%	-%	10%	93%	6%	7%	**	**	1%	93%	-%	**	**	**	-%	-%	-%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Video streaming	-	-	-	-	10	42	8	5	**	**	-	46	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	1%	2%	4%	2%	**	**	-%	3%	-%	**	**	**	-%	-%	-%	-%
	-%	-%	-%	-%	19%	84%	17%	9%	**	**	-%	92%	-%	**	**	**	-%	-%	-%	-%
Video calling	2	-	-	-	6	30	7	2	**	**	-	34	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	1%	2%	4%	1%	**	**	-%	2%	-%	**	**	**	-%	-%	-%	-%
					f															
	5%	-%	-%	-%	16%	84%	19%	5%	**	**	-%	95%	-%	**	**	**	-%	-%	-%	-%
Other	*	-	-	-	1	2	*	*	**	**	-	2	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	*%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	21%	-%	-%	-%	23%	83%	21%	20%	**	**	-%	79%	-%	**	**	**	-%	-%	-%	-%
WEB/ DATA ACCESS	51	8	-	8	154	716	88	64	**	**	7	744	7	**	**	**	5	2	3	4
	16%	5%	-%	3%	22%	38%	46%	24%	**	**	9%	41%	3%	**	**	**	5%	2%	2%	4%
	bcd	c					f	k	k	k		hijk								
	6%	1%	-%	1%	19%	89%	11%	8%	**	**	1%	92%	1%	**	**	**	1%	*%	*%	1%
LISTEN TO AUDIO CONTENT	17	2	-	2	74	325	44	34	**	**	1	338	2	**	**	**	2	*	2	-
	5%	1%	-%	1%	11%	17%	23%	13%	**	**	2%	19%	1%	**	**	**	2%	*%	2%	-%
	bcd						f	k	k	k		hk								
	5%	1%	-%	1%	20%	88%	12%	9%	**	**	*%	91%	1%	**	**	**	*%	*%	1%	-%
PLAY GAMES	11	2	*	3	72	265	31	28	**	**	2	268	2	**	**	**	*	2	*	2
	3%	1%	*%	1%	10%	14%	17%	11%	**	**	2%	15%	1%	**	**	**	*%	2%	*%	2%
	d							k	k	k		hk								
	4%	1%	*%	1%	24%	90%	11%	9%	**	**	1%	91%	1%	**	**	**	*%	1%	*%	1%
DOWNLOAD APPLICATIONS	8	1	-	1	35	182	23	20	**	**	1	187	*	**	**	**	*	-	*	-
	3%	*%	-%	*%	5%	10%	12%	7%	**	**	1%	10%	*%	**	**	**	*%	-%	*%	-%
	bd							k	k	k		k								
	4%	*%	-%	*%	17%	89%	11%	10%	**	**	*%	91%	*%	**	**	**	*%	-%	*%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
WATCHING AV CONTENT	7	-	-	-	20	103	13	10	**	**	1	106	-	**	**	**	-	-	-	-
	2%	-%	-%	-%	3%	5%	7%	4%	**	**	1%	6%	-%	**	**	**	-%	-%	-%	-%
	bd							k												
	6%	-%	-%	-%	18%	90%	11%	9%	**	**	1%	92%	-%	**	**	**	-%	-%	-%	-%
None of these	90	85	83	168	216	309	15	88	**	**	47	234	144	**	**	**	68	77	70	74
	28%	50%	83%	62%	31%	16%	8%	33%	**	**	56%	13%	62%	**	**	**	61%	62%	59%	64%
	a	abd	ab		g			l	hl	hl	hl									
	28%	26%	26%	52%	67%	96%	5%	27%	**	**	15%	73%	45%	**	**	**	21%	24%	22%	23%
Don't know	2	1	1	2	3	6	-	1	**	**	-	5	2	**	**	**	1	1	1	1
	1%	1%	1%	1%	%	%	-%	%	**	**	-%	%	1%	**	**	**	1%	1%	1%	1%
								hl												
	30%	24%	11%	35%	56%	100%	-%	14%	**	**	-%	87%	32%	**	**	**	11%	21%	21%	11%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Send/ receive text messages (SMS)	210	79	14	94	438	1448	159	156	11	16	35	1458	83	5	3	**	39	45	46	37
	61%	39%	7%	24%	50%	70%	81%	47%	26%	30%	31%	76%	25%	17%	15%	**	26%	24%	29%	22%
	bcd	cd		c			f	ijk				hijk			*%	*%				
	13%	5%	1%	6%	27%	90%	10%	10%	1%	1%	2%	90%	5%	*%	*%	**	2%	3%	3%	2%
Accessing the internet	37	5	-	5	127	584	76	57	6	7	7	606	4	1	*	**	4	-	3	2
	11%	3%	-%	1%	15%	28%	39%	17%	14%	13%	6%	32%	1%	2%	2%	**	3%	-%	2%	1%
	bcd	c					f	k	k			hijk			*%	*%		r		
	6%	1%	-%	1%	19%	88%	12%	9%	1%	1%	1%	92%	1%	*%	*%	**	1%	-%	*%	*%
Use your phone as a camera	50	11	1	12	149	579	74	56	5	6	7	604	11	*	*	**	5	6	5	6
	14%	5%	*%	3%	17%	28%	38%	17%	11%	12%	6%	31%	3%	1%	2%	**	3%	3%	3%	3%
	bcd	c		c			f	k				hijk			*%	*%				
	8%	2%	*%	2%	23%	88%	11%	8%	1%	1%	1%	92%	2%	*%	*%	**	1%	1%	1%	1%
Send/ receive emails (not SMS)	34	4	-	4	71	422	47	34	2	4	4	439	4	*	*	**	4	-	2	2
	10%	2%	-%	1%	8%	21%	24%	10%	5%	8%	3%	23%	1%	*%	1%	**	3%	-%	1%	1%
	bcd	c						k				hijk			*%	*%		r		
	7%	1%	-%	1%	15%	90%	10%	7%	*%	1%	1%	93%	1%	*%	*%	**	1%	-%	*%	*%
Send/ receive messages with pictures/ images	31	3	2	5	88	355	36	40	2	4	3	356	5	-	*	**	2	3	2	3
	9%	1%	1%	1%	10%	17%	18%	12%	4%	8%	3%	19%	2%	-%	*%	**	1%	2%	1%	2%
	bcd							k		k		hijk			*%	*%				
	8%	1%	1%	1%	22%	90%	9%	10%	*%	1%	1%	90%	1%	-%	*%	**	1%	1%	1%	1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Visiting social networking sites	12	*	-	*	76	353	33	35	5	3	3	356	-	*	-	**	-	-	-	-
	3%	*%	-%	*%	9%	17%	17%	10%	11%	5%	3%	19%	-%	2%	-%	**	-%	-%	-%	-%
	bcd							k	k			hjk		m		**				
	3%	*%	-%	*%	19%	91%	9%	9%	1%	1%	1%	91%	-%	*%	-%	**	-%	-%	-%	-%
Listen to music using MP3 function	11	2	-	2	55	261	37	24	4	3	1	276	2	*	-	**	2	*	2	-
	3%	1%	-%	1%	6%	13%	19%	7%	8%	5%	1%	14%	1%	*%	-%	**	1%	*%	1%	-%
	cd						f	k	k	k		hjk				**				
	4%	1%	-%	1%	19%	87%	12%	8%	1%	1%	*%	92%	1%	*%	-%	**	1%	*%	1%	-%
Use IM/ Instant messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp)	10	2	-	2	61	253	39	20	1	2	1	276	2	*	-	**	*	2	*	2
	3%	1%	-%	1%	7%	12%	20%	6%	3%	3%	1%	14%	1%	*%	-%	**	*%	1%	*%	1%
	cd						f	k				hijk				**				
	3%	1%	-%	1%	21%	86%	13%	7%	1%	1%	*%	93%	1%	*%	-%	**	*%	1%	*%	1%
Upload pictures to PC/laptop	17	4	-	4	57	257	23	30	3	4	2	252	4	-	-	**	2	2	1	3
	5%	2%	-%	1%	7%	13%	12%	9%	7%	7%	1%	13%	1%	-%	-%	**	1%	1%	1%	2%
	cd	c						k	k	k		hk				**				
	6%	1%	-%	1%	20%	92%	8%	11%	1%	1%	1%	90%	1%	-%	-%	**	1%	1%	*%	1%
Play games which come pre- installed, by yourself	9	2	*	2	65	244	30	25	3	4	1	248	2	-	-	**	*	2	*	2
	3%	1%	*%	1%	7%	12%	16%	8%	6%	7%	1%	13%	1%	-%	-%	**	*%	1%	*%	1%
	cd							k	k	k		hk				**				
	3%	1%	*%	1%	24%	90%	11%	9%	1%	1%	*%	91%	1%	-%	-%	**	*%	1%	*%	1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Download applications or programs directly to your phone	8	1	-	1	35	182	23	20	4	4	1	187	*	-	*	**	*	-	*	-
	2%	*%	-%	*%	4%	9%	12%	6%	8%	7%	*%	10%	*%	-%	1%	**	*%	-%	*%	-%
	bcd							k	k	k		hk								
	4%	*%	-%	*%	17%	89%	11%	10%	2%	2%	*%	91%	*%	-%	*%	**	*%	-%	*%	-%
Accessing/ receiving news	13	*	-	*	21	156	23	15	1	1	*	165	*	*	-	**	*	-	*	-
	4%	*%	-%	*%	2%	8%	12%	5%	2%	2%	*%	9%	*%	*%	-%	**	*%	-%	*%	-%
	bcd						f	k				hijk								
	7%	*%	-%	*%	12%	87%	13%	8%	*%	1%	*%	92%	*%	*%	-%	**	*%	-%	*%	-%
Accessing/ receiving sports/ team news/ scores	9	*	-	*	24	126	23	7	1	-	-	144	-	-	*	**	-	-	-	-
	3%	*%	-%	*%	3%	6%	12%	2%	2%	-%	-%	7%	-%	-%	1%	**	-%	-%	-%	-%
	bcd						f					hjk								
	6%	*%	-%	*%	16%	84%	15%	4%	1%	-%	-%	96%	-%	-%	*%	**	-%	-%	-%	-%
Listen to FM radio	10	1	-	1	27	114	18	14	1	1	1	121	1	*	-	**	1	-	1	-
	3%	*%	-%	*%	3%	6%	9%	4%	3%	1%	1%	6%	*%	*%	-%	**	*%	-%	*%	-%
	bcd						f	k				k								
	7%	1%	-%	1%	20%	85%	14%	10%	1%	1%	1%	90%	*%	*%	-%	**	*%	-%	*%	-%
Play games which come pre- installed, with others	5	-	*	*	26	101	8	11	-	2	1	98	-	-	-	**	-	-	-	-
	1%	-%	*%	*%	3%	5%	4%	3%	-%	3%	1%	5%	-%	-%	-%	**	-%	-%	-%	-%
	d											k								
	4%	-%	*%	*%	24%	93%	7%	10%	-%	2%	1%	90%	-%	-%	-%	**	-%	-%	-%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Record video clips using the phone	3 1% d	- -% -%	- -% -%	- -% -%	27 3% d	100 5% d	7 4% d	8 2% d	* 1% d	1 2% d	1 *% d	99 5% hk	- -% d	- -% d	- -% d	** ** d	- -% d	- -% d	- -% d	- -% d
	3%	-%	-%	-%	25%	94%	7%	7%	*%	1%	1%	94%	-%	-%	-%	**	-%	-%	-%	-%
Send/ receive video clips	4 1% d	- -% -%	- -% -%	- -% -%	12 1% d	63 3% d	11 6% f	5 1% d	* 1% d	- -% d	* *% d	70 4% hk	- -% d	- -% d	- -% d	** ** d	- -% d	- -% d	- -% d	- -% d
	5%	-%	-%	-%	17%	85%	15%	6%	1%	-%	1%	95%	-%	-%	-%	**	-%	-%	-%	-%
TV streaming (e.g. BBC iPlayer, Sky Go)	6 2% bcd	- -% -%	- -% -%	- -% -%	12 1% bcd	67 3% bcd	7 4% bcd	8 2% bcd	1 3% bcd	- -% bcd	* *% bcd	66 3% k	- -% bcd	- -% bcd	- -% bcd	** ** bcd	- -% bcd	- -% bcd	- -% bcd	- -% bcd
	8%	-%	-%	-%	16%	92%	10%	11%	2%	-%	*%	90%	-%	-%	-%	**	-%	-%	-%	-%
Using VoIP service e.g. Skype	6 2% bcd	- -% -%	- -% -%	- -% -%	6 1% bcd	63 3% bcd	5 3% bcd	7 2% bcd	1 2% bcd	2 3% bcd	- -% bcd	61 3% k	- -% bcd	- -% bcd	- -% bcd	** ** bcd	- -% bcd	- -% bcd	- -% bcd	- -% bcd
	9%	-%	-%	-%	9%	93%	7%	11%	1%	2%	-%	90%	-%	-%	-%	**	-%	-%	-%	-%
Download a new video clip	3 1% d	- -% -%	- -% -%	- -% -%	16 2% d	54 3% d	7 4% d	4 1% d	1 2% d	- -% d	* *% d	57 3% hk	- -% d	- -% d	- -% d	** ** d	- -% d	- -% d	- -% d	- -% d
	4%	-%	-%	-%	27%	89%	12%	7%	1%	-%	1%	94%	-%	-%	-%	**	-%	-%	-%	-%
Listen to Podcasts	2 1% d	- -% -%	- -% -%	- -% -%	5 1% d	48 2% d	3 2% d	4 1% d	- -% d	- -% d	* *% d	48 2% hk	- -% d	- -% d	- -% d	** ** d	- -% d	- -% d	- -% d	- -% d
	4%	-%	-%	-%	10%	93%	6%	7%	-%	-%	1%	93%	-%	-%	-%	**	-%	-%	-%	-%

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

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QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Video streaming	-	-	-	-	10	42	8	5	1	-	-	46	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	1%	2%	4%	1%	2%	-%	-%	2%	-%	-%	-%	**	-%	-%	-%	-%
							f					k								
	-%	-%	-%	-%	19%	84%	17%	9%	2%	-%	-%	92%	-%	-%	-%	**	-%	-%	-%	-%
Video calling	2	-	-	-	6	30	7	2	-	-	-	34	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	1%	1%	4%	1%	-%	-%	-%	2%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	5%	-%	-%	-%	16%	84%	19%	5%	-%	-%	-%	95%	-%	-%	-%	**	-%	-%	-%	-%
Other	*	-	-	-	1	2	*	*	-	-	-	2	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	21%	-%	-%	-%	23%	83%	21%	20%	-%	-%	-%	79%	-%	-%	-%	**	-%	-%	-%	-%
WEB/ DATA ACCESS	51	8	-	8	154	716	88	64	7	8	7	744	7	1	*	**	5	2	3	4
	15%	4%	-%	2%	18%	35%	45%	19%	15%	14%	7%	39%	2%	2%	2%	**	3%	1%	2%	2%
	bcd	c		c			f	k	k			hijk								
	6%	1%	-%	1%	19%	89%	11%	8%	1%	1%	1%	92%	1%	*%	*%	**	1%	*%	*%	1%
LISTEN TO AUDIO CONTENT	17	2	-	2	74	325	44	34	4	3	1	338	2	*	-	**	2	*	2	-
	5%	1%	-%	1%	9%	16%	22%	10%	8%	6%	1%	18%	1%	*%	-%	**	1%	*%	1%	-%
	bcd						f	k	k	k		hjk								
	5%	1%	-%	1%	20%	88%	12%	9%	1%	1%	*%	91%	1%	*%	-%	**	*%	*%	1%	-%
PLAY GAMES	11	2	*	3	72	265	31	28	3	4	2	268	2	-	-	**	*	2	*	2
	3%	1%	*%	1%	8%	13%	16%	8%	6%	8%	1%	14%	1%	-%	-%	**	*%	1%	*%	1%
	cd							k	k	k		hk								
	4%	1%	*%	1%	24%	90%	11%	9%	1%	1%	1%	91%	1%	-%	-%	**	*%	1%	*%	1%
DOWNLOAD APPLICATIONS	8	1	-	1	35	182	23	20	4	4	1	187	*	-	*	**	*	-	*	-
	2%	*%	-%	*%	4%	9%	12%	6%	8%	7%	*%	10%	*%	-%	1%	**	*%	-%	*%	-%
	bcd							k	k	k		hk								
	4%	*%	-%	*%	17%	89%	11%	10%	2%	2%	*%	91%	*%	-%	*%	**	*%	-%	*%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD11 (QD28B) SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
WATCHING AV CONTENT	7	-	-	-	20	103	13	10	1	-	1	106	-	-	-	**	-	-	-	-
	2%	-%	-%	-%	2%	5%	7%	3%	3%	-%	1%	6%	-%	-%	-%	**	-%	-%	-%	-%
	bcd											hjk								
	6%	-%	-%	-%	18%	90%	11%	9%	1%	-%	1%	92%	-%	-%	-%	**	-%	-%	-%	-%
None of these	90	85	83	168	216	309	15	88	14	18	47	234	144	10	9	**	68	77	70	74
	26%	42%	44%	43%	25%	15%	8%	26%	33%	35%	42%	12%	43%	32%	49%	**	46%	41%	44%	43%
	a	a	a	a		g		l	l	l	hl				n					
	28%	26%	26%	52%	67%	96%	5%	27%	4%	6%	15%	73%	45%	3%	3%	**	21%	24%	22%	23%
Don't know	2	1	1	2	3	6	-	1	1	-	-	5	2	-	*	**	1	1	1	1
	1%	1%	*%	1%	*%	*%	-%	*%	2%	-%	-%	*%	1%	-%	*%	**	*%	1%	1%	*%
									l											
	30%	24%	11%	35%	56%	100%	-%	14%	14%	-%	-%	87%	32%	-%	1%	**	11%	21%	21%	11%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD12 (QD28C). SHOWCARD You said that you use your mobile phone to access the internet. Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE)

Base : Those who use their mobile phone to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64 *a	65-74 ~b	75+ ~c	65+ ~d	65+ OR DE e	NO f	YES g	ANY h	VISION ~i	HEAR- ING ~j	MOBI- LITY ~k	NO l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N IRELAND ~p	MALE ~q	FEMALE ~r	ABC1 ~s	C2DE ~t
Significance Level: 95%																				
Unweighted total	72	21	-	21	260	1112	87	101	11	13	16	1100	14	3	3	1	14	-	10	4
Effective Weighted Sample	50	16	-	16	173	765	76	72	8	8	12	765	13	2	3	1	13	-	9	4
Total	51	8	-	8	155	730	90	66	7	8	8	760	7	1	*	*	7	-	5	3
	**	**	-%	**	19%	89%	**	8%	**	**	**	92%	**	**	**	**	**	-%	**	**
I always use in the home	**	**	-	**	13	47	**	9	**	**	**	45	**	**	**	**	**	-	**	**
	**	**	-%	**	8%	6%	**	13%	**	**	**	6%	**	**	**	**	**	-%	**	**
	**	**	-%	**	24%	89%	**	16%	**	**	**	84%	**	**	**	**	**	-%	**	**
I mainly use in the home	**	**	-	**	24	84	**	12	**	**	**	84	**	**	**	**	**	-	**	**
	**	**	-%	**	16%	11%	**	19%	**	**	**	11%	**	**	**	**	**	-%	**	**
	**	**	-%	**	25%	87%	**	13%	**	**	**	88%	**	**	**	**	**	-%	**	**
I use equally in the home and outside the home	**	**	-	**	95	446	**	31	**	**	**	466	**	**	**	**	**	-	**	**
	**	**	-%	**	61%	61%	**	47%	**	**	**	61%	**	**	**	**	**	-%	**	**
	**	**	-%	**	19%	90%	**	6%	**	**	**	94%	**	**	**	**	**	-%	**	**
I mainly use outside the home	**	**	-	**	19	114	**	12	**	**	**	115	**	**	**	**	**	-	**	**
	**	**	-%	**	12%	16%	**	18%	**	**	**	15%	**	**	**	**	**	-%	**	**
	**	**	-%	**	15%	90%	**	10%	**	**	**	91%	**	**	**	**	**	-%	**	**
I always use outside the home	**	**	-	**	4	36	**	2	**	**	**	45	**	**	**	**	**	-	**	**
	**	**	-%	**	3%	5%	**	3%	**	**	**	6%	**	**	**	**	**	-%	**	**
	**	**	-%	**	9%	76%	**	4%	**	**	**	96%	**	**	**	**	**	-%	**	**
ALWAYS/ MAINLY USE IN THE HOME	**	**	-	**	37	131	**	21	**	**	**	129	**	**	**	**	**	-	**	**
	**	**	-%	**	24%	18%	**	32%	**	**	**	17%	**	**	**	**	**	-%	**	**
	**	**	-%	**	25%	88%	**	14%	**	**	**	86%	**	**	**	**	**	-%	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD12 (QD28C). SHOWCARD You said that you use your mobile phone to access the internet. Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE)

Base : Those who use their mobile phone to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	72	21	-	21	260	1112	87	101	11	13	16	1100	14	3	3	1	14	-	10	4
Effective Weighted Sample	50	16	-	16	173	765	76	72	8	8	12	765	13	2	3	1	13	-	9	4
Total	51	8	-	8	155	730	90	66	7	8	8	760	7	1	*	*	7	-	5	3
	**	**	-%	**	19%	89%	**	8%	**	**	**	92%	**	**	**	**	**	-%	**	**
ALWAYS/ MAINLY USE OUTSIDE THE HOME	**	**	-	**	23	150	**	14	**	**	**	160	**	**	**	**	**	-	**	**
	**	**	-%	**	15%	20%	**	21%	**	**	**	21%	**	**	**	**	**	-%	**	**
	**	**	-%	**	13%	86%	**	8%	**	**	**	92%	**	**	**	**	**	-%	**	**
EVER USE OUTSIDE THE HOME	**	**	-	**	142	679	**	57	**	**	**	710	**	**	**	**	**	-	**	**
	**	**	-%	**	92%	93%	**	87%	**	**	**	94%	**	**	**	**	**	-%	**	**
	**	**	-%	**	19%	89%	**	7%	**	**	**	93%	**	**	**	**	**	-%	**	**
Don't know	**	**	-	**	-	4	**	-	**	**	**	4	**	**	**	**	**	-	**	**
	**	**	-%	**	-%	1%	**	-%	**	**	**	1%	**	**	**	**	**	-%	**	**
	**	**	-%	**	-%	100%	**	-%	**	**	**	100%	**	**	**	**	**	-%	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD13 (QD28E) SHOWCARD Which of these ways do you use your mobile phone to access the internet? (MULTI CODE)

Base : Those who use their mobile phone to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	*a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	
Unweighted total	72	21	-	21	260	1112	87	101	11	13	16	1100	14	3	3	1	14	-	10	4	
Effective Weighted Sample	50	16	-	16	173	765	76	72	8	8	12	765	13	2	3	1	13	-	9	4	
Total	51	8	-	8	155	730	90	66	7	8	8	760	7	1	*	*	7	-	5	3	
	**	**	-%	**	19%	89%	**	8%	**	**	**	92%	**	**	**	**	**	-%	**	**	
Via mobile network (2G or 3G)	**	**	-	**	112	540	**	47	**	**	**	561	**	**	**	**	**	-	**	**	
	**	**	-%	**	72%	74%	**	72%	**	**	**	74%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	18%	89%	**	8%	**	**	**	93%	**	**	**	**	**	-%	**	**	
Wi-Fi/ wireless broadband network at home	**	**	-	**	62	373	**	35	**	**	**	378	**	**	**	**	**	-	**	**	
	**	**	-%	**	40%	51%	**	52%	**	**	**	50%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	15%	91%	**	8%	**	**	**	92%	**	**	**	**	**	-%	**	**	
Wi-Fi/ wireless broadband elsewhere (i.e. 'hotspots')	**	**	-	**	24	186	**	18	**	**	**	183	**	**	**	**	**	-	**	**	
	**	**	-%	**	16%	25%	**	28%	**	**	**	24%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	12%	93%	**	9%	**	**	**	91%	**	**	**	**	**	-%	**	**	
MOBILE NETWORK AND NOT WI-FI	**	**	-	**	78	301	**	22	**	**	**	326	**	**	**	**	**	-	**	**	
	**	**	-%	**	51%	41%	**	34%	**	**	**	43%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	23%	87%	**	6%	**	**	**	94%	**	**	**	**	**	-%	**	**	
WI-FI AND NOT MOBILE NETWORK	**	**	-	**	35	175	**	18	**	**	**	181	**	**	**	**	**	-	**	**	
	**	**	-%	**	23%	24%	**	27%	**	**	**	24%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	18%	89%	**	9%	**	**	**	92%	**	**	**	**	**	-%	**	**	
ANY WI-FI USE	**	**	-	**	69	414	**	42	**	**	**	416	**	**	**	**	**	-	**	**	
	**	**	-%	**	45%	57%	**	65%	**	**	**	55%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	15%	91%	**	9%	**	**	**	91%	**	**	**	**	**	-%	**	**	
Don't know	**	**	-	**	7	15	**	1	**	**	**	18	**	**	**	**	**	-	**	**	
	**	**	-%	**	5%	2%	**	1%	**	**	**	2%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	40%	80%	**	5%	**	**	**	95%	**	**	**	**	**	-%	**	**	

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14 (QD28F) SHOWCARD In which of these places do you use your mobile phone to access the internet outside of the home? (MULTI CODE)

Base : Those who use their mobile phone to access the internet outside the home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR-	MOBI-	NO	ENGLAND	SCOT-	WALES	N	MALE	FEMALE	ABC1	C2DE	
	*a	~b	~c	~d	OR DE	f	*g	h	~i	ING	LITY	l	~m	LAND	~n	~o	~p	~q	~r	~s	~t
Significance Level: 95%																					
Unweighted total	64	18	-	18	233	1026	79	86	10	10	12	1021	12	3	2	1	12	-	10	2	
Effective Weighted Sample	43	13	-	13	155	708	70	62	8	6	9	712	11	2	2	1	11	-	9	2	
Total	45	7	-	7	142	679	84	57	7	6	5	710	6	1	*	*	6	-	5	1	
	**	**	-%	**	19%	89%	**	**	**	**	**	93%	**	**	**	**	**	-%	**	**	
When travelling (e.g. on a train or in a car)	**	**	-	**	85	478	**	**	**	**	**	505	**	**	**	**	**	-	**	**	
	**	**	-%	**	60%	70%	**	**	**	**	**	71%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	16%	89%	**	**	**	**	**	94%	**	**	**	**	**	-%	**	**	
Outdoors	**	**	-	**	87	471	**	**	**	**	**	488	**	**	**	**	**	-	**	**	
	**	**	-%	**	62%	69%	**	**	**	**	**	69%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	17%	90%	**	**	**	**	**	93%	**	**	**	**	**	-%	**	**	
Indoor public spaces (e.g. pub/ restaurant/ theatre/ shopping centre)	**	**	-	**	87	457	**	**	**	**	**	481	**	**	**	**	**	-	**	**	
	**	**	-%	**	61%	67%	**	**	**	**	**	68%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	17%	89%	**	**	**	**	**	94%	**	**	**	**	**	-%	**	**	
In other people's homes (e.g. friends/ family)	**	**	-	**	80	385	**	**	**	**	**	395	**	**	**	**	**	-	**	**	
	**	**	-%	**	56%	57%	**	**	**	**	**	56%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	19%	92%	**	**	**	**	**	94%	**	**	**	**	**	-%	**	**	
At your workplace	**	**	-	**	40	339	**	**	**	**	**	361	**	**	**	**	**	-	**	**	
	**	**	-%	**	28%	50%	**	**	**	**	**	51%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	11%	89%	**	**	**	**	**	95%	**	**	**	**	**	-%	**	**	
Other	**	**	-	**	6	19	**	**	**	**	**	19	**	**	**	**	**	-	**	**	
	**	**	-%	**	4%	3%	**	**	**	**	**	3%	**	**	**	**	**	-%	**	**	
	**	**	-%	**	30%	92%	**	**	**	**	**	93%	**	**	**	**	**	-%	**	**	

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD14 (QD28F) SHOWCARD In which of these places do you use your mobile phone to access the internet outside of the home? (MULTI CODE)

Base : Those who use their mobile phone to access the internet outside the home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	64	18	-	18	233	1026	79	86	10	10	12	1021	12	3	2	1	12	-	10	2
Effective Weighted Sample	43	13	-	13	155	708	70	62	8	6	9	712	11	2	2	1	11	-	9	2
Total	45	7	-	7	142	679	84	57	7	6	5	710	6	1	*	*	6	-	5	1
	**	**	-%	**	19%	89%	**	**	**	**	**	93%	**	**	**	**	**	-%	**	**
Don't know	**	**	-	**	7	18	**	**	**	**	**	19	**	**	**	**	**	-	**	**
	**	**	-%	**	5%	3%	**	**	**	**	**	3%	**	**	**	**	**	-%	**	**
	**	**	-%	**	33%	85%	**	**	**	**	**	91%	**	**	**	**	**	-%	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD15 (QD28G) SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Social networking (e.g. Facebook, Twitter, LinkedIn)	**	**	**	**	95	462	**	42	**	**	**	479	**	**	**	**	**	**	**	**
	**	**	**	**	53%	59%	**	53%	**	**	**	59%	**	**	**	**	**	**	**	**
	d				18%	89%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Weather	**	**	**	**	62	409	**	35	**	**	**	429	**	**	**	**	**	**	**	**
	**	**	**	**	35%	52%	**	44%	**	**	**	53%	**	**	**	**	**	**	**	**
	d				13%	88%	**	8%	**	**	**	93%	**	**	**	**	**	**	**	**
Games	**	**	**	**	90	411	**	37	**	**	**	417	**	**	**	**	**	**	**	**
	**	**	**	**	50%	52%	**	47%	**	**	**	52%	**	**	**	**	**	**	**	**
	d				20%	91%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Maps/ navigation	**	**	**	**	71	383	**	27	**	**	**	416	**	**	**	**	**	**	**	**
	**	**	**	**	39%	49%	**	35%	**	**	**	52%	**	**	**	**	**	**	**	**
								h												
	**	**	**	**	16%	87%	**	6%	**	**	**	94%	**	**	**	**	**	**	**	**
News	**	**	**	**	61	358	**	27	**	**	**	386	**	**	**	**	**	**	**	**
	**	**	**	**	34%	46%	**	35%	**	**	**	48%	**	**	**	**	**	**	**	**
	d							h												
	**	**	**	**	15%	87%	**	7%	**	**	**	94%	**	**	**	**	**	**	**	**
Music	**	**	**	**	69	335	**	31	**	**	**	351	**	**	**	**	**	**	**	**
	**	**	**	**	38%	43%	**	39%	**	**	**	43%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	88%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD15 (QD28G) SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Travell/ journey planning	**	**	**	**	46	311	**	24	**	**	**	337	**	**	**	**	**	**	**	**
	**	**	**	**	26%	40%	**	31%	**	**	**	42%	**	**	**	**	**	**	**	**
	d							h				h								
	**	**	**	**	13%	86%	**	7%	**	**	**	94%	**	**	**	**	**	**	**	**
Sports/ sports news	**	**	**	**	44	270	**	18	**	**	**	291	**	**	**	**	**	**	**	**
	**	**	**	**	25%	34%	**	23%	**	**	**	36%	**	**	**	**	**	**	**	**
								h				h								
	**	**	**	**	14%	88%	**	6%	**	**	**	94%	**	**	**	**	**	**	**	**
Shopping (e.g. Tesco, Ocado, eBay)	**	**	**	**	47	221	**	18	**	**	**	236	**	**	**	**	**	**	**	**
	**	**	**	**	26%	28%	**	22%	**	**	**	29%	**	**	**	**	**	**	**	**
	d																			
	**	**	**	**	19%	88%	**	7%	**	**	**	93%	**	**	**	**	**	**	**	**
Banking	**	**	**	**	31	186	**	13	**	**	**	204	**	**	**	**	**	**	**	**
	**	**	**	**	17%	24%	**	17%	**	**	**	25%	**	**	**	**	**	**	**	**
	**	**	**	**	14%	86%	**	6%	**	**	**	94%	**	**	**	**	**	**	**	**
Location-based services	**	**	**	**	13	104	**	9	**	**	**	114	**	**	**	**	**	**	**	**
	**	**	**	**	7%	13%	**	12%	**	**	**	14%	**	**	**	**	**	**	**	**
							f													
	**	**	**	**	10%	84%	**	8%	**	**	**	93%	**	**	**	**	**	**	**	**
Books	**	**	**	**	10	92	**	9	**	**	**	100	**	**	**	**	**	**	**	**
	**	**	**	**	5%	12%	**	12%	**	**	**	12%	**	**	**	**	**	**	**	**
	**	**	**	**	9%	85%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Vouchers	**	**	**	**	12	83	**	4	**	**	**	91	**	**	**	**	**	**	**	**
	**	**	**	**	6%	11%	**	5%	**	**	**	11%	**	**	**	**	**	**	**	**
	**	**	**	**	12%	88%	**	4%	**	**	**	97%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD15 (QD28G) SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Finance/ business	**	**	**	**	10	66	**	6	**	**	**	73	**	**	**	**	**	**	**	**
	**	**	**	**	5%	8%	**	8%	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	12%	84%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
NONE OF THESE	**	**	**	**	39	99	**	14	**	**	**	95	**	**	**	**	**	**	**	**
	**	**	**	**	22%	13%	**	17%	**	**	**	12%	**	**	**	**	**	**	**	**
	**	**	**	a	36%	92%	**	13%	**	**	**	88%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	1	3	**	*	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	*0%	*0%	**	1%	**	**	**	*0%	**	**	**	**	**	**	**	**
	**	**	**	**	17%	72%	**	12%	**	**	**	90%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD16 (QD28H) SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Games	**	**	**	**	26	110	**	13	**	**	**	108	**	**	**	**	**	**	**	**
	**	**	**	**	14%	14%	**	17%	**	**	**	13%	**	**	**	**	**	**	**	**
	**	**	**	**	21%	92%	**	11%	**	**	**	90%	**	**	**	**	**	**	**	**
Music	**	**	**	**	9	66	**	8	**	**	**	62	**	**	**	**	**	**	**	**
	**	**	**	**	5%	8%	**	10%	**	**	**	8%	**	**	**	**	**	**	**	**
	**	**	**	**	12%	94%	**	12%	**	**	**	89%	**	**	**	**	**	**	**	**
Maps/ navigation	**	**	**	**	6	44	**	3	**	**	**	44	**	**	**	**	**	**	**	**
	**	**	**	**	3%	6%	**	4%	**	**	**	5%	**	**	**	**	**	**	**	**
	**	**	**	**	13%	94%	**	6%	**	**	**	94%	**	**	**	**	**	**	**	**
Social networking (e.g. Facebook, Twitter, LinkedIn)	**	**	**	**	11	34	**	6	**	**	**	32	**	**	**	**	**	**	**	**
	**	**	**	**	6%	4%	**	7%	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	29%	90%	**	16%	**	**	**	86%	**	**	**	**	**	**	**	**
Travel/ journey planning	**	**	**	**	2	30	**	3	**	**	**	31	**	**	**	**	**	**	**	**
	**	**	**	**	1%	4%	**	3%	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	7%	90%	**	8%	**	**	**	93%	**	**	**	**	**	**	**	**
Sports/ sports news	**	**	**	**	3	26	**	3	**	**	**	26	**	**	**	**	**	**	**	**
	**	**	**	**	1%	3%	**	3%	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	9%	92%	**	9%	**	**	**	92%	**	**	**	**	**	**	**	**
Weather	**	**	**	**	4	20	**	1	**	**	**	21	**	**	**	**	**	**	**	**
	**	**	**	**	2%	3%	**	1%	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	17%	91%	**	5%	**	**	**	96%	**	**	**	**	**	**	**	**
News	**	**	**	**	5	16	**	2	**	**	**	18	**	**	**	**	**	**	**	**
	**	**	**	**	3%	2%	**	2%	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	80%	**	10%	**	**	**	91%	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD16 (QD28H) SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Books	**	**	**	**	1	15	**	2	**	**	**	14	**	**	**	**	**	**	**	**
	**	**	**	**	*%	2%	**	2%	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	4%	93%	**	11%	**	**	**	89%	**	**	**	**	**	**	**	**
Finance/ business	**	**	**	**	3	12	**	2	**	**	**	11	**	**	**	**	**	**	**	**
	**	**	**	**	2%	2%	**	3%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	22%	90%	**	16%	**	**	**	85%	**	**	**	**	**	**	**	**
Banking	**	**	**	**	1	11	**	1	**	**	**	10	**	**	**	**	**	**	**	**
	**	**	**	**	1%	1%	**	1%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	13%	100%	**	9%	**	**	**	92%	**	**	**	**	**	**	**	**
Shopping (e.g. Tesco, Ocado, eBay)	**	**	**	**	2	10	**	2	**	**	**	8	**	**	**	**	**	**	**	**
	**	**	**	**	1%	1%	**	3%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	20%	100%	**	24%	**	**	**	79%	**	**	**	**	**	**	**	**
Location-based services	**	**	**	**	1	7	**	2	**	**	**	7	**	**	**	**	**	**	**	**
	**	**	**	**	*%	1%	**	3%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	10%	73%	**	21%	**	**	**	79%	**	**	**	**	**	**	**	**
Vouchers	**	**	**	**	2	3	**	-	**	**	**	6	**	**	**	**	**	**	**	**
	**	**	**	**	1%	*%	**	-%	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	52%	**	-%	**	**	**	100%	**	**	**	**	**	**	**	**
NONE OF THESE	**	**	**	**	135	555	**	56	**	**	**	574	**	**	**	**	**	**	**	**
	**	**	**	**	75%	71%	**	71%	**	**	**	71%	**	**	**	**	**	**	**	**
	**	**	**	**	21%	88%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	4	19	**	2	**	**	**	22	**	**	**	**	**	**	**	**
	**	**	**	**	2%	2%	**	2%	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	83%	**	7%	**	**	**	93%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17A (QD21A). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... The overall service provided by MAIN SUPPLIER. (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
Base for %	311	165	93	258	684	1850	188	258	27	37	82	1787	226	15	12	6	107	118	115	111
	15%	8%	5%	13%	33%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	5%
Very satisfied	164	97	51	148	389	1096	88	151	**	**	44	1040	132	**	**	**	53	78	61	70
	53%	59%	55%	57%	57%	59%	47%	58%	**	**	55%	58%	58%	**	**	**	50%	66%	53%	63%
						g												qs		q
	14%	8%	4%	12%	33%	92%	7%	13%	**	**	4%	87%	11%	**	**	**	4%	7%	5%	6%
Fairly satisfied	130	56	36	92	257	657	93	93	**	**	31	659	78	**	**	**	45	33	47	31
	42%	34%	39%	36%	38%	36%	49%	36%	**	**	38%	37%	35%	**	**	**	42%	28%	41%	28%
						f								m			rt		rt	
	17%	7%	5%	12%	34%	87%	12%	12%	**	**	4%	88%	10%	**	**	**	6%	4%	6%	4%
TOTAL SATISFIED	294	154	87	240	646	1753	180	244	**	**	75	1699	209	**	**	**	98	111	108	101
	95%	93%	94%	93%	94%	95%	96%	94%	**	**	92%	95%	93%	**	**	**	91%	94%	94%	91%
	15%	8%	4%	12%	33%	90%	9%	13%	**	**	4%	88%	11%	**	**	**	5%	6%	6%	5%
Neither	11	7	5	12	28	57	7	10	**	**	5	52	11	**	**	**	7	5	3	8
	3%	4%	5%	5%	4%	3%	4%	4%	**	**	6%	3%	5%	**	**	**	6%	4%	3%	7%
						hl														
	17%	12%	8%	20%	45%	91%	11%	17%	**	**	8%	83%	18%	**	**	**	11%	7%	5%	13%
Fairly dissatisfied	5	2	1	3	6	29	1	2	**	**	2	28	3	**	**	**	2	1	1	1
	2%	1%	1%	1%	1%	2%	1%	1%	**	**	2%	2%	1%	**	**	**	2%	1%	1%	1%
	17%	7%	3%	10%	21%	97%	5%	6%	**	**	5%	94%	9%	**	**	**	5%	4%	5%	4%
Very dissatisfied	1	2	-	2	4	11	-	2	**	**	-	9	2	**	**	**	1	1	2	-
	*%	1%	-%	1%	1%	1%	-%	1%	**	**	-%	*%	1%	**	**	**	1%	1%	2%	-%
						i														
	10%	19%	-%	19%	40%	100%	-%	22%	**	**	-%	80%	17%	**	**	**	6%	11%	17%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17A (QD21A). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... The overall service provided by MAIN SUPPLIER. (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
TOTAL DISSATISFIED	6	4	1	5	11	40	1	4	**	**	2	37	5	**	**	**	2	2	3	1
	2%	3%	1%	2%	2%	2%	1%	2%	**	**	2%	2%	2%	**	**	**	2%	2%	3%	1%
	15%	11%	2%	13%	26%	98%	4%	10%	**	**	4%	90%	12%	**	**	**	6%	6%	8%	3%
Don't know	6	4	6	10	18	29	-	5	**	**	2	24	9	**	**	**	4	5	5	4
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17J (QD21J). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... Reception/ accessing network. (SINGLE CODE).

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158	
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126	
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115	
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%	
Base for %	310	165	91	256	682	1847	188	256	26	37	81	1787	224	15	12	6	107	117	113	111	
	15%	8%	4%	13%	33%	91%	9%	13%	**	**	4%	88%	11%	**	**	**	5%	6%	6%	5%	
Very satisfied	159	88	48	136	366	1029	79	142	**	**	41	972	121	**	**	**	50	71	55	67	
	51%	53%	53%	53%	54%	56%	42%	56%	**	**	50%	54%	54%	**	**	**	47%	61%	48%	60%	
						g												qs		q	
	14%	8%	4%	12%	33%	92%	7%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	5%	6%	
Fairly satisfied	115	58	34	92	247	615	96	82	**	**	29	630	78	**	**	**	42	35	45	33	
	37%	35%	38%	36%	36%	33%	51%	32%	**	**	36%	35%	35%	**	**	**	40%	30%	40%	30%	
						f															
	16%	8%	5%	13%	35%	86%	14%	12%	**	**	4%	89%	11%	**	**	**	6%	5%	6%	5%	
TOTAL SATISFIED	274	146	82	228	613	1644	176	224	**	**	70	1602	199	**	**	**	93	106	100	100	
	88%	88%	90%	89%	90%	89%	93%	88%	**	**	86%	90%	89%	**	**	**	87%	91%	88%	90%	
																mo					
	15%	8%	5%	13%	34%	90%	10%	12%	**	**	4%	88%	11%	**	**	**	5%	6%	5%	5%	
Neither	14	9	5	14	30	83	6	16	**	**	5	73	12	**	**	**	6	6	4	7	
	5%	5%	6%	5%	4%	5%	3%	6%	**	**	6%	4%	5%	**	**	**	5%	5%	4%	7%	
	16%	10%	6%	15%	34%	93%	7%	18%	**	**	5%	82%	13%	**	**	**	6%	7%	5%	8%	
Fairly dissatisfied	15	5	3	8	26	83	5	9	**	**	5	78	7	**	**	**	5	2	3	4	
	5%	3%	3%	3%	4%	5%	2%	4%	**	**	6%	4%	3%	**	**	**	4%	2%	3%	3%	
	17%	6%	3%	9%	30%	95%	5%	11%	**	**	5%	89%	8%	**	**	**	5%	2%	4%	4%	
Very dissatisfied	7	6	1	7	13	36	2	6	**	**	2	33	6	**	**	**	4	2	6	1	
	2%	3%	1%	3%	2%	2%	1%	2%	**	**	2%	2%	3%	**	**	**	4%	2%	5%	1%	
																		t			
	19%	15%	2%	17%	33%	94%	6%	16%	**	**	5%	84%	16%	**	**	**	10%	6%	14%	1%	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																					

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17J (QD21J). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... Reception/ accessing network. (SINGLE CODE).

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	543	357	175	532	1297	3189	198	520	65	77	169	2872	340	62	69	61	189	151	182	158
Effective Weighted Sample	375	214	123	337	858	2166	171	342	40	50	126	1982	270	39	42	51	167	117	145	126
Total	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	6	112	123	119	115
	15%	8%	5%	13%	34%	91%	9%	13%	**	**	4%	87%	11%	**	**	**	5%	6%	6%	6%
TOTAL DISSATISFIED	22	11	4	14	39	120	7	16	**	**	7	111	13	**	**	**	9	4	9	4
	7%	6%	4%	6%	6%	6%	4%	6%	**	**	8%	6%	6%	**	**	**	8%	4%	8%	4%
	17%	8%	3%	11%	31%	95%	6%	12%	**	**	5%	88%	10%	**	**	**	7%	3%	7%	3%
Don't know	6	4	8	12	20	32	-	7	**	**	2	25	11	**	**	**	4	6	6	4
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17K (QD21K). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... Ability to connect to the internet using the mobile network (3G). (SINGLE CODE).

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Base for %	57	11	*	11	164	745	96	70	6	9	8	775	10	1	*	*	9	1	6	3
	**	**	**	**	19%	88%	**	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Very satisfied	**	**	**	**	85	393	**	43	**	**	**	407	**	**	**	**	**	**	**	**
	**	**	**	**	52%	53%	**	61%	**	**	**	52%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	88%	**	10%	**	**	**	91%	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	52	248	**	16	**	**	**	271	**	**	**	**	**	**	**	**
	**	**	**	**	32%	33%	**	24%	**	**	**	35%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	86%	**	6%	**	**	**	94%	**	**	**	**	**	**	**	**
TOTAL SATISFIED	**	**	**	**	137	641	**	59	**	**	**	678	**	**	**	**	**	**	**	**
	**	**	**	**	83%	86%	**	85%	**	**	**	87%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	87%	f	8%	**	**	**	92%	**	**	**	**	**	**	**	**
Neither	**	**	**	**	17	57	**	8	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	10%	8%	**	12%	**	**	**	7%	**	**	**	**	**	**	**	**
	**	**	**	**	28%	96%	**	14%	**	**	**	87%	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	5	33	**	1	**	**	**	34	**	**	**	**	**	**	**	**
	**	**	**	**	3%	4%	**	1%	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	16%	96%	**	2%	**	**	**	98%	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	5	13	**	2	**	**	**	12	**	**	**	**	**	**	**	**
	**	**	**	**	3%	2%	**	2%	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	37%	100%	**	12%	**	**	**	89%	**	**	**	**	**	**	**	**
TOTAL DISSATISFIED	**	**	**	**	10	46	**	2	**	**	**	46	**	**	**	**	**	**	**	**
	**	**	**	**	6%	6%	**	3%	**	**	**	6%	**	**	**	**	**	**	**	**
	**	**	**	**	22%	97%	**	5%	**	**	**	95%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD17K (QD21K). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... Ability to connect to the internet using the mobile network (3G). (SINGLE CODE).

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	*d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	95	30	3	33	300	1204	96	118	13	15	19	1184	21	3	6	3	20	1	14	7
Effective Weighted Sample	68	22	2	24	202	828	84	85	9	11	15	822	19	2	4	2	18	1	13	6
Total	66	13	1	13	180	784	97	78	7	11	10	807	12	1	1	*	11	1	7	4
	**	**	**	**	20%	89%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	16	39	**	9	**	**	**	32	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Yes - PC	172	81	42	123	289	910	76	111	15	23	30	882	113	4	5	**	57	55	73	40
	50%	40%	22%	31%	33%	44%	39%	33%	34%	44%	27%	46%	34%	14%	27%	**	39%	30%	45%	23%
	bcd	cd		c						k		hk	np				t		rt	
	17%	8%	4%	12%	29%	92%	8%	11%	2%	2%	3%	89%	11%	*%	1%	**	6%	6%	7%	4%
Yes - laptop	185	84	26	109	352	1252	122	148	12	18	36	1236	98	5	4	**	53	45	60	38
	53%	41%	14%	28%	41%	61%	63%	44%	28%	34%	32%	64%	29%	17%	21%	**	36%	24%	38%	22%
	bcd	cd		c				ik				hijk	n				rt		rt	
	13%	6%	2%	8%	25%	91%	9%	11%	1%	1%	3%	89%	7%	*%	*%	**	4%	3%	4%	3%
Yes - netbook	14	4	-	4	24	144	5	17	2	3	2	133	4	-	-	**	2	2	4	-
	4%	2%	-%	1%	3%	7%	3%	5%	6%	6%	2%	7%	1%	-%	-%	**	1%	1%	3%	-%
	cd	c				g						k							t	
	9%	3%	-%	3%	16%	97%	3%	12%	2%	2%	1%	89%	3%	-%	-%	**	1%	1%	3%	-%
Yes - tablet computer - e.g. iPad	25	6	2	8	31	219	22	20	3	3	4	223	7	*	1	**	2	4	4	3
	7%	3%	1%	2%	4%	11%	11%	6%	6%	7%	4%	12%	2%	1%	6%	**	2%	2%	2%	2%
	bcd											hk								
	10%	2%	1%	3%	13%	90%	9%	8%	1%	1%	2%	92%	3%	*%	*%	**	1%	2%	2%	1%
TOTAL YES	265	132	59	191	514	1613	156	198	21	29	55	1583	172	9	7	**	90	82	105	68
	76%	65%	31%	49%	59%	78%	80%	59%	48%	55%	49%	82%	52%	28%	36%	**	61%	44%	65%	39%
	bcd	cd		c				k				hijk	nop				rt		rt	
	15%	7%	3%	11%	29%	91%	9%	11%	1%	2%	3%	89%	10%	1%	*%	**	5%	5%	6%	4%
No	81	71	129	200	349	438	38	135	22	23	58	334	159	23	12	**	55	104	55	104
	23%	35%	68%	51%	40%	21%	19%	40%	52%	44%	51%	17%	48%	71%	64%	**	38%	56%	34%	60%
		a	abd	ab				l	l	l	hl			m	m	m		qs		qs
	17%	15%	27%	42%	74%	93%	8%	29%	5%	5%	12%	71%	34%	5%	3%	**	12%	22%	12%	22%
Don't know	1	2	1	2	5	4	1	2	-	*	-	4	2	*	*	**	1	1	1	1
	*%	1%	*%	1%	1%	*%	1%	*%	-%	*%	-%	*%	1%	*%	*%	**	1%	*%	*%	1%
	17%	25%	11%	37%	85%	69%	23%	27%	-%	1%	-%	73%	35%	1%	1%	**	24%	11%	11%	23%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE2 (QE1A). SHOWCARD How likely is it that your household will get a tablet computer - such as an iPad - in the next 12 months? (SINGLE CODE)

Base : Those without a tablet computer in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	557	436	338	774	1571	3243	185	652	97	115	236	2782	472	103	106	93	249	223	230	242
Effective Weighted Sample	386	256	223	479	1028	2189	159	422	60	69	165	1916	372	62	65	77	217	174	180	192
Total	321	198	187	385	837	1837	173	314	41	49	109	1699	327	31	18	9	145	183	157	171
	16%	10%	9%	19%	42%	91%	9%	16%	**	2%	5%	84%	16%	2%	1%	**	7%	9%	8%	8%
Certain to	6	2	1	3	9	39	6	5	**	*	1	40	1	1	*	**	1	1	1	-
	2%	1%	*%	1%	1%	2%	3%	2%	**	*%	1%	2%	*%	3%	2%	**	*%	*%	1%	-%
														m						
Very likely	14%	5%	1%	6%	20%	86%	12%	11%	**	*%	2%	88%	3%	2%	1%	**	1%	1%	3%	-%
	20	3	-	3	21	84	10	9	**	1	4	84	3	-	*	**	3	1	3	-
	6%	2%	-%	1%	3%	5%	6%	3%	**	2%	4%	5%	1%	-%	1%	**	2%	*%	2%	-%
	bcd							h				h								
	21%	3%	-%	3%	23%	90%	10%	9%	**	1%	4%	91%	3%	-%	*%	**	3%	1%	3%	-%
Likely	25	8	4	12	45	173	23	17	**	4	2	179	11	1	*	**	4	7	8	3
	8%	4%	2%	3%	5%	9%	13%	5%	**	8%	2%	11%	3%	3%	2%	**	3%	4%	5%	2%
	cd							k		k		hik								
	13%	4%	2%	6%	23%	89%	12%	8%	**	2%	1%	92%	6%	1%	*%	**	2%	4%	4%	2%
TOTAL LIKELY	51	14	5	18	76	296	38	30	**	5	6	303	15	2	1	**	7	8	12	3
	16%	7%	2%	5%	9%	16%	22%	10%	**	10%	6%	18%	5%	7%	5%	**	5%	5%	8%	2%
	bcd	c						hik				hik							t	
	15%	4%	1%	5%	23%	89%	11%	9%	**	1%	2%	91%	5%	1%	*%	**	2%	3%	4%	1%
Unlikely	41	28	13	41	118	309	34	48	**	8	13	300	37	2	2	**	18	18	20	16
	13%	14%	7%	11%	14%	17%	19%	15%	**	15%	12%	18%	11%	6%	10%	**	13%	10%	13%	10%
	c	c																		
	12%	8%	4%	12%	34%	89%	10%	14%	**	2%	4%	86%	11%	1%	1%	**	5%	5%	6%	5%
Very unlikely	81	44	31	75	178	388	32	62	**	7	22	360	63	7	4	**	34	29	38	25
	25%	22%	16%	20%	21%	21%	19%	20%	**	15%	20%	21%	19%	22%	22%	**	24%	16%	24%	15%
	cd																t		rt	
	19%	11%	7%	18%	42%	92%	8%	15%	**	2%	5%	85%	15%	2%	1%	**	8%	7%	9%	6%
Certain not to	117	101	123	224	390	627	36	148	**	28	60	512	188	19	11	**	76	112	73	115
	36%	51%	66%	58%	47%	34%	21%	47%	**	56%	55%	30%	58%	61%	60%	**	53%	61%	47%	67%
		a	abd	a		g		l	l	l	l					m		s		qs
	18%	15%	19%	34%	59%	95%	5%	22%	**	4%	9%	77%	28%	3%	2%	**	12%	17%	11%	17%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE2 (QE1A). SHOWCARD How likely is it that your household will get a tablet computer - such as an iPad - in the next 12 months? (SINGLE CODE)

Base : Those without a tablet computer in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	557	436	338	774	1571	3243	185	652	97	115	236	2782	472	103	106	93	249	223	230	242
Effective Weighted Sample	386	256	223	479	1028	2189	159	422	60	69	165	1916	372	62	65	77	217	174	180	192
Total	321	198	187	385	837	1837	173	314	41	49	109	1699	327	31	18	9	145	183	157	171
	16%	10%	9%	19%	42%	91%	9%	16%	**	2%	5%	84%	16%	2%	1%	**	7%	9%	8%	8%
TOTAL UNLIKELY	239	173	167	340	687	1324	102	258	**	42	95	1172	288	28	16	**	129	160	132	156
	74%	87%	90%	88%	82%	72%	59%	82%	**	86%	87%	69%	88%	89%	93%	**	89%	87%	84%	92%
	a	a	a	a		g		l	l	l	l									s
	17%	12%	12%	24%	48%	92%	7%	18%	**	3%	7%	82%	20%	2%	1%	**	9%	11%	9%	11%
Don't know	32	12	15	26	75	217	34	25	**	2	8	225	24	2	*	**	9	15	13	11
	10%	6%	8%	7%	9%	12%	19%	8%	**	5%	7%	13%	7%	5%	3%	**	6%	8%	8%	6%
						f						hjk								
	13%	5%	6%	11%	30%	87%	13%	10%	**	1%	3%	90%	10%	1%	*%	**	4%	6%	5%	4%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE3 (QE2). Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, mobile phone etc)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Yes - have access and use at home	253	122	45	166	491	1569	151	178	21	25	46	1551	150	8	6	**	81	69	94	55
	73%	60%	24%	42%	57%	76%	77%	53%	48%	48%	40%	81%	45%	25%	33%	**	55%	37%	59%	32%
	bcd	cd		c				k				hijk	np			**	rt		rt	
	15%	7%	3%	10%	28%	91%	9%	10%	1%	1%	3%	90%	9%	*%	*%	**	5%	4%	5%	3%
Yes - have access but don't use at home	6	10	6	16	29	48	3	14	*	1	9	37	14	1	*	**	6	8	4	10
	2%	5%	3%	4%	3%	2%	2%	4%	*%	3%	8%	2%	4%	3%	2%	**	4%	5%	3%	6%
		a						l			il					**				
	12%	19%	12%	31%	57%	94%	6%	28%	*%	3%	17%	72%	27%	2%	1%	**	11%	16%	9%	19%
No do not have access at home	85	72	136	208	343	428	41	137	22	26	57	328	167	23	12	**	60	107	59	108
	24%	35%	72%	53%	40%	21%	21%	41%	51%	49%	51%	17%	50%	72%	64%	**	41%	57%	37%	62%
		a	abd	ab				l	l	l	hl			m	m	m		qs		qs
	18%	15%	29%	44%	73%	91%	9%	29%	5%	6%	12%	70%	36%	5%	3%	**	13%	23%	13%	23%
Don't know	3	1	2	3	5	10	*	5	*	-	1	6	3	*	*	**	*	3	2	1
	1%	*%	1%	1%	1%	*%	*%	1%	1%	-%	1%	*%	1%	*%	*%	**	*%	1%	1%	1%
								l								**				
	28%	6%	24%	30%	46%	99%	2%	45%	4%	-%	11%	56%	29%	1%	1%	**	3%	26%	20%	9%
INTERNET ACCESS AT HOME																				
YES	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	**	86	78	99	65
	75%	64%	27%	46%	60%	79%	79%	58%	48%	51%	48%	83%	49%	28%	36%	**	59%	42%	62%	37%
	bcd	cd		c				k				hijk	nop			**	rt		rt	
	15%	7%	3%	10%	29%	91%	9%	11%	1%	2%	3%	89%	9%	*%	*%	**	5%	4%	6%	4%
NO	85	72	136	208	343	428	41	137	22	26	57	328	167	23	12	**	60	107	59	108
	24%	35%	72%	53%	40%	21%	21%	41%	51%	49%	51%	17%	50%	72%	64%	**	41%	57%	37%	62%
		a	abd	ab				l	l	l	hl			m	m	m		qs		qs
	18%	15%	29%	44%	73%	91%	9%	29%	5%	6%	12%	70%	36%	5%	3%	**	13%	23%	13%	23%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE4 (IN6). SHOWCARD Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Your workplace	66	6	-	6	39	525	56	32	4	3	1	558	5	*	*	**	3	3	5	-
	19%	3%	-%	1%	4%	26%	29%	10%	10%	6%	1%	29%	2%	*%	1%	**	2%	1%	3%	-%
	bcd	c						k	k	k		hijk							t	
	11%	1%	-%	1%	7%	89%	10%	5%	1%	1%	*%	95%	1%	*%	*%	**	*%	*%	1%	-%
Anywhere - using a 3G mobile phone/ smartphone	35	5	-	5	100	498	63	47	5	7	3	517	5	-	*	**	5	-	3	1
	10%	2%	-%	1%	11%	24%	32%	14%	12%	14%	3%	27%	1%	-%	2%	**	3%	-%	2%	1%
	bcd	c					f	k	k	k		hijk					r			
	6%	1%	-%	1%	18%	89%	11%	8%	1%	1%	1%	92%	1%	-%	*%	**	1%	-%	1%	*%
In someone else's home	25	11	1	12	82	289	33	25	1	1	4	301	9	1	1	**	7	3	7	2
	7%	5%	1%	3%	9%	14%	17%	7%	3%	1%	4%	16%	3%	4%	5%	**	4%	1%	4%	1%
	cd	c						j				hijk								
	8%	3%	*%	4%	25%	89%	10%	8%	*%	*%	1%	93%	3%	*%	*%	**	2%	1%	2%	1%
Anywhere - using Wi-Fi/ wireless broadband and a laptop/ portable media player/ portable games console/ tablet computer	17	5	1	6	25	155	18	15	1	1	2	160	6	-	-	**	5	1	5	1
	5%	3%	*%	1%	3%	8%	9%	4%	2%	2%	2%	8%	2%	-%	-%	**	3%	1%	3%	1%
	cd											hk					t			
	10%	3%	*%	3%	14%	89%	10%	8%	1%	1%	1%	92%	3%	-%	-%	**	3%	1%	3%	1%
Library	11	6	2	8	36	81	28	12	1	1	3	103	7	*	*	**	3	4	5	2
	3%	3%	1%	2%	4%	4%	14%	4%	3%	2%	3%	5%	2%	2%	2%	**	2%	2%	3%	1%
							f													
	10%	5%	2%	7%	31%	70%	24%	11%	1%	1%	3%	89%	6%	*%	*%	**	3%	3%	4%	2%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE4 (IN6). SHOWCARD Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
School/ college	2	1	-	1	15	100	17	4	1	-	-	110	1	-	-	**	1	-	1	-
	*%	*%	-%	*%	2%	5%	9%	1%	2%	-%	-%	6%	*%	-%	-%	**	*%	-%	*%	-%
							f					hjk								
	1%	*%	-%	*%	13%	88%	15%	3%	1%	-%	-%	97%	*%	-%	-%	**	*%	-%	*%	-%
Internet café	10	2	-	2	14	59	11	9	1	1	2	62	2	-	*	**	2	-	1	1
	3%	1%	-%	1%	2%	3%	6%	3%	2%	1%	2%	3%	1%	-%	*%	**	2%	-%	1%	1%
	cd						f													
	14%	3%	-%	3%	20%	84%	16%	12%	1%	1%	3%	88%	3%	-%	*%	**	3%	-%	2%	1%
University	1	1	-	1	4	43	15	7	-	-	*	50	1	-	-	**	1	-	1	-
	*%	*%	-%	*%	*%	2%	8%	2%	-%	-%	*%	3%	*%	-%	-%	**	*%	-%	*%	-%
							f					k								
	2%	1%	-%	1%	7%	75%	27%	12%	-%	-%	*%	89%	1%	-%	-%	**	1%	-%	1%	-%
Other	3	1	-	1	9	17	3	3	-	1	-	16	1	-	*	**	1	-	1	-
	1%	*%	-%	*%	1%	1%	2%	1%	-%	1%	-%	1%	*%	-%	1%	**	*%	-%	*%	-%
	14%	4%	-%	4%	46%	86%	17%	15%	-%	3%	-%	85%	3%	-%	1%	**	3%	-%	3%	-%
No, do not	233	177	185	362	654	1034	66	234	35	42	103	862	307	30	17	**	130	177	139	168
	67%	87%	98%	92%	75%	50%	34%	70%	82%	79%	91%	45%	92%	94%	91%	**	88%	95%	87%	97%
	a	abd		ab	g			l	l	l	hijl							qs		qs
	21%	16%	17%	33%	59%	94%	6%	21%	3%	4%	9%	78%	28%	3%	2%	**	12%	16%	13%	15%
EVER USE INTERNET AT HOME OR ELSEWHERE	262	125	47	172	533	1657	170	194	21	27	48	1644	156	8	6	**	83	72	97	58
	76%	61%	25%	44%	61%	81%	87%	58%	48%	50%	43%	86%	47%	26%	35%	**	57%	39%	61%	34%
	bcd	cd		c			f	k				hijk	np				rt		rt	
	14%	7%	3%	9%	29%	90%	9%	11%	1%	1%	3%	90%	8%	*%	*%	**	5%	4%	5%	3%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE5 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	428	243	73	316	927	2702	177	357	43	50	98	2527	216	30	42	28	140	76	141	75
Effective Weighted Sample	300	148	52	200	619	1852	153	235	28	32	71	1759	169	17	25	23	124	60	111	59
Total	262	125	47	172	533	1657	170	194	21	27	48	1644	156	8	6	2	83	72	97	58
	14%	7%	**	9%	29%	90%	9%	11%	**	**	**	90%	8%	**	**	**	5%	**	5%	**
Every day	160	68	**	81	305	1178	106	129	**	**	**	1162	74	**	**	**	50	**	49	**
	61%	55%	**	47%	57%	71%	62%	66%	**	**	**	71%	48%	**	**	**	60%	**	51%	**
	cd	c		c		g		k				k					rt		r	
	12%	5%	**	6%	24%	92%	8%	10%	**	**	**	90%	6%	**	**	**	4%	**	4%	**
Several times a week	58	26	**	38	105	266	40	27	**	**	**	284	33	**	**	**	15	**	21	**
	22%	21%	**	22%	20%	16%	23%	14%	**	**	**	17%	21%	**	**	**	18%	**	22%	**
	19%	8%	**	12%	34%	86%	13%	9%	**	**	**	91%	11%	**	**	**	5%	**	7%	**
At least once a week	21	9	**	17	45	95	10	15	**	**	**	92	15	**	**	**	7	**	7	**
	8%	7%	**	10%	8%	6%	6%	8%	**	**	**	6%	10%	**	**	**	8%	**	7%	**
	20%	8%	ab	16%	42%	90%	10%	14%	**	**	**	87%	14%	**	**	**	7%	**	7%	**
At least once a month	6	8	**	11	25	44	7	5	**	**	**	46	10	**	**	**	2	**	7	**
	2%	6%	**	6%	5%	3%	4%	2%	**	**	**	3%	6%	**	**	**	3%	**	7%	**
	12%	16%	**	21%	50%	86%	14%	9%	**	**	**	91%	19%	**	**	**	5%	**	14%	**
A few times a year	4	3	**	5	9	15	2	3	**	**	**	14	5	**	**	**	1	**	4	**
	2%	2%	**	3%	2%	1%	1%	2%	**	**	**	1%	3%	**	**	**	2%	**	4%	**
	26%	15%	**	29%	53%	90%	12%	19%	**	**	**	79%	27%	**	**	**	8%	**	22%	**
Less than once a year	1	1	**	1	2	3	-	1	**	**	**	2	1	**	**	**	-	**	-	**
	%	1%	**	1%	%	%	-%	%	**	**	**	%	1%	**	**	**	-%	**	-%	**
	28%	45%	**	45%	70%	100%	-%	26%	**		**	72%	45%	**	**	**	-%	**	-%	**
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE5 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	n	o	p	q	*r	s	*t
Unweighted total	428	243	73	316	927	2702	177	357	43	50	98	2527	216	30	42	28	140	76	141	75
Effective Weighted Sample	300	148	52	200	619	1852	153	235	28	32	71	1759	169	17	25	23	124	60	111	59
Total	262	125	47	172	533	1657	170	194	21	27	48	1644	156	8	6	2	83	72	97	58
	14%	7%	**	9%	29%	90%	9%	11%	**	**	**	90%	8%	**	**	**	5%	**	5%	**
Never	10	9	**	18	32	40	-	12	**	**	**	28	17	**	**	**	7	**	7	**
	4%	7%	**	11%	6%	2%	-%	6%	**	**	**	2%	11%	**	**	**	8%	**	8%	**
			ab	a				l	l	l	hl									
	24%	23%	**	46%	80%	100%	-%	30%	**	**	**	70%	42%	**	**	**	17%	**	19%	**
TOTAL AT LEAST ONCE A WEEK	240	103	**	136	455	1540	156	171	**	**	**	1537	122	**	**	**	73	**	78	**
	91%	82%	**	79%	85%	93%	92%	88%	**	**	**	93%	79%	**	**	**	87%	**	80%	**
	bcd							hijk				hijk					r			
	14%	6%	**	8%	27%	90%	9%	10%	**	**	**	90%	7%	**	**	**	4%	**	5%	**
TOTAL EVER	251	114	**	153	491	1602	165	179	**	**	**	1598	138	**	**	**	77	**	89	**
	96%	92%	**	89%	92%	97%	97%	93%	**	**	**	97%	88%	**	**	**	92%	**	91%	**
	cd	c						hik				hik								
	14%	6%	**	9%	28%	90%	9%	10%	**	**	**	90%	8%	**	**	**	4%	**	5%	**
Don't know	2	1	**	1	9	16	4	3	**	**	**	18	1	**	**	**	-	**	1	**
	1%	1%	**	1%	2%	1%	3%	1%	**	**	**	1%	1%	**	**	**	-%	**	1%	**
	9%	6%	**	6%	46%	76%	21%	13%	**	**	**	89%	6%	**	**	**	-%	**	6%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Ordinary phone line - dialup access	2	1	**	2	4	7	1	2	**	**	1	6	2	**	**	**	2	**	1	**
	1%	*%	**	1%	1%	*%	1%	1%	**	**	2%	*%	1%	**	**	**	2%	**	1%	**
	28%	9%	**	23%	53%	89%	14%	20%	**	**	16%	81%	22%	**	**	**	22%	**	14%	**
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router,	243	127	**	175	450	1476	136	177	**	**	49	1444	158	**	**	**	83	**	94	**
	94%	97%	**	96%	86%	91%	88%	92%	**	**	89%	91%	97%	**	**	**	96%	**	96%	**
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer	24	8	**	10	70	258	31	30	**	**	6	260	9	**	**	**	6	**	6	**
	9%	6%	**	5%	13%	16%	20%	15%	**	**	11%	16%	5%	**	**	**	7%	**	6%	**
	8%	3%	**	3%	24%	89%	11%	10%	**	**	2%	90%	3%	**	**	**	2%	**	2%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	27	6	**	6	100	417	40	43	**	**	5	414	6	**	**	**	4	**	3	**
	11%	5%	**	4%	19%	26%	26%	22%	**	**	8%	26%	4%	**	**	**	5%	**	3%	**
	bcd							k		k		k								
	6%	1%	**	1%	22%	92%	9%	9%	**	**	1%	91%	1%	**	**	**	1%	**	1%	**
ISDN line - mid speed access, allows you to make voice calls at the same time as using the internet	1	1	**	1	2	6	-	1	**	**	-	6	1	**	**	**	1	**	1	**
	*%	1%	**	*%	*%	*%	-%	*%	**	**	-%	*%	1%	**	**	**	1%	**	1%	**
	10%	13%	**	13%	24%	100%	-%	9%	**	**	-%	90%	13%	**	**	**	8%	**	13%	**
TOTAL NARROWBAND	3	1	**	3	5	13	1	2	**	**	1	12	2	**	**	**	2	**	2	**
	1%	1%	**	1%	1%	1%	1%	1%	**	**	2%	1%	2%	**	**	**	2%	**	2%	**
	20%	11%	**	18%	40%	94%	7%	15%	**	**	9%	85%	18%	**	**	**	16%	**	14%	**
TOTAL BROADBAND (INC. USING MOBILE PHONE)	255	131	**	180	514	1607	153	191	**	**	53	1578	163	**	**	**	85	**	98	**
	99%	100%	**	99%	99%	99%	99%	99%	**	**	98%	99%	99%	**	**	**	99%	**	99%	**
	14%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	253	130	**	180	494	1567	148	189	**	**	52	1537	162	**	**	**	85	**	98	**
	98%	99%	**	99%	95%	97%	96%	98%	**	**	95%	97%	99%	**	**	**	98%	**	99%	**
	15%	8%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
MOBILE BROADBAND ONLY	10	3	**	5	44	92	11	12	**	**	3	93	4	**	**	**	2	**	3	**
	4%	2%	**	3%	9%	6%	7%	6%	**	**	6%	6%	2%	**	**	**	2%	**	3%	**
	10%	3%	**	5%	42%	88%	11%	11%	**	**	3%	89%	4%	**	**	**	2%	**	3%	**
Other	1	-	**	-	-	1	-	*	**	**	*	1	-	**	**	**	-	**	-	**
	*%	-%	**	-%	-%	*%	-%	*%	**	**	*%	*%	-%	**	**	**	-%	**	-%	**
	52%	-%	**	-%	-%	100%	-%	9%	**	**	9%	91%	-%	**	**	**	-%	**	-%	**
Don't know	1	1	**	1	3	5	-	*	**	**	-	4	-	**	**	**	-	**	-	**
	*%	*%	**	*%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	**	-%	**
	21%	13%	**	18%	54%	100%	-%	5%	**	**	-%	95%	-%	**	m	m	-%	**	-%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Ordinary phone line - dialup access	2	1	1	2	4	7	1	2	*	*	1	6	2	-	-	**	2	-	1	1
	1%	*%	1%	*%	*%	*%	1%	*%	*%	*%	1%	*%	*%	-%	-%	**	1%	-%	1%	*%
	28%	9%	14%	23%	53%	89%	14%	20%	1%	1%	16%	81%	22%	-%	-%	**	22%	-%	14%	8%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router,	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	**	83	76	94	64
	70%	62%	25%	44%	52%	72%	70%	53%	46%	49%	43%	75%	47%	27%	31%	**	56%	41%	59%	37%
	bcd	cd		c				k				hijk	nop			**	rt		rt	
	15%	8%	3%	11%	28%	91%	8%	11%	1%	2%	3%	89%	10%	1%	*%	**	5%	5%	6%	4%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	**	6	3	6	3
	7%	4%	1%	3%	8%	13%	16%	9%	10%	3%	5%	14%	3%	2%	3%	**	4%	1%	3%	2%
	cd											hjk				**				
	8%	3%	1%	3%	24%	89%	11%	10%	2%	*%	2%	90%	3%	*%	*%	**	2%	1%	2%	1%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	27	6	-	6	100	417	40	43	4	8	5	414	6	*	-	**	4	2	3	3
	8%	3%	-%	2%	12%	20%	21%	13%	9%	15%	4%	22%	2%	*%	-%	**	3%	1%	2%	2%
	bcd	c						k		k		hik								
	6%	1%	-%	1%	22%	92%	9%	9%	1%	2%	1%	91%	1%	*%	-%	**	1%	*%	1%	1%
ISDN line - mid speed access, allows you to make voice calls at the same time as using the internet	1	1	-	1	2	6	-	1	-	1	-	6	1	-	-	**	1	*	1	-
	*%	*%	-%	*%	*%	*%	-%	*%	-%	1%	-%	*%	*%	-%	-%	**	*%	*%	1%	-%
	10%	13%	-%	13%	24%	100%	-%	9%	-%	9%	-%	90%	13%	-%	-%	**	8%	5%	13%	-%
TOTAL NARROWBAND	3	1	1	3	5	13	1	2	*	1	1	12	2	-	-	**	2	*	2	1
	1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	-%	-%	**	1%	*%	1%	*%
	20%	11%	8%	18%	40%	94%	7%	15%	*%	5%	9%	85%	18%	-%	-%	**	16%	2%	14%	4%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	255	131	50	180	514	1607	153	191	21	27	53	1578	163	9	6	**	85	78	98	65
	74%	64%	26%	46%	59%	78%	79%	57%	48%	50%	47%	82%	49%	28%	33%	**	58%	42%	61%	37%
	bcd	cd		c				k				hijk	nop				rt		rt	
	14%	7%	3%	10%	29%	91%	9%	11%	1%	2%	3%	89%	9%	1%	*%	**	5%	4%	6%	4%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE6 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	253	130	50	180	494	1567	148	189	21	27	52	1537	162	9	6	**	85	78	98	64
	73%	64%	26%	46%	57%	76%	76%	56%	48%	50%	46%	80%	49%	28%	33%	**	58%	42%	61%	37%
	bcd	cd		c				k				hijk	nop			**	rt		rt	
	15%	8%	3%	10%	29%	91%	9%	11%	1%	2%	3%	89%	9%	1%	*%	**	5%	5%	6%	4%
MOBILE BROADBAND ONLY	10	3	2	5	44	92	11	12	1	1	3	93	4	*	*	**	2	2	3	1
	3%	1%	1%	1%	5%	4%	6%	4%	2%	1%	3%	5%	1%	1%	1%	**	1%	1%	2%	*%
	10%	3%	2%	5%	42%	88%	11%	11%	1%	1%	3%	89%	4%	*%	*%	**	2%	2%	3%	1%
Other	1	-	-	-	-	1	-	*	-	-	*	1	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	*%	-%	-%	-%	**	-%	-%	-%	-%
	52%	-%	-%	-%	-%	100%	-%	9%	-%	-%	9%	91%	-%	-%	-%	**	-%	-%	-%	-%
Don't know	1	1	*	1	3	5	-	*	-	*	-	4	-	-	1	**	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	3%	**	-%	-%	-%	-%
															m	m				
	21%	13%	5%	18%	54%	100%	-%	5%	-%	5%	-%	95%	-%	-%	13%	**	-%	-%	-%	-%
No internet access at home	85	72	136	208	343	428	41	137	22	26	57	328	167	23	12	**	60	107	59	108
	24%	35%	72%	53%	40%	21%	21%	41%	51%	49%	51%	17%	50%	72%	64%	**	41%	57%	37%	62%
		a	abd	ab				l	l	l	hl			m	m	m		qs		qs
	18%	15%	29%	44%	73%	91%	9%	29%	5%	6%	12%	70%	36%	5%	3%	**	13%	23%	13%	23%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Yes	**	**	**	**	63	233	**	**	**	**	**	240	**	**	**	**	**	**	**	**
	**	**	**	**	90%	91%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	89%	**	**	**	**	**	h 91%	**	**	**	**	**	**	**	**
No	**	**	**	**	6	23	**	**	**	**	**	18	**	**	**	**	**	**	**	**
	**	**	**	**	9%	9%	**	**	**	**	**	7%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	95%	**	**	**	**	**	76%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	1	1	**	**	**	**	**	1	**	**	**	**	**	**	**	**
	**	**	**	**	1%	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	52%	100%	**	**	**	**	**	100%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE7 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Yes	21	7	2	9	63	233	30	24	3	*	5	240	7	*	*	**	5	3	5	2
	6%	3%	1%	2%	7%	11%	15%	7%	7%	1%	5%	12%	2%	2%	1%	**	3%	1%	3%	1%
	cd							j				hjk								
	8%	3%	1%	3%	24%	89%	11%	9%	1%	*%	2%	91%	3%	*%	*%	**	2%	1%	2%	1%
No	3	*	*	1	6	23	1	6	1	1	1	18	*	*	*	**	*	-	*	-
	1%	*%	*%	*%	1%	1%	1%	2%	3%	2%	1%	1%	*%	*%	1%	**	*%	-%	*%	-%
	14%	2%	1%	3%	26%	95%	5%	25%	5%	4%	3%	76%	1%	*%	1%	**	1%	-%	1%	-%
Don't know	-	1	-	1	1	1	-	-	-	-	-	1	1	-	-	**	1	-	-	1
	-%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	**	1%	-%	-%	*%
	-%	52%	-%	52%	52%	100%	-%	-%	-%	-%	-%	100%	52%	-%	-%	**	52%	-%	-%	52%
DO NOT HAVE MOBILE BROADBAND CONNECTION IN HOUSEHOLD	322	196	187	383	798	1798	164	304	39	52	107	1662	325	31	18	**	141	184	155	171
	93%	96%	99%	97%	92%	87%	84%	91%	90%	97%	95%	86%	97%	98%	97%	**	96%	99%	97%	98%
			a	a				l		l	l									
	16%	10%	10%	19%	41%	91%	8%	15%	2%	3%	5%	84%	17%	2%	1%	**	7%	9%	8%	9%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE8 (QE22C). Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	~g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	35	16	2	18	113	364	29	42	4	2	12	352	11	2	1	4	9	2	7	4
Effective Weighted Sample	24	11	1	10	74	252	24	28	4	2	8	248	8	1	1	3	8	2	5	3
Total	21	7	2	9	63	233	30	24	3	*	5	240	7	*	*	*	5	3	5	2
	**	**	**	**	24%	89%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
I always use in the home	**	**	**	**	19	51	**	**	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	31%	22%	**	**	**	**	**	21%	**	**	**	**	**	**	**	**
	**	**	**	**	33%	87%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
I mainly use in the home	**	**	**	**	14	28	**	**	**	**	**	29	**	**	**	**	**	**	**	**
	**	**	**	**	22%	12%	**	**	**	**	**	12%	**	**	**	**	**	**	**	**
	**	**	**	**	44%	91%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
I use equally in the home and outside the home	**	**	**	**	22	107	**	**	**	**	**	113	**	**	**	**	**	**	**	**
	**	**	**	**	35%	46%	**	**	**	**	**	47%	**	**	**	**	**	**	**	**
	**	**	**	**	18%	88%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
I mainly use outside the home	**	**	**	**	4	28	**	**	**	**	**	29	**	**	**	**	**	**	**	**
	**	**	**	**	7%	12%	**	**	**	**	**	12%	**	**	**	**	**	**	**	**
	**	**	**	**	13%	89%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
I always use outside the home	**	**	**	**	3	17	**	**	**	**	**	17	**	**	**	**	**	**	**	**
	**	**	**	**	4%	7%	**	**	**	**	**	7%	**	**	**	**	**	**	**	**
	**	**	**	**	15%	97%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE IN THE HOME	**	**	**	**	33	79	**	**	**	**	**	80	**	**	**	**	**	**	**	**
	**	**	**	**	53%	34%	**	**	**	**	**	33%	**	**	**	**	**	**	**	**
	**	**	**	**	37%	88%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE8 (QE22C). Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	~g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	35	16	2	18	113	364	29	42	4	2	12	352	11	2	1	4	9	2	7	4
Effective Weighted Sample	24	11	1	10	74	252	24	28	4	2	8	248	8	1	1	3	8	2	5	3
Total	21	7	2	9	63	233	30	24	3	*	5	240	7	*	*	*	5	3	5	2
	**	**	**	**	24%	89%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE OUTSIDE THE HOME	**	**	**	**	7	45	**	**	**	**	**	46	**	**	**	**	**	**	**	**
	**	**	**	**	11%	19%	**	**	**	**	**	19%	**	**	**	**	**	**	**	**
	**	**	**	**	14%	92%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
EVER USE OUTSIDE THE HOME	**	**	**	**	42	181	**	**	**	**	**	187	**	**	**	**	**	**	**	**
	**	**	**	**	68%	78%	**	**	**	**	**	78%	**	**	**	**	**	**	**	**
	**	**	**	**	21%	89%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	1	2	**	**	**	**	**	1	**	**	**	**	**	**	**	**
	**	**	**	**	1%	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	52%	100%	**	**	**	**	**	83%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE9 (QE32). SHOWCARD In which of these places do you use mobile broadband to access the internet outside of the home? (MULTI CODE)

Base : Those who use mobile broadband to access the internet outside the home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	24	11	1	12	71	263	23	25	2	2	7	262	8	1	-	3	7	1	5	3
Effective Weighted Sample	17	7	1	8	48	188	18	17	2	2	5	190	7	1	-	3	6	1	4	2
Total	16	5	*	5	42	181	22	17	2	*	3	187	5	*	-	*	4	1	3	2
	**	**	**	**	**	89%	**	**	**	**	**	92%	**	**	-%	**	**	**	**	**
When travelling (e.g. on a train or in a car)	**	**	**	**	**	118	**	**	**	**	**	120	**	**	-	**	**	**	**	**
	**	**	**	**	**	65%	**	**	**	**	**	64%	**	**	-%	**	**	**	**	**
	**	**	**	**	**	90%	**	**	**	**	**	92%	**	**	-%	**	**	**	**	**
Indoor public spaces (e.g. pub/restaurant/ theatre/ shopping centre)	**	**	**	**	**	105	**	**	**	**	**	104	**	**	-	**	**	**	**	**
	**	**	**	**	**	58%	**	**	**	**	**	56%	**	**	-%	**	**	**	**	**
	**	**	**	**	**	92%	**	**	**	**	**	91%	**	**	-%	**	**	**	**	**
Outdoors	**	**	**	**	**	96	**	**	**	**	**	100	**	**	-	**	**	**	**	**
	**	**	**	**	**	53%	**	**	**	**	**	54%	**	**	-%	**	**	**	**	**
	**	**	**	**	**	88%	**	**	**	**	**	92%	**	**	-%	**	**	**	**	**
In other people's home (e.g. friends/ family)	**	**	**	**	**	85	**	**	**	**	**	83	**	**	-	**	**	**	**	**
	**	**	**	**	**	47%	**	**	**	**	**	44%	**	**	-%	**	**	**	**	**
	**	**	**	**	**	93%	**	**	**	**	**	90%	**	**	-%	**	**	**	**	**
At your work place	**	**	**	**	**	63	**	**	**	**	**	71	**	**	-	**	**	**	**	**
	**	**	**	**	**	35%	**	**	**	**	**	38%	**	**	-%	**	**	**	**	**
	**	**	**	**	**	86%	**	**	**	**	**	96%	**	**	-%	**	**	**	**	**
Other	**	**	**	**	**	8	**	**	**	**	**	8	**	**	-	**	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	4%	**	**	-%	**	**	**	**	**
	**	**	**	**	**	92%	**	**	**	**	**	89%	**	**	-%	**	**	**	**	**
Don't know	**	**	**	**	**	2	**	**	**	**	**	2	**	**	-	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	1%	**	**	-%	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	81%	**	**	-%	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE10 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Virgin Media (NTL/ Telewest/ Blueyonder)	67	18	**	23	98	355	36	43	**	**	11	349	20	**	**	**	9	**	12	**
	26%	13%	**	12%	19%	22%	23%	22%	**	**	21%	22%	12%	**	**	**	11%	**	12%	**
	bcd																			
	17%	4%	**	6%	25%	91%	9%	11%	**	**	3%	89%	5%	**	**	**	2%	**	3%	**
BT Total Broadband/ BT Yahoo/ BT Openworld	58	30	**	48	95	322	23	35	**	**	9	314	42	**	**	**	19	**	28	**
	22%	23%	**	26%	18%	20%	15%	18%	**	**	17%	20%	26%	**	**	**	22%	**	28%	**
	17%	9%	**	14%	27%	93%	7%	10%	**	**	3%	90%	12%	**	**	**	5%	**	8%	**
Sky	33	13	**	15	72	280	29	23	**	**	5	287	14	**	**	**	9	**	8	**
	13%	10%	**	8%	14%	17%	19%	12%	**	**	10%	18%	8%	**	**	**	11%	**	8%	**
								h												
	11%	4%	**	5%	23%	90%	9%	7%	**	**	2%	93%	4%	**	**	**	3%	**	3%	**
Talk Talk (Carphone Warehouse)	38	33	**	42	82	211	24	34	**	**	13	203	40	**	**	**	20	**	25	**
	15%	25%	**	23%	16%	13%	16%	18%	**	**	23%	13%	24%	**	**	**	23%	**	25%	**
		a		a				l		l	l									
	16%	14%	**	18%	35%	89%	10%	14%	**	**	5%	86%	17%	**	**	**	8%	**	11%	**
Orange	8	4	**	5	24	63	1	8	**	**	1	56	4	**	**	**	3	**	3	**
	3%	3%	**	3%	5%	4%	*%	4%	**	**	3%	4%	2%	**	**	**	3%	**	3%	**
					g															
	12%	7%	**	7%	37%	99%	1%	12%	**	**	2%	89%	6%	**	**	**	4%	**	4%	**
BT (other/ unspecified)	7	7	**	12	22	55	4	12	**	**	5	48	10	**	**	**	5	**	7	**
	3%	5%	**	7%	4%	3%	3%	6%	**	**	9%	3%	6%	**	**	**	6%	**	7%	**
		a		a				l		l	l									
	12%	11%	**	20%	37%	92%	7%	20%	**	**	8%	80%	17%	**	**	**	9%	**	11%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE10 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
AOL	9	6	**	9	17	52	4	8	**	**	*	48	8	**	**	**	7	**	6	**
	3%	5%	**	5%	3%	3%	2%	4%	**	**	*%	3%	5%	**	**	**	8%	**	6%	**
										hkl						o				
	16%	12%	**	17%	31%	94%	6%	14%	**	**	*%	86%	15%	**	**	**	13%	**	11%	**
BT Infinity	7	7	**	8	14	46	4	6	**	**	2	45	8	**	**	**	2	**	2	**
	3%	5%	**	4%	3%	3%	3%	3%	**	**	4%	3%	5%	**	**	**	3%	**	2%	**
																				s
	14%	14%	**	15%	27%	92%	8%	11%	**	**	4%	89%	15%	**	**	**	5%	**	3%	**
O2	6	2	**	3	17	42	8	7	**	**	2	43	2	**	**	**	2	**	2	**
	2%	1%	**	1%	3%	3%	5%	3%	**	**	4%	3%	1%	**	**	**	2%	**	2%	**
	12%	3%	**	5%	35%	86%	16%	13%	**	**	5%	87%	4%	**	**	**	4%	**	3%	**
'3'	4	3	**	3	18	37	4	5	**	**	3	36	2	**	**	**	2	**	1	**
	2%	2%	**	2%	4%	2%	3%	2%	**	**	5%	2%	1%	**	**	**	2%	**	1%	**
																m				
	10%	7%	**	7%	45%	91%	10%	11%	**	**	6%	88%	5%	**	**	**	5%	**	3%	**
Plusnet	5	2	**	2	3	28	1	1	**	**	-	28	2	**	**	**	1	**	1	**
	2%	2%	**	1%	1%	2%	1%	1%	**	**	-%	2%	1%	**	**	**	1%	**	1%	**
	18%	7%	**	7%	12%	97%	3%	4%	**	**	-%	97%	6%	**	**	**	3%	**	4%	**
T-Mobile	-	-	**	-	13	17	5	4	**	**	-	19	-	**	**	**	-	**	-	**
	-%	-%	**	-%	2%	1%	3%	2%	**	**	-%	1%	-%	**	**	**	-%	**	-%	**
							f													
	-%	-%	**	-%	57%	76%	21%	18%	**	**	-%	85%	-%	**	**	**	-%	**	-%	**
Vodafone	1	-	**	-	4	15	-	2	**	**	1	14	-	**	**	**	-	**	-	**
	*%	-%	**	-%	1%	1%	-%	1%	**	**	2%	1%	-%	**	**	**	-%	**	-%	**
	4%	-%	**	-%	26%	92%	-%	10%	**	**	5%	89%	-%	**	**	**	-%	**	-%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE10 (QE7). Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Other	9	5	**	8	20	55	8	3	**	**	*	60	8	**	**	**	6	**	5	**
	4%	4%	**	4%	4%	3%	5%	2%	**	**	*%	4%	5%	**	**	**	7%	**	5%	**
	15%	8%	**	13%	32%	87%	13%	5%	**	**	*%	95%	12%	**	**	**	9%	**	8%	**
TOTAL BT	72	44	**	68	130	423	31	52	**	**	16	406	60	**	**	**	27	**	36	**
	28%	33%	**	37%	25%	26%	20%	27%	**	**	29%	26%	37%	**	**	**	31%	**	37%	**
	16%	10%	**	15%	28%	92%	7%	11%	**	**	3%	89%	13%	**	**	**	6%	**	8%	**
Don't know	8	2	**	6	20	39	4	4	**	**	2	38	4	**	**	**	1	**	1	**
	3%	1%	**	3%	4%	2%	3%	2%	**	**	3%	2%	3%	**	**	**	1%	**	1%	**
	18%	4%	b	a	46%	91%	10%	10%	**	**	4%	90%	10%	**	**	**	1%	**	1%	qs
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE11 (QE3B). How many people aged 16 or over in your household (including yourself) could access the fixed Broadband connection in your home if they wanted to?

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	*k	l	m	n	o	p	q	r	s	t
Unweighted total	344	190	47	237	642	2156	134	265	32	43	71	2029	168	26	25	18	118	50	109	59
Effective Weighted Sample	243	119	33	152	430	1475	115	176	21	28	53	1410	131	15	14	15	103	44	87	46
Total	211	110	34	144	391	1338	125	146	15	24	35	1323	131	7	4	2	70	61	78	53
	14%	8%	**	10%	27%	91%	9%	10%	**	**	**	90%	9%	**	**	**	5%	**	5%	**
1	7	13	**	20	57	102	9	17	**	**	**	95	17	**	**	**	10	**	6	**
	3%	11%	**	14%	15%	8%	8%	12%	**	**	**	7%	13%	**	**	**	14%	**	7%	**
	a	a	a	a				l			l								s	
	6%	11%	**	18%	51%	92%	8%	15%	**	**	**	85%	15%	**	**	**	9%	**	5%	**
2	143	86	**	109	238	787	58	84	**	**	**	764	100	**	**	**	53	**	62	**
	68%	78%	**	76%	61%	59%	47%	58%	**	**	**	58%	76%	**	**	**	75%	**	79%	**
					g															
	17%	10%	**	13%	28%	93%	7%	10%	**	**	**	90%	12%	**	**	**	6%	**	7%	**
3	41	11	**	14	58	252	18	30	**	**	**	244	13	**	**	**	6	**	9	**
	20%	10%	**	10%	15%	19%	15%	20%	**	**	**	18%	10%	**	**	**	8%	**	11%	**
	bd								k											
	15%	4%	**	5%	21%	93%	7%	11%	**	**	**	89%	5%	**	**	**	2%	**	3%	**
4	12	1	**	1	28	150	25	13	**	**	**	163	1	**	**	**	1	**	1	**
	6%	1%	**	1%	7%	11%	20%	9%	**	**	**	12%	1%	**	**	**	2%	**	2%	**
	bd						f													
	7%	1%	**	1%	16%	85%	14%	7%	**	**	**	93%	1%	**	**	**	1%	**	1%	**
5 or more	7	-	**	1	10	43	13	2	**	**	**	54	1	**	**	**	1	**	1	**
	3%	-%	**	*%	3%	3%	11%	2%	**	**	**	4%	*%	**	**	**	1%	**	1%	**
	b						f													
	12%	-%	**	1%	17%	77%	24%	4%	**	**	**	96%	1%	**	**	**	1%	**	1%	**
Don't know	1	-	**	-	*	4	-	-	**	**	**	4	-	**	**	**	-	**	-	**
	*%	-%	**	-%	*%	*%	-%	-%	**	**	**	*%	-%	**	**	**	-%	**	-%	**
	24%	-%	**	-%	3%	100%	-%	-%	**	**	**	100%	-%	**	**	**	-%	**	-%	**
Mean number of people	2.4	2.0	**	2.0	2.2	2.4	2.8	2.3	**	**	**	2.4	2.0	**	**	**	2.0	**	2.1	**
	bcd						f		k	k		hk							t	
Standard deviation	.85	.51	**	.55	.95	.96	1.38	.88	**	**	**	1.01	.55	**	**	**	.61	**	.56	**
Standard error	.05	.04	**	.04	.04	.02	.12	.05	**	**	**	.02	.04	**	**	**	.06	**	.05	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE12 (QE3A). How many people aged 16 or over in your household (including yourself) could access the mobile Broadband connection in your home if they wanted to?

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	~g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	28	13	1	14	108	355	28	38	3	3	9	346	10	2	1	1	8	2	7	3
Effective Weighted Sample	20	9	1	9	74	250	23	25	3	2	6	248	8	2	1	1	7	2	5	3
Total	18	6	2	8	64	232	27	24	3	1	4	237	7	*	*	*	5	3	5	2
	**	**	**	**	25%	89%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
1	**	**	**	**	19	48	**	**	**	**	**	50	**	**	**	**	**	**	**	**
	**	**	**	**	29%	21%	**	**	**	**	**	21%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	87%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
2	**	**	**	**	27	109	**	**	**	**	**	108	**	**	**	**	**	**	**	**
	**	**	**	**	42%	47%	**	**	**	**	**	46%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	92%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
3	**	**	**	**	10	29	**	**	**	**	**	27	**	**	**	**	**	**	**	**
	**	**	**	**	15%	12%	**	**	**	**	**	11%	**	**	**	**	**	**	**	**
	**	**	**	**	30%	90%	**	**	**	**	**	84%	**	**	**	**	**	**	**	**
4	**	**	**	**	3	23	**	**	**	**	**	22	**	**	**	**	**	**	**	**
	**	**	**	**	5%	10%	**	**	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	12%	92%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**
5 or more	**	**	**	**	-	8	**	**	**	**	**	8	**	**	**	**	**	**	**	**
	**	**	**	**	-%	3%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	-%	94%	**	**	**	**	**	100%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	6	16	**	**	**	**	**	21	**	**	**	**	**	**	**	**
	**	**	**	**	10%	7%	**	**	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	29%	77%	**	**	**	**	**	99%	**	**	**	**	**	**	**	**
Mean number of people	**	**	**	**	1.8	2.1	**	**	**	**	**	2.0	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	.98	1.15	**	**	**	**	**	1.20	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	.09	.06	**	**	**	**	**	.06	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Sending and receiving e-mail	223	107	**	147	405	1429	134	156	**	**	39	1414	135	**	**	**	73	**	88	**
	86%	82%	**	81%	78%	88%	87%	81%	**	**	71%	89%	83%	**	**	**	84%	**	89%	**
	14%	7%	**	9%	26%	91%	9%	10%	**	**	2%	90%	9%	**	**	**	5%	**	6%	**
General surfing/ browsing the internet	221	107	**	143	408	1418	128	152	**	**	38	1403	129	**	**	**	72	**	84	**
	85%	81%	**	78%	78%	88%	83%	79%	**	**	70%	88%	79%	**	**	**	84%	**	85%	**
	cd							hk			2%	90%	8%	**	**	**	t		t	
	14%	7%	**	9%	26%	91%	8%	10%	**	**	2%	90%	8%	**	**	**	5%	**	5%	**
Purchasing goods/services/ tickets etc.	195	82	**	99	303	1198	96	128	**	**	31	1172	88	**	**	**	51	**	59	**
	75%	62%	**	54%	58%	74%	63%	66%	**	**	57%	74%	54%	**	**	**	59%	**	60%	**
	bcd	c		c		g		hjk			2%	90%	7%	**	**	**	4%	**	5%	**
	15%	6%	**	8%	23%	92%	7%	10%	**	**	2%	90%	7%	**	**	**	4%	**	5%	**
Banking	150	58	**	71	207	1022	88	98	**	**	20	1018	64	**	**	**	36	**	48	**
	58%	44%	**	39%	40%	63%	57%	51%	**	**	37%	64%	39%	**	**	**	42%	**	48%	**
	bcd	c						k			2%	91%	6%	**	**	**	t		t	
	13%	5%	**	6%	19%	92%	8%	9%	**	**	2%	91%	6%	**	**	**	3%	**	4%	**
Using social networking sites (such as MySpace, Facebook or Bebo)	106	32	**	38	261	1012	86	106	**	**	19	1000	33	**	**	**	19	**	22	**
	41%	24%	**	21%	50%	63%	56%	55%	**	**	35%	63%	20%	**	**	**	23%	**	22%	**
	bcd							k			2%	91%	3%	**	m	**				
	10%	3%	**	3%	24%	92%	8%	10%	**	**	2%	91%	3%	**	**	**	2%	**	2%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Finding/ downloading information for personal reasons e.g. information, news, weather	184	66	**	93	236	967	102	107	**	**	26	964	85	**	**	**	47	**	63	**
	71%	51%	**	51%	45%	60%	66%	56%	**	**	48%	61%	52%	**	**	**	55%	**	64%	**
	bcd							k			2%	90%	8%	**	**	**	t	**	t	**
	17%	6%	**	9%	22%	90%	10%	10%	**	**	2%	90%	8%	**	**	**	4%	**	6%	**
Finding/ downloading information for work/ business	120	28	**	30	114	732	85	64	**	**	6	759	28	**	**	**	19	**	21	**
	47%	21%	**	17%	22%	45%	55%	33%	**	**	11%	48%	17%	**	**	**	22%	**	21%	**
	bcd	c		c		f		k	k	k		hk			n					
	15%	3%	**	4%	14%	89%	10%	8%	**	**	1%	93%	3%	**	**	**	2%	**	3%	**
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	79	16	**	19	152	689	74	63	**	**	13	704	18	**	**	**	16	**	13	**
	31%	12%	**	11%	29%	43%	48%	33%	**	**	24%	44%	11%	**	**	**	18%	**	14%	**
	bcd							hk				hk					rt		r	
	10%	2%	**	3%	20%	90%	10%	8%	**	**	2%	92%	2%	**	**	**	2%	**	2%	**
Playing games online/ interactively	64	26	**	33	190	644	64	74	**	**	17	637	30	**	**	**	15	**	17	**
	25%	19%	**	18%	37%	40%	42%	38%	**	**	31%	40%	18%	**	**	**	17%	**	17%	**
	9%	4%	**	5%	27%	91%	9%	10%	**	**	2%	90%	4%	**	**	**	2%	**	2%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	120	51	**	63	143	633	65	70	**	**	17	632	59	**	**	**	31	**	46	**
	47%	39%	**	34%	27%	39%	42%	37%	**	**	30%	40%	36%	**	**	**	36%	**	46%	**
	cd	c								hik			p				t		t	
	17%	7%	**	9%	20%	90%	9%	10%	**	**	2%	90%	8%	**	**	**	4%	**	7%	**
Downloading music files, movies or video clips	72	18	**	20	129	633	63	63	**	**	7	638	19	**	**	**	14	**	13	**
	28%	14%	**	11%	25%	39%	41%	33%	**	**	13%	40%	11%	**	**	**	16%	**	14%	**
	bcd							k	k	k		hk								
	10%	3%	**	3%	18%	91%	9%	9%	**	**	1%	91%	3%	**	**	**	2%	**	2%	**
To find information on health related issues e.g. NHS Direct/ NHS 24	106	35	**	48	142	610	66	61	**	**	13	618	45	**	**	**	30	**	32	**
	41%	26%	**	26%	27%	38%	43%	32%	**	**	23%	39%	28%	**	**	**	35%	**	33%	**
	bd							hk				hk					rt			
	16%	5%	**	7%	21%	90%	10%	9%	**	**	2%	91%	7%	**	**	**	4%	**	5%	**
Finding/ downloading information for school/ college/ university/ homework	58	9	**	10	103	583	73	50	**	**	7	612	9	**	**	**	6	**	6	**
	22%	7%	**	5%	20%	36%	47%	26%	**	**	12%	39%	6%	**	**	**	7%	**	6%	**
	bcd						f	k				hk								
	9%	1%	**	1%	16%	89%	11%	8%	**	**	1%	93%	1%	**	**	**	1%	**	1%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	82	29	**	34	121	588	61	62	**	**	13	591	30	**	**	**	18	**	23	**
	32%	22%	**	18%	23%	36%	40%	32%	**	**	23%	37%	19%	**	**	**	21%	**	24%	**
	bcd							ik				91%	5%	**	**	**	3%	**	t	**
	13%	4%	**	5%	19%	90%	9%	9%	**	**	2%								4%	**
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	51	16	**	18	112	507	54	46	**	**	4	521	16	**	**	**	10	**	12	**
	20%	12%	**	10%	22%	31%	35%	24%	**	**	7%	33%	10%	**	**	**	11%	**	12%	**
	bcd							k		k		hik								
	9%	3%	**	3%	20%	90%	10%	8%	**	**	1%	92%	3%	**	**	**	2%	**	2%	**
Watching live TV programmes	49	19	**	21	94	457	47	42	**	**	7	462	20	**	**	**	14	**	14	**
	19%	14%	**	12%	18%	28%	31%	22%	**	**	13%	29%	12%	**	**	**	17%	**	14%	**
	cd							hk				92%								
	10%	4%	**	4%	19%	91%	9%	8%	**	**	1%		4%	**	**	**	3%	**	3%	**
Real time gambling/ trading/ auctions	42	10	**	11	55	335	21	24	**	**	3	334	9	**	**	**	6	**	6	**
	16%	7%	**	6%	10%	21%	14%	13%	**	**	5%	21%	5%	**	**	**	7%	**	6%	**
	bcd							hk				94%		mp						
	12%	3%	**	3%	15%	94%	6%	7%	**	**	1%		2%	**	**	**	2%	**	2%	**
Listening to radio	46	13	**	14	58	322	28	26	**	**	4	329	13	**	**	**	8	**	10	**
	18%	10%	**	8%	11%	20%	18%	14%	**	**	8%	21%	8%	**	**	**	9%	**	10%	**
	bcd							hk				93%								
	13%	4%	**	4%	17%	91%	8%	7%	**	**	1%		4%	**	**	**	2%	**	3%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR-	MOBI-	NO	ENGLAND	SCOT-	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Uploading/ adding content to the internet	30	11	**	12	58	305	30	25	**	**	2	311	11	**	**	**	5	**	8	**
	12%	8%	**	7%	11%	19%	20%	13%	**	**	4%	20%	7%	**	**	**	6%	**	8%	**
	9%	3%	**	4%	17%	91%	9%	k	**	k	1%	93%	3%	**	**	**	1%	**	2%	**
Using Twitter (browsing/ reading site)	31	2	**	2	55	295	36	16	**	**	2	317	2	**	**	**	2	**	1	**
	12%	1%	**	1%	11%	18%	24%	8%	**	**	4%	20%	1%	**	**	**	2%	**	1%	**
	bcd	9%	**	1%	16%	89%	11%	5%	**	**	1%	95%	1%	**	**	**	1%	**	%	**
Watch news programmes	38	12	**	16	52	289	38	28	**	**	5	301	15	**	**	**	9	**	13	**
	15%	9%	**	9%	10%	18%	24%	14%	**	**	9%	19%	9%	**	**	**	10%	**	13%	**
	d	12%	**	5%	16%	88%	12%	8%	**	**	2%	k	92%	4%	**	**	3%	**	t	**
Downloading films (Video on Demand)	9	3	**	6	42	204	26	17	**	**	2	213	6	**	**	**	4	**	5	**
	4%	2%	**	3%	8%	13%	17%	9%	**	**	3%	13%	4%	**	**	**	5%	**	5%	**
	4%	1%	**	3%	18%	89%	11%	8%	k	**	1%	93%	3%	**	**	**	2%	**	2%	**
Using Twitter (account holder, posting on site)	14	2	**	2	30	177	18	10	**	**	1	186	1	**	**	**	1	**	1	**
	6%	1%	**	1%	6%	11%	12%	5%	**	**	2%	12%	1%	**	**	**	1%	**	1%	**
	bd	7%	**	1%	15%	91%	9%	5%	**	**	%	hk	%	**	**	**	%	**	%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Streamed audio services (free)	14	3	**	4	23	147	18	14	**	**	2	150	3	**	**	**	3	**	3	**
	5%	2%	**	2%	4%	9%	12%	8%	**	**	3%	9%	2%	**	**	**	4%	**	3%	**
	8%	2%	**	2%	14%	90%	11%	9%	**	**	1%	92%	2%	**	**	**	2%	**	2%	**
Streamed audio services (subscription)	4	-	**	-	7	42	13	3	**	**	-	53	-	**	**	**	-	**	-	**
	1%	-%	**	-%	1%	3%	9%	1%	**	**	-%	3%	-%	**	**	**	-%	**	-%	**
	6%	-%	**	-%	12%	77%	24%	5%	**	**	-%	95%	-%	**	**	**	-%	**	-%	**
Other	1	2	**	4	6	10	1	1	**	**	1	10	4	**	**	**	3	**	3	**
	*%	1%	**	2%	1%	1%	1%	1%	**	**	2%	1%	3%	**	**	**	4%	**	3%	**
	8%	17%	a	a	55%	86%	10%	10%	**	**	9%	90%	37%	**	**	**	28%	**	28%	**
USE SOCIAL NETWORKING SITES	109	32	**	39	267	1037	94	106	**	**	20	1033	33	**	**	**	19	**	22	**
	42%	24%	**	21%	51%	64%	61%	55%	**	**	36%	65%	20%	**	**	**	23%	**	22%	**
	bcd							k				hk			m					
	10%	3%	**	3%	24%	91%	8%	9%	**	**	2%	91%	3%	**	**	**	2%	**	2%	**
TV/ VIDEO VIEWING	128	43	**	51	214	909	91	95	**	**	19	910	47	**	**	**	30	**	34	**
	50%	33%	**	28%	41%	56%	59%	50%	**	**	34%	57%	28%	**	**	**	35%	**	34%	**
	bcd	c						k				hk					t		t	
	13%	4%	**	5%	21%	91%	9%	10%	**	**	2%	91%	5%	**	**	**	3%	**	3%	**
USE TWITTER	33	2	**	3	59	311	39	19	**	**	2	333	2	**	**	**	2	**	2	**
	13%	2%	**	2%	11%	19%	25%	10%	**	**	4%	21%	1%	**	**	**	2%	**	2%	**
	bcd							hk				hk								
	10%	1%	**	1%	17%	89%	11%	5%	**	**	1%	95%	1%	**	**	**	1%	**	*%	**

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

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QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
STREAMED AUDIO SERVICES	14	3	**	4	25	150	20	15	**	**	2	155	3	**	**	**	3	**	3	**
	5%	2%	**	2%	5%	9%	13%	8%	**	**	3%	10%	2%	**	**	**	4%	**	3%	**
	8%	2%	**	2%	15%	88%	12%	9%	**	**	1%	k 92%	2%	**	**	**	2%	**	2%	**
None of these	3	3	**	5	14	19	1	7	**	**	5	13	4	**	**	**	2	**	1	**
	1%	2%	**	3%	3%	1%	1%	3%	**	**	9%	1%	3%	**	**	**	2%	**	1%	**
	17%	16%	**	23%	72%	96%	5%	34%	**	**	23%	66%	21%	**	**	**	10%	**	3%	s **
Don't know	1	1	**	5	7	7	1	4	**	**	2	4	5	**	**	**	1	**	1	**
	*%	1%	**	3%	1%	*%	1%	2%	**	**	3%	*%	3%	**	**	**	1%	**	1%	**
	7%	16%	ab **	a 67%	98%	88%	19%	52%	**	**	21%	48%	63%	**	**	**	12%	**	12%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Sending and receiving e-mail	223	107	40	147	405	1429	134	156	17	22	39	1414	135	5	5	**	73	63	88	47
	64%	53%	21%	37%	47%	70%	69%	47%	40%	42%	34%	74%	41%	15%	29%	**	49%	34%	55%	27%
	bcd	cd		c				k				hijk	np		*%	**	rt		rt	
	14%	7%	3%	9%	26%	91%	9%	10%	1%	1%	2%	90%	9%	*%	*%	**	5%	4%	6%	3%
General surfing/ browsing the internet	221	107	36	143	408	1418	128	152	17	22	38	1403	129	6	6	**	72	57	84	46
	64%	52%	19%	36%	47%	69%	66%	46%	39%	42%	34%	73%	39%	19%	30%	**	49%	31%	52%	26%
	bcd	cd		c				k				hijk	np		*%	**	rt		rt	
	14%	7%	2%	9%	26%	91%	8%	10%	1%	1%	2%	90%	8%	*%	*%	**	5%	4%	5%	3%
Purchasing goods/services/ tickets etc.	195	82	17	99	303	1198	96	128	14	16	31	1172	88	6	3	**	51	37	59	29
	56%	40%	9%	25%	35%	58%	49%	38%	32%	30%	27%	61%	26%	20%	18%	**	35%	20%	37%	17%
	bcd	cd		c		g		k				hijk	p		*%	**	rt		rt	
	15%	6%	1%	8%	23%	92%	7%	10%	1%	1%	2%	90%	7%	*%	*%	**	4%	3%	5%	2%
Banking	150	58	12	71	207	1022	88	98	9	14	20	1018	64	3	2	**	36	28	48	17
	43%	28%	7%	18%	24%	50%	45%	29%	22%	26%	18%	53%	19%	9%	11%	**	25%	15%	30%	10%
	bcd	cd		c				k				hijk			*%	**	rt		rt	
	13%	5%	1%	6%	19%	92%	8%	9%	1%	1%	2%	91%	6%	*%	*%	**	3%	3%	4%	2%
Using social networking sites (such as MySpace, Facebook or Bebo)	106	32	7	38	261	1012	86	106	11	15	19	1000	33	2	3	**	19	14	22	12
	30%	15%	3%	10%	30%	49%	44%	32%	26%	28%	17%	52%	10%	5%	14%	**	13%	7%	14%	7%
	bcd	cd		c				k				hijk			*%	**	t		t	
	10%	3%	1%	3%	24%	92%	8%	10%	1%	1%	2%	91%	3%	*%	*%	**	2%	1%	2%	1%

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

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QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Finding/ downloading information for personal reasons e.g. information, news, weather	184	66	27	93	236	967	102	107	10	15	26	964	85	4	3	**	47	37	63	22
	53%	33%	14%	24%	27%	47%	52%	32%	24%	28%	23%	50%	25%	13%	18%	**	32%	20%	39%	12%
	bcd	cd		c				k				hijk	np		*%	**	rt	t	rt	
	17%	6%	2%	9%	22%	90%	10%	10%	1%	1%	2%	90%	8%	*%	*%	**	4%	4%	6%	2%
Finding/ downloading information for work/ business	120	28	3	30	114	732	85	64	7	9	6	759	28	*	2	**	19	9	21	7
	35%	14%	1%	8%	13%	36%	43%	19%	17%	18%	5%	39%	8%	1%	9%	**	13%	5%	13%	4%
	bcd	cd		c			f	k	k	k		hijk	n		n	**	rt		rt	
	15%	3%	*%	4%	14%	89%	10%	8%	1%	1%	1%	93%	3%	*%	*%	**	2%	1%	3%	1%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	79	16	4	19	152	689	74	63	7	9	13	704	18	*	1	**	16	2	13	5
	23%	8%	2%	5%	17%	34%	38%	19%	16%	16%	12%	37%	5%	2%	4%	**	11%	1%	8%	3%
	bcd	c						k				hijk				**	rt		rt	
	10%	2%	*%	3%	20%	90%	10%	8%	1%	1%	2%	92%	2%	*%	*%	**	2%	*%	2%	1%
Playing games online/ interactively	64	26	7	33	190	644	64	74	8	10	17	637	30	1	1	**	15	15	17	13
	18%	13%	4%	8%	22%	31%	33%	22%	19%	19%	15%	33%	9%	3%	7%	**	10%	8%	11%	8%
	bcd	c		c				k				hijk	p			**				
	9%	4%	1%	5%	27%	91%	9%	10%	1%	1%	2%	90%	4%	*%	*%	**	2%	2%	2%	2%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	120	51	12	63	143	633	65	70	5	15	17	632	59	2	2	**	31	28	46	13
	35%	25%	6%	16%	16%	31%	33%	21%	12%	28%	15%	33%	18%	5%	9%	**	21%	15%	28%	8%
	bcd	cd		c						ik		hik	np			**	t	t	rt	
	17%	7%	2%	9%	20%	90%	9%	10%	1%	2%	2%	90%	8%	*%	*%	**	4%	4%	7%	2%
Downloading music files, movies or video clips	72	18	2	20	129	633	63	63	8	9	7	638	19	1	*	**	14	5	13	5
	21%	9%	1%	5%	15%	31%	32%	19%	19%	17%	6%	33%	6%	4%	1%	**	9%	3%	8%	3%
	bcd	c		c				k	k	k		hijk				**	rt		rt	
	10%	3%	*%	3%	18%	91%	9%	9%	1%	1%	1%	91%	3%	*%	*%	**	2%	1%	2%	1%
To find information on health related issues e.g. NHS Direct/ NHS 24	106	35	14	48	142	610	66	61	5	11	13	618	45	1	1	**	30	15	32	13
	31%	17%	7%	12%	16%	30%	34%	18%	11%	20%	11%	32%	14%	4%	7%	**	21%	8%	20%	8%
	bcd	c		c				k				hijk	np			**	rt		rt	
	16%	5%	2%	7%	21%	90%	10%	9%	1%	2%	2%	91%	7%	*%	*%	**	4%	2%	5%	2%
Finding/ downloading information for school/ college/ university/ homework	58	9	1	10	103	583	73	50	4	7	7	612	9	*	*	**	6	3	6	3
	17%	4%	*%	2%	12%	28%	37%	15%	10%	14%	6%	32%	3%	1%	1%	**	4%	2%	4%	2%
	bcd	c					f	k		k		hijk				**				
	9%	1%	*%	1%	16%	89%	11%	8%	1%	1%	1%	93%	1%	*%	*%	**	1%	*%	1%	*%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	82	29	5	34	121	588	61	62	4	6	13	591	30	2	1	**	18	12	23	7
	24%	14%	3%	9%	14%	29%	31%	19%	8%	12%	11%	31%	9%	5%	5%	**	13%	6%	15%	4%
	bcd	cd		c				ik				hijk				**	rt		rt	
	13%	4%	1%	5%	19%	90%	9%	9%	1%	1%	2%	91%	5%	*%	*%	**	3%	2%	4%	1%
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	51	16	2	18	112	507	54	46	2	6	4	521	16	1	1	**	10	6	12	4
	15%	8%	1%	4%	13%	25%	28%	14%	4%	11%	3%	27%	5%	3%	3%	**	7%	3%	8%	2%
	bcd	c		c				ik		k		hijk				**	t		t	
	9%	3%	*%	3%	20%	90%	10%	8%	*%	1%	1%	92%	3%	*%	*%	**	2%	1%	2%	1%
Watching live TV programmes	49	19	3	21	94	457	47	42	5	5	7	462	20	*	1	**	14	5	14	6
	14%	9%	1%	5%	11%	22%	24%	13%	12%	9%	6%	24%	6%	1%	4%	**	10%	3%	9%	3%
	cd	c		c				k				hijk				**	rt		rt	
	10%	4%	1%	4%	19%	91%	9%	8%	1%	1%	1%	92%	4%	*%	*%	**	3%	1%	3%	1%
Real time gambling/ trading/ auctions	42	10	2	11	55	335	21	24	2	2	3	334	9	2	*	**	6	3	6	2
	12%	5%	1%	3%	6%	16%	11%	7%	5%	4%	3%	17%	3%	7%	2%	**	4%	1%	4%	1%
	bcd	c						k				hijk		p		**				
	12%	3%	*%	3%	15%	94%	6%	7%	1%	1%	1%	94%	2%	1%	*%	**	2%	1%	2%	1%
Listening to radio	46	13	1	14	58	322	28	26	2	5	4	329	13	*	*	**	8	5	10	3
	13%	7%	1%	4%	7%	16%	14%	8%	5%	9%	4%	17%	4%	1%	3%	**	5%	3%	6%	2%
	bcd	c		c				hik				hik				**	t		t	
	13%	4%	*%	4%	17%	91%	8%	7%	1%	1%	1%	93%	4%	*%	*%	**	2%	2%	3%	1%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Uploading/ adding content to the internet	30	11	1	12	58	305	30	25	1	6	2	311	11	*	1	**	5	6	8	3
	9%	5%	1%	3%	7%	15%	16%	8%	2%	11%	2%	16%	3%	1%	3%	**	3%	3%	5%	2%
	cd	c						k		ik		hik								
	9%	3%	*%	4%	17%	91%	9%	8%	*%	2%	1%	93%	3%	*%	*%	**	1%	2%	2%	1%
Using Twitter (browsing/ reading site)	31	2	1	2	55	295	36	16	1	3	2	317	2	*	*	**	2	-	1	1
	9%	1%	*%	1%	6%	14%	19%	5%	3%	6%	2%	16%	1%	1%	1%	**	1%	-%	1%	*%
	bcd											hijk								
	9%	1%	*%	1%	16%	89%	11%	5%	*%	1%	1%	95%	1%	*%	*%	**	1%	-%	*%	*%
Watch news programmes	38	12	4	16	52	289	38	28	2	5	5	301	15	1	1	**	9	6	13	2
	11%	6%	2%	4%	6%	14%	19%	8%	5%	9%	4%	16%	4%	2%	4%	**	6%	3%	8%	1%
	bcd											hik					t		t	
	12%	4%	1%	5%	16%	88%	12%	8%	1%	1%	2%	92%	4%	*%	*%	**	3%	2%	4%	1%
Downloading films (Video on Demand)	9	3	3	6	42	204	26	17	3	3	2	213	6	-	-	**	4	2	5	1
	3%	1%	2%	1%	5%	10%	14%	5%	7%	6%	2%	11%	2%	-%	-%	**	3%	1%	3%	*%
								k	k			hk							t	
	4%	1%	1%	3%	18%	89%	11%	8%	1%	1%	1%	93%	3%	-%	-%	**	2%	1%	2%	*%
Using Twitter (account holder, posting on site)	14	2	-	2	30	177	18	10	1	2	1	186	1	*	*	**	1	-	1	-
	4%	1%	-%	*%	3%	9%	9%	3%	3%	4%	1%	10%	*%	1%	1%	**	1%	-%	1%	-%
	bcd											hk								
	7%	1%	-%	1%	15%	91%	9%	5%	1%	1%	*%	95%	*%	*%	*%	**	*%	-%	*%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Streamed audio services (free)	14	3	1	4	23	147	18	14	1	*	2	150	3	-	*	**	3	-	3	1
	4%	2%	*%	1%	3%	7%	9%	4%	2%	1%	2%	8%	1%	-%	2%	**	2%	-%	2%	1%
	cd											hjk					r			
	8%	2%	*%	2%	14%	90%	11%	9%	1%	*%	1%	92%	2%	-%	*%	**	2%	-%	2%	1%
Streamed audio services (subscription)	4	-	-	-	7	42	13	3	-	1	-	53	-	-	-	**	-	-	-	-
	1%	-%	-%	-%	1%	2%	7%	1%	-%	1%	-%	3%	-%	-%	-%	**	-%	-%	-%	-%
	d						f					hk								
	6%	-%	-%	-%	12%	77%	24%	5%	-%	1%	-%	95%	-%	-%	-%	**	-%	-%	-%	-%
Other	1	2	3	4	6	10	1	1	*	*	1	10	4	-	-	**	3	1	3	1
	*%	1%	1%	1%	1%	*%	1%	*%	*%	*%	1%	1%	1%	-%	-%	**	2%	1%	2%	1%
	8%	17%	23%	39%	55%	86%	10%	10%	1%	1%	9%	90%	37%	-%	-%	**	28%	9%	28%	9%
USE SOCIAL NETWORKING SITES	109	32	7	39	267	1037	94	106	11	15	20	1033	33	2	3	**	19	14	22	12
	31%	16%	3%	10%	31%	50%	48%	32%	26%	28%	17%	54%	10%	7%	14%	**	13%	7%	14%	7%
	bcd	cd		c				k				hijk					t		t	
	10%	3%	1%	3%	24%	91%	8%	9%	1%	1%	2%	91%	3%	*%	*%	**	2%	1%	2%	1%
TV/ VIDEO VIEWING	128	43	9	51	214	909	91	95	11	11	19	910	47	2	2	**	30	17	34	13
	37%	21%	5%	13%	25%	44%	47%	29%	25%	21%	17%	47%	14%	8%	9%	**	20%	9%	21%	7%
	bcd	cd		c				k				hijk					rt		rt	
	13%	4%	1%	5%	21%	91%	9%	10%	1%	1%	2%	91%	5%	*%	*%	**	3%	2%	3%	1%
USE TWITTER	33	2	1	3	59	311	39	19	1	3	2	333	2	1	*	**	2	-	2	1
	10%	1%	*%	1%	7%	15%	20%	6%	3%	6%	2%	17%	1%	2%	1%	**	1%	-%	1%	*%
	bcd											hijk								
	10%	1%	*%	1%	17%	89%	11%	5%	*%	1%	1%	95%	1%	*%	*%	**	1%	-%	*%	*%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE13 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
STREAMED AUDIO SERVICES	14	3	1	4	25	150	20	15	1	1	2	155	3	-	*	**	3	-	3	1
	4%	2%	*%	1%	3%	7%	10%	5%	2%	2%	2%	8%	1%	-%	2%	**	2%	-%	2%	1%
	cd											hjk					r			
	8%	2%	*%	2%	15%	88%	12%	9%	1%	1%	1%	92%	2%	-%	*%	**	2%	-%	2%	1%
None of these	3	3	1	5	14	19	1	7	*	2	5	13	4	-	*	**	2	2	1	4
	1%	2%	1%	1%	2%	1%	1%	2%	*%	3%	4%	1%	1%	-%	1%	**	1%	1%	*%	2%
								l		l	l									
	17%	16%	7%	23%	72%	96%	5%	34%	*%	8%	23%	66%	21%	-%	1%	**	10%	10%	3%	18%
Don't know	1	1	4	5	7	7	1	4	-	-	2	4	5	-	*	**	1	4	1	4
	*%	1%	2%	1%	1%	*%	1%	1%	-%	-%	1%	*%	1%	-%	2%	**	1%	2%	1%	2%
			a					l			l									
	7%	16%	52%	67%	98%	88%	19%	52%	-%	-%	21%	48%	63%	-%	4%	**	12%	51%	12%	51%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Sending and receiving e-mail	196	89	**	119	339	1267	119	137	**	**	31	1257	110	**	**	**	59	**	72	**
	76%	68%	**	65%	65%	78%	77%	71%	**	**	56%	79%	67%	**	**	**	69%	**	73%	**
	cd							k	k			hk	n						t	
	14%	6%	**	9%	24%	91%	9%	10%	**	**	2%	90%	8%	**	**	**	4%	**	5%	**
General surfing/ browsing the internet	191	84	**	110	345	1258	113	132	**	**	31	1247	100	**	**	**	59	**	65	**
	74%	64%	**	60%	66%	78%	74%	69%	**	**	58%	79%	61%	**	**	**	68%	**	65%	**
	bcd							hk				hk			n		r			
	14%	6%	**	8%	25%	91%	8%	10%	**	**	2%	91%	7%	**	**	**	4%	**	5%	**
Using social networking sites (such as MySpace, Facebook or Bebo)	76	24	**	29	233	860	74	96	**	**	16	846	25	**	**	**	14	**	14	**
	29%	19%	**	16%	45%	53%	48%	50%	**	**	29%	53%	15%	**	**	**	17%	**	14%	**
	bcd							k	k			k			m					
	8%	3%	**	3%	25%	92%	8%	10%	**	**	2%	90%	3%	**	**	**	2%	**	2%	**
Banking	116	44	**	52	149	789	69	77	**	**	14	787	48	**	**	**	27	**	39	**
	45%	33%	**	28%	29%	49%	44%	40%	**	**	26%	50%	29%	**	**	**	31%	**	39%	**
	bcd	c						k				hik					t		t	
	13%	5%	**	6%	17%	92%	8%	9%	**	**	2%	91%	6%	**	**	**	3%	**	5%	**
Finding/ downloading information for personal reasons e.g. information, news, weather	124	41	**	58	151	672	72	79	**	**	17	665	53	**	**	**	30	**	40	**
	48%	31%	**	32%	29%	42%	47%	41%	**	**	31%	42%	32%	**	**	**	34%	**	40%	**
	bd							k				k							t	
	17%	5%	**	8%	20%	90%	10%	11%	**	**	2%	90%	7%	**	**	**	4%	**	5%	**

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QE14 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

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Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
Effective Weighted Sample	301	153	52	205	597	1814	141	239	28	33	81	1709	172	19	25	25	129	61	113	61
Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Purchasing goods/ services/ tickets etc.	113	40	**	45	153	667	53	82	**	**	15	642	39	**	**	**	25	**	28	**
	44%	31%	**	24%	29%	41%	34%	43%	**	**	28%	40%	24%	**	**	**	29%	**	28%	**
	bcd	c	**	c				k	k			k								
	16%	6%	**	6%	21%	93%	7%	11%	**	**	2%	89%	5%	**	**	**	3%	**	4%	**
Finding/ downloading information for work/ business	79	17	**	19	65	489	53	49	**	**	5	498	17	**	**	**	12	**	13	**
	30%	13%	**	10%	12%	30%	35%	25%	**	**	9%	31%	11%	**	**	**	14%	**	13%	**
	bcd	c	**					k	k			k								
	14%	3%	**	3%	12%	90%	10%	9%	**	**	1%	91%	3%	**	**	**	2%	**	2%	**
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	40	8	**	10	102	447	51	42	**	**	8	459	10	**	**	**	9	**	7	**
	16%	6%	**	6%	20%	28%	33%	22%	**	**	14%	29%	6%	**	**	**	11%	**	7%	**
	bcd		**						k			hk					r			
	8%	2%	**	2%	20%	90%	10%	8%	**	**	2%	92%	2%	**	**	**	2%	**	1%	**
Playing games online/ interactively	41	16	**	19	143	430	34	59	**	**	13	406	17	**	**	**	11	**	7	**
	16%	12%	**	10%	28%	27%	22%	30%	**	**	24%	26%	11%	**	**	**	13%	**	8%	**
	9%	3%	**	4%	31%	93%	7%	13%	**	**	3%	88%	4%	**	**	**	2%	**	2%	**
Finding/ downloading information for school/ college/ university/ homework	31	6	**	7	73	409	51	38	**	**	5	423	7	**	**	**	5	**	5	**
	12%	5%	**	4%	14%	25%	33%	20%	**	**	9%	27%	4%	**	**	**	6%	**	5%	**
	bcd		**				f	k				hk								
	7%	1%	**	2%	16%	89%	11%	8%	**	**	1%	92%	2%	**	**	**	1%	**	1%	**
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Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	29	7	**	8	74	343	35	37	**	**	3	345	7	**	**	**	5	**	5	**
	11%	5%	**	4%	14%	21%	23%	19%	**	**	6%	22%	4%	**	**	**	6%	**	5%	**
	bcd							k	**	**	1%	k	2%	**	**	**	1%	**	1%	**
	8%	2%	**	2%	20%	90%	9%	10%	**	**	1%	91%	2%	**	**	**	1%	**	1%	**
Downloading music files, movies or video clips	29	8	**	8	76	348	26	43	**	**	4	332	7	**	**	**	6	**	5	**
	11%	6%	**	4%	15%	22%	17%	23%	**	**	7%	21%	5%	**	**	**	7%	**	5%	**
	cd							k	k	k		k								
	8%	2%	**	2%	20%	93%	7%	12%	**	**	1%	89%	2%	**	**	**	2%	**	1%	**
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	43	17	**	20	77	341	24	39	**	**	6	329	18	**	**	**	12	**	12	**
	17%	13%	**	11%	15%	21%	16%	20%	**	**	12%	21%	11%	**	**	**	13%	**	12%	**
	12%	5%	**	5%	21%	93%	7%	11%	**	**	2%	90%	5%	**	**	**	3%	**	3%	**
Watching live TV programmes	27	6	**	8	59	271	28	29	**	**	3	270	7	**	**	**	6	**	5	**
	10%	5%	**	4%	11%	17%	18%	15%	**	**	6%	17%	4%	**	**	**	7%	**	5%	**
	bd							k	**	**		k								
	9%	2%	**	3%	20%	91%	10%	10%	**	**	1%	91%	2%	**	**	**	2%	**	2%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	*r	s	*t
Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
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Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	44	17	**	20	58	253	19	39	**	**	4	235	19	**	**	**	8	**	16	**
	17%	13%	**	11%	11%	16%	13%	20%	**	**	7%	15%	12%	**	**	**	9%	**	16%	**
	c							kl		kl		k							t	
	16%	6%	**	7%	21%	93%	7%	14%	**	**	1%	86%	7%	**	**	**	3%	**	6%	**
To find information on health related issues e.g. NHS Direct/ NHS 24	37	12	**	14	47	222	26	28	**	**	4	220	13	**	**	**	9	**	9	**
	14%	9%	**	8%	9%	14%	17%	14%	**	**	7%	14%	8%	**	**	**	11%	**	9%	**
	d									k										
	15%	5%	**	6%	19%	90%	10%	11%	**	**	2%	89%	5%	**	**	**	4%	**	4%	**
Using Twitter (browsing/ reading site)	23	1	**	2	43	210	20	13	**	**	1	218	1	**	**	**	1	**	1	**
	9%	1%	**	1%	8%	13%	13%	7%	**	**	2%	14%	1%	**	**	**	1%	**	1%	**
	bd											hk								
	10%	*%	**	1%	18%	91%	9%	6%	**	**	1%	95%	1%	**	**	**	1%	**	*%	**
Listening to radio	24	6	**	7	35	190	15	17	**	**	2	190	6	**	**	**	3	**	5	**
	9%	5%	**	4%	7%	12%	10%	9%	**	**	4%	12%	4%	**	**	**	4%	**	5%	**
	cd											k								
	12%	3%	**	3%	17%	92%	7%	8%	**	**	1%	92%	3%	**	**	**	2%	**	2%	**
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Unweighted total	431	253	77	330	900	2656	162	362	43	51	112	2461	224	33	42	31	146	78	144	80
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Total	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	3	86	78	99	65
	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Watch news programmes	21	7	**	9	31	170	22	17	**	**	3	174	8	**	**	**	5	**	8	**
	8%	5%	**	5%	6%	10%	14%	9%	**	**	5%	11%	5%	**	**	**	6%	**	8%	**
	11%	3%	**	5%	16%	89%	12%	9%	**	**	1%	91%	4%	**	**	**	3%	**	4%	**
Uploading/ adding content to the internet	21	6	**	7	35	167	14	16	**	**	1	165	6	**	**	**	3	**	5	**
	8%	5%	**	4%	7%	10%	9%	8%	**	**	2%	10%	4%	**	**	**	4%	**	5%	**
	d							k		k		k								
	12%	4%	**	4%	19%	93%	8%	9%	**	**	1%	92%	4%	**	**	**	2%	**	3%	**
Real time gambling/ trading/ auctions	20	5	**	5	28	171	9	15	**	**	2	165	5	**	**	**	5	**	5	**
	8%	4%	**	3%	5%	11%	6%	8%	**	**	3%	10%	3%	**	**	**	5%	**	5%	**
	cd							k				k								
	11%	3%	**	3%	16%	95%	5%	9%	**	**	1%	92%	3%	**	**	**	3%	**	3%	**
Using Twitter (account holder, posting on site)	10	1	**	1	22	120	9	7	**	**	1	121	1	**	**	**	1	**	1	**
	4%	1%	**	1%	4%	7%	6%	4%	**	**	2%	8%	1%	**	**	**	1%	**	1%	**
	d							hk				hk								
	8%	1%	**	1%	17%	94%	7%	6%	**	**	1%	94%	1%	**	**	**	1%	**	1%	**
Downloading films (Video on Demand)	5	1	**	1	23	95	16	12	**	**	*	98	1	**	**	**	1	**	1	**
	2%	1%	**	1%	4%	6%	10%	6%	**	**	*0%	6%	1%	**	**	**	1%	**	1%	**
						f		k				k								
	5%	1%	**	1%	21%	87%	15%	11%	**	**	*0%	90%	1%	**	**	**	1%	**	1%	**
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	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Streamed audio services (free)	8	2	**	2	14	79	10	10	**	**	1	79	2	**	**	**	2	**	1	**
	3%	2%	**	1%	3%	5%	7%	5%	**	**	3%	5%	1%	**	**	**	3%	**	1%	**
	9%	3%	**	3%	15%	89%	11%	11%	**	**	2%	89%	3%	**	**	**	3%	**	2%	**
Streamed audio services (subscription)	2	-	**	-	2	19	5	1	**	**	-	22	-	**	**	**	-	**	-	**
	1%	-%	**	-%	*%	1%	3%	1%	**	**	-%	1%	-%	**	**	**	-%	**	-%	**
							f													
	10%	-%	**	-%	10%	82%	22%	6%	**	**	-%	94%	-%	**	**	**	-%	**	-%	**
Other	*	2	**	3	4	6	-	1	**	**	1	6	3	**	**	**	2	**	2	**
	*%	1%	**	2%	1%	*%	-%	*%	**	**	1%	*%	2%	**	**	**	3%	**	2%	**
			a	a																
	1%	27%	**	55%	60%	100%	-%	10%	**	**	9%	90%	55%	**	**	**	39%	**	39%	**
USE SOCIAL NETWORKING SITES	80	25	**	30	240	896	80	96	**	**	16	887	25	**	**	**	14	**	14	**
	31%	19%	**	16%	46%	55%	52%	50%	**	**	30%	56%	15%	**	**	**	17%	**	14%	**
	bcd							k	k			k			m					
	8%	3%	**	3%	24%	91%	8%	10%	**	**	2%	90%	3%	**	**	**	1%	**	1%	**
TV/ VIDEO VIEWING	67	23	**	26	137	567	47	68	**	**	10	550	23	**	**	**	15	**	14	**
	26%	17%	**	14%	26%	35%	31%	35%	**	**	18%	35%	14%	**	**	**	17%	**	14%	**
	bcd							k	k			k								
	11%	4%	**	4%	22%	92%	8%	11%	**	**	2%	89%	4%	**	**	**	2%	**	2%	**
USE TWITTER	24	2	**	2	48	226	23	14	**	**	1	235	2	**	**	**	2	**	1	**
	9%	1%	**	1%	9%	14%	15%	7%	**	**	2%	15%	1%	**	**	**	2%	**	1%	**
	bcd							hk				hk								
	10%	1%	**	1%	19%	91%	9%	6%	**	**	1%	94%	1%	**	**	**	1%	**	*%	**

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	15%	7%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
STREAMED AUDIO SERVICES	8	2	**	2	14	81	10	11	**	**	1	80	2	**	**	**	2	**	1	**
	3%	2%	**	1%	3%	5%	7%	6%	**	**	3%	5%	1%	**	**	**	3%	**	1%	**
	9%	2%	**	2%	16%	89%	11%	12%	**	**	2%	88%	2%	**	**	**	2%	**	1%	**
None of these	10	11	**	15	32	50	3	10	**	**	6	43	14	**	**	**	7	**	7	**
	4%	8%	**	8%	6%	3%	2%	5%	**	**	11%	3%	9%	**	**	**	8%	**	7%	**
	18%	20%	**	a	60%	93%	6%	20%	**	**	12%	80%	27%	**	**	**	12%	**	13%	**
Don't know	1	3	**	8	11	14	2	5	**	**	2	10	6	**	**	**	1	**	2	**
	1%	2%	**	4%	2%	1%	1%	2%	**	**	3%	1%	4%	**	**	**	2%	**	2%	**
	9%	17%	ab	a	70%	93%	10%	30%	**	**	11%	68%	40%	**	**	**	9%	**	14%	**

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

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QE14 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Sending and receiving e-mail	196	89	31	119	339	1267	119	137	17	20	31	1257	110	4	5	**	59	51	72	38
	56%	44%	16%	30%	39%	62%	61%	41%	39%	38%	27%	65%	33%	11%	25%	**	40%	27%	45%	22%
	bcd	cd		c				k				hijk	np		n	**	rt		rt	
	14%	6%	2%	9%	24%	91%	9%	10%	1%	1%	2%	90%	8%	1%	1%	**	4%	4%	5%	3%
General surfing/ browsing the internet	191	84	26	110	345	1258	113	132	14	18	31	1247	100	4	5	**	59	41	65	35
	55%	41%	14%	28%	40%	61%	58%	40%	33%	35%	28%	65%	30%	12%	27%	**	40%	22%	40%	20%
	bcd	cd		c				k				hijk	np		n	**	rt		rt	
	14%	6%	2%	8%	25%	91%	8%	10%	1%	1%	2%	91%	7%	1%	1%	**	4%	3%	5%	3%
Using social networking sites (such as MySpace, Facebook or Bebo)	76	24	5	29	233	860	74	96	11	13	16	846	25	2	2	**	14	10	14	11
	22%	12%	2%	7%	27%	42%	38%	29%	26%	24%	14%	44%	7%	5%	12%	**	10%	6%	9%	6%
	bcd	cd		c				k	k	k		hijk				**				
	8%	3%	1%	3%	25%	92%	8%	10%	1%	1%	2%	90%	3%	1%	1%	**	2%	1%	2%	1%
Banking	116	44	8	52	149	789	69	77	6	11	14	787	48	1	2	**	27	21	39	9
	33%	21%	4%	13%	17%	38%	35%	23%	14%	20%	13%	41%	14%	3%	10%	**	18%	11%	24%	5%
	bcd	cd		c				k				hijk	n			**	t	t	rt	
	13%	5%	1%	6%	17%	92%	8%	9%	1%	1%	2%	91%	6%	1%	1%	**	3%	2%	5%	1%
Finding/ downloading information for personal reasons e.g. information, news, weather	124	41	18	58	151	672	72	79	9	14	17	665	53	2	3	**	30	23	40	13
	36%	20%	9%	15%	17%	33%	37%	24%	21%	26%	15%	35%	16%	6%	14%	**	20%	13%	25%	8%
	bcd	c		c				k		k		hik	n			**	rt		rt	
	17%	5%	2%	8%	20%	90%	10%	11%	1%	2%	2%	90%	7%	1%	1%	**	4%	3%	5%	2%

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QE14 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
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Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
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Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Purchasing goods/ services/ tickets etc.	113	40	4	45	153	667	53	82	11	9	15	642	39	2	2	**	25	15	28	12
	33%	20%	2%	11%	18%	32%	27%	25%	26%	17%	14%	33%	12%	8%	13%	**	17%	8%	17%	7%
	bcd	cd		c				k	k			hjk				**	rt		rt	
	16%	6%	1%	6%	21%	93%	7%	11%	2%	1%	2%	89%	5%	*%	*%	**	3%	2%	4%	2%
Finding/ downloading information for work/ business	79	17	1	19	65	489	53	49	6	6	5	498	17	-	1	**	12	6	13	4
	23%	9%	1%	5%	7%	24%	27%	15%	13%	12%	4%	26%	5%	-%	6%	**	8%	3%	8%	3%
	bcd	cd		c				k	k	k		hijk			n	**	rt		rt	
	14%	3%	*%	3%	12%	90%	10%	9%	1%	1%	1%	91%	3%	-%	*%	**	2%	1%	2%	1%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	40	8	2	10	102	447	51	42	7	5	8	459	10	-	1	**	9	1	7	2
	12%	4%	1%	3%	12%	22%	26%	13%	16%	10%	7%	24%	3%	-%	3%	**	6%	*%	5%	1%
	bcd	c						k	k			hjk				**	rt		r	
	8%	2%	*%	2%	20%	90%	10%	8%	1%	1%	2%	92%	2%	-%	*%	**	2%	*%	1%	*%
Playing games online/ interactively	41	16	3	19	143	430	34	59	6	7	13	406	17	*	1	**	11	6	7	10
	12%	8%	2%	5%	17%	21%	17%	18%	13%	13%	11%	21%	5%	2%	5%	**	7%	3%	5%	6%
	cd	c		c								k				**				
	9%	3%	1%	4%	31%	93%	7%	13%	1%	1%	3%	88%	4%	*%	*%	**	2%	1%	2%	2%

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

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QE14 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
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Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Finding/ downloading information for school/ college/ university/ homework	31	6	1	7	73	409	51	38	3	5	5	423	7	-	*	**	5	2	5	2
	9%	3%	*%	2%	8%	20%	26%	11%	6%	10%	4%	22%	2%	-%	*%	**	3%	1%	3%	1%
	bcd	c	*%	2%	16%	89%	f	k	1%	1%	1%	hijk	2%	-%	*%	**	1%	*%	1%	*%
	7%	1%						8%				92%								
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	29	7	*	8	74	343	35	37	2	5	3	345	7	*	*	**	5	2	5	2
	9%	3%	*%	2%	9%	17%	18%	11%	4%	9%	3%	18%	2%	*%	2%	**	4%	1%	3%	1%
	bcd	c						k		k		hijk								
	8%	2%	*%	2%	20%	90%	9%	10%	*%	1%	1%	91%	2%	*%	*%	**	1%	*%	1%	1%
Downloading music files, movies or video clips	29	8	*	8	76	348	26	43	5	6	4	332	7	*	*	**	6	2	5	2
	8%	4%	*%	2%	9%	17%	14%	13%	12%	12%	4%	17%	2%	*%	1%	**	4%	1%	3%	1%
	bcd	c		c				k	k	k		hk					r			
	8%	2%	*%	2%	20%	93%	7%	12%	1%	2%	1%	89%	2%	*%	*%	**	2%	*%	1%	1%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	43	17	3	20	77	341	24	39	3	4	6	329	18	1	1	**	12	6	12	6
	13%	8%	2%	5%	9%	17%	12%	12%	7%	7%	6%	17%	5%	3%	5%	**	8%	3%	8%	3%
	cd	c		c				k				hijk					t			
	12%	5%	1%	5%	21%	93%	7%	11%	1%	1%	2%	90%	5%	*%	*%	**	3%	2%	3%	2%

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QE14 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
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Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
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Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Watching live TV programmes	27	6	1	8	59	271	28	29	4	4	3	270	7	-	1	**	6	1	5	2
	8%	3%	1%	2%	7%	13%	15%	9%	8%	7%	3%	14%	2%	-%	4%	**	4%	*%	3%	1%
	bcd							k				hk				**	r			
	9%	2%	*%	3%	20%	91%	10%	10%	1%	1%	1%	91%	2%	-%	*%	**	2%	*%	2%	1%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	44	17	3	20	58	253	19	39	4	9	4	235	19	-	1	**	8	11	16	3
	13%	8%	2%	5%	7%	12%	10%	12%	9%	17%	3%	12%	6%	-%	6%	**	5%	6%	10%	2%
	cd	c		c				k		k		k	n		n	**	t	t	t	
	16%	6%	1%	7%	21%	93%	7%	14%	1%	3%	1%	86%	7%	-%	*%	**	3%	4%	6%	1%
To find information on health related issues e.g. NHS Direct/ NHS 24	37	12	2	14	47	222	26	28	2	7	4	220	13	-	1	**	9	4	9	4
	11%	6%	1%	4%	5%	11%	13%	8%	4%	13%	4%	11%	4%	-%	4%	**	6%	2%	6%	2%
	bcd	c						k		k		hk				**	r			
	15%	5%	1%	6%	19%	90%	10%	11%	1%	3%	2%	89%	5%	-%	*%	**	4%	2%	4%	2%
Using Twitter (browsing/ reading site)	23	1	1	2	43	210	20	13	1	3	1	218	1	*	-	**	1	-	1	1
	7%	*%	*%	*%	5%	10%	10%	4%	2%	6%	1%	11%	*%	1%	-%	**	1%	-%	*%	*%
	bcd									k		hik				**				
	10%	*%	*%	1%	18%	91%	9%	6%	*%	1%	1%	95%	1%	*%	-%	**	1%	-%	*%	*%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Listening to radio	24	6	*	7	35	190	15	17	1	4	2	190	6	*	*	**	3	3	5	1
	7%	3%	%	2%	4%	9%	8%	5%	2%	7%	2%	10%	2%	%	1%	**	2%	2%	3%	1%
	bcd	c								k		hik								
	12%	3%	%	3%	17%	92%	7%	8%	%	2%	1%	92%	3%	%	%	**	2%	2%	2%	1%
Watch news programmes	21	7	3	9	31	170	22	17	1	4	3	174	8	*	1	**	5	3	8	1
	6%	3%	1%	2%	4%	8%	11%	5%	3%	7%	2%	9%	2%	1%	3%	**	3%	2%	5%	%
	cd											hk					t		t	
	11%	3%	1%	5%	16%	89%	12%	9%	1%	2%	1%	91%	4%	%	%	**	3%	2%	4%	%
Uploading/ adding content to the internet	21	6	1	7	35	167	14	16	1	4	1	165	6	*	1	**	3	3	5	2
	6%	3%	%	2%	4%	8%	7%	5%	2%	8%	1%	9%	2%	%	3%	**	2%	2%	3%	1%
	cd	c						k		k		hk								
	12%	4%	%	4%	19%	93%	8%	9%	1%	2%	1%	92%	4%	%	%	**	2%	2%	3%	1%
Real time gambling/ trading/ auctions	20	5	-	5	28	171	9	15	2	2	2	165	5	*	*	**	5	-	5	-
	6%	2%	-%	1%	3%	8%	5%	5%	4%	4%	1%	9%	1%	1%	1%	**	3%	-%	3%	-%
	bcd	c										hk					rt		rt	
	11%	3%	-%	3%	16%	95%	5%	9%	1%	1%	1%	92%	3%	%	%	**	3%	-%	3%	-%
Using Twitter (account holder, posting on site)	10	1	-	1	22	120	9	7	1	2	1	121	1	*	-	**	1	-	1	-
	3%	1%	-%	%	3%	6%	5%	2%	2%	4%	1%	6%	%	1%	-%	**	1%	-%	1%	-%
	bcd											hk								
	8%	1%	-%	1%	17%	94%	7%	6%	1%	2%	1%	94%	1%	%	-%	**	1%	-%	1%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Downloading films (Video on Demand)	5	1	1	1	23	95	16	12	1	1	*	98	1	-	-	**	1	-	1	-
	1%	*%	*%	*%	3%	5%	8%	3%	3%	2%	*%	5%	*%	-%	-%	**	1%	-%	1%	-%
							f	k	k			k								
	5%	1%	1%	1%	21%	87%	15%	11%	1%	1%	*%	90%	1%	-%	-%	**	1%	-%	1%	-%
Streamed audio services (free)	8	2	-	2	14	79	10	10	-	*	1	79	2	-	-	**	2	-	1	1
	2%	1%	-%	1%	2%	4%	5%	3%	-%	1%	1%	4%	1%	-%	-%	**	2%	-%	1%	1%
	cd																			
	9%	3%	-%	3%	15%	89%	11%	11%	-%	*%	2%	89%	3%	-%	-%	**	3%	-%	2%	1%
Streamed audio services (subscription)	2	-	-	-	2	19	5	1	-	1	-	22	-	-	-	**	-	-	-	-
	1%	-%	-%	-%	*%	1%	3%	*%	-%	1%	-%	1%	-%	-%	-%	**	-%	-%	-%	-%
							f													
	10%	-%	-%	-%	10%	82%	22%	6%	-%	3%	-%	94%	-%	-%	-%	**	-%	-%	-%	-%
Other	*	2	2	3	4	6	-	1	-	-	1	6	3	-	-	**	2	1	2	1
	*%	1%	1%	1%	*%	*%	-%	*%	-%	-%	1%	*%	1%	-%	-%	**	2%	1%	2%	1%
	1%	27%	28%	55%	60%	100%	-%	10%	-%	-%	9%	90%	55%	-%	-%	**	39%	17%	39%	17%
USE SOCIAL NETWORKING SITES	80	25	5	30	240	896	80	96	11	13	16	887	25	2	2	**	14	10	14	11
	23%	12%	2%	8%	28%	44%	41%	29%	26%	24%	14%	46%	7%	7%	12%	**	10%	6%	9%	6%
	bcd	cd		c				k	k			hijk								
	8%	3%	*%	3%	24%	91%	8%	10%	1%	1%	2%	90%	3%	*%	*%	**	1%	1%	1%	1%
TV/ VIDEO VIEWING	67	23	3	26	137	567	47	68	8	7	10	550	23	1	2	**	15	8	14	9
	19%	11%	2%	7%	16%	28%	24%	20%	19%	14%	9%	29%	7%	3%	9%	**	10%	4%	8%	5%
	bcd	cd		c				k	k			hjk					r			
	11%	4%	1%	4%	22%	92%	8%	11%	1%	1%	2%	89%	4%	*%	*%	**	2%	1%	2%	1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE14 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
USE TWITTER	24	2	1	2	48	226	23	14	1	3	1	235	2	1	-	**	2	-	1	1
	7%	1%	*%	1%	6%	11%	12%	4%	2%	6%	1%	12%	*%	2%	-%	**	1%	-%	1%	*%
	bcd									k		hik								
	10%	1%	*%	1%	19%	91%	9%	6%	*%	1%	1%	94%	1%	*%	-%	**	1%	-%	*%	*%
STREAMED AUDIO SERVICES	8	2	-	2	14	81	10	11	-	1	1	80	2	-	-	**	2	-	1	1
	2%	1%	-%	1%	2%	4%	5%	3%	-%	2%	1%	4%	1%	-%	-%	**	2%	-%	1%	1%
	cd																			
	9%	2%	-%	2%	16%	89%	11%	12%	-%	1%	2%	88%	2%	-%	-%	**	2%	-%	1%	1%
None of these	10	11	5	15	32	50	3	10	1	2	6	43	14	1	*	**	7	8	7	7
	3%	5%	3%	4%	4%	2%	2%	3%	3%	3%	5%	2%	4%	2%	2%	**	5%	4%	4%	4%
											l									
	18%	20%	9%	29%	60%	93%	6%	20%	3%	3%	12%	80%	27%	1%	1%	**	12%	14%	13%	14%
Don't know	1	3	5	8	11	14	2	5	-	*	2	10	6	1	*	**	1	5	2	4
	*%	1%	3%	2%	1%	1%	1%	1%	-%	*%	1%	1%	2%	4%	2%	**	1%	2%	1%	2%
			a	a																
	9%	17%	36%	52%	70%	93%	10%	30%	-%	*%	11%	68%	40%	8%	3%	**	9%	31%	14%	25%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QENEW11) SHOWCARD What was the advertised speed of your main home internet connection when you took up your service? (SINGLE CODE)

Base : Those who use broadband to connect to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	422	249	74	323	853	2565	156	353	42	48	109	2373	222	33	39	29	144	78	143	79
Effective Weighted Sample	294	151	51	201	566	1755	135	234	28	32	79	1649	171	19	23	23	127	61	112	60
Total	253	130	50	180	494	1567	148	189	21	27	52	1537	162	9	6	2	85	78	98	64
	15%	8%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Up to 512kb	1	*	**	*	3	11	-	*	**	**	-	11	*	**	**	**	-	**	*	**
	*%	*%	**	*%	1%	1%	-%	*%	**	**	-%	1%	*%	**	**	**	-%	**	*%	**
	10%	3%	**	3%	29%	100%	-%	1%	**	**	-%	99%	3%	**	**	**	-%	**	3%	**
Up to 1MB	6	1	**	1	2	13	2	1	**	**	1	13	1	**	**	**	1	**	1	**
	2%	1%	**	1%	*%	1%	1%	1%	**	**	1%	1%	1%	**	**	**	1%	**	1%	**
	39%	7%	**	7%	13%	89%	12%	8%	**	**	5%	92%	6%	**	**	**	6%	**	6%	**
Up to 2MB	10	7	**	7	18	42	8	8	**	**	2	43	7	**	**	**	4	**	1	**
	4%	5%	**	4%	4%	3%	6%	4%	**	**	4%	3%	4%	**	**	**	4%	**	1%	**
Up to 4MB	20%	14%	**	14%	36%	84%	16%	15%	↓	**	4%	85%	13%	**	**	**	7%	**	3%	↓
	9	6	**	8	12	43	3	9	**	**	1	37	7	**	**	**	5	**	6	**
	4%	5%	**	4%	2%	3%	2%	5%	**	**	1%	2%	5%	**	**	**	6%	**	6%	**
Up to 8MB	21%	13%	**	18%	27%	94%	7%	20%	**	**	1%	80%	16%	**	**	**	11%	**	13%	**
	16	10	**	11	26	113	8	11	**	**	3	110	11	**	**	**	8	**	7	**
	6%	8%	**	6%	5%	7%	5%	6%	**	**	7%	7%	7%	**	**	**	10%	**	8%	**
Up to 10MB	13%	8%	**	9%	22%	94%	7%	9%	**	**	3%	91%	9%	**	**	**	7%	**	6%	**
	14	4	**	4	16	90	8	10	**	**	4	87	3	**	**	**	3	**	2	**
	6%	3%	**	2%	3%	6%	5%	6%	**	**	8%	6%	2%	**	**	**	3%	**	2%	**
Up to 16MB	14%	4%	**	4%	16%	93%	8%	11%	**	**	4%	89%	3%	**	**	m	3%	**	2%	**
	3	1	**	2	6	23	2	3	**	**	-	23	2	**	**	**	2	**	2	**
	1%	1%	**	1%	1%	1%	2%	2%	**	**	-%	1%	1%	**	**	**	2%	**	2%	**
Up to 20MB	11%	4%	**	9%	24%	90%	9%	11%	**	**	-%	89%	8%	**	**	**	8%	**	8%	**
	18	7	**	7	27	113	12	17	**	**	5	108	6	**	**	**	4	**	3	**
	7%	5%	**	4%	5%	7%	8%	9%	**	**	10%	7%	4%	**	**	**	5%	**	3%	**
	14%	5%	**	5%	21%	90%	10%	14%	**	**	4%	86%	5%	**	**	**	3%	**	2%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE15 (QENEW11) SHOWCARD What was the advertised speed of your main home internet connection when you took up your service? (SINGLE CODE)

Base : Those who use broadband to connect to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	422	249	74	323	853	2565	156	353	42	48	109	2373	222	33	39	29	144	78	143	79
Effective Weighted Sample	294	151	51	201	566	1755	135	234	28	32	79	1649	171	19	23	23	127	61	112	60
Total	253	130	50	180	494	1567	148	189	21	27	52	1537	162	9	6	2	85	78	98	64
	15%	8%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Up to 30MB	4	*	**	*	7	22	1	2	**	**	-	22	*	**	**	**	*	**	*	**
	2%	*%	**	*%	1%	1%	1%	1%	**	**	-%	1%	*%	**	**	**	*%	**	*%	**
	18%	2%	**	2%	28%	95%	5%	9%	**	**	-%	91%	2%	**	**	**	2%	**	2%	**
Up to 40MB	1	1	**	1	1	7	-	2	**	**	*	5	1	**	**	**	1	**	-	**
	1%	*%	**	*%	*%	*%	-%	1%	**	**	1%	*%	*%	**	**	**	1%	**	-%	**
	19%	8%	**	8%	20%	100%	-%	22%	**	**	7%	77%	8%	**	**	**	8%	**	-%	**
Up to 50MB	2	1	**	1	3	16	2	3	**	**	1	15	*	**	**	**	*	**	*	**
	1%	1%	**	1%	1%	1%	1%	1%	**	**	2%	1%	*%	**	**	**	1%	**	1%	**
	13%	4%	**	6%	19%	88%	11%	15%	**	**	5%	84%	3%	**	m	**	3%	**	3%	**
Up to 100MB	1	1	**	1	5	9	3	-	**	**	-	12	1	**	**	**	1	**	1	**
	*%	1%	**	*%	1%	1%	2%	-%	**	**	-%	1%	*%	**	**	**	1%	**	1%	**
	5%	5%	**	5%	40%	73%	20%	-%	**	**	-%	100%	5%	**	**	**	5%	**	5%	**
Over 100MB	2	-	**	1	3	7	-	1	**	**	-	6	1	**	**	**	1	**	-	**
	1%	-%	**	*%	1%	*%	-%	*%	**	**	-%	*%	*%	**	**	**	1%	**	-%	**
	26%	-%	**	10%	49%	100%	-%	9%	**	**	-%	91%	10%	**	**	**	10%	**	-%	**
SUPERFAST BROADBAND (30MB AND ABOVE)	10	2	**	3	19	61	6	7	**	**	1	60	3	**	**	**	3	**	2	**
	4%	2%	**	2%	4%	4%	4%	4%	**	**	3%	4%	2%	**	**	**	3%	**	2%	**
	15%	4%	**	5%	29%	90%	8%	10%	**	**	2%	90%	4%	**	**	**	4%	**	2%	**
Don't know	167	92	**	136	364	1058	99	122	**	**	35	1045	122	**	**	**	55	**	74	**
	66%	71%	**	76%	74%	68%	67%	65%	**	**	67%	68%	75%	**	**	**	65%	**	75%	**
	14%	8%	abd	a	31%	91%	8%	10%	**	**	3%	90%	10%	**	**	**	5%	q	6%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE16 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband to connect to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	422	249	74	323	853	2565	156	353	42	48	109	2373	222	33	39	29	144	78	143	79
Effective Weighted Sample	294	151	51	201	566	1755	135	234	28	32	79	1649	171	19	23	23	127	61	112	60
Total	253	130	50	180	494	1567	148	189	21	27	52	1537	162	9	6	2	85	78	98	64
	15%	8%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
512K	4	1	**	1	4	14	-	2	**	**	1	12	1	**	**	**	*	**	1	**
	2%	1%	**	1%	1%	1%	-%	1%	**	**	2%	1%	1%	**	**	**	*%	**	1%	**
	31%	7%	**	7%	27%	100%	-%	16%	**	**	6%	85%	7%	**	**	**	2%	**	7%	**
750K	1	-	**	-	-	3	-	*	**	**	-	3	-	**	**	**	-	**	-	**
	*%	-%	**	-%	-%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	**	-%	**
	29%	-%	**	-%	-%	100%	-%	7%	**	**	-%	93%	-%	**	**	**	-%	**	-%	**
1MB	*	-	**	-	1	10	-	2	**	**	*	8	-	**	**	**	-	**	-	**
	*%	-%	**	-%	*%	1%	-%	1%	**	**	1%	1%	-%	**	**	**	-%	**	-%	**
	3%	-%	**	-%	13%	100%	-%	22%	**	**	3%	79%	-%	**	**	**	-%	**	-%	**
1.5MB	2	1	**	2	5	12	2	3	**	**	*	12	2	**	**	**	2	**	2	**
	1%	1%	**	1%	1%	1%	1%	1%	**	**	*%	1%	1%	**	**	**	2%	**	2%	**
	13%	10%	**	14%	37%	82%	13%	19%	**	**	1%	82%	13%	**	**	**	13%	**	13%	**
2MB	9	6	**	6	18	51	3	7	**	**	2	46	6	**	**	**	4	**	3	**
	3%	4%	**	4%	4%	3%	2%	4%	**	**	5%	3%	3%	**	**	**	4%	**	3%	**
	16%	11%	**	12%	33%	96%	5%	13%	**	**	4%	87%	10%	**	**	**	7%	**	5%	**
3MB	5	8	**	9	15	40	1	6	**	**	1	35	8	**	**	**	4	**	5	**
	2%	6%	**	5%	3%	3%	1%	3%	**	**	3%	2%	5%	**	**	**	5%	**	5%	**
		a																		
	11%	19%	**	21%	38%	97%	3%	15%	**	**	4%	85%	20%	**	**	**	11%	**	12%	**
4MB	7	2	**	3	15	59	4	6	**	**	*	57	3	**	**	**	3	**	3	**
	3%	2%	**	2%	3%	4%	3%	3%	**	**	*%	4%	2%	**	**	**	4%	**	3%	**
	11%	4%	**	6%	24%	94%	6%	9%	**	**	*%	91%	5%	**	**	**	5%	**	5%	**
8MB	12	7	**	7	22	78	11	12	**	**	3	76	7	**	**	**	4	**	4	**
	5%	6%	**	4%	4%	5%	8%	6%	**	**	6%	5%	4%	**	**	**	5%	**	4%	**
	13%	8%	**	8%	25%	89%	13%	13%	**	**	4%	87%	8%	**	**	**	5%	**	5%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE16 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband to connect to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	422	249	74	323	853	2565	156	353	42	48	109	2373	222	33	39	29	144	78	143	79
Effective Weighted Sample	294	151	51	201	566	1755	135	234	28	32	79	1649	171	19	23	23	127	61	112	60
Total	253	130	50	180	494	1567	148	189	21	27	52	1537	162	9	6	2	85	78	98	64
	15%	8%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
10MB	8	3	**	3	9	55	5	10	**	**	1	49	2	**	**	**	2	**	*	**
	3%	2%	**	2%	2%	4%	3%	6%	**	**	3%	3%	1%	**	**	**	2%	**	*%	**
	13%	4%	**	5%	14%	93%	8%	18%	**	**	2%	83%	4%	**	**	**	3%	**	1%	**
16MB	6	1	**	2	5	28	-	6	**	**	2	23	2	**	**	**	2	**	2	**
	2%	*%	**	1%	1%	2%	-%	3%	**	**	4%	1%	1%	**	**	**	2%	**	2%	**
	22%	2%	**	7%	17%	100%	-%	20%	**	**	8%	82%	7%	**	**	**	7%	**	7%	**
20MB	8	3	**	3	14	54	5	8	**	**	1	51	3	**	**	**	2	**	1	**
	3%	3%	**	2%	3%	3%	3%	4%	**	**	2%	3%	2%	**	**	**	2%	**	1%	**
	14%	6%	**	6%	23%	92%	8%	14%	**	**	2%	86%	6%	**	**	**	3%	**	2%	**
24MB	2	*	**	*	3	14	1	1	**	**	*	15	*	**	**	**	*	**	*	**
	1%	*%	**	*%	1%	1%	1%	*%	**	**	1%	1%	*%	**	**	**	*%	**	*%	**
	14%	2%	**	2%	22%	93%	6%	4%	**	**	3%	95%	2%	**	**	**	2%	**	2%	**
50MB	2	2	**	2	5	18	2	2	**	**	1	18	1	**	**	**	1	**	1	**
	1%	1%	**	1%	1%	1%	2%	1%	**	**	2%	1%	1%	**	**	**	2%	**	1%	**
	10%	8%	**	8%	25%	88%	12%	12%	**	**	4%	87%	7%	**	**	**	7%	**	7%	**
100MB	1	-	**	1	4	8	3	1	**	**	-	11	1	**	**	**	1	**	-	**
	*%	-%	**	*%	1%	1%	2%	*%	**	**	-%	1%	*%	**	**	**	1%	**	-%	**
	6%	-%	**	6%	35%	71%	22%	5%	**	**	-%	95%	6%	**	**	**	6%	**	-%	**
Over 100MB	2	-	**	-	2	4	-	1	**	**	-	3	-	**	**	**	-	**	-	**
	1%	-%	**	-%	*%	*%	-%	1%	**	**	-%	*%	-%	**	**	**	-%	**	-%	**
	37%	-%	**	-%	37%	100%	-%	23%	**	**	-%	79%	-%	**	**	**	-%	**	-%	**
Other	3	2	**	2	5	22	1	2	**	**	1	21	2	**	**	**	1	**	*	**
	1%	1%	**	1%	1%	1%	1%	1%	**	**	1%	1%	1%	**	**	**	1%	**	*%	**
	13%	8%	**	8%	21%	96%	4%	7%	**	**	3%	94%	8%	**	**	**	3%	**	2%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE16 (QE11A). SHOWCARD What is the actual speed of your main home internet connection? (SINGLE CODE)

Base : Those who use broadband to connect to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	422	249	74	323	853	2565	156	353	42	48	109	2373	222	33	39	29	144	78	143	79
Effective Weighted Sample	294	151	51	201	566	1755	135	234	28	32	79	1649	171	19	23	23	127	61	112	60
Total	253	130	50	180	494	1567	148	189	21	27	52	1537	162	9	6	2	85	78	98	64
	15%	8%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
TOTAL 512K+	68	34	**	39	121	449	37	67	**	**	15	418	37	**	**	**	25	**	23	**
	27%	26%	**	22%	24%	29%	25%	35%	**	**	29%	27%	23%	**	**	**	29%	**	24%	**
	c	c						l		kl							r			
	14%	7%	**	8%	25%	93%	8%	14%	**	**	3%	86%	8%	**	**	**	5%	**	5%	**
TOTAL 2MB+	61	31	**	36	110	409	35	59	**	**	14	383	34	**	**	**	23	**	20	**
	24%	24%	**	20%	22%	26%	24%	31%	**	**	26%	25%	21%	**	**	**	27%	**	21%	**
	c	c						l		l										
	14%	7%	**	8%	25%	93%	8%	13%	**	**	3%	87%	8%	**	**	**	5%	**	5%	**
Don't know	182	94	**	139	368	1097	110	120	**	**	36	1097	124	**	**	**	59	**	74	**
	72%	73%	**	77%	75%	70%	74%	64%	**	**	70%	71%	76%	**	**	**	70%	**	76%	**
			ab								j	hj								
	15%	8%	**	11%	30%	90%	9%	10%	**	**	3%	90%	10%	**	**	**	5%	**	6%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE17 (QE11C). Do you know how to find out what speeds you are getting on your computer at home? (SINGLE CODE)

Base : Those who use broadband to connect to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	422	249	74	323	853	2565	156	353	42	48	109	2373	222	33	39	29	144	78	143	79
Effective Weighted Sample	294	151	51	201	566	1755	135	234	28	32	79	1649	171	19	23	23	127	61	112	60
Total	253	130	50	180	494	1567	148	189	21	27	52	1537	162	9	6	2	85	78	98	64
	15%	8%	**	10%	29%	91%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	6%	**
Yes	82	31	**	37	122	525	50	67	**	**	14	510	34	**	**	**	25	**	23	**
	32%	24%	**	21%	25%	34%	34%	36%	**	**	27%	33%	21%	**	**	**	29%	**	23%	**
	cd									k							r			
	14%	5%	**	6%	21%	91%	9%	12%	**	**	2%	89%	6%	**	**	**	4%	**	4%	**
No	139	76	**	111	273	801	68	94	**	**	30	783	101	**	**	**	44	**	61	**
	55%	58%	**	62%	55%	51%	46%	50%	**	**	58%	51%	62%	**	**	**	52%	**	62%	**
			a						j		j		o		o		q			
	16%	9%	**	13%	31%	91%	8%	11%	**	**	3%	89%	12%	**	**	**	5%	**	7%	**
Don't know	32	23	**	32	98	241	29	28	**	**	8	244	28	**	**	**	16	**	14	**
	13%	18%	**	18%	20%	15%	20%	15%	**	**	15%	16%	17%	**	**	**	18%	**	15%	**
	12%	9%	**	12%	36%	89%	11%	10%	**	**	3%	90%	10%	**	**	**	6%	**	5%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE18 (QE12X). SHOWCARD You said you use a mobile USB stick or dongle to access the internet, thinking about the speed of your mobile broadband, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
A lot faster	**	**	**	**	2	6	**	**	**	**	**	8	**	**	**	**	**	**	**	**
	**	**	**	**	3%	2%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**
						f														
	**	**	**	**	25%	68%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
A little faster	**	**	**	**	5	24	**	**	**	**	**	21	**	**	**	**	**	**	**	**
	**	**	**	**	8%	9%	**	**	**	**	**	8%	**	**	**	**	**	**	**	**
	**	**	**	**	21%	96%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**
TOTAL FASTER	**	**	**	**	7	30	**	**	**	**	**	29	**	**	**	**	**	**	**	**
	**	**	**	**	10%	12%	**	**	**	**	**	11%	**	**	**	**	**	**	**	**
	**	**	**	**	22%	89%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
About the same	**	**	**	**	36	137	**	**	**	**	**	142	**	**	**	**	**	**	**	**
	**	**	**	**	51%	53%	**	**	**	**	**	54%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	89%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
A little slower	**	**	**	**	10	37	**	**	**	**	**	36	**	**	**	**	**	**	**	**
	**	**	**	**	14%	14%	**	**	**	**	**	14%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	87%	**	**	**	**	**	84%	**	**	**	**	**	**	**	**
A lot slower	**	**	**	**	5	16	**	**	**	**	**	15	**	**	**	**	**	**	**	**
	**	**	**	**	8%	6%	**	**	**	**	**	6%	**	**	**	**	**	**	**	**
	**	**	**	**	31%	93%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
TOTAL SLOWER	**	**	**	**	15	53	**	**	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	22%	21%	**	**	**	**	**	20%	**	**	**	**	**	**	**	**
	**	**	**	**	25%	89%	**	**	**	**	**	84%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	12	38	**	**	**	**	**	38	**	**	**	**	**	**	**	**
	**	**	**	**	17%	15%	**	**	**	**	**	15%	**	**	**	**	**	**	**	**
	**	**	**	**	28%	92%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19A (QE8AA). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Base for %	24	7	2	9	68	244	28	28	4	1	6	245	8	*	*	*	5	3	5	3
	**	**	**	**	25%	90%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Very satisfied	**	**	**	**	28	101	**	**	**	**	**	96	**	**	**	**	**	**	**	**
	**	**	**	**	42%	42%	**	**	**	**	**	39%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	94%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	29	99	**	**	**	**	**	107	**	**	**	**	**	**	**	**
	**	**	**	**	42%	41%	**	**	**	**	**	44%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	84%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
TOTAL SATISFIED	**	**	**	**	57	201	**	**	**	**	**	204	**	**	**	**	**	**	**	**
	**	**	**	**	84%	82%	**	**	**	**	**	83%	**	**	**	**	**	**	**	**
	**	**	**	**	25%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Neither	**	**	**	**	6	30	**	**	**	**	**	28	**	**	**	**	**	**	**	**
	**	**	**	**	8%	12%	**	**	**	**	**	11%	**	**	**	**	**	**	**	**
	**	**	**	**	19%	97%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	4	10	**	**	**	**	**	11	**	**	**	**	**	**	**	**
	**	**	**	**	6%	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	32%	85%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	1	3	**	**	**	**	**	3	**	**	**	**	**	**	**	**
	**	**	**	**	2%	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	44%	100%	**	**	**	**	**	98%	**	**	**	**	**	**	**	**
TOTAL DISSATISFIED	**	**	**	**	5	13	**	**	**	**	**	14	**	**	**	**	**	**	**	**
	**	**	**	**	8%	5%	**	**	**	**	**	6%	**	**	**	**	**	**	**	**
	**	**	**	**	35%	88%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19A (QE8AA). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	2	14	**	**	**	**	**	15	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19B (QE8AB). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Base for %	24	7	2	9	68	244	28	28	4	1	6	245	8	*	*	*	5	3	5	3
	**	**	**	**	25%	90%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Very satisfied	**	**	**	**	25	91	**	**	**	**	**	88	**	**	**	**	**	**	**	**
	**	**	**	**	37%	37%	**	**	**	**	**	36%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	95%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	28	97	**	**	**	**	**	106	**	**	**	**	**	**	**	**
	**	**	**	**	41%	40%	**	**	**	**	**	43%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	84%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
TOTAL SATISFIED	**	**	**	**	53	189	**	**	**	**	**	194	**	**	**	**	**	**	**	**
	**	**	**	**	78%	77%	**	**	**	**	**	79%	**	**	**	**	**	**	**	**
	**	**	**	**	25%	89%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
Neither	**	**	**	**	8	34	**	**	**	**	**	31	**	**	**	**	**	**	**	**
	**	**	**	**	12%	14%	**	**	**	**	**	13%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	94%	**	**	**	**	**	86%	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	3	16	**	**	**	**	**	16	**	**	**	**	**	**	**	**
	**	**	**	**	4%	6%	**	**	**	**	**	7%	**	**	**	**	**	**	**	**
	**	**	**	**	15%	90%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	4	5	**	**	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	6%	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	71%	100%	**	**	**	**	**	77%	**	**	**	**	**	**	**	**
TOTAL DISSATISFIED	**	**	**	**	6	21	**	**	**	**	**	20	**	**	**	**	**	**	**	**
	**	**	**	**	10%	9%	**	**	**	**	**	8%	**	**	**	**	**	**	**	**
	**	**	**	**	28%	92%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19B (QE8AB). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	2	14	**	**	**	**	**	15	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19C (QE8AC). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Base for %	24	7	2	9	68	244	28	28	4	1	6	245	8	*	*	*	5	3	5	3
	**	**	**	**	25%	90%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Very satisfied	**	**	**	**	28	101	**	**	**	**	**	96	**	**	**	**	**	**	**	**
	**	**	**	**	41%	41%	**	**	**	**	**	39%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	94%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	26	93	**	**	**	**	**	100	**	**	**	**	**	**	**	**
	**	**	**	**	39%	38%	**	**	**	**	**	41%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	84%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
TOTAL SATISFIED	**	**	**	**	54	194	**	**	**	**	**	196	**	**	**	**	**	**	**	**
	**	**	**	**	79%	79%	**	**	**	**	**	80%	**	**	**	**	**	**	**	**
	**	**	**	**	25%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Neither	**	**	**	**	9	32	**	**	**	**	**	31	**	**	**	**	**	**	**	**
	**	**	**	**	13%	13%	**	**	**	**	**	13%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	94%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	4	14	**	**	**	**	**	14	**	**	**	**	**	**	**	**
	**	**	**	**	5%	6%	**	**	**	**	**	6%	**	**	**	**	**	**	**	**
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	1	4	**	**	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	2%	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	100%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**
TOTAL DISSATISFIED	**	**	**	**	5	18	**	**	**	**	**	18	**	**	**	**	**	**	**	**
	**	**	**	**	8%	7%	**	**	**	**	**	7%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	91%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE19C (QE8AC). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	2	14	**	**	**	**	**	15	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE20 (QE12). SHOWCARD Thinking about the speed of your household's fixed broadband internet, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
A lot faster	18	8	**	10	24	78	7	12	**	**	5	75	10	**	**	**	6	**	3	**
	7%	7%	**	6%	5%	5%	5%	7%	**	**	9%	5%	6%	**	**	**	8%	**	3%	**
	21%	10%	**	12%	28%	90%	8%	14%	**	**	5%	86%	11%	**	**	**	7%	**	4%	**
A little faster	26	11	**	12	35	146	15	23	**	**	4	136	11	**	**	**	7	**	6	**
	11%	8%	**	7%	8%	10%	11%	13%	**	**	8%	9%	7%	**	**	**	8%	**	6%	**
	16%	7%	**	7%	22%	91%	9%	15%	**	**	2%	85%	7%	**	**	**	4%	**	3%	**
TOTAL FASTER	44	19	**	22	59	224	21	36	**	**	8	211	20	**	**	**	13	**	9	**
	18%	15%	**	12%	13%	15%	16%	20%	**	**	17%	15%	13%	**	**	**	16%	**	9%	**
	18%	8%	**	9%	24%	91%	9%	14%	**	**	3%	86%	8%	**	**	**	5%	**	4%	**
About the same	126	55	**	85	236	799	79	72	**	**	21	809	76	**	**	**	43	**	50	**
	52%	43%	**	48%	53%	54%	58%	41%	**	**	44%	56%	48%	**	**	**	52%	**	53%	**
	14%	6%	**	10%	27%	91%	9%	8%	**	**	2%	hjk 92%	9%	**	**	**	5%	**	6%	**
A little slower	31	20	**	22	58	199	17	26	**	**	5	192	20	**	**	**	11	**	14	**
	13%	15%	**	12%	13%	13%	12%	15%	**	**	10%	13%	13%	**	**	**	13%	**	15%	**
	14%	c 9%	**	10%	27%	92%	8%	12%	**	**	2%	89%	9%	**	**	**	5%	**	6%	**
A lot slower	21	15	**	18	39	136	6	22	**	**	5	121	16	**	**	**	7	**	9	**
	9%	12%	**	10%	9%	9%	5%	13%	**	**	10%	8%	10%	**	**	**	9%	**	10%	**
	14%	11%	**	12%	27%	95%	4%	16%	**	**	3%	85%	11%	**	mn	**	5%	**	6%	**
TOTAL SLOWER	52	35	**	39	97	334	23	48	**	**	10	313	36	**	**	**	18	**	23	**
	21%	27%	**	22%	21%	23%	17%	27%	**	**	21%	22%	23%	**	**	**	22%	**	24%	**
	14%	c 10%	**	c 11%	27%	93%	6%	13%	**	**	3%	87%	10%	**	**	**	5%	**	6%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE20 (QE12). SHOWCARD Thinking about the speed of your household's fixed broadband internet, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
Don't know	21	19	**	29	57	118	13	21	**	**	9	111	27	**	**	**	9	**	13	**
	9%	15%	**	17%	13%	8%	10%	12%	**	**	19%	8%	17%	**	**	**	11%	**	14%	**
	16%	14%	a	a	44%	90%	10%	16%	l	**	7%	84%	20%	**	**	**	7%	q	10%	**
			**	22%													**	**		

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE21A (QE8A). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER. (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
Base for %	240	121	43	164	435	1456	135	170	20	26	45	1430	148	8	6	2	80	69	93	56
	15%	8%	**	10%	27%	91%	8%	11%	**	**	**	90%	9%	**	**	**	5%	**	6%	**
Very satisfied	104	53	**	76	191	652	42	69	**	**	**	627	70	**	**	**	41	**	44	**
	43%	44%	**	47%	44%	45%	31%	40%	**	**	**	44%	47%	**	**	**	51%	**	47%	**
	15%	8%	**	11%	28%	94%	6%	10%	**	**	**	90%	10%	**	**	**	6%	**	6%	**
Fairly satisfied	107	57	**	74	197	614	82	72	**	**	**	627	66	**	**	**	30	**	40	**
	44%	47%	**	45%	45%	42%	61%	43%	**	**	**	44%	44%	**	**	**	38%	**	43%	**
	15%	8%	**	11%	28%	88%	12%	10%	**	**	**	90%	9%	**	**	**	4%	**	6%	**
TOTAL SATISFIED	210	110	**	150	389	1266	124	141	**	**	**	1254	136	**	**	**	71	**	84	**
	88%	91%	**	91%	89%	87%	92%	83%	**	**	**	88%	92%	**	**	**	89%	**	91%	**
	15%	8%	**	11%	28%	91%	9%	10%	**	**	**	90%	10%	**	**	**	5%	**	6%	**
Neither	17	6	**	8	25	88	4	9	**	**	**	84	6	**	**	**	3	**	5	**
	7%	5%	**	5%	6%	6%	3%	5%	**	**	**	6%	4%	**	**	**	4%	**	5%	**
	19%	7%	**	8%	27%	95%	4%	9%	**	**	**	91%	7%	**	**	**	3%	**	5%	**
Fairly dissatisfied	6	2	**	3	9	65	6	12	**	**	**	60	3	**	**	**	3	**	2	**
	3%	2%	**	2%	2%	4%	4%	7%	**	**	**	4%	2%	**	**	**	3%	**	2%	**
	9%	3%	**	4%	13%	90%	8%	17%	**	**	**	84%	4%	**	**	**	4%	**	3%	**
Very dissatisfied	6	3	**	3	12	38	1	8	**	**	**	32	3	**	**	**	3	**	2	**
	3%	2%	**	2%	3%	3%	1%	5%	**	**	**	2%	2%	**	**	**	4%	**	2%	**
	16%	7%	**	9%	31%	96%	3%	19%	**	**	**	82%	8%	**	**	**	8%	**	5%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE21A (QE8A). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER. (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
TOTAL DISSATISFIED	12	5	**	6	22	102	7	20	**	**	**	92	6	**	**	**	6	**	4	**
	5%	4%	**	4%	5%	7%	5%	12%	**	**	**	6%	4%	**	**	**	7%	**	4%	**
	11%	5%	**	6%	20%	92%	6%	18%	**	**	**	83%	5%	**	**	**	5%	**	4%	**
Don't know	3	6	**	11	14	19	1	7	**	**	**	14	10	**	**	**	3	**	2	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE21B (QE8B). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
Base for %	239	121	42	163	433	1452	135	168	20	26	45	1428	147	8	6	2	79	69	91	56
	15%	8%	**	10%	27%	91%	8%	11%	**	**	**	90%	9%	**	**	**	5%	**	6%	**
Very satisfied	91	43	**	62	168	581	42	60	**	**	**	565	57	**	**	**	31	**	34	**
	38%	36%	**	38%	39%	40%	31%	36%	**	**	**	40%	38%	**	**	**	40%	**	37%	**
	15%	7%	**	10%	27%	93%	7%	10%	**	**	**	91%	9%	**	**	**	5%	**	5%	**
Fairly satisfied	98	53	**	70	189	575	74	66	**	**	**	587	63	**	**	**	32	**	41	**
	41%	44%	**	43%	44%	40%	55%	39%	**	**	**	41%	43%	**	**	**	40%	**	45%	**
						f														
	15%	8%	**	11%	29%	88%	11%	10%	**	**	**	90%	10%	**	**	**	5%	**	6%	**
TOTAL SATISFIED	189	96	**	132	358	1156	116	126	**	**	**	1152	120	**	**	**	63	**	75	**
	79%	79%	**	81%	83%	80%	86%	75%	**	**	**	81%	81%	**	**	**	80%	**	82%	**
	15%	8%	**	10%	28%	91%	9%	10%	**	**	**	90%	9%	**	**	**	5%	**	6%	**
Neither	22	8	**	11	29	127	5	12	**	**	**	120	10	**	**	**	6	**	7	**
	9%	6%	**	7%	7%	9%	4%	7%	**	**	**	8%	7%	**	**	**	8%	**	7%	**
						g					h									
	17%	6%	**	8%	22%	96%	4%	9%	**	**	**	91%	8%	**	**	**	5%	**	5%	**
Fairly dissatisfied	19	12	**	13	27	111	11	19	**	**	**	106	12	**	**	**	6	**	6	**
	8%	10%	**	8%	6%	8%	8%	11%	**	**	**	7%	8%	**	**	**	7%	**	6%	**
	15%	9%	**	11%	22%	89%	9%	15%	**	**	**	85%	9%	**	**	**	4%	**	4%	**
Very dissatisfied	9	6	**	7	20	58	2	12	**	**	**	51	6	**	**	**	4	**	4	**
	4%	5%	**	4%	5%	4%	2%	7%	**	**	**	4%	4%	**	**	**	5%	**	4%	**
						i				i										
	15%	9%	**	11%	31%	94%	4%	19%	**	**	**	82%	9%	**	**	**	7%	**	6%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE21B (QE8B). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
TOTAL DISSATISFIED	28	17	**	20	47	169	14	30	**	**	**	156	17	**	**	**	10	**	9	**
	12%	14%	**	12%	11%	12%	10%	18%	**	**	**	11%	12%	**	**	**	12%	**	10%	**
								l		kl					m					
	15%	9%	**	11%	25%	91%	7%	16%	**	**	**	84%	9%	**	**	**	5%	**	5%	**
Don't know	4	6	**	12	16	23	1	9	**	**	**	16	11	**	**	**	4	**	3	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE21C (QE8C). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t	
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78	
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60	
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64	
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**	
Base for %	240	123	43	166	437	1458	135	170	20	26	45	1432	150	8	6	2	80	71	93	57	
	15%	8%	**	10%	27%	91%	8%	11%	**	**	**	90%	9%	**	**	**	5%	**	6%	**	
Very satisfied	104	50	**	70	186	644	46	66	**	**	**	625	65	**	**	**	35	**	40	**	
	43%	40%	**	42%	43%	44%	34%	39%	**	**	**	44%	43%	**	**	**	44%	**	43%	**	
	15%	7%	**	10%	27%	93%	7%	10%	**	**	**	91%	9%	**	**	**	5%	**	6%	**	
Fairly satisfied	98	59	**	78	189	596	75	73	**	**	**	603	70	**	**	**	33	**	41	**	
	41%	48%	**	47%	43%	41%	56%	43%	**	**	**	42%	46%	**	**	**	41%	**	44%	**	
	14%	9%	**	12%	28%	88%	11%	11%	**	**	**	89%	10%	**	**	**	5%	**	6%	**	
TOTAL SATISFIED	201	108	**	148	376	1240	121	139	**	**	**	1228	135	**	**	**	68	**	81	**	
	84%	88%	**	89%	86%	85%	90%	82%	**	**	**	86%	89%	**	**	**	85%	**	87%	**	
	15%	8%	**	11%	28%	91%	9%	10%	**	**	**	90%	10%	**	**	**	5%	**	6%	**	
Neither	18	9	**	10	31	105	5	11	**	**	**	99	9	**	**	**	5	**	8	**	
	7%	7%	**	6%	7%	7%	4%	6%	**	**	**	7%	6%	**	**	**	7%	**	8%	**	
	16%	8%	**	9%	28%	96%	4%	10%	**	**	**	90%	8%	**	**	**	5%	**	7%	**	
Fairly dissatisfied	16	4	**	5	21	77	6	12	**	**	**	72	4	**	**	**	4	**	3	**	
	7%	3%	**	3%	5%	5%	4%	7%	**	**	**	5%	3%	**	**	**	5%	**	3%	**	
	19%	5%	**	6%	25%	92%	7%	14%	**	**	**	86%	5%	**	**	**	5%	**	3%	**	
Very dissatisfied	5	2	**	3	10	36	3	8	**	**	**	33	2	**	**	**	2	**	1	**	
	2%	2%	**	2%	2%	2%	2%	5%	**	**	**	2%	2%	**	**	**	3%	**	1%	**	
	13%	5%	**	6%	26%	89%	8%	19%	**	**	**	81%	6%	**	**	**	6%	**	3%	**	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																					

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE21C (QE8C). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
TOTAL DISSATISFIED	21	6	**	8	31	113	9	20	**	**	**	105	7	**	**	**	6	**	4	**
	9%	5%	**	5%	7%	8%	7%	12%	**	**	**	7%	4%	**	**	**	8%	**	4%	**
								l		l					m		r			
	17%	5%	**	6%	25%	91%	7%	16%	**	**	**	85%	5%	**	**	**	5%	**	3%	**
Don't know	3	4	**	9	12	18	1	7	**	**	**	12	8	**	**	**	3	**	2	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE22 (QE35). READ OUT DESCRIPTION OF WIRELESS ROUTER. Do you or anyone in your household use a fixed wireless internet connection at home (Wi-Fi)? (SINGLE CODE)

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
Yes	194	87	**	109	332	1244	123	138	**	**	34	1236	100	**	**	**	57	**	61	**
	80%	68%	**	62%	74%	84%	90%	78%	**	**	71%	86%	63%	**	**	**	69%	**	65%	**
	bcd	c	**	c	24%	91%	9%	10%	**	**	2%	hk	7%	**	**	**	4%	**	4%	**
	14%	6%	**	8%	24%	91%	9%	10%	**	**	2%	90%	7%	**	**	**	4%	**	4%	**
No	38	31	**	47	90	185	11	27	**	**	11	170	41	**	**	**	19	**	25	**
	16%	25%	**	27%	20%	13%	8%	15%	**	**	22%	12%	26%	**	**	**	23%	**	27%	**
	19%	16%	**	a	46%	94%	5%	14%	**	**	5%	87%	21%	**	**	**	10%	**	13%	**
	19%	16%	**	24%	46%	94%	5%	14%	**	**	5%	87%	21%	**	**	**	10%	**	13%	**
Don't know	11	9	**	19	27	46	3	12	**	**	4	38	17	**	**	**	6	**	8	**
	4%	7%	**	11%	6%	3%	2%	7%	**	**	8%	3%	11%	**	**	**	8%	**	9%	**
	22%	19%	ab	a	56%	94%	7%	24%	**	**	8%	77%	35%	**	**	**	13%	**	17%	**
	22%	19%	**	38%	56%	94%	7%	24%	**	**	8%	77%	35%	**	**	**	13%	**	17%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE23 (QE11D). SHOWCARD How many of these devices does your household connect to the fixed wireless internet connection (Wi-Fi) at least once a week? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	~i	*j	*k	l	m	~n	~o	~p	q	*r	s	*t
Unweighted total	323	160	38	198	567	1974	130	254	29	37	76	1854	139	23	25	11	98	41	91	48
Effective Weighted Sample	223	97	25	122	373	1350	112	164	19	23	54	1293	105	12	14	10	87	32	70	36
Total	194	87	22	109	332	1244	123	138	16	19	34	1236	100	5	3	1	57	43	61	39
	14%	6%	**	8%	24%	91%	9%	10%	**	**	**	90%	7%	**	**	**	**	**	**	**
Laptop	145	55	**	69	240	998	99	111	**	**	**	991	62	**	**	**	**	**	**	**
	75%	64%	**	63%	72%	80%	81%	81%	**	**	**	80%	62%	**	**	**	**	**	**	**
	bd																			
	13%	5%	**	6%	22%	91%	9%	10%	**	**	**	90%	6%	**	**	**	**	**	**	**
Desktop PC	99	41	**	51	135	542	50	55	**	**	**	542	48	**	**	**	**	**	**	**
	51%	47%	**	47%	41%	44%	41%	40%	**	**	**	44%	48%	**	**	**	**	**	**	**
	17%	7%	**	9%	23%	91%	8%	9%	**	**	**	91%	8%	**	**	**	**	**	**	**
Smartphone	29	5	**	5	50	362	32	35	**	**	**	356	4	**	**	**	**	**	**	**
	15%	5%	**	4%	15%	29%	26%	26%	**	**	**	29%	4%	**	**	**	**	**	**	**
	bcd											k								
	8%	1%	**	1%	13%	92%	8%	9%	**	**	**	91%	1%	**	**	**	**	**	**	**
Games console	18	1	**	1	56	278	17	30	**	**	**	265	1	**	**	**	**	**	**	**
	9%	1%	**	1%	17%	22%	14%	22%	**	**	**	21%	1%	**	**	**	**	**	**	**
	bd											k								
	6%	*%	**	*%	19%	94%	6%	10%	**	**	**	90%	*%	**	**	**	**	**	**	**
Tablet computer (e.g. iPad)	18	4	**	6	20	173	15	12	**	**	**	177	5	**	**	**	**	**	**	**
	9%	4%	**	6%	6%	14%	12%	9%	**	**	**	14%	5%	**	**	**	**	**	**	**
	9%	2%	**	3%	11%	92%	8%	6%	**	**	**	94%	3%	**	**	**	**	**	**	**
Netbook	11	4	**	4	17	104	4	11	**	**	**	97	4	**	**	**	**	**	**	**
	6%	4%	**	3%	5%	8%	4%	8%	**	**	**	8%	4%	**	**	**	**	**	**	**
	10%	3%	**	3%	15%	96%	4%	10%	**	**	**	90%	3%	**	**	**	**	**	**	**
E-reader (e.g. Kindle)	23	3	**	3	9	95	3	7	**	**	**	90	2	**	**	**	**	**	**	**
	12%	3%	**	2%	3%	8%	2%	5%	**	**	**	7%	2%	**	**	**	**	**	**	**
	bd																			
	23%	3%	**	3%	10%	97%	3%	8%	**	**	**	92%	2%	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE23 (QE11D). SHOWCARD How many of these devices does your household connect to the fixed wireless internet connection (Wi-Fi) at least once a week? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	~i	*j	*k	l	m	~n	~o	~p	q	*r	s	*t
Unweighted total	323	160	38	198	567	1974	130	254	29	37	76	1854	139	23	25	11	98	41	91	48
Effective Weighted Sample	223	97	25	122	373	1350	112	164	19	23	54	1293	105	12	14	10	87	32	70	36
Total	194	87	22	109	332	1244	123	138	16	19	34	1236	100	5	3	1	57	43	61	39
	14%	6%	**	8%	24%	91%	9%	10%	**	**	**	90%	7%	**	**	**	**	**	**	**
Other portable/ handheld device (e.g. portable games console/ iPod Touch)	7	-	**	-	8	89	1	8	**	**	**	82	-	**	**	**	**	**	**	**
	3%	-%	**	-%	3%	7%	1%	6%	**	**	**	7%	-%	**	**	**	**	**	**	**
	d				g															
	8%	-%	**	-%	9%	99%	2%	9%	**	**	**	92%	-%	**	**	**	**	**	**	**
TV set	14	5	**	5	17	78	8	10	**	**	**	76	5	**	**	**	**	**	**	**
	7%	6%	**	4%	5%	6%	6%	7%	**	**	**	6%	5%	**	**	**	**	**	**	**
																				S
	16%	6%	**	6%	19%	91%	9%	12%	**	**	**	89%	5%	**	**	**	**	**	**	**
None of these	3	7	**	7	12	22	1	5	**	**	**	18	7	**	**	**	**	**	**	**
	1%	8%	**	7%	4%	2%	1%	3%	**	**	**	1%	7%	**	**	**	**	**	**	**
	a			a							l									
	12%	30%	**	31%	52%	95%	3%	21%	**	**	**	80%	30%	**	**	**	**	**	**	**
Don't know	1	*	**	*	1	4	-	-	**	**	**	4	*	**	**	**	**	**	**	**
	1%	*%	**	*%	*%	*%	-%	-%	**	**	**	*%	*%	**	**	**	**	**	**	**
	40%	8%	**	8%	36%	100%	-%	-%	**	**	**	100%	8%	**	**	**	**	**	**	**
Mean number of types of devices	1.9	1.3	**	1.3	1.7	2.2	1.9	2.0	**	**	**	2.2	1.3	**	**	**	**	**	**	**
	bcd					g		k				k								
Standard deviation	1.33	.77	**	.71	1.06	1.45	1.12	1.46	**	**	**	1.43	.72	**	**	**	**	**	**	**
Standard error	.07	.06	**	.05	.04	.03	.10	.09	**	**	**	.03	.06	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE24 (QE11E). SHOWCARD How many of these devices has your household connected to the fixed wireless internet connection (Wi-Fi) in the last 12 months? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	~i	*j	*k	l	m	~n	~o	~p	q	*r	s	*t
Unweighted total	323	160	38	198	567	1974	130	254	29	37	76	1854	139	23	25	11	98	41	91	48
Effective Weighted Sample	223	97	25	122	373	1350	112	164	19	23	54	1293	105	12	14	10	87	32	70	36
Total	194	87	22	109	332	1244	123	138	16	19	34	1236	100	5	3	1	57	43	61	39
	14%	6%	**	8%	24%	91%	9%	10%	**	**	**	90%	7%	**	**	**	**	**	**	**
Laptop	148	55	**	69	240	1013	101	112	**	**	**	1007	62	**	**	**	**	**	**	**
	76%	64%	**	63%	72%	81%	82%	81%	**	**	**	81%	62%	**	**	**	**	**	**	**
	bd							k				k								
	13%	5%	**	6%	21%	91%	9%	10%	**	**	**	90%	6%	**	**	**	**	**	**	**
Desktop PC	101	41	**	51	135	553	51	56	**	**	**	553	48	**	**	**	**	**	**	**
	52%	47%	**	47%	41%	44%	41%	40%	**	**	**	45%	48%	**	**	**	**	**	**	**
	17%	7%	**	8%	22%	91%	8%	9%	**	**	**	91%	8%	**	**	**	**	**	**	**
Smartphone	31	5	**	5	50	374	32	36	**	**	**	368	4	**	**	**	**	**	**	**
	16%	6%	**	4%	15%	30%	26%	26%	**	**	**	30%	4%	**	**	**	**	**	**	**
	bcd							k				k								
	8%	1%	**	1%	12%	93%	8%	9%	**	**	**	91%	1%	**	**	**	**	**	**	**
Games console	18	1	**	1	58	284	17	30	**	**	**	271	1	**	**	**	**	**	**	**
	9%	1%	**	1%	17%	23%	14%	22%	**	**	**	22%	1%	**	**	**	**	**	**	**
	bd					g		k				k								
	6%	*%	**	*%	19%	95%	6%	10%	**	**	**	90%	*%	**	**	**	**	**	**	**
Tablet computer (e.g. iPad)	18	4	**	6	20	174	15	12	**	**	**	177	5	**	**	**	**	**	**	**
	9%	4%	**	6%	6%	14%	12%	9%	**	**	**	14%	5%	**	**	**	**	**	**	**
	9%	2%	**	3%	10%	92%	8%	6%	**	**	**	94%	3%	**	**	**	**	q	**	**
Netbook	12	4	**	4	17	110	4	12	**	**	**	102	4	**	**	**	**	**	**	**
	6%	4%	**	3%	5%	9%	4%	9%	**	**	**	8%	4%	**	**	**	**	**	**	**
	11%	3%	**	3%	15%	96%	4%	11%	**	**	**	90%	3%	**	**	**	**	**	**	**
E-reader (e.g. Kindle)	23	3	**	3	9	98	3	7	**	**	**	94	2	**	**	**	**	**	**	**
	12%	3%	**	2%	3%	8%	3%	5%	**	**	**	8%	2%	**	**	**	**	**	**	**
	bd					g														
	22%	3%	**	3%	9%	97%	3%	7%	**	**	**	93%	2%	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE24 (QE11E). SHOWCARD How many of these devices has your household connected to the fixed wireless internet connection (Wi-Fi) in the last 12 months? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	~i	*j	*k	l	m	~n	~o	~p	q	*r	s	*t
Unweighted total	323	160	38	198	567	1974	130	254	29	37	76	1854	139	23	25	11	98	41	91	48
Effective Weighted Sample	223	97	25	122	373	1350	112	164	19	23	54	1293	105	12	14	10	87	32	70	36
Total	194	87	22	109	332	1244	123	138	16	19	34	1236	100	5	3	1	57	43	61	39
	14%	6%	**	8%	24%	91%	9%	10%	**	**	**	90%	7%	**	**	**	**	**	**	**
Other portable/ handheld device (e.g. portable games console/ iPod Touch)	7	-	**	-	8	91	1	8	**	**	**	85	-	**	**	**	**	**	**	**
	3%	-%	**	-%	3%	7%	1%	6%	**	**	**	7%	-%	**	**	**	**	**	**	**
	d				g															
	7%	-%	**	-%	9%	99%	1%	9%	**	**	**	92%	-%	**	**	**	**	**	**	**
TV set	14	5	**	5	17	78	8	10	**	**	**	76	5	**	**	**	**	**	**	**
	7%	6%	**	4%	5%	6%	6%	7%	**	**	**	6%	5%	**	**	**	**	**	**	**
																				S
	16%	6%	**	6%	19%	91%	9%	12%	**	**	**	89%	5%	**	**	**	**	**	**	**
None of these	3	7	**	7	12	22	1	5	**	**	**	18	7	**	**	**	**	**	**	**
	1%	8%	**	7%	4%	2%	1%	3%	**	**	**	1%	7%	**	**	**	**	**	**	**
	a			a							l									
	12%	30%	**	31%	52%	95%	3%	21%	**	**	**	80%	30%	**	**	**	**	**	**	**
Don't know	1	*	**	*	1	4	-	-	**	**	**	4	*	**	**	**	**	**	**	**
	1%	*%	**	*%	*%	*%	-%	-%	**	**	**	*%	*%	**	**	**	**	**	**	**
	40%	8%	**	8%	36%	100%	-%	-%	**	**	**	100%	8%	**	**	**	**	**	**	**
Mean number of types of devices	1.9	1.3	**	1.3	1.7	2.2	1.9	2.1	**	**	**	2.2	1.3	**	**	**	**	**	**	**
	bcd					g		k				k								
Standard deviation	1.34	.77	**	.71	1.06	1.48	1.11	1.46	**	**	**	1.45	.72	**	**	**	**	**	**	**
Standard error	.07	.06	**	.05	.04	.03	.10	.09	**	**	**	.03	.06	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE25 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)

Base : Those without internet access at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	*g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	158	191	260	451	713	881	43	317	59	70	130	608	252	70	66	63	107	145	89	163
Effective Weighted Sample	111	115	172	283	466	608	37	210	37	43	89	422	204	44	40	53	92	117	69	135
Total	85	72	136	208	343	428	41	137	22	26	57	328	167	23	12	6	60	107	59	108
	18%	15%	29%	44%	73%	91%	**	29%	**	**	12%	70%	36%	**	**	**	13%	23%	**	23%
Certain to	-	-	2	2	5	10	**	2	**	**	*	13	2	**	**	**	-	2	**	-
	-%	-%	1%	1%	1%	2%	**	1%	**	**	1%	4%	1%	**	**	**	-%	2%	**	-%
							f													
	-%	-%	11%	11%	32%	71%	**	14%	**	**	3%	88%	11%	**	**	**	-%	11%	**	-%
Very likely	2	1	*	1	12	17	**	3	**	**	1	22	1	**	**	**	-	1	**	-
	2%	1%	*%	*%	3%	4%	**	2%	**	**	2%	7%	*%	**	**	**	-%	1%	**	-%
							f					h								
	8%	2%	2%	4%	48%	69%	**	12%	**	**	5%	89%	2%	**	**	**	-%	2%	**	-%
Likely	6	*	1	1	21	34	**	7	**	**	1	35	1	**	**	**	1	-	**	-
	7%	*%	1%	1%	6%	8%	**	5%	**	**	2%	11%	*%	**	**	**	1%	-%	**	-%
	bcd											hk			m					
	15%	*%	2%	3%	52%	84%	**	16%	**	**	3%	85%	1%	**	**	**	1%	-%	**	-%
TOTAL LIKELY	8	1	3	4	38	62	**	12	**	**	3	70	3	**	**	**	1	2	**	-
	10%	1%	2%	2%	11%	14%	**	9%	**	**	5%	21%	2%	**	**	**	1%	2%	**	-%
	bcd						f					hijk							t	
	10%	1%	4%	5%	47%	77%	**	14%	**	**	3%	86%	3%	**	**	**	1%	3%	**	-%
Unlikely	9	5	8	13	25	36	**	10	**	**	4	29	11	**	**	**	3	8	**	4
	10%	7%	6%	6%	7%	8%	**	7%	**	**	8%	9%	7%	**	**	**	5%	8%	**	4%
																			t	
	22%	13%	20%	33%	64%	93%	**	26%	**	**	11%	74%	29%	**	**	**	8%	21%	**	11%
Very unlikely	17	9	15	24	48	59	**	18	**	**	6	43	18	**	**	**	6	11	**	12
	20%	13%	11%	12%	14%	14%	**	14%	**	**	10%	13%	11%	**	**	**	10%	11%	**	11%
	cd																			
	27%	14%	24%	39%	77%	95%	**	30%	**	**	9%	70%	28%	**	**	**	10%	18%	**	19%
Certain not to	43	54	101	155	205	232	**	89	**	**	40	150	125	**	**	**	48	77	**	87
	51%	74%	74%	74%	60%	54%	**	65%	**	**	71%	46%	75%	**	**	**	79%	72%	**	81%
		a	a	a		g		l	l	l	l						s		s	
	18%	22%	42%	64%	85%	96%	**	37%	**	**	17%	62%	51%	**	**	**	20%	32%	**	36%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE25 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)

Base : Those without internet access at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	158	191	260	451	713	881	43	317	59	70	130	608	252	70	66	63	107	145	89	163	
Effective Weighted Sample	111	115	172	283	466	608	37	210	37	43	89	422	204	44	40	53	92	117	69	135	
Total	85	72	136	208	343	428	41	137	22	26	57	328	167	23	12	6	60	107	59	108	
	18%	15%	29%	44%	73%	91%	**	29%	**	**	12%	70%	36%	**	**	**	13%	23%	**	23%	
TOTAL UNLIKELY	68	68	124	192	278	328	**	118	**	**	50	222	154	**	**	**	57	97	**	103	
	80%	94%	91%	92%	81%	77%	**	86%	**	**	88%	68%	92%	**	**	**	95%	91%	**	95%	
	a	a	a	a	g	g	**	l	l	l	l	h	45%	**	**	mo	17%	28%	**	s	
	20%	20%	36%	56%	81%	95%	**	34%	**	**	15%	65%	45%	**	**	**	17%	28%	**	30%	
Don't know	8	3	9	12	27	38	**	7	**	**	4	35	10	**	**	**	3	8	**	5	
	10%	5%	7%	6%	8%	9%	**	5%	**	**	7%	11%	6%	**	**	**	5%	7%	**	5%	
	19%	8%	21%	29%	64%	89%	**	17%	**	**	10%	83%	25%	**	p	**	6%	18%	**	11%	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																					

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE26A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	*i	*j	k	l	m	*n	*o	*p	q	r	*s	t
Unweighted total	130	181	240	421	584	690	19	274	52	64	116	436	233	66	59	63	100	133	77	156
Effective Weighted Sample	92	107	159	264	382	475	16	180	33	39	78	305	190	41	36	53	86	108	60	130
Total	68	68	124	192	278	328	18	118	20	24	50	222	154	21	10	6	57	97	51	103
	20%	20%	36%	56%	81%	95%	**	34%	**	**	15%	65%	45%	**	**	**	17%	28%	**	30%
No need	37	41	73	115	153	180	**	71	**	**	32	117	90	**	**	**	38	52	**	57
	55%	61%	59%	60%	55%	55%	**	60%	**	**	63%	53%	59%	**	**	**	67%	54%	**	55%
										l						m				
Don't want a computer	19%	22%	38%	60%	81%	95%	**	37%	**	**	17%	62%	47%	**	**	**	20%	27%	**	30%
	25	26	44	70	95	115	**	44	**	**	21	73	52	**	**	**	25	27	**	35
	37%	38%	36%	37%	34%	35%	**	37%	**	**	41%	33%	34%	**	**	**	43%	28%	**	34%
								i			i		p	mp	mp		r			
Don't know how you use computers	21%	22%	38%	60%	81%	98%	**	37%	**	**	18%	62%	44%	**	**	**	21%	23%	**	30%
	21	18	29	47	77	78	**	34	**	**	18	50	32	**	**	**	11	20	**	27
	31%	26%	23%	24%	28%	24%	**	29%	**	**	36%	22%	21%	**	**	**	20%	21%	**	27%
											l			m	m		s		s	
Too old to use the internet	24%	21%	33%	54%	89%	90%	**	40%	**	**	21%	58%	37%	**	**	**	13%	24%	**	32%
	6	16	61	77	82	76	**	37	**	**	22	44	60	**	**	**	25	36	**	45
	9%	24%	49%	40%	29%	23%	**	32%	**	**	43%	20%	39%	**	**	**	43%	37%	**	43%
		a	ab	ab				l	l	l	l									
	8%	20%	74%	94%	100%	93%	**	46%	**	**	27%	53%	74%	**	**	**	30%	44%	**	55%
Too expensive to set up	12	7	10	17	47	52	**	15	**	**	8	40	13	**	**	**	5	8	**	11
	18%	10%	8%	9%	17%	16%	**	13%	**	**	15%	18%	9%	**	**	**	9%	8%	**	11%
	cd																			
	22%	12%	18%	30%	84%	93%	**	27%	**	**	14%	72%	24%	**	**	**	10%	14%	**	20%
Charges are too expensive	9	8	3	11	28	33	**	11	**	**	4	23	9	**	**	**	2	6	**	6
	14%	11%	3%	6%	10%	10%	**	10%	**	**	7%	10%	6%	**	**	**	4%	7%	**	6%
	cd	c																		
	27%	22%	9%	32%	80%	97%	**	33%	**	**	11%	66%	25%	**	**	**	7%	18%	**	17%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE26A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	*i	*j	k	l	m	*n	*o	*p	q	r	*s	t
Unweighted total	130	181	240	421	584	690	19	274	52	64	116	436	233	66	59	63	100	133	77	156
Effective Weighted Sample	92	107	159	264	382	475	16	180	33	39	78	305	190	41	36	53	86	108	60	130
Total	68 20%	68 20%	124 36%	192 56%	278 81%	328 95%	18 **	118 34%	20 **	24 **	50 15%	222 65%	154 45%	21 **	10 **	6 **	57 17%	97 28%	51 **	103 30%
Computer is too expensive to buy	8 11% cd	4 6%	4 3%	8 4%	20 7%	25 7%	** **	7 6%	** **	** **	3 6%	17 8%	7 5%	** **	** **	** **	3 5%	4 4%	** **	7 7%
	31%	17%	17%	35%	82%	100%	**	28%	**	**	13%	71%	29%	**	**	**	11%	17%	**	27%
Friends/ family member checks things on the internet for me	4 6% 22%	6 9% 33%	6 4% 30%	12 6% 63%	14 5% 77%	17 5% 90%	** ** **	8 7% 43%	** ** **	** ** **	5 10% 28%	11 5% 58%	9 6% 50%	** ** **	** ** **	** ** **	4 6% 19%	6 6% 31%	** ** **	6 6% 35%
Don't have a phone line	3 4% cd	1 2%	- -%	1 1%	9 3%	14 4%	** **	* *o%	** **	** **	* *o%	14 6% hk	1 1%	** **	** **	** **	- -%	1 1%	** **	1 1%
	18%	9%	-%	9%	66%	99%	**	1%	**	**	1%	99%	8%	**	**	**	-%	8%	**	8%
Concerned about security/ fraud	4 6% 53%	1 1% 12%	3 2% 40%	4 2% 52%	5 2% 65%	5 2% 76%	** ** **	3 2% 37%	** ** **	** ** **	1 2% 12%	5 2% 63%	4 2% 52%	** ** **	** ** **	** ** **	1 2% 15%	3 3% 37%	** ** **	2 2% 27%
Worries/ concerns about privacy issues	2 3% 30%	- -%	3 2%	3 1%	5 2%	6 2%	** **	2 1%	** **	** **	1 2%	4 2%	3 2%	** **	** **	** **	1 2%	2 2%	** ** t	- -% -%
Satisfied with using the internet at work	- -% -%	- -%	- -%	- -%	- -%	4 1%	** **	- -%	** **	** **	- -%	6 3% h	- -% 100%	** **	** **	** **	- -%	- -%	** **	- -%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t						78%	**	-%	**	**	-%		-%	**	**	**	-%	-%	**	-%

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE26A (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	*i	*j	k	l	m	*n	*o	*p	q	r	*s	t
Unweighted total	130	181	240	421	584	690	19	274	52	64	116	436	233	66	59	63	100	133	77	156
Effective Weighted Sample	92	107	159	264	382	475	16	180	33	39	78	305	190	41	36	53	86	108	60	130
Total	68 20%	68 20%	124 36%	192 56%	278 81%	328 95%	18 **	118 34%	20 **	24 **	50 15%	222 65%	154 45%	21 **	10 **	6 **	57 17%	97 28%	51 **	103 30%
Satisfied with using the internet elsewhere	* *% 6%	- -% -%	- -% -%	- -% -%	1 *% 19%	3 1% 97%	** ** **	* *% 3%	** ** **	** ** **	- -% -%	3 1% 98%	- -% -%	** ** **	** ** **	** ** **	- -% -%	- -% -%	** ** **	- -% -%
Other	1 1%	1 2%	10 8% ab	11 6% 6%	12 4% 78%	16 5% 100%	** ** **	11 9% 67%	** ** **	** ** **	3 6% 20%	5 2% 33%	9 6% 58%	** ** **	** ** **	** ** **	3 5% 17%	7 7% 41%	** ** **	5 5% 29%
ANY INVOLUNTARY REASONS	39 58%	37 55%	84 68% b	122 64% 58%	185 67% 88%	197 60% 94%	** ** **	77 65% 37%	** ** **	** ** **	37 73% 17%	130 58% 62%	94 61% 45%	** ** **	** ** **	** ** **	33 58% 16%	61 63% 29%	** ** **	69 67% 33%
ANY VOLUNTARY REASONS	50 74%	56 82%	95 77% c	151 79% 54%	203 73% 69%	242 74% 97%	** ** **	91 77% 29%	** ** **	** ** **	42 83% 11%	162 73% 70%	118 77% 45%	** ** **	** ** **	** ** **	48 85% 18%	69 72% 27%	** ** **	78 76% 26%
ONLY VOLUNTARY REASONS	26 39%	30 44% cd	36 29% -%	66 34% 1%	85 30% 72%	119 36% 100%	** ** **	36 30% 16%	** ** **	** ** **	13 26% -%	86 39% 2%	55 36% *%	** ** **	** ** **	** ** **	22 39% 1%	33 34% -%	** ** **	32 31% 1%
Don't know	2 3% 40%	1 1% 13%	- -% -%	1 *% 13%	3 1% 72%	5 1% 100%	** ** **	1 1% 16%	** ** **	** ** **	- -% -%	4 2% 83%	1 *% 13%	** ** **	** ** **	** ** **	1 1% 13%	- -% -%	** ** **	1 1% 13%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE26B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	*i	*j	k	l	m	*n	*o	*p	q	r	*s	t
Unweighted total	130	181	240	421	584	690	19	274	52	64	116	436	233	66	59	63	100	133	77	156
Effective Weighted Sample	92	107	159	264	382	475	16	180	33	39	78	305	190	41	36	53	86	108	60	130
Total	68	68	124	192	278	328	18	118	20	24	50	222	154	21	10	6	57	97	51	103
	20%	20%	36%	56%	81%	95%	**	34%	**	**	15%	65%	45%	**	**	**	17%	28%	**	30%
No need	26	29	40	69	94	111	**	40	**	**	17	76	57	**	**	**	24	33	**	33
	39%	42%	33%	36%	34%	34%	**	34%	**	**	34%	34%	37%	**	**	**	41%	34%	**	32%
															n	n			t	
Don't want a computer	22%	25%	34%	59%	80%	94%	**	34%	**	**	15%	65%	48%	**	**	**	20%	28%	**	28%
	15	13	18	31	44	59	**	18	**	**	10	42	25	**	**	**	10	15	**	15
	22%	18%	15%	16%	16%	18%	**	15%	**	**	19%	19%	16%	**	**	**	17%	16%	**	14%
								i			i	i	p	p						
Too old to use the internet	25%	21%	30%	51%	73%	99%	**	30%	**	**	16%	69%	41%	**	**	**	16%	25%	**	24%
	1	10	43	53	54	49	**	23	**	**	12	30	41	**	**	**	15	26	**	33
	2%	14%	35%	27%	19%	15%	**	20%	**	**	23%	14%	27%	**	**	**	27%	27%	**	32%
		a	ab	ab					l		l								s	
	3%	18%	80%	97%	100%	91%	**	43%	**	**	21%	56%	76%	**	**	**	29%	47%	**	61%
Don't know how you use computers	10	8	10	18	34	35	**	13	**	**	6	24	12	**	**	**	2	10	**	11
	14%	12%	8%	9%	12%	11%	**	11%	**	**	12%	11%	8%	**	**	**	3%	11%	**	10%
														m						
Too expensive to set up	25%	21%	26%	47%	88%	91%	**	34%	**	**	16%	63%	32%	**	**	**	5%	27%	**	28%
	6	1	2	3	19	23	**	6	**	**	2	17	3	**	**	**	*	2	**	1
	9%	1%	2%	2%	7%	7%	**	5%	**	**	3%	8%	2%	**	**	**	1%	2%	**	1%
	bcd																			
	26%	3%	9%	13%	80%	96%	**	26%	**	**	6%	72%	11%	**	**	**	2%	9%	**	4%
Charges are too expensive	4	4	2	6	10	13	**	5	**	**	1	8	6	**	**	**	2	4	**	3
	5%	6%	2%	3%	4%	4%	**	4%	**	**	2%	4%	4%	**	**	**	3%	4%	**	3%
	28%	30%	15%	45%	81%	98%	**	35%	**	**	9%	65%	45%	**	**	**	14%	30%	**	24%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE26B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	*i	*j	k	l	m	*n	*o	*p	q	r	*s	t
Unweighted total	130	181	240	421	584	690	19	274	52	64	116	436	233	66	59	63	100	133	77	156
Effective Weighted Sample	92	107	159	264	382	475	16	180	33	39	78	305	190	41	36	53	86	108	60	130
Total	68	68	124	192	278	328	18	118	20	24	50	222	154	21	10	6	57	97	51	103
	20%	20%	36%	56%	81%	95%	**	34%	**	**	15%	65%	45%	**	**	**	17%	28%	**	30%
Friends/family member checks things on the internet for me	-	3	*	3	4	6	**	2	**	**	1	4	2	**	**	**	-	2	**	2
	-%	4%	*%	2%	1%	2%	**	2%	**	**	1%	2%	1%	**	**	**	-%	2%	**	2%
	-%	c 49%	2%	51%	62%	100%	**	39%	**	**	11%	64%	39%	**	**	**	-%	39%	**	39%
Computer is too expensive to buy	1	*	1	1	3	5	**	1	**	**	-	3	1	**	**	**	1	-	**	1
	2%	*%	1%	*%	1%	1%	**	1%	**	**	-%	2%	*%	**	**	**	1%	-%	**	1%
	26%	2%	15%	17%	70%	100%	**	23%	**	**	-%	77%	15%	**	**	**	15%	-%	**	15%
Satisfied with using the internet at work	-	-	-	-	-	3	**	-	**	**	-	3	-	**	**	**	-	-	**	-
	-%	-%	-%	-%	-%	1%	**	-%	**	**	-%	1%	-%	**	**	**	-%	-%	**	-%
	-%	-%	-%	-%	-%	100%	**	-%	**	**	-%	100%	-%	**	**	**	-%	-%	**	-%
Don't have a phone line	1	*	-	*	1	2	**	*	**	**	*	2	-	**	**	**	-	-	**	-
	1%	*%	-%	*%	*%	1%	**	*%	**	**	*%	1%	-%	**	**	**	-%	-%	**	-%
	38%	4%	-%	4%	57%	100%	**	4%	**	**	4%	96%	-%	**	**	**	-%	-%	**	-%
Satisfied with using the internet elsewhere	*	-	-	-	*	2	**	-	**	**	-	2	-	**	**	**	-	-	**	-
	*%	-%	-%	-%	*%	1%	**	-%	**	**	-%	1%	-%	**	**	**	-%	-%	**	-%
	11%	-%	-%	-%	18%	100%	**	-%	**	**	-%	100%	-%	**	**	**	-%	-%	**	-%
Other	2	1	7	8	10	15	**	9	**	**	2	6	6	**	**	**	3	4	**	4
	3%	1%	6%	4%	4%	4%	**	7%	**	**	5%	3%	4%	**	**	**	5%	4%	**	4%
	12%	5%	b 49%	54%	71%	100%	**	l 59%	hkl **	**	16%	41%	43%	**	**	**	19%	25%	**	25%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE26B (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	*i	*j	k	l	m	*n	*o	*p	q	r	*s	t
Unweighted total	130	181	240	421	584	690	19	274	52	64	116	436	233	66	59	63	100	133	77	156
Effective Weighted Sample	92	107	159	264	382	475	16	180	33	39	78	305	190	41	36	53	86	108	60	130
Total	68	68	124	192	278	328	18	118	20	24	50	222	154	21	10	6	57	97	51	103
	20%	20%	36%	56%	81%	95%	**	34%	**	**	15%	65%	45%	**	**	**	17%	28%	**	30%
ANY INVOLUNTARY REASONS	23	22	58	80	121	126	**	48	**	**	20	85	62	**	**	**	20	42	**	48
	34%	33%	47%	42%	44%	39%	**	41%	**	**	41%	38%	41%	**	**	**	36%	43%	**	47%
			ab															s		s
	17%	16%	43%	59%	90%	93%	**	36%	**	**	15%	63%	46%	**	**	**	15%	31%	**	36%
ANY VOLUNTARY REASONS	42	44	59	103	142	181	**	60	**	**	28	126	84	**	**	**	33	51	**	50
	61%	65%	47%	54%	51%	55%	**	51%	**	**	55%	57%	55%	**	**	**	58%	52%	**	48%
	c	cd																t		
	22%	23%	31%	55%	75%	96%	**	32%	**	**	15%	67%	45%	**	**	**	18%	27%	**	26%
Don't know	2	1	-	1	4	6	**	1	**	**	-	5	1	**	**	**	1	*	**	1
	3%	1%	-%	1%	2%	2%	**	1%	**	**	-%	2%	1%	**	**	**	1%	*%	**	1%
	c																			
	32%	17%	-%	17%	73%	100%	**	12%	**	**	-%	86%	17%	**	**	**	10%	7%	**	17%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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QE27 (QEN11). EXPLAIN SATELLITE BROADBAND Were you aware that satellite broadband is available? (SINGLE CODE)

Base : All respondents in Scotland and Wales

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	OR DE e	f	~g	h	~i	*j	*k	l	~m	n	o	~p	~q	~r	~s	~t
Unweighted total	169	122	91	213	447	997	16	222	29	46	79	791	-	104	109	-	-	-	-	-
Effective Weighted Sample	110	67	54	120	289	647	13	146	20	27	54	516	-	63	66	-	-	-	-	-
Total	48	25	26	50	128	302	8	56	8	12	19	247	-	32	19	-	-	-	-	-
	16%	8%	**	16%	42%	98%	**	18%	**	**	**	80%	-%	10%	6%	-%	-%	-%	-%	-%
Yes	12	3	**	3	20	90	**	11	**	**	**	81	-	2	2	-	-	-	-	-
	25%	11%	**	7%	16%	30%	**	19%	**	**	**	33%	-%	5%	9%	-%	-%	-%	-%	-%
	bcd											hjk								
	13%	3%	**	4%	22%	98%	**	12%	**	**	**	87%	-%	2%	2%	-%	-%	-%	-%	-%
No	30	19	**	42	96	184	**	42	**	**	**	142	-	28	13	-	-	-	-	-
	62%	79%	**	83%	75%	61%	**	74%	**	**	**	57%	-%	90%	72%	-%	-%	-%	-%	-%
	a	a	a	a				l		l	l			o						
	16%	10%	**	22%	52%	98%	**	22%	**	**	**	76%	-%	15%	7%	-%	-%	-%	-%	-%
Don't know	6	3	**	5	12	28	**	4	**	**	**	24	-	2	4	-	-	-	-	-
	12%	10%	**	10%	9%	9%	**	7%	**	**	**	10%	-%	5%	19%	-%	-%	-%	-%	-%
	20%	9%	**	18%	41%	98%	**	13%	**	**	**	84%	-%	5%	12%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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QE28 (QE30). Have you or anyone in your household ever used one of these services to make voice calls using the internet at home? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Yes & currently using	58	30	7	37	93	411	53	40	2	8	11	428	34	1	1	**	20	14	22	12
	17%	15%	4%	9%	11%	20%	27%	12%	4%	15%	10%	22%	10%	3%	6%	**	14%	8%	14%	7%
	cd	cd		c			f	i		i		hik					rt		t	
	12%	6%	1%	8%	20%	88%	11%	9%	*%	2%	2%	92%	7%	*%	*%	**	4%	3%	5%	3%
Yes but stopped using	13	10	2	11	36	115	11	19	-	1	3	106	9	1	1	**	4	5	5	4
	4%	5%	1%	3%	4%	6%	6%	6%	-%	2%	2%	6%	3%	2%	7%	**	3%	3%	3%	2%
	c	c						i												
	11%	8%	1%	9%	28%	91%	9%	15%	-%	1%	2%	85%	7%	*%	1%	**	3%	4%	4%	3%
TOTAL YES	72	40	8	48	128	525	65	59	2	9	14	534	44	1	2	**	24	19	27	16
	21%	20%	4%	12%	15%	26%	33%	18%	4%	17%	12%	28%	13%	4%	13%	**	16%	10%	17%	9%
	cd	cd		c			f	i		i	i	hijk	n				t		t	
	12%	7%	1%	8%	22%	89%	11%	10%	*%	2%	2%	90%	7%	*%	*%	**	4%	3%	5%	3%
No never used	271	159	176	335	727	1508	127	273	40	43	99	1365	282	30	15	**	120	162	129	153
	78%	78%	93%	85%	84%	73%	65%	82%	93%	81%	87%	71%	85%	95%	83%	**	82%	87%	80%	88%
			abd	ab		g		l	hjl		l			mop					s	
	17%	10%	11%	20%	44%	92%	8%	17%	2%	3%	6%	83%	17%	2%	1%	**	7%	10%	8%	9%
Don't know	4	5	5	10	13	22	3	2	2	1	1	23	8	*	1	**	3	6	4	4
	1%	2%	2%	2%	2%	1%	2%	1%	4%	2%	1%	1%	2%	*%	4%	**	2%	3%	3%	2%
									h											
	15%	19%	18%	37%	51%	86%	12%	8%	6%	4%	3%	91%	32%	*%	3%	**	10%	22%	17%	15%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE29 (QE31). SHOWCARD Which supplier does/ did your household use to make voice calls using the internet? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	d	e	f	*g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	*s	~t
Unweighted total	120	74	17	91	224	842	69	105	4	18	32	808	63	6	11	11	41	22	45	18
Effective Weighted Sample	83	46	12	57	148	577	57	66	2	10	22	563	48	4	7	9	37	16	35	15
Total	72	40	8	48	128	525	65	59	2	9	14	534	44	1	2	1	24	19	27	16
	12%	**	**	**	22%	89%	**	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Skype	65	**	**	**	110	479	**	50	**	**	**	494	**	**	**	**	**	**	**	**
	90%	**	**	**	86%	91%	**	83%	**	**	**	93%	**	**	**	**	**	**	**	**
	12%	**	**	**	20%	88%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
MSN Messenger	1	**	**	**	8	33	**	5	**	**	**	31	**	**	**	**	**	**	**	**
	1%	**	**	**	6%	6%	**	8%	**	**	**	6%	**	**	**	**	**	**	**	**
	2%	**	**	**	24%	94%	**	13%	**	**	**	87%	**	**	**	**	**	**	**	**
FaceTime	1	**	**	**	*	9	**	-	**	**	**	9	**	**	**	**	**	**	**	**
	1%	**	**	**	*0%	2%	**	-%	**	**	**	2%	**	**	**	**	**	**	**	**
	8%	**	**	**	1%	100%	**	-%	**	**	**	100%	**	**	**	**	**	**	**	**
BT Broadband voice/Home Hub	1	**	**	**	2	5	**	1	**	**	**	5	**	**	**	**	**	**	**	**
	2%	**	**	**	2%	1%	**	1%	**	**	**	1%	**	**	**	**	**	**	**	**
	22%	**	**	**	39%	98%	**	16%	**	**	**	85%	**	**	**	**	**	**	**	**
BT Communicator	1	**	**	**	1	5	**	-	**	**	**	5	**	**	**	**	**	**	**	**
	2%	**	**	**	1%	1%	**	-%	**	**	**	1%	**	**	**	**	**	**	**	**
	30%	**	**	**	22%	100%	**	-%	**	**	**	100%	**	**	**	**	**	**	**	**
Orange broadband/ Wanadoo/ Livebox	-	**	**	**	2	4	**	1	**	**	**	3	**	**	**	**	**	**	**	**
	-%	**	**	**	2%	1%	**	2%	**	**	**	1%	**	**	**	**	**	**	**	**
	-%	**	**	**	53%	100%	**	30%	**	**	**	73%	**	**	**	**	**	**	**	**
Other	3	**	**	**	2	16	**	5	**	**	**	13	**	**	**	**	**	**	**	**
	4%	**	**	**	2%	3%	**	9%	**	**	**	2%	**	**	**	**	**	**	**	**
	16%	**	**	**	13%	87%	**	30%	**	**	**	71%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE29 (QE31). SHOWCARD Which supplier does/ did your household use to make voice calls using the internet? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	d	e	f	*g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	*s	~t
Unweighted total	120	74	17	91	224	842	69	105	4	18	32	808	63	6	11	11	41	22	45	18
Effective Weighted Sample	83	46	12	57	148	577	57	66	2	10	22	563	48	4	7	9	37	16	35	15
Total	72	40	8	48	128	525	65	59	2	9	14	534	44	1	2	1	24	19	27	16
	12%	**	**	**	22%	89%	**	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Don't know	3	**	**	**	6	11	**	4	**	**	**	8	**	**	**	**	**	**	**	**
	5%	**	**	**	5%	2%	**	7%	**	**	**	1%	**	**	**	**	**	**	**	**
	27%	**	**	**	53%	87%	**	34%	**	**	**	65%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE30 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	d	e	f	*g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	*s	~t
Unweighted total	120	74	17	91	224	842	69	105	4	18	32	808	63	6	11	11	41	22	45	18
Effective Weighted Sample	83	46	12	57	148	577	57	66	2	10	22	563	48	4	7	9	37	16	35	15
Total	72 12%	40 **	8 **	48 **	128 22%	525 89%	65 **	59 10%	2 **	9 **	14 **	534 90%	44 **	1 **	2 **	1 **	24 **	19 **	27 **	16 **
Laptop	44 62%	** **	** **	** **	79 62%	344 65%	** **	35 59%	** **	** **	** **	363 68%	** **	** **	** **	** **	** **	** **	** **	** **
	11%	**	**	**	20%	86%	**	9%	**	**	**	91%	**	**	**	**	**	**	**	**
Desktop PC	34 48% 17%	** ** **	** ** **	** ** **	43 34% 21%	181 34% 89%	** ** **	19 32% 9%	** ** **	** ** **	** ** **	185 35% 91%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Smartphone	5 7% d 7%	** ** **	** ** **	** ** **	8 6% 12%	59 11% 88%	** ** **	6 10% 9%	** ** **	** ** **	** ** **	62 12% 91%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Tablet computer (e.g. iPad)	5 7% d 12%	** ** **	** ** **	** ** **	* *% *%	39 7% 87%	** ** **	2 3% 5%	** ** **	** ** **	** ** **	43 8% 95%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Netbook	2 2% 7%	** ** **	** ** **	** ** **	2 2% 9%	21 4% 100%	** ** **	2 3% 9%	** ** **	** ** **	** ** **	20 4% 92%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Dedicated handset	* *% 4%	** ** **	** ** **	** ** **	4 3% 37%	9 2% 93%	** ** **	1 2% 10%	** ** **	** ** **	** ** **	9 2% 90%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Standard landline phone	- -% -%	** ** **	** ** **	** ** **	1 1% 16%	4 1% 97%	** ** **	- -% -%	** ** **	** ** **	** ** **	4 1% 100%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QE30 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	d	e	f	*g	h	~i	~j	*k	l	*m	~n	~o	~p	*q	~r	*s	~t
Unweighted total	120	74	17	91	224	842	69	105	4	18	32	808	63	6	11	11	41	22	45	18
Effective Weighted Sample	83	46	12	57	148	577	57	66	2	10	22	563	48	4	7	9	37	16	35	15
Total	72	40	8	48	128	525	65	59	2	9	14	534	44	1	2	1	24	19	27	16
	12%	**	**	**	22%	89%	**	10%	**	**	**	90%	**	**	**	**	**	**	**	**
Other	1	**	**	**	5	10	**	3	**	**	**	10	**	**	**	**	**	**	**	**
	1%	**	**	**	4%	2%	**	5%	**	**	**	2%	**	**	**	**	**	**	**	**
	5%	**	**	**	40%	80%	**	24%	**	**	**	78%	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	5	9	**	2	**	**	**	8	**	**	**	**	**	**	**	**
	1%	**	**	**	4%	2%	**	4%	**	**	**	1%	**	**	**	**	**	**	**	**
	10%	**	**	**	47%	89%	**	23%	**	**	**	78%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY - ACCESS TO/ USE OF INTERNET ACROSS ANY CONNECTION/ ANY DEVICE/ ANY LOCATION

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
ACCESS TO INTERNET - ANY CONNECTION/ ANY DEVICE/ ANY LOCATION	269	134	54	188	560	1698	172	207	21	28	56	1674	169	9	7	**	88	81	101	68
	78%	66%	28%	48%	64%	83%	88%	62%	48%	53%	49%	87%	51%	28%	37%	**	60%	43%	63%	39%
	bcd	cd		c				ik				hijk	nop		*%	*%	rt		rt	
	14%	7%	3%	10%	30%	90%	9%	11%	1%	1%	3%	89%	9%	*%	*%	**	5%	4%	5%	4%
USE INTERNET - ANY CONNECTION/ ANY DEVICE/ ANY LOCATION	263	125	47	172	535	1666	170	195	21	27	48	1652	156	8	6	**	83	72	97	58
	76%	61%	25%	44%	62%	81%	87%	58%	48%	50%	43%	86%	47%	26%	35%	**	57%	39%	61%	34%
	bcd	cd		c				k				hijk	np		*%	*%	rt		rt	
	14%	7%	3%	9%	29%	90%	9%	11%	1%	1%	3%	90%	8%	*%	*%	**	5%	4%	5%	3%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY - ACCESS TO INTERNET

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
ACCESS TO INTERNET AT HOME	259	131	51	182	520	1618	154	193	21	27	55	1588	164	9	7	**	86	78	99	65
	75%	64%	27%	46%	60%	79%	79%	58%	48%	51%	48%	83%	49%	28%	36%	**	59%	42%	62%	37%
	bcd	cd		c				k				hijk	nop		*%	*%	rt		rt	
	15%	7%	3%	10%	29%	91%	9%	11%	1%	2%	3%	89%	9%	*%	*%	**	5%	4%	6%	4%
ACCESS TO INTERNET AT HOME OR USES A MOBILE PHONE/ DEVICE TO CONNECT TO INTERNET	260	131	51	182	528	1637	157	197	21	27	55	1606	164	9	7	**	86	78	99	65
	75%	64%	27%	46%	61%	80%	80%	59%	48%	51%	48%	84%	49%	28%	36%	**	59%	42%	62%	37%
	bcd	cd		c				k				hijk	nop		*%	*%	rt		rt	
	14%	7%	3%	10%	29%	91%	9%	11%	1%	1%	3%	89%	9%	*%	*%	**	5%	4%	5%	4%
MOBILE INTERNET (MOBILE BROADBAND OR VIA MOBILE PHONE)	77	15	2	17	205	878	102	87	8	10	12	898	15	1	1	**	11	5	9	7
	22%	7%	1%	4%	24%	43%	52%	26%	18%	20%	11%	47%	5%	2%	5%	**	7%	3%	5%	4%
	bcd	c		c			f	k				hijk				**	r			
	8%	2%	*%	2%	21%	89%	10%	9%	1%	1%	1%	91%	2%	*%	*%	**	1%	*%	1%	1%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Only terrestrial TV (Channels 1-4/1-5)	8	6	21	27	37	50	6	16	3	2	5	39	23	1	*	**	5	18	8	15
	2%	3%	11%	7%	4%	2%	3%	5%	8%	3%	4%	2%	7%	4%	2%	**	3%	10%	5%	9%
			abd	ab				l	l		l					mno		q		q
	14%	11%	39%	49%	66%	91%	10%	29%	6%	3%	9%	71%	42%	2%	1%	**	8%	33%	15%	27%
Terrestrial TV	30	20	19	38	62	177	9	36	3	8	13	149	34	2	1	**	17	17	19	15
	9%	10%	10%	10%	7%	9%	5%	11%	7%	14%	12%	8%	10%	7%	3%	**	11%	9%	12%	9%
								l		l						mno				
	16%	11%	10%	21%	33%	96%	5%	20%	2%	4%	7%	81%	18%	1%	*%	**	9%	9%	10%	8%
Cable TV (through Virgin Media - previously NTL and Telewest)	66	21	10	31	107	333	31	44	5	6	13	320	26	2	2	**	13	13	14	13
	19%	10%	5%	8%	12%	16%	16%	13%	11%	12%	12%	17%	8%	5%	13%	**	9%	7%	9%	7%
	bcd	c																		
	18%	6%	3%	9%	30%	92%	9%	12%	1%	2%	4%	88%	7%	*%	1%	**	4%	4%	4%	3%
Satellite TV (Sky)	125	66	36	102	272	802	92	104	15	17	31	792	87	7	5	**	47	40	43	44
	36%	32%	19%	26%	31%	39%	47%	31%	34%	31%	28%	41%	26%	22%	29%	**	32%	22%	27%	26%
	cd	c		c			f					hk					r			
	14%	7%	4%	11%	30%	89%	10%	12%	2%	2%	3%	88%	10%	1%	1%	**	5%	4%	5%	5%
Satellite (Freesat)	10	10	1	11	20	44	2	10	1	3	4	36	11	-	-	**	7	4	8	3
	3%	5%	1%	3%	2%	2%	1%	3%	2%	6%	4%	2%	3%	-%	-%	**	5%	2%	5%	2%
		c								l										
	22%	22%	3%	24%	43%	95%	5%	22%	2%	7%	9%	79%	24%	-%	-%	**	16%	8%	17%	8%
Satellite TV (Other)	*	1	-	1	2	6	*	2	-	-	2	4	1	-	-	**	1	-	-	1
	*%	*%	-%	*%	*%	*%	*%	1%	-%	-%	2%	*%	*%	-%	-%	**	*%	-%	-%	*%
											l									
	5%	11%	-%	11%	29%	98%	2%	37%	-%	-%	37%	65%	11%	-%	-%	**	11%	-%	-%	11%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Freeview (through a set-top box or digital television set) with ONLY free channels	180	117	117	234	468	1013	61	181	22	33	61	896	196	22	10	**	82	114	98	98
	52%	57%	62%	59%	54%	49%	31%	54%	51%	62%	54%	47%	59%	69%	53%	**	56%	61%	61%	57%
	17%	11%	11%	22%	43%	94%	6%	17%	2%	3%	6%	83%	18%	2%	1%	**	8%	11%	9%	9%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	14	8	12	20	38	78	8	17	2	5	8	69	16	1	2	**	7	9	10	7
	4%	4%	6%	5%	4%	4%	4%	5%	5%	10%	7%	4%	5%	4%	12%	**	5%	5%	6%	4%
	16%	10%	14%	23%	45%	90%	9%	20%	2%	6%	9%	80%	19%	2%	3%	**	8%	11%	11%	8%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	2	1	1	2	8	36	3	7	-	2	*	32	2	1	*	**	2	-	2	-
	1%	1%	1%	1%	1%	2%	2%	2%	-%	3%	*%	2%	*%	2%	*%	**	1%	-%	1%	-%
	6%	3%	3%	6%	21%	92%	9%	18%	-%	4%	1%	82%	4%	2%	*%	**	4%	-%	4%	-%
No TV in household	4	1	3	4	12	32	5	7	2	1	2	30	4	-	-	**	4	1	3	1
	1%	1%	2%	1%	1%	2%	3%	2%	4%	1%	2%	2%	1%	-%	-%	**	3%	*%	2%	1%
	10%	4%	8%	12%	31%	85%	14%	19%	5%	2%	5%	81%	12%	-%	-%	**	10%	2%	8%	4%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Don't know	-	-	*	*	*	1	-	*	*	-	*	1	-	-	*	**	-	-	-	-
	-%	-%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	**	-%	-%	-%	-%
	-%	-%	6%	6%	6%	100%	-%	5%	5%	-%	5%	93%	-%	-%	6%	**	-%	-%	-%	-%
MAIN TV PLATFORM																				
DIGITAL TOTAL	334	193	160	353	810	1956	184	306	37	49	102	1840	299	30	18	**	136	163	147	152
	97%	94%	85%	90%	93%	95%	94%	92%	86%	92%	91%	96%	90%	95%	98%	**	92%	87%	92%	88%
	cd	cd										hik	p	p	mp					
	16%	9%	7%	16%	38%	91%	9%	14%	2%	2%	5%	86%	14%	1%	1%	**	6%	8%	7%	7%
FREEVIEW TOTAL	140	102	114	215	416	783	59	151	18	23	55	694	181	21	11	**	74	107	89	92
	40%	50%	60%	55%	48%	38%	30%	45%	41%	43%	48%	36%	54%	66%	57%	**	50%	57%	55%	53%
		a	ab	a		g		l			l		p	p	p					
	17%	12%	13%	25%	49%	93%	7%	18%	2%	3%	6%	82%	21%	2%	1%	**	9%	13%	10%	11%
FREEVIEW ONLY	131	95	103	197	385	727	53	137	16	19	49	646	166	19	9	**	67	99	80	86
	38%	46%	54%	50%	44%	35%	27%	41%	38%	36%	43%	34%	50%	62%	48%	**	46%	53%	50%	49%
		a	a	a		g		l			l		p	p	p					
	17%	12%	13%	25%	49%	93%	7%	18%	2%	2%	6%	82%	21%	2%	1%	**	9%	13%	10%	11%
PAY DIGITAL	185	84	52	136	383	1136	123	154	20	24	47	1110	114	10	8	**	58	56	58	56
	53%	41%	28%	34%	44%	55%	63%	46%	46%	46%	42%	58%	34%	33%	45%	**	39%	30%	36%	32%
	bcd	c				f						hk								
	15%	7%	4%	11%	30%	90%	10%	12%	2%	2%	4%	88%	9%	1%	1%	**	5%	4%	5%	4%
CABLE	64	21	10	31	105	322	30	43	5	6	13	309	26	2	2	**	13	13	14	13
	18%	10%	5%	8%	12%	16%	16%	13%	11%	12%	12%	16%	8%	5%	13%	**	9%	7%	9%	7%
	bcd	c																		
	18%	6%	3%	9%	30%	92%	9%	12%	1%	2%	4%	88%	7%	*%	1%	**	4%	4%	4%	4%
SATELLITE	129	70	36	106	283	822	93	107	15	18	34	811	92	7	5	**	49	43	45	47
	37%	34%	19%	27%	33%	40%	47%	32%	34%	35%	30%	42%	27%	22%	28%	**	33%	23%	28%	27%
	cd	cd		c								hk					r			
	14%	8%	4%	12%	31%	90%	10%	12%	2%	2%	4%	88%	10%	1%	1%	**	5%	5%	5%	5%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
TERRESTRIAL	8	10	26	36	47	67	6	21	4	4	8	50	31	2	*	**	8	23	11	20
	2%	5%	14%	9%	5%	3%	3%	6%	9%	7%	7%	3%	9%	5%	2%	**	5%	12%	7%	12%
			ab	ab				l	l	l	l		o			mno		q		q
	12%	14%	36%	50%	65%	93%	8%	29%	6%	5%	12%	71%	43%	2%	*%	**	11%	32%	15%	28%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Only terrestrial TV (Channels 1-4/1-5)	8	6	21	27	37	50	6	16	3	2	5	39	23	1	*	**	5	18	8	15
	2%	3%	11%	7%	4%	2%	3%	5%	8%	3%	4%	2%	7%	4%	2%	**	3%	10%	5%	9%
			abd	ab				l	l		l					mno		q		q
	14%	11%	39%	49%	66%	91%	10%	29%	6%	3%	9%	71%	42%	2%	1%	**	8%	33%	15%	27%
Terrestrial TV	1	4	4	9	10	16	-	5	1	2	3	11	7	*	-	**	3	5	2	5
	*%	2%	2%	2%	1%	1%	-%	1%	2%	3%	3%	1%	2%	1%	-%	**	2%	2%	2%	3%
		a	a	a					l	l	l					mo				
	5%	25%	27%	52%	62%	100%	-%	29%	4%	11%	21%	70%	46%	2%	-%	**	18%	28%	15%	30%
Cable TV (through Virgin Media - previously NTL and Telewest)	64	21	10	31	105	322	30	43	5	6	13	309	26	2	2	**	13	13	14	13
	18%	10%	5%	8%	12%	16%	16%	13%	11%	12%	12%	16%	8%	5%	13%	**	9%	7%	9%	7%
	bcd	c																		
	18%	6%	3%	9%	30%	92%	9%	12%	1%	2%	4%	88%	7%	*%	1%	**	4%	4%	4%	4%
Satellite TV (Sky)	119	65	35	100	267	785	90	99	15	15	30	779	85	7	5	**	45	40	41	44
	34%	32%	19%	25%	31%	38%	46%	30%	34%	28%	27%	41%	26%	22%	28%	**	31%	22%	26%	26%
	cd	c		c			f					hjk					r			
	14%	7%	4%	11%	30%	89%	10%	11%	2%	2%	3%	89%	10%	1%	1%	**	5%	5%	5%	5%
Satellite (Freesat)	10	4	1	6	14	31	2	6	*	3	2	28	6	-	-	**	3	3	4	2
	3%	2%	1%	1%	2%	2%	1%	2%	*%	6%	1%	1%	2%	-%	-%	**	2%	1%	2%	1%
										hikl										
	28%	13%	3%	17%	41%	93%	6%	17%	*%	10%	5%	83%	16%	-%	-%	**	9%	7%	11%	6%
Satellite TV (Other)	-	1	-	1	2	6	*	2	-	-	2	4	1	-	-	**	1	-	-	1
	-%	*%	-%	*%	*%	*%	*%	1%	-%	-%	2%	*%	*%	-%	-%	**	*%	-%	-%	*%
											l									
	-%	11%	-%	11%	31%	98%	2%	34%	-%	-%	34%	68%	11%	-%	-%	**	11%	-%	-%	11%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Freeview (through a set-top box or digital television set) with ONLY free channels	131	95	103	197	385	727	53	137	16	19	49	646	166	19	9	**	67	99	80	86
	38%	46%	54%	50%	44%	35%	27%	41%	38%	36%	43%	34%	50%	62%	48%	**	46%	53%	50%	49%
	17%	a	a	a	49%	g	7%	l	2%	2%	l	82%	p	p	p	**	9%	13%	10%	11%
		12%	13%	25%		93%		18%			6%		21%	2%	1%					
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	9	7	11	18	30	56	6	14	1	4	6	49	15	1	2	**	7	8	8	7
	2%	4%	6%	5%	4%	3%	3%	4%	3%	7%	5%	3%	4%	4%	9%	**	5%	4%	5%	4%
	14%	12%	a	29%	49%	90%	10%	22%	2%	6%	9%	78%	24%	2%	3%	**	11%	13%	13%	11%
			17%																	
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	2	*	1	1	7	29	2	5	-	1	*	26	-	1	*	**	-	-	-	-
	*%	*%	*%	*%	1%	1%	1%	1%	-%	3%	*%	1%	-%	2%	*%	**	-%	-%	-%	-%
	5%	1%	2%	3%	21%	93%	7%	16%	-%	5%	1%	85%	-%	2%	*%	**	-%	-%	-%	-%
No TV in household	4	1	3	4	12	32	5	7	2	1	2	30	4	-	-	**	4	1	3	1
	1%	1%	2%	1%	1%	2%	3%	2%	4%	1%	2%	2%	1%	-%	-%	**	3%	*%	2%	1%
	10%	4%	8%	12%	31%	85%	14%	19%	5%	2%	5%	81%	12%	-%	-%	**	10%	2%	8%	4%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Don't know	-	-	*	*	*	1	-	*	*	-	*	1	-	-	*	**	-	-	-	-
	-%	-%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	**	-%	-%	-%	-%
	-%	-%	6%	6%	6%	100%	-%	5%	5%	-%	5%	93%	-%	-%	6%	**	-%	-%	-%	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
ANALOGUE TERRESTRIAL ONLY	8	6	21	27	37	50	6	16	3	2	5	39	23	1	*	**	5	18	8	15
	2%	3%	11%	7%	4%	2%	3%	5%	8%	3%	4%	2%	7%	4%	2%	**	3%	10%	5%	9%
			abd	ab				l	l		l					mno		q		q
	14%	11%	39%	49%	66%	91%	10%	29%	6%	3%	9%	71%	42%	2%	1%	**	8%	33%	15%	27%
CABLE ONLY	43	15	7	22	80	245	28	31	4	3	9	242	19	1	2	**	9	10	7	13
	12%	7%	4%	6%	9%	12%	14%	9%	9%	6%	8%	13%	6%	4%	9%	**	6%	5%	4%	7%
	bcd							h				h	p		p					
	16%	6%	3%	8%	30%	90%	10%	11%	1%	1%	3%	89%	7%	1%	1%	**	3%	4%	2%	5%
CABLE AND FREEVIEW	20	5	3	8	25	74	3	11	1	3	3	65	6	1	1	**	2	3	6	-
	6%	2%	2%	2%	3%	4%	1%	3%	2%	6%	3%	3%	2%	2%	4%	**	2%	2%	4%	-%
	bcd															m			t	
	26%	6%	4%	10%	32%	97%	3%	14%	1%	4%	4%	86%	8%	1%	1%	**	3%	4%	8%	-%
FREEVIEW ONLY	136	102	117	219	418	779	58	152	17	24	57	688	184	21	10	**	73	112	89	96
	39%	50%	62%	56%	48%	38%	30%	45%	40%	46%	50%	36%	55%	67%	55%	**	49%	60%	55%	55%
	a	a	ab	a		g		l			l		p	p				q		
	16%	12%	14%	26%	50%	93%	7%	18%	2%	3%	7%	82%	22%	3%	1%	**	9%	13%	11%	11%
SATELLITE AND FREEVIEW	36	17	8	25	58	216	9	32	5	8	8	194	21	2	1	**	14	8	12	9
	10%	9%	4%	6%	7%	11%	5%	10%	12%	16%	7%	10%	6%	5%	6%	**	9%	4%	7%	5%
	cd					g				k						mno	r			
	16%	8%	4%	11%	26%	96%	4%	14%	2%	4%	3%	86%	9%	1%	1%	**	6%	3%	5%	4%
SATELLITE ONLY	95	55	29	84	229	613	83	77	11	10	28	621	74	5	4	**	39	35	34	39
	28%	27%	15%	21%	26%	30%	42%	23%	25%	19%	25%	32%	22%	17%	23%	**	26%	19%	21%	23%
	cd	c				f						hjk	p	p	p					
	14%	8%	4%	12%	33%	88%	12%	11%	2%	1%	4%	89%	11%	1%	1%	**	6%	5%	5%	6%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
NO TV	4	1	3	4	12	32	5	7	2	1	2	30	4	-	-	**	4	1	3	1
	1%	1%	2%	1%	1%	2%	3%	2%	4%	1%	2%	2%	1%	-%	-%	**	3%	*%	2%	1%
	10%	4%	8%	12%	31%	85%	14%	19%	5%	2%	5%	81%	12%	-%	-%	**	10%	2%	8%	4%
OTHER	5	3	1	3	9	46	4	9	-	2	1	41	2	1	*	**	2	-	2	-
	1%	1%	*%	1%	1%	2%	2%	3%	-%	3%	1%	2%	1%	2%	*%	**	2%	-%	1%	-%
	10%	5%	1%	6%	19%	92%	9%	17%	-%	3%	3%	83%	5%	1%	*%	**	5%	-%	5%	-%
Mean TV platforms	1.3	1.2	1.1	1.2	1.2	1.2	1.1	1.3	1.2	1.4	1.2	1.2	1.2	1.1	1.1	**	1.2	1.2	1.2	1.1
	cd	c				g				hikl						mno	t		rt	
Standard deviation	.52	.49	.45	.47	.45	.52	.39	.58	.62	.68	.55	.50	.48	.35	.36	**	.57	.39	.55	.39
Standard error	.02	.02	.02	.02	.01	.01	.03	.02	.06	.06	.04	.01	.02	.03	.03	**	.04	.03	.04	.03
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
ALL MULTICHANNEL TV	335	197	165	362	820	1972	184	311	38	50	106	1852	306	30	18	**	139	168	149	157
	97%	96%	87%	92%	94%	96%	94%	93%	88%	95%	94%	96%	92%	96%	98%	**	94%	90%	93%	90%
	cd	cd		c				hi				hi	p	p	p	**				
	16%	9%	8%	17%	38%	91%	9%	14%	2%	2%	5%	86%	14%	1%	1%	**	6%	8%	7%	7%
DIGITAL TERRESTRIAL	193	124	128	253	501	1082	69	196	23	37	68	959	211	23	12	**	89	123	106	105
	56%	61%	68%	64%	58%	53%	36%	59%	54%	70%	60%	50%	63%	73%	65%	**	60%	66%	66%	61%
		a	a	a		g		l		l	l					**				
	17%	11%	11%	22%	43%	94%	6%	17%	2%	3%	6%	83%	18%	2%	1%	**	8%	11%	9%	9%
DIGITAL SATELLITE	134	75	37	112	291	845	94	113	16	18	36	829	97	7	5	**	54	43	49	49
	39%	37%	20%	28%	33%	41%	48%	34%	37%	35%	32%	43%	29%	22%	29%	**	37%	23%	30%	28%
	cd	cd		c				hk				hk				**	rt			
	14%	8%	4%	12%	31%	90%	10%	12%	2%	2%	4%	88%	10%	1%	1%	**	6%	5%	5%	5%
PAY DIGITAL SATELLITE	112	56	31	87	243	738	85	94	14	13	29	734	74	7	4	**	39	35	37	37
	32%	28%	16%	22%	28%	36%	44%	28%	33%	25%	26%	38%	22%	22%	22%	**	27%	19%	23%	21%
	cd	c				f		hjk				hjk				**				
	14%	7%	4%	11%	29%	89%	10%	11%	2%	2%	4%	89%	9%	1%	1%	**	5%	4%	4%	4%
FREE DIGITAL SATELLITE	19	19	4	22	41	95	8	19	2	6	8	83	21	*	1	**	14	7	14	7
	5%	9%	2%	6%	5%	5%	4%	6%	4%	11%	7%	4%	6%	1%	5%	**	9%	4%	9%	4%
	c	c		c				l								**	rt			
	18%	18%	4%	22%	40%	93%	7%	19%	2%	6%	8%	81%	21%	1%	1%	**	14%	7%	13%	7%
CABLE	66	21	10	31	107	333	31	44	5	6	13	320	26	2	2	**	13	13	14	13
	19%	10%	5%	8%	12%	16%	16%	13%	11%	12%	12%	17%	8%	5%	13%	**	9%	7%	9%	7%
	bcd	c														**				
	18%	6%	3%	9%	30%	92%	9%	12%	1%	2%	4%	88%	7%	1%	1%	**	4%	4%	4%	3%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64 a	65-74 b	75+ c	65+ d	65+ OR DE e	NO f	YES g	ANY h	VISION i	HEAR- ING j	MOBI- LITY k	NO l	ENGLAND m	SCOT- LAND n	WALES o	N IRELAND p	MALE q	FEMALE r	ABC1 s	C2DE t
Significance Level: 95%																				
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
NO MULTICHANNEL TV	11	7	24	32	48	83	11	23	5	2	7	70	27	1	*	**	8	19	11	17
	3%	4%	13%	8%	6%	4%	6%	7%	12%	5%	6%	4%	8%	4%	2%	**	6%	10%	7%	10%
			abd	ab				l	l							mno				
	12%	8%	26%	34%	51%	89%	12%	24%	6%	3%	8%	75%	29%	1%	*%	**	9%	20%	12%	18%
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
ALL MULTICHANNEL TV	335	197	165	362	820	1972	184	311	38	50	106	1852	306	30	18	**	139	168	149	157
	97%	96%	87%	92%	94%	96%	94%	93%	88%	95%	94%	96%	92%	96%	98%	**	94%	90%	93%	90%
	cd	cd		c				hi				hi	p	p	p	**				
	16%	9%	8%	17%	38%	91%	9%	14%	2%	2%	5%	86%	14%	1%	1%	**	6%	8%	7%	7%
DIGITAL TERRESTRIAL	193	124	128	253	501	1082	69	196	23	37	68	959	211	23	12	**	89	123	106	105
	56%	61%	68%	64%	58%	53%	36%	59%	54%	70%	60%	50%	63%	73%	65%	**	60%	66%	66%	61%
		a	a	a		g		l		l	l					**				
	17%	11%	11%	22%	43%	94%	6%	17%	2%	3%	6%	83%	18%	2%	1%	**	8%	11%	9%	9%
DIGITAL SATELLITE	134	75	37	112	291	845	94	113	16	18	36	829	97	7	5	**	54	43	49	49
	39%	37%	20%	28%	33%	41%	48%	34%	37%	35%	32%	43%	29%	22%	29%	**	37%	23%	30%	28%
	cd	cd		c				hk				hk				**	rt			
	14%	8%	4%	12%	31%	90%	10%	12%	2%	2%	4%	88%	10%	1%	1%	**	6%	5%	5%	5%
PAY DIGITAL SATELLITE	112	56	31	87	243	738	85	94	14	13	29	734	74	7	4	**	39	35	37	37
	32%	28%	16%	22%	28%	36%	44%	28%	33%	25%	26%	38%	22%	22%	22%	**	27%	19%	23%	21%
	cd	c				f		hjk				hjk				**				
	14%	7%	4%	11%	29%	89%	10%	11%	2%	2%	4%	89%	9%	1%	1%	**	5%	4%	4%	4%
FREE DIGITAL SATELLITE	19	19	4	22	41	95	8	19	2	6	8	83	21	*	1	**	14	7	14	7
	5%	9%	2%	6%	5%	5%	4%	6%	4%	11%	7%	4%	6%	1%	5%	**	9%	4%	9%	4%
	c	c		c						l						**	rt			
	18%	18%	4%	22%	40%	93%	7%	19%	2%	6%	8%	81%	21%	1%	1%	**	14%	7%	13%	7%
CABLE	66	21	10	31	107	333	31	44	5	6	13	320	26	2	2	**	13	13	14	13
	19%	10%	5%	8%	12%	16%	16%	13%	11%	12%	12%	17%	8%	5%	13%	**	9%	7%	9%	7%
	bcd	c														**				
	18%	6%	3%	9%	30%	92%	9%	12%	1%	2%	4%	88%	7%	1%	1%	**	4%	4%	4%	3%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
NO MULTICHANNEL TV	11	7	24	32	48	83	11	23	5	2	7	70	27	1	*	**	8	19	11	17
	3%	4%	13%	8%	6%	4%	6%	7%	12%	5%	6%	4%	8%	4%	2%	**	6%	10%	7%	10%
			abd	ab				l	l							mno				
	12%	8%	26%	34%	51%	89%	12%	24%	6%	3%	8%	75%	29%	1%	*%	**	9%	20%	12%	18%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH2 (QH53). Is the MAIN TV in your household an HDTV set or HD ready? (SINGLE CODE)

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	589	444	336	780	1605	3509	198	675	98	120	241	3038	474	104	108	94	248	226	231	243
Effective Weighted Sample	412	261	221	482	1046	2374	172	439	62	73	169	2095	372	63	65	78	216	176	180	192
Total	343	203	186	389	856	2023	190	327	41	52	111	1891	330	32	19	9	143	186	158	172
	15%	9%	8%	18%	39%	91%	9%	15%	**	2%	5%	85%	15%	1%	1%	**	6%	8%	7%	8%
Yes, the main TV in the household is an HDTV set or HD ready	241	137	81	219	522	1459	122	199	**	28	61	1387	188	19	8	**	90	98	101	87
	70%	68%	44%	56%	61%	72%	64%	61%	**	54%	55%	73%	57%	59%	41%	**	63%	53%	64%	50%
	cd	cd	c	c	e	g		h	**	j	k	hjk	o	o	*	**	rt		rt	
	15%	9%	5%	14%	33%	92%	8%	13%	**	2%	4%	88%	12%	1%	%	**	6%	6%	6%	5%
No	85	56	78	134	276	474	61	110	**	19	40	427	111	10	9	**	47	64	44	67
	25%	27%	42%	34%	32%	23%	32%	34%	**	37%	36%	23%	34%	33%	51%	**	33%	34%	28%	39%
		ab	a	a		f		l	**	l	l				mnp	**			s	
	16%	10%	14%	25%	51%	88%	11%	20%	**	4%	7%	79%	21%	2%	2%	**	9%	12%	8%	12%
Don't know	17	10	27	37	59	90	6	18	**	5	10	77	31	3	1	**	6	24	12	19
	5%	5%	14%	9%	7%	4%	3%	6%	**	9%	9%	4%	9%	8%	8%	**	4%	13%	7%	11%
		abd	ab	ab					**		l					mno		q		q
	17%	10%	28%	38%	62%	93%	6%	19%	**	5%	10%	80%	32%	3%	2%	**	6%	25%	12%	20%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH3 (QH54) Although you have an HDTV ready set, to actually watch TV channels and programmes that are broadcast in high definition, you need an HD set top box or a TV with built-in HDTV receiver. For the main TV set, does your household have an HDTV service - from either Sky, Virgin Media, Freesat or Freeview? (SINGLE CODE)

Base : Those whose main TV set is an HDTV or HD-ready

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	414	287	138	425	949	2461	128	390	58	58	127	2202	268	67	46	44	156	112	150	118
Effective Weighted Sample	287	168	96	264	622	1675	110	257	37	35	94	1521	208	40	26	37	136	87	119	90
Total	241	137	81	219	522	1459	122	199	26	28	61	1387	188	19	8	4	90	98	101	87
	15%	9%	5%	14%	33%	92%	8%	13%	**	**	4%	88%	12%	**	**	**	6%	6%	6%	5%
Yes	139	71	35	106	270	864	73	113	**	**	32	828	89	**	**	**	46	43	49	40
	58%	52%	43%	49%	52%	59%	59%	57%	**	**	53%	60%	47%	**	**	**	51%	43%	49%	46%
	cd									i		i								
	15%	8%	4%	11%	29%	92%	8%	12%	**	**	3%	88%	9%	**	**	**	5%	5%	5%	4%
No	97	58	44	102	236	561	48	81	**	**	27	529	90	**	**	**	41	49	45	45
	40%	42%	54%	47%	45%	38%	40%	41%	**	**	45%	38%	48%	**	**	**	45%	50%	45%	51%
			a																	
	16%	10%	7%	17%	39%	92%	8%	13%	**	**	4%	87%	15%	**	**	**	7%	8%	7%	7%
Don't know	5	8	2	10	15	34	1	5	**	**	1	30	9	**	**	**	3	6	7	3
	2%	6%	3%	5%	3%	2%	1%	3%	**	**	2%	2%	5%	**	**	**	4%	6%	7%	3%
	15%	22%	7%	29%	44%	96%	4%	14%	**	**	3%	85%	27%	**	**	**	9%	17%	19%	7%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH4 (QH57). Is the MAIN TV in your household 3D ready? IF NECESSARY - By this I mean that the TV can display pictures in 3D from specific channels (such as Sky 3D) or when watching 3D DVDs or Blue Ray disks or when playing 3D video games. (SINGLE CODE)

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	589	444	336	780	1605	3509	198	675	98	120	241	3038	474	104	108	94	248	226	231	243
Effective Weighted Sample	412	261	221	482	1046	2374	172	439	62	73	169	2095	372	63	65	78	216	176	180	192
Total	343	203	186	389	856	2023	190	327	41	52	111	1891	330	32	19	9	143	186	158	172
	15%	9%	8%	18%	39%	91%	9%	15%	**	2%	5%	85%	15%	1%	1%	**	6%	8%	7%	8%
Yes, the main TV in the household is 3D ready	22	6	3	9	39	131	12	19	**	3	6	127	6	3	*	**	5	2	5	2
	7%	3%	2%	2%	5%	6%	6%	6%	**	5%	6%	7%	2%	8%	1%	**	3%	1%	3%	1%
	bcd													mo						
	15%	4%	2%	6%	27%	91%	8%	13%	**	2%	4%	87%	4%	2%	*%	**	3%	1%	3%	1%
No	303	189	165	354	777	1826	175	299	**	48	100	1706	300	29	17	**	133	167	141	159
	88%	93%	89%	91%	91%	90%	92%	91%	**	91%	90%	90%	91%	92%	92%	**	93%	90%	90%	93%
	a																			
	15%	9%	8%	18%	39%	91%	9%	15%	**	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Don't know	18	8	17	25	40	66	2	10	**	2	5	58	23	*	1	**	5	18	12	11
	5%	4%	9%	6%	5%	3%	1%	3%	**	4%	4%	3%	7%	*%	7%	**	4%	9%	7%	6%
			ab										n		n	n		q		
	26%	11%	26%	37%	59%	96%	3%	14%	**	3%	7%	85%	33%	*%	2%	**	8%	26%	17%	16%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH5 (QH58). Do you or anyone in your household watch 3D content on your TV - whether from 3D TV channels, 3D DVDs or Blu Ray disks or 3D video games? (SINGLE CODE)

Base : Those whose main TV set is 3D ready

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	32	13	6	19	60	192	13	30	4	4	10	175	11	4	1	3	8	3	9	2
Effective Weighted Sample	22	8	5	13	45	134	12	21	2	4	8	123	10	3	1	2	7	3	8	2
Total	22	6	3	9	39	131	12	19	1	3	6	127	6	3	*	*	5	2	5	2
	**	**	**	**	**	91%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	53	**	**	**	**	**	50	**	**	**	**	**	**	**	**
	**	**	**	**	**	41%	**	**	**	**	**	39%	**	**	**	**	**	**	**	**
	**	**	**	**	**	93%	**	**	**	**	**	86%	**	**	**	**	**	**	**	**
No	**	**	**	**	**	75	**	**	**	**	**	74	**	**	**	**	**	**	**	**
	**	**	**	**	**	57%	**	**	**	**	**	58%	**	**	**	**	**	**	**	**
	**	**	**	**	**	90%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	3	**	**	**	**	**	3	**	**	**	**	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	**	70%	**	**	**	**	**	72%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH6 (QH59). SHOWCARD How often do you or anyone in your household watch 3D content on your TV? (SINGLE CODE)

Base : Those whose main TV set is 3D ready

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	32	13	6	19	60	192	13	30	4	4	10	175	11	4	1	3	8	3	9	2
Effective Weighted Sample	22	8	5	13	45	134	12	21	2	4	8	123	10	3	1	2	7	3	8	2
Total	22	6	3	9	39	131	12	19	1	3	6	127	6	3	*	*	5	2	5	2
	**	**	**	**	**	91%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
Every day	**	**	**	**	**	8	**	**	**	**	**	7	**	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	5%	**	**	**	**	**	**	**	**
	**	**	**	**	**	89%	**	**	**	**	**	74%	**	**	**	**	**	**	**	**
Several times a week	**	**	**	**	**	13	**	**	**	**	**	14	**	**	**	**	**	**	**	**
	**	**	**	**	**	10%	**	**	**	**	**	11%	**	**	**	**	**	**	**	**
	**	**	**	**	**	94%	**	**	**	**	**	100%	**	**	**	**	**	**	**	**
At least once a week	**	**	**	**	**	6	**	**	**	**	**	7	**	**	**	**	**	**	**	**
	**	**	**	**	**	5%	**	**	**	**	**	6%	**	**	**	**	**	**	**	**
	**	**	**	**	**	83%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
At least once a month	**	**	**	**	**	16	**	**	**	**	**	12	**	**	**	**	**	**	**	**
	**	**	**	**	**	12%	**	**	**	**	**	9%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	73%	**	**	**	**	**	**	**	**
A few times a year	**	**	**	**	**	7	**	**	**	**	**	8	**	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	6%	**	**	**	**	**	**	**	**
	**	**	**	**	**	86%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**
Less than once a year	**	**	**	**	**	1	**	**	**	**	**	1	**	**	**	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	100%	**	**	**	**	**	**	**	**
Never	**	**	**	**	**	75	**	**	**	**	**	74	**	**	**	**	**	**	**	**
	**	**	**	**	**	57%	**	**	**	**	**	59%	**	**	**	**	**	**	**	**
	**	**	**	**	**	90%	**	**	**	**	**	89%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	4	**	**	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**
	**	**	**	**	**	73%	**	**	**	**	**	75%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH7 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	*s	*t
Unweighted total	258	153	74	227	567	1569	97	258	37	40	81	1408	132	32	39	24	91	41	69	63
Effective Weighted Sample	170	83	46	128	337	991	83	161	23	23	58	907	102	15	24	18	81	33	57	46
Total	134	75	37	112	291	845	94	113	16	18	36	829	97	7	5	2	54	43	49	49
	14%	8%	**	12%	31%	90%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	112	56	**	87	242	733	**	93	**	**	**	729	74	**	**	**	**	**	**	**
	83%	75%	**	78%	83%	87%	**	83%	**	**	**	88%	76%	**	**	**	**	**	**	**
	14%	7%	**	11%	29%	89%	**	11%	**	**	**	jk 89%	9%	**	**	**	**	**	**	**
Sky satellite dish for free to air services only - you pay no monthly subscription fee	10	8	**	11	23	59	**	10	**	**	**	53	10	**	**	**	**	**	**	**
	8%	11%	**	10%	8%	7%	**	9%	**	**	**	6%	10%	**	**	**	**	**	**	**
	17%	13%	**	18%	36%	93%	**	15%	**	**	**	84%	16%	**	**	**	**	**	**	**
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	6	7	**	8	14	26	**	8	**	**	**	19	8	**	**	**	**	**	**	**
	5%	10%	**	7%	5%	3%	**	8%	**	**	**	2%	8%	**	**	**	**	**	**	**
	23%	26%	**	30%	53%	94%	**	31%	**	**	**	70%	30%	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH7 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	*s	*t
Unweighted total	258	153	74	227	567	1569	97	258	37	40	81	1408	132	32	39	24	91	41	69	63
Effective Weighted Sample	170	83	46	128	337	991	83	161	23	23	58	907	102	15	24	18	81	33	57	46
Total	134	75	37	112	291	845	94	113	16	18	36	829	97	7	5	2	54	43	49	49
	14%	8%	**	12%	31%	90%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	3	3	**	3	4	12	**	1	**	**	**	12	3	**	**	**	**	**	**	**
	2%	4%	**	3%	1%	1%	**	1%	**	**	**	1%	3%	**	**	**	**	**	**	**
	21%	23%	**	23%	32%	94%	**	10%	**	**	**	90%	23%	**	**	**	**	**	**	**
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	*	-	**	-	1	5	**	1	**	**	**	4	-	**	**	**	**	**	**	**
	*%	-%	**	-%	*%	1%	**	1%	**	**	**	1%	-%	**	**	**	**	**	**	**
	6%	-%	**	-%	15%	97%	**	22%	**	**	**	80%	-%	**	**	**	**	**	**	**
Other satellite dish, showing mainly non-English programmes where you do not pay a monthly subscription fee	-	1	**	1	1	2	**	1	**	**	**	1	1	**	**	**	**	**	**	**
	-%	1%	**	1%	*%	*%	**	1%	**	**	**	*%	1%	**	**	**	**	**	**	**
	-%	30%	**	30%	48%	100%	**	54%	**	**	**	48%	30%	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH7 (QH3). SHOWCARD Which of the following best describes your satellite TV service/s? (MULTI CODE)

Base : Those with Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	*s	*t
Unweighted total	258	153	74	227	567	1569	97	258	37	40	81	1408	132	32	39	24	91	41	69	63
Effective Weighted Sample	170	83	46	128	337	991	83	161	23	23	58	907	102	15	24	18	81	33	57	46
Total	134	75	37	112	291	845	94	113	16	18	36	829	97	7	5	2	54	43	49	49
	14%	8%	**	12%	31%	90%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	-	-	**	-	-	*	**	-	**	**	**	*	-	**	**	**	**	**	**	**
	-%	-%	**	-%	-%	*%	**	-%	**	**	**	*%	-%	**	**	**	**	**	**	**
	-%	-%	**	-%	-%	100%	**	-%	**	**	**	100%	-%	**	**	**	**	**	**	**
PAY SATELLITE	112	56	**	87	243	738	**	94	**	**	**	734	74	**	**	**	**	**	**	**
	84%	75%	**	78%	84%	87%	**	84%	**	**	**	88%	76%	**	**	**	**	**	**	**
	14%	7%	**	11%	29%	89%	**	11%	**	**	**	89%	9%	**	**	**	**	**	**	**
Don't know	4	2	**	4	9	17	**	3	**	**	**	15	4	**	**	**	**	**	**	**
	3%	2%	**	4%	3%	2%	**	2%	**	**	**	2%	4%	**	**	**	**	**	**	**
	21%	10%	**	22%	49%	95%	**	14%	**	**	**	85%	21%	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	~j	*k	l	m	~n	~o	~p	*q	*r	*s	*t
Unweighted total	217	120	61	181	472	1368	88	215	34	29	63	1241	100	30	29	22	67	33	52	48
Effective Weighted Sample	143	59	41	99	278	859	76	133	21	15	45	797	76	14	17	17	59	26	43	35
Total	112	56	31	87	242	733	85	93	14	13	28	729	74	7	4	2	39	35	37	37
	14%	7%	**	11%	29%	89%	**	11%	**	**	**	89%	9%	**	**	**	**	**	**	**
Sky Sports 1 only	3	3	**	3	6	18	**	2	**	**	**	18	3	**	**	**	**	**	**	**
	2%	5%	**	3%	3%	2%	**	2%	**	**	**	3%	4%	**	**	**	**	**	**	**
	12%	14%	**	14%	29%	88%	**	11%	**	**	**	89%	13%	**	**	**	**	**	**	**
Sky Sports 2 only	1	1	**	1	2	3	**	1	**	**	**	4	1	**	**	**	**	**	**	**
	1%	2%	**	1%	1%	*%	**	1%	**	**	**	1%	1%	**	**	**	**	**	**	**
							f													
	21%	20%	**	20%	43%	56%	**	23%	**	**	**	79%	20%	**	**	**	**	**	**	**
Sky Sports Pack (Sky Sports 1, 2, 3 and 4)	38	23	**	32	77	280	**	30	**	**	**	268	27	**	**	**	**	**	**	**
	34%	41%	**	37%	32%	38%	**	33%	**	**	**	37%	37%	**	**	**	**	**	**	**
						g											r			
	13%	8%	**	11%	26%	94%	**	10%	**	**	**	90%	9%	**	**	**	**	**	**	**
Sky Movies 1 only (Comedy, Family, Classics, Modern Greats, Drama & Romance)	3	1	**	2	8	27	**	2	**	**	**	31	1	**	**	**	**	**	**	**
	2%	2%	**	2%	3%	4%	**	3%	**	**	**	4%	2%	**	**	**	**	**	**	**
	8%	3%	**	6%	24%	82%	**	7%	**	**	**	93%	4%	**	**	**	**	**	**	**
Sky Movies 2 only (Comedy, Indie, Sci-Fi & Horror, Crime & Thriller, Action & Adventure)	1	2	**	3	5	10	**	2	**	**	**	11	2	**	**	**	**	**	**	**
	1%	4%	**	3%	2%	1%	**	2%	**	**	**	2%	3%	**	**	**	**	**	**	**
	7%	16%	**	19%	41%	77%	**	14%	**	**	**	86%	19%	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	~j	*k	l	m	~n	~o	~p	*q	*r	*s	*t
Unweighted total	217	120	61	181	472	1368	88	215	34	29	63	1241	100	30	29	22	67	33	52	48
Effective Weighted Sample	143	59	41	99	278	859	76	133	21	15	45	797	76	14	17	17	59	26	43	35
Total	112	56	31	87	242	733	85	93	14	13	28	729	74	7	4	2	39	35	37	37
	14%	7%	**	11%	29%	89%	**	11%	**	**	**	89%	9%	**	**	**	**	**	**	**
Sky Movies Pack (All Sky Movies channels in Sky Movies 1 and 2, plus Premiere and Disney Cinemagic)	27	14	**	20	71	233	**	22	**	**	**	228	17	**	**	**	**	**	**	**
	24%	25%	**	23%	29%	32%	**	24%	**	**	**	31%	23%	**	**	**	**	**	**	**
	11%	6%	**	8%	29%	94%	**	9%	**	**	**	91%	7%	**	**	**	**	**	**	**
Sky+ HD (High Definition channels through Sky+ HD box)	39	20	**	26	53	259	**	25	**	**	**	256	23	**	**	**	**	**	**	**
	35%	36%	**	30%	22%	35%	**	26%	**	**	**	35%	32%	**	**	**	**	**	**	**
	14%	7%	**	9%	19%	93%	**	9%	**	**	**	91%	8%	**	**	**	**	**	**	**
ANY SKY SPORTS	41	27	**	36	85	301	**	34	**	**	**	291	31	**	**	**	**	**	**	**
	37%	48%	**	41%	35%	41%	**	36%	**	**	**	40%	42%	**	**	**	**	**	**	**
	13%	8%	**	11%	26%	93%	**	10%	**	**	**	90%	10%	**	**	**	**	**	**	**
ANY SKY MOVIES	31	17	**	25	84	270	**	26	**	**	**	270	21	**	**	**	**	**	**	**
	28%	31%	**	28%	35%	37%	**	28%	**	**	**	37%	29%	**	**	**	**	**	**	**
	10%	6%	**	8%	29%	92%	**	9%	**	**	**	91%	7%	**	**	**	**	**	**	**
SKY SPORTS AND SKY MOVIES	15	13	**	16	46	171	**	16	**	**	**	162	14	**	**	**	**	**	**	**
	14%	22%	**	19%	19%	23%	**	17%	**	**	**	22%	19%	**	**	**	**	**	**	**
	9%	7%	**	9%	26%	96%	**	9%	**	**	**	91%	8%	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9 (QH4). SHOWCARD Which, if any, of these channels do you subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	~j	*k	l	m	~n	~o	~p	*q	*r	*s	*t
Unweighted total	217	120	61	181	472	1368	88	215	34	29	63	1241	100	30	29	22	67	33	52	48
Effective Weighted Sample	143	59	41	99	278	859	76	133	21	15	45	797	76	14	17	17	59	26	43	35
Total	112	56	31	87	242	733	85	93	14	13	28	729	74	7	4	2	39	35	37	37
	14%	7%	**	11%	29%	89%	**	11%	**	**	**	89%	9%	**	**	**	**	**	**	**
Basic package only	35	18	**	31	94	215	**	38	**	**	**	208	25	**	**	**	**	**	**	**
	32%	31%	**	35%	39%	29%	**	40%	**	**	**	29%	33%	**	**	**	**	**	**	**
	14%	7%	**	13%	38%	87%	**	15%	**	**	**	85%	10%	**	**	**	**	**	**	**
None of these	1	1	**	1	4	13	**	3	**	**	**	13	1	**	**	**	**	**	**	**
	1%	1%	**	2%	2%	2%	**	3%	**	**	**	2%	2%	**	**	**	**	**	**	**
	9%	3%	**	9%	25%	79%	**	17%	**	**	**	84%	9%	**	**	**	**	**	**	**
Don't know	1	1	**	1	6	18	**	1	**	**	**	19	1	**	**	**	**	**	**	**
	1%	2%	**	1%	2%	2%	**	1%	**	**	**	3%	1%	**	**	**	**	**	**	**
	4%	5%	**	5%	28%	90%	**	4%	**	**	**	96%	5%	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH9 (QH5). SHOWCARD Which, if any, of these channels do you subscribe to through your Cable TV service? (MULTI CODE)

Base : Those with Cable TV

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	e	f	*g	*h	~i	~j	~k	l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	94	45	16	61	177	461	34	69	9	12	21	427	40	5	8	8	23	17	23	17
Effective Weighted Sample	74	32	12	43	132	362	31	55	6	10	18	337	33	5	7	7	20	14	19	14
Total	66	21	10	31	107	333	31	44	5	6	13	320	26	2	2	1	13	13	14	13
	**	**	**	**	30%	92%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Sky Sports channels	**	**	**	**	17	74	**	**	**	**	**	72	**	**	**	**	**	**	**	**
	**	**	**	**	16%	22%	**	**	**	**	**	22%	**	**	**	**	**	**	**	**
	bd	**	**	**	22%	94%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
Sky Movies channels	**	**	**	**	10	50	**	**	**	**	**	48	**	**	**	**	**	**	**	**
	**	**	**	**	10%	15%	**	**	**	**	**	15%	**	**	**	**	**	**	**	**
	d	**	**	**	21%	98%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**
High Definition channel through V+ HD box	**	**	**	**	26	115	**	**	**	**	**	115	**	**	**	**	**	**	**	**
	**	**	**	**	24%	35%	**	**	**	**	**	36%	**	**	**	**	**	**	**	**
	**	**	**	**	21%	94%	**	**	**	**	**	94%	**	**	**	**	**	**	**	**
Basic package only	**	**	**	**	61	151	**	**	**	**	**	138	**	**	**	**	**	**	**	**
	**	**	**	**	56%	45%	**	**	**	**	**	43%	**	**	**	**	**	**	**	**
	**	**	**	a	36%	91%	**	**	**	**	**	83%	**	**	**	**	**	**	**	**
None of these	**	**	**	**	7	17	**	**	**	**	**	18	**	**	**	**	**	**	**	**
	**	**	**	**	6%	5%	**	**	**	**	**	6%	**	**	**	**	**	**	**	**
	**	**	**	**	33%	86%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	4	14	**	**	**	**	**	12	**	**	**	**	**	**	**	**
	**	**	**	**	4%	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	31%	94%	**	**	**	**	**	86%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH10A (QR1A). Does your household have Sky+? (SINGLE CODE)

Base : Those with Sky TV

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	*k	l	m	*n	*o	~p	q	*r	*s	*t
Unweighted total	240	141	72	213	537	1495	94	241	35	38	71	1348	119	32	39	23	81	38	62	57
Effective Weighted Sample	158	72	45	117	315	938	81	150	22	21	51	864	90	15	24	18	72	30	51	41
Total	125	66	36	102	272	802	92	104	15	17	31	792	87	7	5	2	47	40	43	44
	14%	7%	**	11%	30%	89%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**
Yes	90	44	**	62	175	608	**	72	**	**	**	593	55	**	**	**	**	**	**	**
	72%	67%	**	61%	64%	76%	**	69%	**	**	**	75%	63%	**	**	**	**	**	**	**
	c					g														
	14%	7%	**	9%	26%	91%	**	11%	**	**	**	89%	8%	**	**	**	**	**	**	**
No	32	18	**	33	84	162	**	30	**	**	**	156	27	**	**	**	**	**	**	**
	26%	28%	**	32%	31%	20%	**	29%	**	**	**	20%	31%	**	**	**	**	**	**	**
			a					l			l									
	17%	10%	**	18%	45%	87%	**	16%	**	**	**	84%	15%	**	**	**	**	**	**	**
Don't know	3	3	**	6	13	32	**	3	**	**	**	43	5	**	**	**	**	**	**	**
	2%	5%	**	6%	5%	4%	**	2%	**	**	**	5%	6%	**	**	**	**	**	**	**
			a				f													
	6%	7%	**	14%	29%	70%	**	6%	**	**	**	95%	12%	**	**	**	**	**	**	**
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH10B (QR1B). Does your household have V+? (SINGLE CODE)

Base : Those with Cable TV

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	e	f	*g	*h	~i	~j	~k	l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	94	45	16	61	177	461	34	69	9	12	21	427	40	5	8	8	23	17	23	17
Effective Weighted Sample	74	32	12	43	132	362	31	55	6	10	18	337	33	5	7	7	20	14	19	14
Total	66	21	10	31	107	333	31	44	5	6	13	320	26	2	2	1	13	13	14	13
	**	**	**	**	30%	92%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Yes	**	**	**	**	58	201	**	**	**	**	**	189	**	**	**	**	**	**	**	**
	**	**	**	**	55%	60%	**	**	**	**	**	59%	**	**	**	**	**	**	**	**
	**	**	**	**	27%	93%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
No	**	**	**	**	46	121	**	**	**	**	**	119	**	**	**	**	**	**	**	**
	**	**	**	**	43%	36%	**	**	**	**	**	37%	**	**	**	**	**	**	**	**
	**	**	**	**	34%	90%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	3	11	**	**	**	**	**	11	**	**	**	**	**	**	**	**
	**	**	**	**	3%	3%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	26%	89%	**	**	**	**	**	95%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH10C (QR1C). Does your Freesat set top box allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Freesat

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	*e	*f	~g	~h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	17	13	2	15	31	67	2	17	2	3	8	52	14	-	-	1	10	4	9	5
Effective Weighted Sample	13	12	1	13	21	47	2	11	1	3	5	37	13	-	-	1	9	4	8	4
Total	9	10	1	11	18	38	2	10	1	3	4	31	11	-	-	*	7	4	8	3
	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	-	-	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	-	-	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	-	-	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH10D (QR1D). Does your Freeview box or Freeview TV set allow to record and store TV programmes, and also pause and rewind live TV programmes (this includes Freeview Playback and Freeview Plus boxes)? (SINGLE CODE)

Base : Those with Freeview

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	*g	h	*i	j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	342	285	224	509	988	2010	80	409	56	84	148	1686	308	70	69	62	152	156	156	152
Effective Weighted Sample	232	174	154	325	638	1311	65	258	34	52	102	1113	248	46	42	51	134	124	122	126
Total	193	124	128	253	501	1082	69	196	23	37	68	959	211	23	12	6	89	123	106	105
	17%	11%	11%	22%	43%	94%	**	17%	**	**	6%	83%	18%	**	**	**	8%	11%	9%	9%
Yes	39	24	18	42	64	172	**	27	**	**	14	147	37	**	**	**	18	19	23	14
	20%	19%	14%	17%	13%	16%	**	14%	**	**	21%	15%	18%	**	**	**	20%	16%	21%	14%
						g	**						o	o						
	22%	14%	10%	24%	37%	99%	**	16%	**	**	8%	84%	21%	**	**	**	10%	11%	13%	8%
No	141	95	100	195	408	852	**	158	**	**	47	761	162	**	**	**	66	96	76	86
	73%	76%	78%	77%	81%	79%	**	81%	**	**	70%	79%	77%	**	**	**	75%	78%	72%	82%
						f	**	k	**	**		k			mn	mn				
	15%	10%	11%	21%	44%	93%	**	17%	**	**	5%	83%	18%	**	**	**	7%	10%	8%	9%
Don't know	13	6	10	16	29	58	**	11	**	**	6	51	13	**	**	**	5	8	7	5
	7%	5%	8%	6%	6%	5%	**	6%	**	**	9%	5%	6%	**	**	**	5%	6%	7%	5%
	21%	9%	17%	26%	47%	94%	**	18%	**	**	10%	82%	20%	p	**	**	8%	12%	12%	8%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH10E (QR1E). Does your broadband TV service allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Broadband TV

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	*f	~g	~h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	9	4	2	6	17	76	3	14	-	3	2	65	2	2	1	1	2	-	2	-
Effective Weighted Sample	6	2	2	4	11	45	3	10	-	2	1	38	2	1	1	1	2	-	2	-
Total	2	1	1	2	8	36	3	7	-	2	*	32	2	1	*	*	2	-	2	-
	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**	-%
Yes	**	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	-	**	-
	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**	-%
	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**	-%
No	**	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	-	**	-
	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**	-%
	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**	-%
Don't know	**	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	-	**	-
	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**	-%
	**	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

DVR HOUSEHOLD OWNERSHIP

Base : Those with Sky TV/ Cable TV/ Freesat/ Freeview/ Broadband TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	q	r	s	t
Unweighted total	573	422	287	709	1504	3367	193	620	83	110	220	2946	439	101	104	65	236	203	218	221
Effective Weighted Sample	401	253	198	450	997	2296	167	409	55	69	157	2042	348	62	63	53	207	160	172	176
Total	334	196	165	361	816	1963	184	309	38	50	104	1845	306	30	18	7	138	168	149	156
	16%	9%	8%	17%	38%	91%	9%	14%	**	2%	5%	86%	14%	1%	1%	**	6%	8%	7%	7%
DVR IN HOUSEHOLD	164	82	39	120	299	984	75	128	**	22	42	935	105	9	5	**	54	51	60	46
	49%	42%	23%	33%	37%	50%	41%	42%	**	43%	40%	51%	34%	29%	26%	**	39%	30%	40%	29%
	cd	cd		c		g						hk					t		t	
	15%	8%	4%	11%	28%	93%	7%	12%	**	2%	4%	88%	10%	1%	*%	**	5%	5%	6%	4%
NO DVR IN HOUSEHOLD	156	107	113	220	485	914	96	174	**	27	58	836	184	18	13	**	77	107	83	101
	47%	55%	68%	61%	59%	47%	52%	56%	**	54%	56%	45%	60%	60%	72%	**	56%	63%	55%	65%
		a	ab	a				l			l									
	15%	11%	11%	22%	48%	90%	9%	17%	**	3%	6%	83%	18%	2%	1%	**	8%	11%	8%	10%
UNSURE	14	7	13	20	33	65	14	6	**	2	4	74	17	3	*	**	7	10	7	9
	4%	4%	8%	6%	4%	3%	7%	2%	**	3%	3%	4%	5%	10%	1%	**	5%	6%	5%	6%
			ab				f					h		o						
	17%	9%	17%	26%	42%	82%	17%	8%	**	2%	4%	92%	21%	4%	*%	**	8%	13%	9%	12%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	*g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	280	165	65	230	549	1665	80	256	37	46	81	1490	148	31	33	18	91	57	90	58
Effective Weighted Sample	198	93	49	142	348	1122	70	170	24	27	62	1018	115	19	18	15	81	43	73	43
Total	164	82	39	120	299	984	75	128	17	22	42	935	105	9	5	1	54	51	60	46
	15%	8%	**	11%	28%	93%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**
Every day	62	22	**	31	92	373	**	59	**	**	**	338	28	**	**	**	**	**	**	**
	37%	27%	**	25%	31%	38%	**	46%	**	**	**	36%	26%	**	**	**	**	**	**	**
	d							l												
	16%	6%	**	8%	23%	94%	**	15%	**	**	**	86%	7%	**	**	**	**	**	**	**
A few times a week	42	29	**	39	89	275	**	25	**	**	**	260	33	**	**	**	**	**	**	**
	26%	35%	**	32%	30%	28%	**	20%	**	**	**	28%	31%	**	**	**	**	**	**	**
						g		h												
	15%	10%	**	14%	31%	96%	**	9%	**	**	**	91%	11%	**	**	**	**	**	**	**
Once a week	13	6	**	8	28	88	**	11	**	**	**	91	8	**	**	**	**	**	**	**
	8%	7%	**	7%	9%	9%	**	9%	**	**	**	10%	7%	**	**	**	**	**	**	**
						f														
	13%	6%	**	8%	27%	86%	**	11%	**	**	**	89%	8%	**	**	**	**	**	**	**
A few times a month	12	5	**	7	19	61	**	6	**	**	**	59	6	**	**	**	**	**	**	**
	7%	6%	**	6%	6%	6%	**	5%	**	**	**	6%	6%	**	**	**	**	**	**	**
	18%	8%	**	10%	29%	94%	**	10%	**	**	**	90%	9%	**	**	**	**	**	**	**
Once a month	5	3	**	4	9	22	**	4	**	**	**	20	4	**	**	**	**	**	**	**
	3%	3%	**	3%	3%	2%	**	3%	**	**	**	2%	3%	**	**	**	**	**	**	**
	19%	12%	**	16%	36%	93%	**	16%	**	**	**	84%	15%	**	**	**	**	**	**	**
Less often	8	6	**	9	15	49	**	8	**	**	**	44	8	**	**	**	**	**	**	**
	5%	8%	**	8%	5%	5%	**	6%	**	**	**	5%	8%	**	**	**	**	**	**	**
	15%	12%	**	18%	30%	96%	**	15%	**	**	**	85%	16%	**	**	**	**	**	**	**
Never	16	9	**	16	27	66	**	10	**	**	**	71	14	**	**	**	**	**	**	**
	10%	11%	**	14%	9%	7%	**	8%	**	**	**	8%	13%	**	**	**	**	**	**	**
			a				f													q
	19%	11%	**	20%	33%	81%	**	13%	**	**	**	87%	17%	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH11 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	*g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	280	165	65	230	549	1665	80	256	37	46	81	1490	148	31	33	18	91	57	90	58
Effective Weighted Sample	198	93	49	142	348	1122	70	170	24	27	62	1018	115	19	18	15	81	43	73	43
Total	164	82	39	120	299	984	75	128	17	22	42	935	105	9	5	1	54	51	60	46
	15%	8%	**	11%	28%	93%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**
Don't know	8	3	**	6	20	49	**	5	**	**	**	51	6	**	**	**	**	**	**	**
	5%	3%	**	5%	7%	5%	**	4%	**	**	**	6%	5%	**	**	**	**	**	**	**
	14%	5%	**	11%	35%	88%	**	8%	**	**	**	92%	10%	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH12 (QR9). SHOWCARD When you watch recordings you have made with your DVR, how often, if at all, do you fast forward through the adverts? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	*c	d	e	f	*g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t	
Unweighted total	280	165	65	230	549	1665	80	256	37	46	81	1490	148	31	33	18	91	57	90	58	
Effective Weighted Sample	198	93	49	142	348	1122	70	170	24	27	62	1018	115	19	18	15	81	43	73	43	
Total	164	82	39	120	299	984	75	128	17	22	42	935	105	9	5	1	54	51	60	46	
	15%	8%	**	11%	28%	93%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**	
I always or almost always fast forward through the adverts	116	57	**	78	202	730	**	93	**	**	**	673	70	**	**	**	**	**	**	**	
	70%	70%	**	65%	68%	74%	**	73%	**	**	**	72%	66%	**	**	**	**	**	**	**	
	c	c				g															
	15%	8%	**	10%	26%	95%	**	12%	**	**	**	88%	9%	**	**	**	**	**	**	**	
I fast forward through the adverts about half the time	17	8	**	11	32	97	**	16	**	**	**	103	9	**	**	**	**	**	**	**	
	11%	10%	**	9%	11%	10%	**	12%	**	**	**	11%	9%	**	**	**	**	**	**	**	
						f															
	15%	7%	**	9%	27%	81%	**	13%	**	**	**	87%	8%	**	**	**	**	**	**	**	
I never or hardly ever fast forward through the adverts	7	4	**	7	17	39	**	5	**	**	**	36	5	**	**	**	**	**	**	**	
	4%	5%	**	6%	6%	4%	**	4%	**	**	**	4%	5%	**	**	**	**	**	**	**	
	16%	10%	**	17%	40%	93%	**	13%	**	**	**	87%	13%	**	**	**	**	**	**	**	
I never play back programmes recorded from channels with adverts	4	5	**	8	11	29	**	4	**	**	**	31	7	**	**	**	**	**	**	**	
	3%	6%	**	6%	4%	3%	**	3%	**	**	**	3%	6%	**	**	**	**	**	**	**	
										k											
	12%	15%	**	23%	31%	85%	**	10%	**	**	**	90%	19%	**	**	**	**	**	**	**	
Don't know	20	6	**	16	36	88	**	10	**	**	**	91	14	**	**	**	**	**	**	**	
	12%	8%	**	14%	12%	9%	**	8%	**	**	**	10%	14%	**	**	**	**	**	**	**	
			abd																		
	20%	6%	**	16%	36%	87%	**	10%	**	**	**	90%	14%	**	**	**	**	**	**	**	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																					

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH13 (QR14). SHOWCARD When you watch television, which, if any, of these do you usually do first? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	*g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	280	165	65	230	549	1665	80	256	37	46	81	1490	148	31	33	18	91	57	90	58
Effective Weighted Sample	198	93	49	142	348	1122	70	170	24	27	62	1018	115	19	18	15	81	43	73	43
Total	164	82	39	120	299	984	75	128	17	22	42	935	105	9	5	1	54	51	60	46
	15%	8%	**	11%	28%	93%	**	12%	**	**	**	88%	10%	**	**	**	**	**	**	**
Check live TV (what is being broadcast at that time)	96	52	**	75	171	592	**	84	**	**	**	548	65	**	**	**	**	**	**	**
	58%	64%	**	62%	57%	60%	**	65%	**	**	**	59%	62%	**	**	**	**	**	**	**
	15%	8%	**	12%	27%	94%	**	13%	**	**	**	87%	10%	**	**	**	**	**	**	**
Check recorded TV (see what you have recorded on your DVR)	14	5	**	5	25	92	**	15	**	**	**	87	5	**	**	**	**	**	**	**
	8%	6%	**	4%	8%	9%	**	11%	**	**	**	9%	5%	**	**	**	**	**	**	**
	13%	5%	**	5%	24%	90%	**	14%	**	**	**	86%	5%	**	**	**	**	**	**	**
Check on-demand services such as BBC iPlayer, ITV Player, Sky Anytime+, Virgin on demand	1	-	**	-	4	10	**	2	**	**	**	9	-	**	**	**	**	**	**	**
	1%	-%	**	-%	1%	1%	**	1%	**	**	**	1%	-%	**	**	**	**	**	**	**
	9%	-%	**	-%	40%	100%	**	16%	**	**	**	84%	-%	**	**	**	**	**	**	**
It depends/ no set routine	38	18	**	27	74	221	**	24	**	**	**	216	23	**	**	**	**	**	**	**
	23%	22%	**	22%	25%	22%	**	19%	**	**	**	23%	22%	**	**	**	**	**	**	**
	16%	7%	**	11%	31%	92%	**	10%	**	**	**	90%	10%	**	**	**	**	**	**	**
Don't know	16	7	**	14	25	69	**	4	**	**	**	75	12	**	**	**	**	**	**	**
	10%	8%	**	11%	9%	7%	**	3%	**	**	**	8%	11%	**	**	**	**	**	**	**
	20%	9%	**	17%	32%	87%	**	5%	**	**	**	h 95%	15%	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH14 (QH42A). Do you ever watch TV programmes 'on demand' through your TV service? (READ EXPLANATION IF NECESSARY)

Base : Those with multichannel TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	q	r	s	t
Unweighted total	574	423	287	710	1509	3380	193	624	83	110	223	2955	440	101	104	65	237	203	218	222
Effective Weighted Sample	402	254	198	451	1002	2308	167	413	55	69	160	2050	349	62	63	53	208	160	172	177
Total	335	197	165	362	820	1972	184	311	38	50	106	1852	306	30	18	7	139	168	149	157
	16%	9%	8%	17%	38%	91%	9%	14%	**	2%	5%	86%	14%	1%	1%	**	6%	8%	7%	7%
Yes	67	22	12	35	119	477	42	48	**	9	14	474	31	2	2	**	15	16	18	12
	20%	11%	8%	10%	14%	24%	23%	16%	**	18%	13%	26%	10%	7%	9%	**	11%	9%	12%	8%
	bcd											hk								
	13%	4%	2%	7%	23%	91%	8%	9%	**	2%	3%	91%	6%	*%	*%	**	3%	3%	4%	2%
No	264	170	143	313	679	1458	140	254	**	38	89	1347	264	27	16	**	121	142	123	140
	79%	86%	87%	87%	83%	74%	76%	82%	**	75%	84%	73%	86%	90%	88%	**	88%	85%	82%	89%
	a	a	a	a				l			l					m				
	16%	11%	9%	20%	42%	91%	9%	16%	**	2%	6%	84%	16%	2%	1%	**	8%	9%	8%	9%
Don't know	5	4	9	14	23	38	2	9	**	4	3	31	12	1	1	**	2	10	8	4
	1%	2%	6%	4%	3%	2%	1%	3%	**	7%	3%	2%	4%	3%	3%	**	2%	6%	5%	3%
	a	a	a	a					l	l							q			
	12%	11%	24%	35%	57%	95%	4%	22%	**	9%	7%	79%	31%	2%	2%	**	6%	25%	20%	11%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH15 (QH42B). How often, if ever, do you use your 'on demand' TV service to watch TV programmes after they've been shown?

Base : Those who ever watch TV programmes 'on demand' through their TV service

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	e	f	*g	h	~i	~j	~k	l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	105	43	18	61	200	719	44	94	13	18	26	671	42	8	8	3	26	16	27	15
Effective Weighted Sample	74	27	14	41	140	515	38	64	9	12	21	491	34	5	5	3	24	13	22	12
Total	67 13%	22 **	12 **	35 **	119 23%	477 91%	42 **	48 **	7 **	9 **	14 **	474 91%	31 **	2 **	2 **	* **	15 **	16 **	18 **	12 **
Every day	10 15% 17%	** ** **	** ** **	** ** **	16 13% 28%	55 12% 95%	** ** **	** ** **	** ** **	** ** **	** ** **	52 11% 89%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
A few times a week	20 31%	** **	** **	** **	40 34%	150 31%	** **	** **	** **	** **	** **	154 33%	** **	** **	** **	** **	** **	** **	** **	** **
	12%	**	**	**	25%	92%	**	**	**	**	**	h 94%	**	**	**	**	**	**	**	**
Once a week	7 10% 8%	** ** **	** ** **	** ** **	17 15% 21%	75 16% 89%	** ** **	** ** **	** ** **	** ** **	** ** **	77 16% 90%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
A few times a month	10 15% 11%	** ** **	** ** **	** ** **	18 16% 19%	87 18% 92%	** ** **	** ** **	** ** **	** ** **	** ** **	89 19% 93%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Once a month	7 11% 18%	** ** **	** ** **	** ** **	5 4% 11%	36 7% 90%	** ** **	** ** **	** ** **	** ** **	** ** **	35 7% 88%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **
Less often	12 18%	** **	** **	** **	18 16%	69 14%	** **	** **	** **	** **	** **	61 13%	** **	** **	** **	** **	** **	** **	** **	** **
	17%	**	**	**	25%	94%	**	l **	**	**	**	83%	**	**	**	**	**	**	**	**
Don't know	* *%	** **	** **	** **	3 3%	4 1%	** **	** **	** **	** **	** **	7 1%	** **	** **	** **	** **	** **	** **	** **	** **
	2%	**	**	**	53%	65%	f **	**	**	**	**	100%	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH16 (QH43A). Do you ever watch TV programmes online or download programmes from UK TV broadcasters' website (such as BBC iPlayer, ITV Player, Channel 4 On-Demand/ 4OD, Demand Five, or Sky Player) after they've been shown? I don't mean watching live programmes online.

Base : Those with access to the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	446	260	80	340	974	2780	179	385	44	54	114	2579	231	33	44	32	149	82	147	84
Effective Weighted Sample	310	157	55	212	644	1898	155	253	28	34	83	1789	179	19	27	26	131	65	115	65
Total	269	134	54	188	558	1691	172	206	21	28	56	1667	169	9	7	3	88	81	101	68
	14%	7%	**	10%	30%	90%	9%	11%	**	**	3%	89%	9%	**	**	**	5%	**	5%	**
Yes	88	30	**	36	147	645	61	77	**	**	13	632	34	**	**	**	18	**	23	**
	33%	23%	**	19%	26%	38%	35%	37%	**	**	23%	38%	20%	**	**	**	20%	**	22%	**
	bcd							k				k								
	12%	4%	**	5%	21%	91%	9%	11%	**	**	2%	89%	5%	**	**	**	3%	**	3%	**
No	177	102	**	148	402	1015	111	128	**	**	43	1006	133	**	**	**	71	**	76	**
	66%	76%	**	79%	72%	60%	65%	62%	**	**	77%	60%	79%	**	**	**	80%	**	75%	**
	a	a	a	a							hl									
	16%	9%	**	13%	35%	90%	10%	11%	**	**	4%	89%	12%	**	**	**	6%	**	7%	**
Don't know	4	1	**	3	9	32	*	2	**	**	-	30	2	**	**	**	-	**	2	**
	1%	1%	**	1%	2%	2%	*%	1%	**	**	-%	2%	1%	**	**	**	-%	**	2%	**
	11%	4%	**	9%	28%	100%	1%	5%	**	**	-%	93%	8%	**	**	**	-%	**	8%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH17 (QH43B). How often, if ever, do you watch TV programmes online or download from UK TV broadcasters' websites after they've been shown?

Base : Those who ever watch TV programmes online or download from UK TV broadcasters' websites

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	e	f	*g	h	~i	~j	~k	l	*m	~n	~o	~p	*q	~r	*s	~t
Unweighted total	128	59	10	69	241	957	61	116	13	11	27	903	53	6	7	3	34	19	41	12
Effective Weighted Sample	96	38	7	45	166	684	52	81	9	8	19	650	39	4	4	3	30	14	32	9
Total	88	30	6	36	147	645	61	77	8	8	13	632	34	1	1	*	18	16	23	11
	12%	**	**	**	21%	91%	**	11%	**	**	**	89%	**	**	**	**	**	**	**	**
Every day	3	**	**	**	10	28	**	2	**	**	**	28	**	**	**	**	**	**	**	**
	3%	**	**	**	7%	4%	**	3%	**	**	**	5%	**	**	**	**	**	**	**	**
	9%	**	**	**	33%	93%	**	7%	**	**	**	93%	**	**	**	**	**	**	**	**
A few times a week	15	**	**	**	38	141	**	23	**	**	**	130	**	**	**	**	**	**	**	**
	18%	**	**	**	26%	22%	**	29%	**	**	**	21%	**	**	**	**	**	**	**	**
	10%	**	**	**	25%	93%	**	15%	**	**	**	86%	**	**	**	**	**	**	**	**
Once a week	15	**	**	**	26	124	**	14	**	**	**	124	**	**	**	**	**	**	**	**
	18%	**	**	**	18%	19%	**	19%	**	**	**	20%	**	**	**	**	**	**	**	**
	11%	**	**	**	19%	90%	**	10%	**	**	**	90%	**	**	**	**	**	**	**	**
A few times a month	13	**	**	**	29	148	**	12	**	**	**	153	**	**	**	**	**	**	**	**
	15%	**	**	**	20%	23%	**	15%	**	**	**	24%	**	**	**	**	**	**	**	**
	8%	**	**	**	18%	90%	**	7%	**	**	**	93%	**	**	**	**	**	**	**	**
Once a month	13	**	**	**	16	84	**	11	**	**	**	77	**	**	**	**	**	**	**	**
	15%	**	**	**	11%	13%	**	15%	**	**	**	12%	**	**	**	**	**	**	**	**
	15%	**	**	**	18%	95%	**	13%	**	**	**	87%	**	**	**	**	**	**	**	**
Less often	28	**	**	**	28	117	**	14	**	**	**	116	**	**	**	**	**	**	**	**
	32%	**	**	**	19%	18%	**	18%	**	**	**	18%	**	**	**	**	**	**	**	**
	21%	**	**	**	21%	90%	**	11%	**	**	**	89%	**	**	**	**	**	**	**	**
Don't know	*	**	**	**	*	4	**	1	**	**	**	3	**	**	**	**	**	**	**	**
	*%	**	**	**	*%	1%	**	1%	**	**	**	*%	**	**	**	**	**	**	**	**
	9%	**	**	**	12%	97%	**	21%	**	**	**	83%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH18 (QH62). Are any of your TV sets "Smart TVs"? These are new types of TV that are connected to the internet and can stream video directly onto your television screen, without the need for a computer, set-top box or games console. IF NECESSARY - It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, LoveFilm and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV.

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	589	444	336	780	1605	3509	198	675	98	120	241	3038	474	104	108	94	248	226	231	243
Effective Weighted Sample	412	261	221	482	1046	2374	172	439	62	73	169	2095	372	63	65	78	216	176	180	192
Total	343	203	186	389	856	2023	190	327	41	52	111	1891	330	32	19	9	143	186	158	172
	15%	9%	8%	18%	39%	91%	9%	15%	**	2%	5%	85%	15%	1%	1%	**	6%	8%	7%	8%
Yes	14	9	1	9	30	108	7	14	**	3	3	101	9	*	*	**	5	4	6	3
	4%	4%	*%	2%	3%	5%	4%	4%	**	5%	3%	5%	3%	*%	1%	**	3%	2%	4%	2%
	c	c																		
	12%	8%	1%	8%	26%	94%	6%	12%	**	2%	3%	88%	8%	*%	*%	**	4%	4%	5%	3%
No	320	188	174	362	800	1866	183	305	**	48	104	1748	305	30	18	**	136	168	145	160
	93%	93%	93%	93%	93%	92%	96%	93%	**	93%	94%	92%	92%	96%	97%	**	95%	90%	92%	93%
	16%	9%	8%	18%	39%	91%	9%	15%	**	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Don't know	9	6	12	17	27	49	*	8	**	1	3	41	16	1	*	**	2	14	6	9
	3%	3%	6%	4%	3%	2%	*%	2%	**	2%	3%	2%	5%	3%	2%	**	1%	7%	4%	5%
			a			g												q		q
	18%	12%	24%	36%	54%	100%	*%	16%	**	3%	7%	84%	32%	2%	1%	**	4%	28%	13%	19%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH19 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	20	15	3	18	42	152	7	21	1	3	8	138	15	1	1	1	9	6	11	4
Effective Weighted Sample	17	11	2	13	31	112	6	15	1	2	5	103	12	1	1	1	8	5	9	3
Total	14	9	1	9	30	108	7	14	1	3	3	101	9	*	*	*	5	4	6	3
	**	**	**	**	**	94%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Watching TV live - i.e. at the same time as it is broadcast, and not something you've recorded	**	**	**	**	**	55	**	**	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	**	51%	**	**	**	**	**	50%	**	**	**	**	**	**	**	**
	**	**	**	**	**	95%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
Catch-up services - watch programmes or films recently broadcast (e.g. using the BBC iPlayer)	**	**	**	**	**	50	**	**	**	**	**	47	**	**	**	**	**	**	**	**
	**	**	**	**	**	47%	**	**	**	**	**	46%	**	**	**	**	**	**	**	**
	**	**	**	**	**	97%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Watching TV you've previously recorded	**	**	**	**	**	45	**	**	**	**	**	40	**	**	**	**	**	**	**	**
	**	**	**	**	**	41%	**	**	**	**	**	40%	**	**	**	**	**	**	**	**
	**	**	**	**	**	94%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**
Applications that come with the TV that allow you to watch programmes and video clips (e.g. YouTube, Amazon video)	**	**	**	**	**	23	**	**	**	**	**	24	**	**	**	**	**	**	**	**
	**	**	**	**	**	22%	**	**	**	**	**	23%	**	**	**	**	**	**	**	**
	**	**	**	**	**	93%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH19 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	20	15	3	18	42	152	7	21	1	3	8	138	15	1	1	1	9	6	11	4
Effective Weighted Sample	17	11	2	13	31	112	6	15	1	2	5	103	12	1	1	1	8	5	9	3
Total	14	9	1	9	30	108	7	14	1	3	3	101	9	*	*	*	5	4	6	3
	**	**	**	**	**	94%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
Video on-demand services - e.g. a service which may provide films (such as those recently available on DVD), classic TV shows and other content	**	**	**	**	**	21	**	**	**	**	**	19	**	**	**	**	**	**	**	**
	**	**	**	**	**	20%	**	**	**	**	**	19%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
Browse the internet - e.g. online shopping, checking emails, social networking sites	**	**	**	**	**	21	**	**	**	**	**	18	**	**	**	**	**	**	**	**
	**	**	**	**	**	19%	**	**	**	**	**	18%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	86%	**	**	**	**	**	**	**	**
Applications that come with the TV that allow you to play games	**	**	**	**	**	13	**	**	**	**	**	12	**	**	**	**	**	**	**	**
	**	**	**	**	**	12%	**	**	**	**	**	12%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	92%	**	**	**	**	**	**	**	**
Making voice calls using the internet	**	**	**	**	**	4	**	**	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	97%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QH19 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	*e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	20	15	3	18	42	152	7	21	1	3	8	138	15	1	1	1	9	6	11	4
Effective Weighted Sample	17	11	2	13	31	112	6	15	1	2	5	103	12	1	1	1	8	5	9	3
Total	14	9	1	9	30	108	7	14	1	3	3	101	9	*	*	*	5	4	6	3
	**	**	**	**	**	94%	**	**	**	**	**	88%	**	**	**	**	**	**	**	**
None of these	**	**	**	**	**	24	**	**	**	**	**	22	**	**	**	**	**	**	**	**
	**	**	**	**	**	22%	**	**	**	**	**	22%	**	**	**	**	**	**	**	**
	**	**	**	**	**	89%	**	**	**	**	**	83%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	4	**	**	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	98%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF THOSE WHO WATCH NON-LINEAR PROGRAMMING

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
WATCH PROGRAMMES RECORDED ON DVR	141	70	28	98	252	869	57	113	16	20	36	812	86	7	4	**	46	40	52	34
	41%	35%	15%	25%	29%	42%	29%	34%	37%	38%	32%	42%	26%	23%	21%	**	31%	22%	32%	20%
	cd	cd		c		g		hk				hk	p	p		**	rt		rt	
	15%	8%	3%	11%	27%	94%	6%	12%	2%	2%	4%	88%	9%	1%	*%	**	5%	4%	6%	4%
WATCH TV PROGRAMMES ON DEMAND THROUGH TV SERVICE	67	22	12	35	119	477	42	48	7	9	14	474	31	2	2	**	15	16	18	12
	19%	11%	7%	9%	14%	23%	22%	14%	16%	17%	13%	25%	9%	7%	8%	**	10%	8%	11%	7%
	bcd							hk				hk	p			**				
	13%	4%	2%	7%	23%	91%	8%	9%	1%	2%	3%	91%	6%	*%	*%	**	3%	3%	4%	2%
WATCH TV PROGRAMMES ONLINE FROM TV BROADCASTERS' WEBSITES	88	30	6	36	147	645	61	77	8	8	13	632	34	1	1	**	18	16	23	11
	25%	15%	3%	9%	17%	31%	31%	23%	19%	15%	11%	33%	10%	4%	7%	**	12%	8%	14%	6%
	bcd	cd		c				k				hijk				**	t		t	
	12%	4%	1%	5%	21%	91%	9%	11%	1%	1%	2%	89%	5%	*%	*%	**	3%	2%	3%	2%
ANY NON-LINEAR PROGRAMMING	195	92	40	131	363	1220	103	160	21	26	46	1168	117	8	5	**	60	57	71	46
	56%	45%	21%	33%	42%	59%	53%	48%	48%	48%	41%	61%	35%	26%	26%	**	41%	31%	44%	27%
	bcd	cd		c				hijk				hijk	p			**	rt		rt	
	15%	7%	3%	10%	27%	92%	8%	12%	2%	2%	4%	88%	9%	1%	*%	**	5%	4%	5%	3%
NONE	152	113	149	262	506	835	92	174	22	27	66	754	217	23	14	**	87	130	90	127
	44%	55%	79%	67%	58%	41%	47%	52%	52%	52%	59%	39%	65%	74%	74%	**	59%	69%	56%	73%
		a	abd	ab				l	l	l	l					m		qs		qs
	16%	12%	16%	28%	54%	90%	10%	19%	2%	3%	7%	81%	23%	3%	1%	**	9%	14%	10%	14%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QCHECK. Can I just check that you have the following services? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Landline phone	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	**	141	180	158	163
	93%	95%	98%	96%	80%	85%	78%	87%	93%	96%	90%	84%	96%	96%	98%	**	96%	97%	99%	94%
			a	a		g			l	hl	l					**			t	
	17%	10%	10%	20%	37%	92%	8%	15%	2%	3%	5%	85%	17%	2%	1%	**	7%	9%	8%	9%
Mobile phone	316	169	99	268	702	1879	188	263	28	38	84	1812	234	16	12	**	112	123	119	115
	91%	83%	52%	68%	81%	91%	97%	79%	64%	72%	74%	94%	70%	50%	64%	**	76%	66%	74%	66%
	bcd	cd		c			f		i			hijk	n			n	rt			
	15%	8%	5%	13%	34%	91%	9%	13%	1%	2%	4%	87%	11%	1%	1%	**	5%	6%	6%	6%
Fixed Broadband internet access	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	**	83	76	94	64
	70%	62%	25%	44%	52%	72%	70%	53%	46%	49%	43%	75%	47%	27%	31%	**	56%	41%	59%	37%
	bcd	cd		c				k				hijk	nop			**	rt		rt	
	15%	8%	3%	11%	28%	91%	8%	11%	1%	2%	3%	89%	10%	1%	*%	**	5%	5%	6%	4%
Mobile broadband internet access	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	**	6	3	6	3
	7%	4%	1%	3%	8%	13%	16%	9%	10%	3%	5%	14%	3%	2%	3%	**	4%	1%	3%	2%
	cd											hjk				**				
	8%	3%	1%	3%	24%	89%	11%	10%	2%	*%	2%	90%	3%	*%	*%	**	2%	1%	2%	1%
Narrowband internet access	3	1	1	3	5	13	1	2	*	1	1	12	2	-	-	**	2	*	2	1
	1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	-%	-%	**	1%	*%	1%	*%
	20%	11%	8%	18%	40%	94%	7%	15%	*%	5%	9%	85%	18%	-%	-%	**	16%	2%	14%	4%
TV service with additional channels you pay to receive	188	86	53	139	391	1152	126	158	21	25	48	1123	117	10	8	**	61	56	60	56
	54%	42%	28%	35%	45%	56%	64%	47%	48%	48%	43%	58%	35%	33%	45%	**	41%	30%	38%	32%
	bcd	c					f					hk				**	r			
	15%	7%	4%	11%	31%	90%	10%	12%	2%	2%	4%	88%	9%	1%	1%	**	5%	4%	5%	4%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QCHECK. Can I just check that you have the following services? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
No, none of these	2	-	1	1	11	13	-	6	*	*	2	7	1	-	-	**	1	-	-	1
	1%	-%	*%	*%	1%	1%	-%	2%	*%	*%	2%	*%	*%	-%	-%	**	*%	-%	-%	*%
	18%	-%	7%	7%	86%	100%	-%	43%	1%	2%	15%	54%	5%	-%	-%	m	5%	-%	-%	5%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QDM. And which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Landline phone	298	179	168	347	612	1496	127	256	36	48	94	1371	293	29	17	**	136	157	148	145
	86%	88%	89%	88%	71%	73%	65%	77%	83%	90%	83%	71%	88%	93%	92%	**	92%	84%	92%	83%
						g		l	l	hl	l						rt		rt	
	18%	11%	10%	21%	38%	92%	8%	16%	2%	3%	6%	84%	18%	2%	1%	**	8%	10%	9%	9%
Mobile phone	288	151	89	239	606	1633	168	236	22	33	76	1572	209	13	11	**	103	106	106	103
	83%	74%	47%	61%	70%	79%	86%	71%	52%	63%	68%	82%	63%	42%	59%	**	70%	57%	66%	59%
	bcd	cd		c			f	i			i	hijk	n		n	n	rt			
	16%	8%	5%	13%	34%	90%	9%	13%	1%	2%	4%	87%	12%	1%	1%	**	6%	6%	6%	6%
Fixed Broadband internet access	222	113	39	152	373	1212	111	147	17	23	43	1184	137	7	5	**	76	61	87	50
	64%	55%	21%	39%	43%	59%	57%	44%	39%	44%	38%	62%	41%	22%	30%	**	52%	33%	54%	29%
	bcd	cd		c								hijk	np			**	rt		rt	
	17%	8%	3%	11%	28%	91%	8%	11%	1%	2%	3%	89%	10%	1%	*%	**	6%	5%	7%	4%
Mobile broadband internet access	17	5	2	7	41	151	21	17	2	1	3	155	6	1	*	**	4	2	4	2
	5%	2%	1%	2%	5%	7%	11%	5%	5%	2%	3%	8%	2%	2%	3%	**	3%	1%	3%	1%
	cd											hk								
	10%	3%	1%	4%	24%	88%	13%	10%	1%	1%	2%	91%	3%	*%	*%	**	2%	1%	2%	1%
Narrowband internet access	3	-	1	1	4	6	1	2	*	1	1	5	1	-	-	**	1	-	1	-
	1%	-%	1%	*%	*%	*%	1%	1%	*%	1%	1%	*%	*%	-%	-%	**	1%	-%	1%	-%
	38%	-%	15%	15%	55%	89%	14%	28%	1%	9%	16%	72%	15%	-%	-%	**	15%	-%	15%	-%
TV service with additional channels you pay to receive	164	69	49	118	314	906	93	133	18	23	43	869	97	10	8	**	53	44	50	48
	47%	34%	26%	30%	36%	44%	48%	40%	41%	43%	38%	45%	29%	30%	43%	**	36%	24%	31%	28%
	bcd											h			m		r			
	16%	7%	5%	12%	31%	90%	9%	13%	2%	2%	4%	87%	10%	1%	1%	**	5%	4%	5%	5%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QDM. And which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
None of these	19	10	15	25	81	152	11	24	3	3	8	138	23	*	1	**	6	17	5	18
	6%	5%	8%	6%	9%	7%	6%	7%	6%	6%	7%	7%	7%	2%	4%	**	4%	9%	3%	10%
	12%	6%	9%	15%	50%	94%	7%	15%	2%	2%	5%	85%	14%	*%	*%	**	3%	qs 11%	3%	qs 11%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG1. Do you receive more than one of these services as part of an overall deal or package from the same supplier? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Yes	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	**	71	65	77	60
	57%	51%	25%	38%	43%	57%	56%	41%	41%	38%	39%	59%	41%	22%	27%	**	48%	35%	48%	34%
	cd	cd		c				hijk				hijk	nop				rt		rt	
	16%	8%	4%	12%	29%	91%	9%	11%	1%	2%	3%	89%	11%	1%	1%	**	6%	5%	6%	5%
No	143	97	137	234	471	843	80	190	26	32	67	730	190	24	13	**	72	118	81	109
	41%	47%	72%	59%	54%	41%	41%	57%	59%	60%	60%	38%	57%	76%	71%	**	49%	63%	50%	63%
			abd	ab				l	l	l	l			m	m	m	qs		qs	
	16%	11%	15%	25%	51%	91%	9%	21%	3%	3%	7%	79%	21%	3%	1%	**	8%	13%	9%	12%
Don't know	5	4	5	9	20	50	5	5	-	1	2	50	8	1	*	**	4	4	3	5
	1%	2%	3%	2%	2%	2%	3%	2%	-%	2%	2%	3%	2%	3%	2%	**	3%	2%	2%	3%
	8%	7%	10%	17%	37%	91%	10%	10%	-%	2%	3%	90%	14%	1%	1%	**	7%	7%	5%	9%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	n	*o	p	q	*r	s	*t
Unweighted total	328	198	74	272	658	1889	115	261	34	41	87	1746	187	28	34	23	117	70	109	78
Effective Weighted Sample	232	119	53	172	441	1309	100	179	24	27	64	1227	146	15	20	19	102	55	86	61
Total	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	2	71	65	77	60
	16%	8%	**	12%	29%	91%	9%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
Landline phone	191	99	**	146	348	1070	93	125	**	**	**	1045	133	**	**	**	69	**	75	**
	96%	96%	**	97%	92%	92%	85%	90%	**	**	**	91%	98%	**	**	**	97%	**	97%	**
	16%	9%	**	13%	30%	92%	8%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
One mobile phone	15	6	**	10	29	77	8	13	**	**	**	71	8	**	**	**	4	**	3	**
	7%	6%	**	6%	8%	7%	7%	9%	**	**	**	6%	6%	**	**	**	5%	**	4%	**
	17%	8%	**	11%	35%	91%	9%	16%	**	**	**	85%	10%	**	**	**	4%	**	4%	**
More than one mobile phone	7	2	**	2	7	31	1	4	**	**	**	28	2	**	**	**	2	**	1	**
	4%	2%	**	1%	2%	3%	1%	3%	**	**	**	2%	1%	**	**	**	2%	**	1%	**
	23%	5%	**	6%	23%	96%	4%	13%	**	**	**	87%	5%	**	**	**	5%	**	3%	**
Internet - Fixed Broadband access	172	96	**	133	326	1062	98	116	**	**	**	1052	122	**	**	**	64	**	72	**
	87%	93%	**	88%	86%	91%	90%	84%	**	**	**	92%	89%	**	**	**	90%	**	94%	**
	15%	c	**	11%	28%	91%	8%	10%	**	**	**	hk	10%	**	**	**	6%	**	t	**
		8%										90%							6%	
Internet - Mobile Broadband access	6	1	**	1	13	35	5	6	**	**	**	34	1	**	**	**	1	**	-	**
	3%	1%	**	1%	3%	3%	5%	4%	**	**	**	3%	%	**	**	**	1%	**	-%	**
	14%	3%	**	3%	32%	88%	13%	15%	**	**	**	85%	1%	**	**	**	1%	**	-%	**
Internet - not broadband access	2	-	**	1	3	3	-	2	**	**	**	1	1	**	**	**	1	**	1	**
	1%	-%	**	1%	1%	%	-%	1%	**	**	**	%	1%	**	**	**	1%	**	1%	**
	50%	-%	**	35%	85%	100%	-%	58%	**	**	**	43%	35%	**	**	**	35%	**	35%	**
Columns Tested:	a,b,c,d	f,g	h,i,j,k,l	m,n,o,p	q,r,s,t															

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

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QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	~n	*o	~p	q	*r	s	*t
Unweighted total	328	198	74	272	658	1889	115	261	34	41	87	1746	187	28	34	23	117	70	109	78
Effective Weighted Sample	232	119	53	172	441	1309	100	179	24	27	64	1227	146	15	20	19	102	55	86	61
Total	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	2	71	65	77	60
	16%	8%	**	12%	29%	91%	9%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
TV service	92	29	**	42	152	527	50	57	**	**	**	521	37	**	**	**	18	**	18	**
	46%	28%	**	28%	40%	45%	46%	41%	**	**	**	46%	27%	**	**	**	25%	**	24%	**
	bcd																			
	16%	5%	**	7%	26%	91%	9%	10%	**	**	**	90%	6%	**	**	**	3%	**	3%	**
Don't know	1	1	**	1	3	9	3	2	**	**	**	10	1	**	**	**	-	**	1	**
	*%	1%	**	*%	1%	1%	2%	1%	**	**	**	1%	*%	**	**	**	-%	**	1%	**
	5%	5%	**	5%	28%	74%	23%	15%	**	**	**	85%	5%	**	**	**	-%	**	5%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Landline phone	191	99	47	146	348	1070	93	125	15	20	42	1045	133	6	5	**	69	64	75	59
	55%	49%	25%	37%	40%	52%	48%	37%	36%	38%	37%	54%	40%	20%	27%	**	47%	34%	46%	34%
	cd	cd		c				hijk				hijk	nop				rt		rt	
	16%	9%	4%	13%	30%	92%	8%	11%	1%	2%	4%	89%	11%	1%	*%	**	6%	5%	6%	5%
One mobile phone	15	6	3	10	29	77	8	13	1	3	5	71	8	1	*	**	4	4	3	5
	4%	3%	2%	2%	3%	4%	4%	4%	3%	5%	4%	4%	2%	3%	2%	**	3%	2%	2%	3%
	17%	8%	4%	11%	35%	91%	9%	16%	2%	3%	6%	85%	10%	1%	*%	**	4%	5%	4%	6%
More than one mobile phone	7	2	*	2	7	31	1	4	-	1	1	28	2	-	-	**	2	-	1	1
	2%	1%	*%	*%	1%	2%	1%	1%	-%	1%	1%	1%	*%	-%	-%	**	1%	-%	1%	*%
	cd																			
	23%	5%	1%	6%	23%	96%	4%	13%	-%	2%	4%	87%	5%	-%	-%	**	5%	-%	3%	2%
Internet - Fixed Broadband access	172	96	37	133	326	1062	98	116	15	17	35	1052	122	5	4	**	64	58	72	50
	50%	47%	20%	34%	38%	52%	50%	35%	35%	33%	31%	55%	37%	17%	23%	**	44%	31%	45%	29%
	cd	cd		c				hijk				hijk	nop				rt		rt	
	15%	8%	3%	11%	28%	91%	8%	10%	1%	1%	3%	90%	10%	*%	*%	**	6%	5%	6%	4%
Internet - Mobile Broadband access	6	1	-	1	13	35	5	6	-	-	1	34	1	*	*	**	1	-	-	1
	2%	1%	-%	*%	1%	2%	3%	2%	-%	-%	1%	2%	*%	2%	1%	**	*%	-%	-%	*%
	d																			
	14%	3%	-%	3%	32%	88%	13%	15%	-%	-%	3%	85%	1%	1%	1%	**	1%	-%	-%	1%
Internet - not broadband access	2	-	1	1	3	3	-	2	-	1	1	1	1	-	-	**	1	-	1	-
	*%	-%	1%	*%	*%	*%	-%	1%	-%	1%	1%	*%	*%	-%	-%	**	1%	-%	1%	-%
								l		l	l									
	50%	-%	35%	35%	85%	100%	-%	58%	-%	20%	38%	43%	35%	-%	-%	**	35%	-%	35%	-%

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

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QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
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Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
TV service	92	29	13	42	152	527	50	57	9	9	16	521	37	2	2	**	18	19	18	19
	27%	14%	7%	11%	18%	26%	26%	17%	21%	17%	14%	27%	11%	6%	11%	**	12%	10%	11%	11%
	bcd	c										hjk								
	16%	5%	2%	7%	26%	91%	9%	10%	2%	2%	3%	90%	6%	*%	*%	**	3%	3%	3%	3%
Don't know	1	1	-	1	3	9	3	2	-	-	-	10	1	-	-	**	-	1	1	-
	*%	*%	-%	*%	*%	*%	1%	1%	-%	-%	-%	1%	*%	-%	-%	**	-%	*%	*%	-%
	5%	5%	-%	5%	28%	74%	23%	15%	-%	-%	-%	85%	5%	-%	-%	**	-%	5%	5%	-%
DO NOT HAVE A PACKAGE/ BUNDLE OF SERVICES	148	101	142	243	491	892	86	196	26	33	69	780	197	25	14	**	76	122	84	114
	43%	49%	75%	62%	57%	43%	44%	59%	59%	62%	61%	41%	59%	78%	73%	**	52%	65%	52%	66%
			abd	ab				l	l	l	l			m	m	m		qs	qs	qs
	15%	10%	15%	25%	50%	91%	9%	20%	3%	3%	7%	80%	20%	3%	1%	**	8%	12%	9%	12%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	n	*o	p	q	*r	s	*t
Unweighted total	328	198	74	272	658	1889	115	261	34	41	87	1746	187	28	34	23	117	70	109	78
Effective Weighted Sample	232	119	53	172	441	1309	100	179	24	27	64	1227	146	15	20	19	102	55	86	61
Total	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	2	71	65	77	60
	16%	8%	**	12%	29%	91%	9%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
Virgin Media (previously NTL/ Telewest)	68	18	**	29	92	317	31	37	**	**	**	312	25	**	**	**	10	**	13	**
	34%	18%	**	19%	24%	27%	28%	27%	**	**	**	27%	18%	**	**	**	15%	**	16%	**
	bd																			
	20%	5%	**	8%	26%	91%	9%	11%	**	**	**	90%	7%	**	**	**	3%	**	4%	**
BT	55	34	**	54	101	308	22	38	**	**	**	296	49	**	**	**	24	**	28	**
	28%	33%	**	36%	27%	26%	20%	27%	**	**	**	26%	36%	**	**	**	33%	**	36%	**
			a																	
	17%	10%	**	16%	31%	93%	7%	11%	**	**	**	89%	15%	**	**	**	7%	**	8%	**
Sky	34	13	**	16	75	272	28	26	**	**	**	275	15	**	**	**	10	**	7	**
	17%	13%	**	11%	20%	23%	26%	18%	**	**	**	24%	11%	**	**	**	13%	**	9%	**
								k				k								
	11%	4%	**	5%	25%	90%	9%	8%	**	**	**	92%	5%	**	**	**	3%	**	2%	**
Talk Talk/ Carphone Warehouse	33	28	**	36	67	173	22	26	**	**	**	171	35	**	**	**	17	**	22	**
	17%	27%	**	24%	18%	15%	20%	19%	**	**	**	15%	26%	**	**	**	23%	**	29%	**
		a								l										
	17%	14%	**	18%	34%	88%	11%	13%	**	**	**	87%	18%	**	**	**	8%	**	11%	**
Orange	3	2	**	2	7	23	-	4	**	**	**	19	2	**	**	**	2	**	1	**
	1%	2%	**	1%	2%	2%	-%	3%	**	**	**	2%	1%	**	**	**	2%	**	1%	**
	12%	8%	**	9%	31%	100%	-%	19%	**	**	**	82%	7%	**	**	**	7%	**	4%	**
O2	*	1	**	2	6	14	2	2	**	**	**	14	1	**	**	**	1	**	1	**
	*%	1%	**	1%	2%	1%	2%	1%	**	**	**	1%	1%	**	**	**	2%	**	1%	**
	1%	6%	**	12%	38%	88%	14%	11%	**	**	**	90%	9%	**	**	**	9%	**	6%	**
AOL	*	2	**	3	6	11	-	1	**	**	**	10	3	**	**	**	3	**	1	**
	*%	2%	**	2%	1%	1%	-%	1%	**	**	**	1%	2%	**	**	**	4%	**	2%	**
									l											
	3%	20%	**	26%	50%	100%	-%	8%	**	**	**	93%	26%	**	**	**	26%	**	12%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	~n	*o	~p	q	*r	s	*t
Unweighted total	328	198	74	272	658	1889	115	261	34	41	87	1746	187	28	34	23	117	70	109	78
Effective Weighted Sample	232	119	53	172	441	1309	100	179	24	27	64	1227	146	15	20	19	102	55	86	61
Total	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	2	71	65	77	60
	16%	8%	**	12%	29%	91%	9%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
Post Office	2	1	**	3	4	7	-	-	**	**	**	7	3	**	**	**	3	**	1	**
	1%	1%	**	2%	1%	1%	-%	-%	**	**	**	1%	2%	**	**	**	4%	**	2%	**
	35%	8%	**	37%	62%	100%	-%	-%	**	**	**	100%	37%	**	**	**	37%	**	20%	**
Other	3	5	**	5	14	34	2	5	**	**	**	33	4	**	**	**	2	**	3	**
	1%	4%	**	3%	4%	3%	2%	3%	**	**	**	3%	3%	**	**	**	3%	**	3%	**
	8%	12%	**	13%	37%	92%	7%	12%	**	**	**	88%	11%	**	**	**	5%	**	7%	**
Don't know	-	*	**	*	4	5	1	1	**	**	**	5	*	**	**	**	*	**	*	**
	-%	*%	**	*%	1%	*%	1%	1%	**	**	**	*%	*%	**	**	**	*%	**	*%	**
	-%	5%	**	5%	72%	80%	21%	15%	**	**	**	86%	5%	**	**	**	5%	**	5%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

COMPONENTS OF PACKAGE - I.E. SIMPLE BUNDLE

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	n	o	p	q	r	s	t
Unweighted total	328	198	74	272	658	1889	115	261	34	41	87	1746	187	28	34	23	117	70	109	78
Effective Weighted Sample	232	119	53	172	441	1309	100	179	24	27	64	1227	146	15	20	19	102	55	86	61
Total	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	2	71	65	77	60
	16%	8%	**	12%	29%	91%	9%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
LANDLINE & BROADBAND	99	67	**	97	193	559	50	66	**	**	**	549	89	**	**	**	47	**	53	**
	50%	65%	**	64%	51%	48%	46%	48%	**	**	**	48%	65%	**	**	**	66%	**	69%	**
	16%	a	**	a	31%	91%	8%	11%	**	**	**	89%	14%	**	**	**	8%	**	9%	**
LANDLINE, BROADBAND & MULTI-CHANNEL TV	60	22	**	28	101	390	36	38	**	**	**	389	25	**	**	**	14	**	14	**
	30%	21%	**	18%	27%	34%	32%	28%	**	**	**	34%	18%	**	**	**	19%	**	18%	**
	cd	14%	5%	**	6%	24%	91%	8%	9%	**	**	91%	6%	**	**	**	3%	**	3%	**
MULTI-CHANNEL TV & BROADBAND	5	2	**	2	16	52	8	6	**	**	**	56	2	**	**	**	2	**	2	**
	3%	2%	**	2%	4%	4%	7%	4%	**	**	**	5%	2%	**	**	**	2%	**	2%	**
	9%	4%	**	4%	26%	86%	13%	9%	k	**	**	91%	4%	**	**	**	3%	**	3%	**
LANDLINE & MULTI-CHANNEL TV	11	4	**	11	25	43	4	8	**	**	**	38	9	**	**	**	2	**	3	**
	6%	4%	**	7%	7%	4%	4%	6%	**	**	**	3%	7%	**	**	**	4%	**	4%	**
	25%	8%	ab	23%	55%	92%	9%	18%	**	**	**	82%	19%	**	**	**	5%	**	6%	**
MOBILE & BROADBAND	2	1	**	1	10	30	5	6	**	**	**	29	1	**	**	**	1	**	-	**
	1%	1%	**	1%	3%	3%	5%	4%	**	**	**	3%	*%	**	**	**	1%	**	-%	**
	4%	3%	**	3%	30%	86%	14%	18%	**	**	**	83%	2%	**	**	**	2%	**	-%	**
LANDLINE, BROADBAND, MOBILE & MULTI-CHANNEL TV	9	-	**	-	5	32	1	2	**	**	**	31	-	**	**	**	-	**	-	**
	5%	-%	**	-%	1%	3%	1%	1%	**	**	**	3%	-%	**	**	**	-%	**	-%	**
	bd	29%	-%	**	-%	16%	98%	3%	6%	**	**	**	95%	-%	**	**	**	-%	**	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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COMPONENTS OF PACKAGE - I.E. SIMPLE BUNDLE

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	OR DE e	f	g	h	*i	*j	k	l	m	n	*o	p	q	*r	s	*t
Unweighted total	328	198	74	272	658	1889	115	261	34	41	87	1746	187	28	34	23	117	70	109	78
Effective Weighted Sample	232	119	53	172	441	1309	100	179	24	27	64	1227	146	15	20	19	102	55	86	61
Total	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	2	71	65	77	60
	16%	8%	**	12%	29%	91%	9%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
LANDLINE, MOBILE & BROADBAND	2	5	**	6	10	21	-	3	**	**	**	18	6	**	**	**	2	**	4	**
	1%	5%	**	4%	3%	2%	-%	2%	**	**	**	2%	4%	**	**	**	3%	**	5%	**
	7%	a	**	a	46%	100%	-%	16%	**	**	**	84%	28%	**	**	**	10%	**	18%	**
LANDLINE & DIAL-UP	1	-	**	1	2	2	-	1	**	**	**	1	1	**	**	**	1	**	1	**
	*%	-%	**	1%	1%	*%	-%	1%	**	**	**	*%	1%	**	**	**	1%	**	1%	**
	36%	-%	**	45%	81%	100%	-%	48%	**	**	**	55%	45%	**	**	**	45%	**	45%	**
OTHER	10	2	**	4	11	24	3	6	**	**	**	22	3	**	**	**	3	**	-	**
	5%	2%	**	3%	3%	2%	3%	4%	**	**	**	2%	2%	**	**	**	4%	**	-%	**
	35%	7%	**	15%	40%	89%	11%	21%	**	hl	l	80%	12%	**	**	**	10%	**	-%	s
DON'T KNOW	1	1	**	1	3	9	3	2	**	**	**	10	1	**	**	**	-	**	1	**
	*%	1%	**	*%	1%	1%	2%	1%	**	**	**	1%	*%	**	**	**	-%	**	1%	**
	5%	5%	**	5%	28%	74%	23%	15%	**	**	**	85%	5%	**	**	**	-%	**	5%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF PACKAGE

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	~n	*o	~p	q	*r	s	*t
Unweighted total	328	198	74	272	658	1889	115	261	34	41	87	1746	187	28	34	23	117	70	109	78
Effective Weighted Sample	232	119	53	172	441	1309	100	179	24	27	64	1227	146	15	20	19	102	55	86	61
Total	199	103	47	151	377	1163	109	138	18	20	44	1142	136	7	5	2	71	65	77	60
	16%	8%	**	12%	29%	91%	9%	11%	**	**	**	89%	11%	**	**	**	6%	**	6%	**
DOUBLE PLAY	121	75	**	115	252	698	67	90	**	**	**	682	104	**	**	**	55	**	59	**
	61%	73%	**	77%	67%	60%	62%	65%	**	**	**	60%	76%	**	**	**	78%	**	76%	**
	a	a	a																	
	16%	10%	**	15%	33%	91%	9%	12%	**	**	**	89%	14%	**	**	**	7%	**	8%	**
TRIPLE PLAY	66	28	**	35	116	418	38	44	**	**	**	413	32	**	**	**	16	**	18	**
	33%	27%	**	23%	31%	36%	35%	32%	**	**	**	36%	23%	**	**	**	22%	**	23%	**
	cd																			
	15%	6%	**	8%	25%	92%	8%	10%	**	**	**	90%	7%	**	**	**	3%	**	4%	**
QUAD PLAY	10	*	**	*	6	38	1	2	**	**	**	36	-	**	**	**	-	**	-	**
	5%	*%	**	*%	2%	3%	*%	1%	**	**	**	3%	-%	**	**	**	-%	**	-%	**
	bd																			
	26%	*%	**	*%	15%	99%	1%	5%	**	**	**	95%	-%	**	**	**	-%	**	-%	**
Don't know	1	1	**	1	4	9	4	2	**	**	**	11	1	**	**	**	-	**	1	**
	1%	1%	**	*%	1%	1%	3%	2%	**	**	**	1%	*%	**	**	**	-%	**	1%	**
					f															
	10%	5%	**	5%	30%	72%	28%	18%	**	**	**	82%	5%	**	**	**	-%	**	5%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - FIXED BROADBAND

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	*c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	~p	q	*r	s	*t
Unweighted total	406	241	72	313	776	2406	146	329	40	47	101	2227	217	32	38	26	140	77	139	78
Effective Weighted Sample	281	146	50	196	514	1641	126	217	26	31	73	1544	167	18	22	21	123	61	110	60
Total	243	127	48	175	450	1476	136	177	20	26	49	1444	158	8	6	2	83	76	94	64
	15%	8%	**	11%	28%	91%	8%	11%	**	**	3%	89%	10%	**	**	**	5%	**	6%	**
FIXED BROADBAND STANDALONE	71	31	**	42	124	414	38	61	**	**	14	393	36	**	**	**	18	**	22	**
	29%	25%	**	24%	27%	28%	28%	34%	**	**	28%	27%	23%	**	**	**	22%	**	23%	**
	16%	7%	**	9%	27%	92%	8%	13%	**	**	3%	87%	8%	**	**	**	4%	**	5%	**
FIXED BROADBAND BUNDLE	172	96	**	133	326	1062	98	116	**	**	35	1052	122	**	**	**	64	**	72	**
	71%	75%	**	76%	73%	72%	72%	66%	**	**	72%	73% h	77%	**	**	**	78%	**	77%	**
	15%	8%	**	11%	28%	91%	8%	10%	**	**	3%	90%	10%	**	**	**	6%	**	6%	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - FIXED LINE

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	549	421	330	751	1304	3010	162	592	94	114	217	2585	461	98	106	86	243	218	232	229
Effective Weighted Sample	383	247	219	465	850	2049	140	386	61	70	153	1795	361	60	64	71	212	169	181	181
Total	321	194	185	379	698	1746	152	290	40	51	102	1613	322	30	18	8	141	180	158	163
	17%	10%	10%	20%	37%	92%	8%	15%	**	3%	5%	85%	17%	**	1%	**	7%	9%	8%	9%
FIXED LINE STANDALONE	130	95	138	232	351	676	59	165	**	31	60	568	189	**	13	**	72	116	84	105
	40%	49%	75%	61%	50%	39%	39%	57%	**	61%	59%	35%	59%	**	73%	**	51%	64%	53%	64%
		a	abd	ab				l	l	l	l			m	m	m		qs		qs
	18%	13%	19%	32%	48%	92%	8%	22%	**	4%	8%	77%	26%	**	2%	**	10%	16%	11%	14%
FIXED LINE BUNDLE	191	99	47	146	348	1070	93	125	**	20	42	1045	133	**	5	**	69	64	75	59
	60%	51%	25%	39%	50%	61%	61%	43%	**	39%	41%	65%	41%	**	27%	**	49%	36%	47%	36%
	bcd	cd		c								hijk	nop				rt		rt	
	16%	9%	4%	13%	30%	92%	8%	11%	**	2%	4%	89%	11%	**	*%	**	6%	5%	6%	5%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - MOBILE BROADBAND

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	OR DE e	f	*g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	39	19	3	22	125	399	31	50	5	4	14	381	13	3	2	4	11	2	8	5
Effective Weighted Sample	27	13	1	12	83	279	26	33	4	2	10	271	10	2	2	3	10	2	6	4
Total	24	8	2	10	70	258	31	30	4	1	6	260	9	1	*	*	6	3	6	3
	**	**	**	**	24%	89%	**	**	**	**	**	90%	**	**	**	**	**	**	**	**
MOBILE BROADBAND STANDALONE	**	**	**	**	57	223	**	**	**	**	**	226	**	**	**	**	**	**	**	**
	**	**	**	**	82%	86%	**	**	**	**	**	87%	**	**	**	**	**	**	**	**
	**	**	**	**	23%	90%	**	**	**	**	**	91%	**	**	**	**	**	**	**	**
MOBILE BROADBAND BUNDLE	**	**	**	**	13	35	**	**	**	**	**	34	**	**	**	**	**	**	**	**
	**	**	**	**	18%	14%	**	**	**	**	**	13%	**	**	**	**	**	**	**	**
	**	**	**	**	32%	88%	**	**	**	**	**	85%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																					
Unweighted total		596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample		415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total		346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
		15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
7 days a week	(7.0)	188	110	92	202	380	1035	57	151	24	26	53	945	176	11	11	**	86	90	104	73
		54%	54%	49%	51%	44%	50%	29%	45%	54%	50%	47%	49%	53%	34%	57%	**	58%	48%	65%	42%
							g							n	n	n	**	rt	rt	rt	
		17%	10%	8%	19%	35%	95%	5%	14%	2%	2%	5%	86%	16%	1%	1%	**	8%	8%	9%	7%
6 days a week	(6.0)	11	6	6	11	21	57	7	8	1	2	5	54	9	1	1	**	2	8	4	6
		3%	3%	3%	3%	2%	3%	3%	2%	2%	3%	4%	3%	3%	2%	5%	**	1%	4%	2%	3%
		17%	9%	9%	18%	34%	91%	11%	13%	1%	3%	7%	87%	15%	1%	1%	**	3%	12%	6%	9%
5 days a week	(5.0)	25	11	7	18	53	163	11	19	1	3	7	154	14	2	1	**	4	11	5	9
		7%	5%	4%	5%	6%	8%	6%	6%	1%	5%	6%	8%	4%	7%	3%	**	2%	6%	3%	5%
							i										**				
		15%	6%	4%	10%	31%	94%	7%	11%	*%	1%	4%	89%	8%	1%	*%	**	2%	6%	3%	5%
3 or 4 days a week	(3.5)	21	16	9	25	64	151	17	18	2	2	7	151	20	3	2	**	7	13	9	11
		6%	8%	5%	6%	7%	7%	9%	5%	4%	4%	7%	8%	6%	8%	8%	**	5%	7%	6%	6%
		13%	9%	6%	15%	38%	90%	10%	11%	1%	1%	4%	89%	12%	2%	1%	**	4%	8%	5%	7%
1 or 2 days a week	(1.5)	32	15	24	39	92	176	14	40	5	5	11	154	32	5	1	**	15	18	12	21
		9%	7%	13%	10%	11%	9%	7%	12%	10%	10%	10%	8%	10%	16%	4%	**	10%	9%	7%	12%
							l								o		**				
		17%	8%	12%	20%	47%	91%	7%	21%	2%	3%	6%	80%	17%	3%	*%	**	8%	9%	6%	11%
Less often	(0.5)	15	11	8	19	41	98	10	16	3	2	5	91	16	1	1	**	10	6	6	10
		4%	6%	4%	5%	5%	5%	5%	5%	8%	3%	5%	5%	5%	4%	5%	**	7%	3%	4%	6%
		14%	10%	7%	18%	38%	91%	9%	15%	3%	1%	5%	85%	15%	1%	1%	**	10%	5%	6%	9%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245	
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194	
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174	
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%	
Never/ do not listen to the radio	(0.0)	54	35	43	78	216	373	79	82	9	13	25	371	65	8	3	**	23	41	21	44
		16%	17%	23%	20%	25%	18%	41%	24%	20%	24%	22%	19%	19%	27%	18%	**	16%	22%	13%	25%
		12%	8%	a	17%	48%	f	18%	2%	3%	6%	82%	14%	2%	1%	**	5%	s	5%	qs	
		9%	9%	17%	48%	82%	17%	18%	2%	3%	6%	82%	14%	2%	1%	**	5%	9%	5%	10%	
Don't know	-	-	*	*	1	3	-	1	*	*	*	2	-	*	*	**	-	-	-	-	
	-%	-%	*%	*%	*%	*%	-%	*%	*%	1%	*%	*%	-%	1%	*%	**	-%	-%	-%	-%	
	-%	-%	19%	19%	25%	100%	-%	27%	3%	19%	3%	69%	-%	16%	3%	**	-%	-%	-%	-%	
Mean number of days during an average week	4.7	4.6	4.2	4.4	4.0	4.5	3.0	4.0	4.3	4.3	4.2	4.4	4.5	3.5	4.8	**	4.6	4.3	5.2	3.8	
	c					g						h	n		n	n	t		rt		
Standard deviation	2.86	2.93	3.08	3.01	3.06	2.92	3.06	3.09	3.16	3.11	3.03	2.94	3.01	3.03	2.99	**	3.01	3.01	2.76	3.09	
Standard error	.12	.14	.17	.11	.08	.05	.21	.12	.31	.28	.19	.05	.14	.30	.29	**	.19	.20	.18	.20	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																					

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2A (QP11A). SHOWCARD How often, if at all, do you access the radio via - Radio set with AM Stereo - either at home or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	44	32	25	57	104	228	10	43	**	**	9	196	47	**	**	**	17	30	21	26
	15%	19%	17%	18%	16%	14%	9%	17%	**	**	11%	13%	17%	**	**	**	14%	21%	15%	20%
								l		kl										
	18%	13%	10%	24%	44%	96%	4%	18%	**	**	4%	82%	20%	**	**	**	7%	13%	9%	11%
At least weekly	22	10	12	23	53	123	9	21	**	**	6	112	19	**	**	**	6	13	6	13
	7%	6%	8%	7%	8%	7%	8%	9%	**	**	7%	7%	7%	**	**	**	5%	9%	4%	10%
	16%	8%	9%	17%	40%	92%	7%	16%	**	**	5%	84%	14%	**	**	**	5%	10%	5%	10%
At least monthly	6	6	4	9	18	41	6	11	**	**	5	36	8	**	**	**	6	2	5	3
	2%	3%	2%	3%	3%	2%	5%	5%	**	**	5%	2%	3%	**	**	**	5%	1%	4%	2%
								l	l		l									
	13%	12%	8%	20%	38%	89%	12%	24%	**	**	10%	77%	17%	**	**	**	13%	4%	12%	5%
Have tried it once	6	3	4	7	13	32	1	3	**	**	2	29	4	**	**	**	3	2	1	3
	2%	2%	2%	2%	2%	2%	1%	1%	**	**	2%	2%	2%	**	**	**	2%	1%	1%	3%
															m	m				
	18%	10%	11%	21%	41%	98%	3%	10%	**	**	6%	89%	13%	**	**	**	8%	5%	3%	10%
Never	165	91	80	171	358	946	68	129	**	**	48	886	150	**	**	**	70	80	88	62
	57%	54%	55%	54%	55%	56%	58%	51%	**	**	55%	57%	56%	**	**	**	56%	55%	63%	48%
								h					n						t	
	16%	9%	8%	17%	35%	93%	7%	13%	**	**	5%	87%	15%	**	**	**	7%	8%	9%	6%
Do not have access to device	49	27	22	49	106	309	23	44	**	**	18	290	41	**	**	**	22	19	18	23
	17%	16%	15%	15%	16%	18%	20%	18%	**	**	21%	19%	15%	**	**	**	18%	13%	13%	18%
													p	p						
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t	15%	8%	7%	15%	32%	93%	7%	13%	**	**	5%	87%	12%	**	**	**	7%	6%	5%	7%

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2B (QP11B). SHOWCARD How often, if at all, do you access the radio via - Radio set with FM stereo - either at home or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	106	78	66	143	247	575	26	100	**	**	40	501	125	**	**	**	55	70	69	56
	36%	46%	45%	46%	38%	34%	22%	40%	**	**	46%	32%	46%	**	**	**	45%	48%	49%	43%
		a		a		g		l	l	l	l		n		n	n				
	18%	13%	11%	24%	41%	96%	4%	17%	**	**	7%	83%	21%	**	**	**	9%	12%	11%	9%
At least weekly	45	26	28	53	115	276	17	51	**	**	15	244	44	**	**	**	15	29	18	25
	15%	15%	19%	17%	18%	16%	15%	20%	**	**	17%	16%	16%	**	**	**	12%	20%	13%	20%
								l						p				q		
	15%	9%	9%	18%	39%	93%	6%	17%	**	**	5%	83%	15%	**	**	**	5%	10%	6%	9%
At least monthly	16	9	8	17	32	91	4	18	**	**	7	78	14	**	**	**	6	8	7	8
	5%	5%	6%	5%	5%	5%	4%	7%	**	**	9%	5%	5%	**	**	**	5%	6%	5%	6%
																m				
Have tried it once	17%	9%	9%	18%	33%	96%	4%	18%	**	**	8%	82%	15%	**	**	**	7%	8%	7%	8%
	4	2	2	5	9	26	-	5	**	**	1	21	3	**	**	**	2	1	2	1
	1%	1%	2%	1%	1%	2%	-%	2%	**	**	1%	1%	1%	**	**	**	2%	*%	1%	1%
										l										
	16%	8%	10%	18%	37%	100%	-%	20%	**	**	5%	81%	10%	**	**	**	8%	3%	7%	4%
Never	84	40	28	68	178	501	51	49	**	**	14	501	59	**	**	**	33	25	31	27
	29%	24%	19%	22%	27%	30%	44%	19%	**	**	16%	32%	22%	**	**	**	27%	17%	22%	21%
	cd						f					hjk	o	o			r			
	15%	7%	5%	12%	32%	91%	9%	9%	**	**	3%	91%	11%	**	**	**	6%	5%	6%	5%
Do not have access to device	38	15	14	28	71	211	18	29	**	**	10	205	25	**	**	**	12	13	13	12
	13%	9%	10%	9%	11%	13%	16%	11%	**	**	12%	13%	9%	**	**	**	10%	9%	9%	9%
	16%	6%	6%	12%	30%	91%	8%	12%	**	**	4%	88%	11%	**	**	**	5%	6%	6%	5%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2C (QP11C). SHOWCARD How often, if at all, do you access the radio via - Mobile phone. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	1	1	2	2	8	35	8	2	**	**	1	40	2	**	**	**	1	1	1	1
	%	%	1%	1%	1%	2%	7%	1%	**	**	1%	3%	1%	**	**	**	%	1%	%	1%
							f					h								
	3%	1%	4%	6%	19%	83%	18%	5%	**	**	2%	95%	5%	**	**	**	1%	4%	1%	4%
At least weekly	8	2	*	2	21	81	9	8	**	**	*	83	1	**	**	**	*	1	*	1
	3%	1%	%	1%	3%	5%	8%	3%	**	**	%	5%	1%	**	**	**	%	1%	%	1%
	cd							k				k				m				
	9%	2%	%	2%	23%	90%	10%	9%	**	**	%	91%	2%	**	**	**	%	1%	%	1%
At least monthly	8	*	*	*	16	75	7	7	**	**	*	76	-	**	**	**	-	-	-	-
	3%	%	%	%	2%	4%	6%	3%	**	**	%	5%	-%	**	**	**	-%	-%	-%	-%
	bcd							k				k				m				
	10%	%	%	%	19%	90%	9%	8%	**	**	%	92%	-%	**	**	**	-%	-%	-%	-%
Have tried it once	4	1	-	1	11	67	7	5	**	**	-	69	1	**	**	**	1	*	1	-
	2%	1%	-%	%	2%	4%	6%	2%	**	**	-%	4%	%	**	**	**	1%	%	1%	-%
								k		k		hk								
	6%	2%	-%	2%	15%	91%	9%	7%	**	**	-%	93%	2%	**	**	**	1%	%	2%	-%
Never	231	131	87	218	459	1218	71	174	**	**	60	1120	190	**	**	**	92	98	100	90
	79%	78%	60%	69%	70%	73%	61%	69%	**	**	69%	72%	71%	**	**	**	75%	67%	71%	70%
	cd	cd		c		g							o			no				
	18%	10%	7%	17%	36%	94%	6%	13%	**	**	5%	87%	15%	**	**	**	7%	8%	8%	7%
Do not have access to device	39	34	57	91	137	204	15	56	**	**	26	162	75	**	**	**	30	45	38	36
	13%	20%	39%	29%	21%	12%	13%	22%	**	**	30%	10%	28%	**	**	**	24%	31%	27%	28%
	a	abd	ab					l	l	l	l			p	p					
	18%	16%	26%	42%	63%	93%	7%	25%	**	**	12%	74%	34%	**	**	**	14%	21%	18%	17%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2D (QP11D). SHOWCARD How often, if at all, do you access the radio via - Digital radio through TV. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	11	7	2	8	42	84	8	16	**	**	3	76	8	**	**	**	4	4	6	2
	4%	4%	1%	3%	6%	5%	7%	6%	**	**	3%	5%	3%	**	**	**	3%	3%	4%	1%
										ik										
	12%	7%	2%	9%	45%	91%	8%	17%	**	**	3%	83%	8%	**	**	**	4%	4%	6%	2%
At least weekly	27	15	6	21	69	196	15	21	**	**	8	190	18	**	**	**	10	8	11	7
	9%	9%	4%	7%	11%	12%	13%	8%	**	**	9%	12%	7%	**	**	**	8%	5%	8%	5%
	c							h												
	13%	7%	3%	10%	33%	93%	7%	10%	**	**	4%	90%	8%	**	**	**	5%	4%	5%	3%
At least monthly	30	11	9	21	49	158	10	20	**	**	4	148	18	**	**	**	10	8	12	5
	10%	7%	6%	7%	7%	9%	9%	8%	**	**	4%	10%	7%	**	**	**	8%	5%	9%	4%
								k												
	18%	7%	6%	12%	29%	94%	6%	12%	**	**	2%	88%	10%	**	**	**	6%	5%	7%	3%
Have tried it once	29	11	2	13	40	134	12	19	**	**	5	127	12	**	**	**	10	2	7	5
	10%	7%	1%	4%	6%	8%	10%	8%	**	**	6%	8%	4%	**	**	**	8%	2%	5%	4%
	cd	c																		
	20%	8%	1%	9%	28%	92%	8%	13%	**	**	4%	87%	8%	**	**	**	7%	2%	5%	3%
Never	172	113	97	210	387	1009	58	147	**	**	54	922	179	**	**	**	77	102	87	93
	59%	67%	66%	67%	59%	60%	50%	58%	**	**	61%	59%	67%	**	**	**	63%	70%	62%	72%
				a		g														
	16%	11%	9%	20%	36%	95%	5%	14%	**	**	5%	86%	17%	**	**	**	7%	10%	8%	9%
Do not have access to device	23	12	31	42	65	100	14	28	**	**	14	86	35	**	**	**	14	22	18	18
	8%	7%	21%	13%	10%	6%	12%	11%	**	**	16%	6%	13%	**	**	**	11%	15%	13%	14%
			abd	ab			f	l	l	l	l				n					
	20%	10%	26%	37%	57%	86%	12%	24%	**	**	12%	75%	31%	**	**	**	12%	19%	15%	15%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2E (QP11E). SHOWCARD How often, if at all, do you access the radio via - Digital radio through the internet. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	8	2	-	2	12	45	4	6	**	**	*	43	2	**	**	**	2	-	2	-
	3%	1%	-%	1%	2%	3%	4%	2%	**	**	*%	3%	1%	**	**	**	1%	-%	1%	-%
	cd																			
	16%	4%	-%	4%	24%	92%	9%	12%	**	**	*%	89%	4%	**	**	**	4%	-%	4%	-%
At least weekly	21	3	3	6	26	108	10	10	**	**	3	110	5	**	**	**	3	2	3	3
	7%	2%	2%	2%	4%	6%	9%	4%	**	**	3%	7%	2%	**	**	**	3%	1%	2%	2%
	bcd											hj								
	17%	3%	2%	5%	22%	91%	9%	8%	**	**	3%	92%	4%	**	**	**	3%	2%	2%	2%
At least monthly	14	4	1	5	17	94	7	6	**	**	*	96	5	**	**	**	1	3	5	-
	5%	3%	*%	2%	3%	6%	6%	2%	**	**	1%	6%	2%	**	**	**	1%	2%	3%	-%
	cd											hk							t	
	14%	4%	1%	5%	17%	93%	7%	6%	**	**	*%	95%	5%	**	**	**	1%	3%	5%	-%
Have tried it once	10	5	-	5	14	77	10	7	**	**	1	82	4	**	**	**	4	-	4	-
	3%	3%	-%	1%	2%	5%	9%	3%	**	**	1%	5%	2%	**	**	**	3%	-%	3%	-%
	c	c					f		k			k					rt		rt	
	11%	5%	-%	5%	16%	87%	12%	8%	**	**	1%	92%	5%	**	**	**	5%	-%	5%	-%
Never	190	111	75	186	394	1086	63	148	**	**	48	1005	162	**	**	**	78	83	88	74
	65%	66%	52%	59%	61%	65%	55%	59%	**	**	54%	65%	60%	**	**	**	63%	57%	63%	57%
	c	c				g						hik				no				
	17%	10%	7%	16%	34%	94%	5%	13%	**	**	4%	87%	14%	**	**	**	7%	7%	8%	6%
Do not have access to device	49	44	67	111	189	270	20	75	**	**	36	215	92	**	**	**	35	57	39	52
	17%	26%	46%	35%	29%	16%	17%	30%	**	**	41%	14%	34%	**	**	**	28%	39%	28%	41%
	a	abd	ab					l	l	l	hl			p			qs	qs	qs	qs
	17%	15%	23%	38%	65%	93%	7%	26%	**	**	12%	74%	32%	**	**	**	12%	20%	14%	18%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2F (QP11F). SHOWCARD How often, if at all, do you access the radio via - DAB radio set. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	75	40	31	71	98	332	11	38	**	**	15	306	65	**	**	**	32	32	46	19
	26%	24%	21%	22%	15%	20%	10%	15%	**	**	17%	20%	24%	**	**	**	26%	22%	33%	14%
						g							p				t		rt	
	22%	12%	9%	21%	28%	96%	3%	11%	**	**	4%	89%	19%	**	**	**	9%	9%	13%	5%
At least weekly	30	11	9	20	42	151	8	23	**	**	6	140	19	**	**	**	9	10	12	7
	10%	7%	6%	6%	7%	9%	7%	9%	**	**	7%	9%	7%	**	**	**	8%	7%	8%	6%
	18%	7%	5%	13%	26%	94%	5%	14%	**	**	4%	87%	12%	**	**	**	6%	6%	7%	5%
At least monthly	5	1	1	3	8	34	1	4	**	**	1	31	2	**	**	**	2	1	1	1
	2%	1%	1%	1%	1%	2%	1%	2%	**	**	1%	2%	1%	**	**	**	1%	%	1%	1%
	14%	4%	4%	8%	22%	97%	3%	11%	**	**	2%	89%	7%	**	**	**	5%	2%	3%	4%
Have tried it once	3	*	-	*	3	15	1	1	**	**	-	15	-	**	**	**	-	-	-	-
	1%	*%	-%	*%	*%	1%	1%	*%	**	**	-%	1%	-%	**	**	**	-%	-%	-%	-%
	d																			
	21%	1%	-%	1%	16%	92%	7%	7%	**	**	-%	93%	-%	**	**	**	-%	-%	-%	-%
Never	85	49	46	95	205	502	44	69	**	**	21	477	80	**	**	**	32	47	34	46
	29%	29%	32%	30%	31%	30%	38%	27%	**	**	24%	31%	30%	**	**	**	26%	33%	24%	36%
	15%	9%	8%	17%	38%	92%	8%	13%	**	**	4%	87%	15%	**	**	**	6%	9%	6%	8%
Do not have access to device	95	67	59	126	296	647	51	117	**	**	46	580	103	**	**	**	48	56	48	56
	33%	39%	40%	40%	45%	39%	44%	47%	**	**	52%	37%	38%	**	**	**	39%	38%	34%	43%
				a				l			l			m						
	14%	10%	8%	18%	42%	93%	7%	17%	**	**	7%	83%	15%	**	**	**	7%	8%	7%	8%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2G (QP11G) SHOWCARD How often, if at all, do you access the radio via - A car radio (FM). (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	j	k	l	m	*n	o	*p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	111	54	15	69	154	670	32	70	**	**	18	636	64	**	**	**	41	23	42	22
	38%	32%	11%	22%	24%	40%	28%	28%	**	**	21%	41%	24%	**	**	**	33%	16%	30%	17%
	cd	cd		c		g						hijk	no			no	rt		rt	
	16%	8%	2%	10%	22%	95%	5%	10%	**	**	3%	91%	9%	**	**	**	6%	3%	6%	3%
At least weekly	81	42	26	68	156	420	36	56	**	**	17	403	60	**	**	**	32	28	39	21
	28%	25%	18%	22%	24%	25%	31%	22%	**	**	20%	26%	22%	**	**	**	26%	19%	28%	16%
	c										i						t		t	
	18%	9%	6%	15%	34%	92%	8%	12%	**	**	4%	88%	13%	**	**	**	7%	6%	9%	5%
At least monthly	8	10	7	17	24	60	8	13	**	**	5	55	14	**	**	**	8	7	7	8
	3%	6%	5%	5%	4%	4%	7%	5%	**	**	5%	4%	5%	**	**	**	6%	5%	5%	6%
	12%	14%	10%	25%	36%	88%	12%	19%	**	**	7%	81%	21%	**	**	**	11%	10%	10%	11%
Have tried it once	2	2	3	5	7	13	1	4	**	**	1	11	4	**	**	**	3	1	1	2
	1%	1%	2%	1%	1%	1%	1%	2%	**	**	1%	1%	1%	**	**	**	3%	*%	1%	2%
	15%	14%	17%	32%	45%	88%	8%	27%	**	**	6%	74%	26%	**	**	**	21%	5%	10%	16%
Never	51	30	44	74	135	257	20	45	**	**	19	232	59	**	**	**	19	40	25	34
	17%	18%	30%	23%	21%	15%	18%	18%	**	**	21%	15%	22%	**	**	**	15%	28%	18%	26%
			ab	a														qs		q
	18%	11%	16%	26%	49%	92%	7%	16%	**	**	7%	83%	21%	**	**	**	7%	14%	9%	12%
Do not have access to device	39	32	51	82	175	260	18	64	**	**	29	212	68	**	**	**	21	47	26	42
	13%	19%	35%	26%	27%	15%	15%	26%	**	**	33%	14%	25%	**	**	**	17%	32%	18%	33%
			abd	ab									p	mp	p			qs		qs
	14%	11%	18%	30%	63%	94%	6%	23%	**	**	10%	76%	24%	**	**	**	8%	17%	9%	15%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2H (QP11H) SHOWCARD How often, if at all, do you access the radio via - A car radio (AM). (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	36	15	6	21	44	171	11	19	**	**	3	164	19	**	**	**	12	6	12	7
	12%	9%	4%	7%	7%	10%	9%	8%	**	**	4%	11%	7%	**	**	**	10%	4%	8%	5%
	cd							ik												
	20%	8%	4%	12%	24%	94%	6%	10%	**	**	2%	91%	10%	**	**	**	7%	3%	6%	4%
At least weekly	35	13	5	18	48	155	26	20	**	**	7	163	15	**	**	**	6	9	9	5
	12%	8%	4%	6%	7%	9%	23%	8%	**	**	8%	11%	5%	**	**	**	5%	6%	7%	4%
	cd						f													
	19%	7%	3%	10%	26%	85%	14%	11%	**	**	4%	89%	8%	**	**	**	3%	5%	5%	3%
At least monthly	8	4	*	4	9	36	6	6	**	**	2	37	2	**	**	**	2	*	*	2
	3%	3%	*%	1%	1%	2%	5%	2%	**	**	2%	2%	1%	**	**	**	1%	*%	*%	2%
	c	c												m		m				
	20%	10%	*%	10%	21%	82%	13%	14%	**	**	4%	86%	5%	**	**	**	4%	1%	1%	5%
Have tried it once	2	2	2	4	11	18	1	4	**	**	2	16	2	**	**	**	2	-	2	-
	1%	1%	2%	1%	2%	1%	1%	1%	**	**	2%	1%	1%	**	**	**	2%	-%	2%	-%
															mn					
	11%	10%	11%	22%	54%	94%	6%	19%	**	**	8%	81%	12%	**	**	**	12%	-%	12%	-%
Never	144	93	72	165	320	877	46	120	**	**	40	803	146	**	**	**	69	77	77	69
	49%	55%	49%	53%	49%	52%	40%	48%	**	**	46%	52%	54%	**	**	**	56%	53%	55%	54%
						g								n		n				
	16%	10%	8%	18%	35%	95%	5%	13%	**	**	4%	87%	16%	**	**	**	7%	8%	8%	8%
Do not have access to device	67	42	60	102	220	423	26	82	**	**	34	366	85	**	**	**	32	53	40	46
	23%	25%	41%	32%	34%	25%	22%	33%	**	**	39%	24%	32%	**	**	**	26%	36%	28%	35%
			abd	a				l		l	l		p	mp	p			q		
	15%	9%	13%	23%	49%	94%	6%	18%	**	**	8%	81%	19%	**	**	**	7%	12%	9%	10%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP2I (QP11I) SHOWCARD How often, if at all, do you access the radio via - A car radio (DAB). (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample	339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total	293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
	16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
Every day	13	5	1	7	12	68	3	10	**	**	3	62	6	**	**	**	4	2	4	2
	4%	3%	1%	2%	2%	4%	2%	4%	**	**	4%	4%	2%	**	**	**	4%	1%	3%	2%
	c																			
	18%	8%	2%	9%	17%	96%	4%	13%	**	**	5%	87%	9%	**	**	**	6%	2%	6%	3%
At least weekly	5	4	1	5	10	29	2	3	**	**	2	28	4	**	**	**	-	4	3	2
	2%	3%	1%	2%	2%	2%	2%	1%	**	**	2%	2%	2%	**	**	**	-	3%	2%	1%
																	q			
	15%	14%	3%	17%	33%	95%	6%	8%	**	**	5%	92%	14%	**	**	**	-	14%	9%	5%
At least monthly	1	*	-	*	*	4	-	1	**	**	-	4	-	**	**	**	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
	24%	1%	-%	1%	10%	100%	-%	16%	**	**	-%	84%	-%	**	**	**	-%	-%	-%	-%
Have tried it once	-	-	-	-	1	1	2	-	**	**	-	3	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	2%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
							f													
	-%	-%	-%	-%	37%	35%	62%	-%	**	**	-%	100%	-%	**	**	**	-%	-%	-%	-%
Never	116	60	56	116	243	650	41	89	**	**	29	603	97	**	**	**	46	51	47	50
	40%	36%	38%	37%	37%	39%	36%	35%	**	**	33%	39%	36%	**	**	**	37%	35%	33%	39%
																mn				
	17%	9%	8%	17%	35%	94%	6%	13%	**	**	4%	87%	14%	**	**	**	7%	7%	7%	7%
Do not have access to device	158	99	88	187	386	927	68	150	**	**	54	850	162	**	**	**	73	89	86	76
	54%	59%	60%	59%	59%	55%	58%	60%	**	**	62%	55%	60%	**	**	**	59%	61%	62%	59%
													p	p						
	16%	10%	9%	19%	39%	93%	7%	15%	**	**	5%	85%	16%	**	**	**	7%	9%	9%	8%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY - EVER USE DIGITAL RADIO

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
YES, EVER USED	168	77	54	131	320	959	67	123	13	20	38	908	117	7	5	**	60	57	75	42
	48%	38%	28%	33%	37%	47%	34%	37%	31%	37%	34%	47%	35%	21%	27%	**	41%	31%	47%	24%
	bcd	c				g						hik	np		*%	**	rt		rt	
	16%	7%	5%	13%	31%	93%	7%	12%	1%	2%	4%	88%	11%	1%	*%	**	6%	6%	7%	4%
YES, USE AT LEAST MONTHLY	154	74	53	127	293	885	61	112	12	17	34	838	114	7	4	**	57	57	74	40
	44%	36%	28%	32%	34%	43%	31%	34%	27%	33%	30%	44%	34%	21%	23%	**	39%	31%	46%	23%
	bcd	c				g						hik	np			**	t		rt	
	16%	8%	6%	13%	31%	93%	6%	12%	1%	2%	4%	88%	12%	1%	*%	**	6%	6%	8%	4%
YES, USE AT LEAST WEEKLY	142	68	47	115	256	767	47	100	10	15	33	719	105	4	4	**	51	54	69	37
	41%	33%	25%	29%	29%	37%	24%	30%	23%	29%	29%	37%	31%	14%	23%	**	35%	29%	43%	21%
	bcd	c				g						hik	np			**	t		rt	
	17%	8%	6%	14%	31%	94%	6%	12%	1%	2%	4%	88%	13%	1%	1%	**	6%	7%	8%	4%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY - EVER LISTEN TO RADIO

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
YES, EVER USED	293	168	146	314	650	1677	116	252	34	40	88	1546	269	23	15	**	123	145	139	129
	84%	82%	77%	80%	75%	82%	59%	75%	80%	75%	78%	80%	80%	72%	82%	**	84%	78%	87%	75%
	c					g					h					**	t		rt	
	16%	9%	8%	17%	36%	93%	6%	14%	2%	2%	5%	86%	15%	1%	1%	**	7%	8%	8%	7%
YES, USE AT LEAST MONTHLY	291	167	143	311	645	1664	116	248	33	38	87	1538	266	22	15	**	121	145	138	128
	84%	82%	76%	79%	74%	81%	59%	74%	76%	72%	77%	80%	80%	70%	80%	**	83%	77%	86%	74%
	c					g					h					**	t		rt	
	16%	9%	8%	17%	36%	93%	7%	14%	2%	2%	5%	86%	15%	1%	1%	**	7%	8%	8%	7%
YES, USE AT LEAST WEEKLY	279	160	137	297	616	1602	107	234	31	38	82	1481	255	21	15	**	115	140	135	120
	81%	78%	72%	76%	71%	78%	55%	70%	72%	71%	73%	77%	76%	65%	79%	**	78%	75%	84%	69%
	c					g					h					**	t		rt	
	16%	9%	8%	17%	36%	94%	6%	14%	2%	2%	5%	86%	15%	1%	1%	**	7%	8%	8%	7%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP3 (QP2). Before today, had you heard of digital radios, sometimes called D-A-B radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Yes	284	152	103	255	611	1685	150	243	29	34	76	1599	225	19	8	**	115	110	126	98
	82%	74%	54%	65%	70%	82%	77%	73%	67%	64%	68%	83%	67%	60%	40%	**	78%	59%	79%	57%
	bcd	cd		c								hijk	op	o		**	rt		rt	
	15%	8%	6%	14%	33%	92%	8%	13%	2%	2%	4%	87%	12%	1%	*%	**	6%	6%	7%	5%
No	56	45	77	122	232	329	41	80	12	16	30	288	96	11	10	**	29	67	30	66
	16%	22%	41%	31%	27%	16%	21%	24%	28%	30%	27%	15%	29%	36%	53%	**	20%	36%	19%	38%
			abd	ab				l	l	l	l				m	m		qs		qs
	15%	12%	21%	33%	63%	89%	11%	21%	3%	4%	8%	78%	26%	3%	3%	**	8%	18%	8%	18%
Unsure	7	7	9	16	25	41	4	11	2	4	6	34	13	1	1	**	3	10	4	10
	2%	3%	5%	4%	3%	2%	2%	3%	5%	7%	6%	2%	4%	4%	7%	**	2%	5%	2%	6%
			a					l		l	l					**				
	14%	15%	20%	35%	54%	90%	9%	24%	5%	8%	14%	75%	29%	3%	3%	**	7%	22%	8%	21%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP4 (QP9). How many DAB sets do you have in your household?

Base : Those who listen to radio

		AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total		485	369	260	629	1214	2838	122	511	79	86	191	2452	390	72	88	79	213	177	210	180
Effective Weighted Sample		339	217	175	392	788	1942	104	336	50	55	134	1704	308	43	53	65	186	138	164	144
Total		293	169	146	315	652	1680	116	252	34	40	88	1550	269	23	15	8	124	145	140	129
		16%	9%	8%	17%	36%	93%	6%	14%	**	**	5%	86%	15%	**	**	**	7%	8%	8%	7%
1	(1.0)	97	46	36	82	155	484	25	59	**	**	21	454	74	**	**	**	33	41	50	24
		33%	27%	25%	26%	24%	29%	22%	23%	**	**	24%	29%	28%	**	**	**	27%	28%	36%	19%
		cd							h				h	p				t			
		19%	9%	7%	16%	30%	95%	5%	12%	**	**	4%	89%	15%	**	**	**	6%	8%	10%	5%
2	(2.0)	16	12	6	18	27	119	6	11	**	**	5	115	18	**	**	**	12	5	13	5
		6%	7%	4%	6%	4%	7%	5%	5%	**	**	5%	7%	7%	**	**	**	10%	4%	9%	4%
																		rt		t	
		13%	10%	5%	14%	21%	94%	5%	9%	**	**	4%	91%	14%	**	**	**	10%	4%	10%	4%
3 or more	(3.0)	18	6	2	8	12	53	*	9	**	**	*	44	7	**	**	**	3	4	6	1
		6%	4%	1%	2%	2%	3%	*%	4%	**	**	*%	3%	3%	**	**	**	3%	3%	4%	1%
		cd							k				k					t			
		34%	12%	3%	15%	23%	100%	*%	17%	**	**	1%	83%	13%	**	**	**	6%	7%	12%	2%
ANY DAB SETS		132	65	43	108	195	656	32	80	**	**	26	613	99	**	**	**	48	51	69	30
		45%	38%	30%	34%	30%	39%	27%	32%	**	**	29%	40%	37%	**	**	**	39%	35%	49%	23%
		cd					g		hk				hk	nop				t	t	rt	
		19%	9%	6%	16%	28%	95%	5%	12%	**	**	4%	89%	14%	**	**	**	7%	7%	10%	4%
None	(0.0)	157	99	95	195	432	988	82	163	**	**	57	908	158	**	**	**	73	86	65	93
		54%	59%	65%	62%	66%	59%	71%	65%	**	**	65%	59%	59%	**	**	**	59%	59%	47%	72%
				a	a			f	l						m	m	m	s	s		qrs
		15%	9%	9%	18%	40%	92%	8%	15%	**	**	5%	85%	15%	**	**	**	7%	8%	6%	9%
Don't know		4	5	7	12	25	36	2	9	**	**	5	29	12	**	**	**	3	9	5	6
		1%	3%	5%	4%	4%	2%	2%	4%	**	**	5%	2%	4%	**	**	**	2%	6%	4%	5%
				a	a				l	hl			l								
		10%	14%	19%	32%	64%	93%	6%	25%	**	**	12%	75%	31%	**	**	**	7%	24%	14%	16%
Mean number of DAB sets		.6	.5	.4	.5	.4	.5	.3	.5	**	**	.4	.5	.5	**	**	**	.6	.5	.7	.3
		cd	c				g		k				k	nop				t	t	rt	
Standard deviation		.85	.79	.62	.72	.67	.77	.58	.76	**	**	.61	.76	.75	**	**	**	.79	.70	.83	.57

Standard error	.04	.04	.04	.03	.02	.01	.05	.03	**	**	.05	.02	.04	**	**	**	.05	.05	.06	.04
Columns Tested:	a,b,c,d	- f,g	- h,i,j,k,l	- m,n,o,p	- q,r,s,t															

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP4 (QP9). How many DAB sets do you have in your household?

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total		596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample		415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total		346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
		15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
1	(1.0)	97	46	36	82	155	484	25	59	7	11	21	454	74	4	3	**	33	41	50	24
		28%	23%	19%	21%	18%	24%	13%	18%	16%	20%	18%	24%	22%	12%	15%	**	22%	22%	31%	14%
		cd					g						h	p			**	t	t	qt	
2	(2.0)	19%	9%	7%	16%	30%	95%	5%	12%	1%	2%	4%	89%	15%	1%	1%	**	6%	8%	10%	5%
		16	12	6	18	27	119	6	11	3	2	5	115	18	*	*	**	12	5	13	5
		5%	6%	3%	5%	3%	6%	3%	3%	8%	5%	4%	6%	5%	1%	1%	**	8%	3%	8%	3%
3 or more	(3.0)												h				**	rt		rt	
		13%	10%	5%	14%	21%	94%	5%	9%	3%	2%	4%	91%	14%	*%	*%	**	10%	4%	10%	4%
		18	6	2	8	12	53	*	9	-	1	*	44	7	*	*	**	3	4	6	1
ANY DAB SETS	(0.0)	5%	3%	1%	2%	1%	3%	*%	3%	-%	2%	*%	2%	2%	1%	1%	**	2%	2%	4%	1%
		cd					g						83%	13%	1%	*%	**			t	
		34%	12%	3%	15%	23%	100%	*%	17%	-%	2%	1%					**	6%	7%	12%	2%
None	(0.0)	132	65	43	108	195	656	32	80	10	14	26	613	99	5	3	**	48	51	69	30
		38%	32%	23%	27%	22%	32%	16%	24%	23%	27%	23%	32%	30%	14%	16%	**	33%	27%	43%	17%
		cd	c				g						hk	nop			**	t	t	qrt	
Don't know	(0.0)	19%	9%	6%	16%	28%	95%	5%	12%	1%	2%	4%	89%	14%	1%	*%	**	7%	7%	10%	4%
		157	99	95	195	432	988	82	163	21	24	57	908	158	18	12	**	73	86	65	93
		45%	49%	50%	49%	50%	48%	42%	49%	48%	45%	51%	47%	47%	57%	65%	**	49%	46%	41%	54%
DO NOT LISTEN TO RADIO	(0.0)															m	m			s	
		15%	9%	9%	18%	40%	92%	8%	15%	2%	2%	5%	85%	15%	2%	1%	**	7%	8%	6%	9%
		4	5	7	12	25	36	2	9	4	1	5	29	12	*	*	**	3	9	5	6
DO NOT LISTEN TO RADIO	(0.0)	1%	3%	4%	3%	3%	2%	1%	3%	8%	3%	4%	1%	3%	*%	1%	**	2%	5%	3%	4%
				a	a				l	hl		l					**				
		10%	14%	19%	32%	64%	93%	6%	25%	9%	4%	12%	75%	31%	*%	*%	**	7%	24%	14%	16%
DO NOT LISTEN TO RADIO	(0.0)	54	35	43	78	217	375	79	82	9	13	25	372	65	9	3	**	23	41	21	44
		16%	17%	23%	20%	25%	18%	41%	25%	20%	25%	22%	19%	19%	28%	18%	**	16%	22%	13%	25%
				a				f	l								**	s	s	qs	

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

12%	8%	9%	17%	47%	82%	17%	18%	2%	3%	6%	82%	14%	2%	1%	**	5%	9%	4%	10%
-----	----	----	-----	-----	-----	-----	-----	----	----	----	-----	-----	----	----	----	----	----	----	-----

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP4 (QP9). How many DAB sets do you have in your household?

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Mean number of DAB sets	.5	.4	.3	.4	.3	.4	.2	.3	.3	.4	.3	.4	.4	.2	.2	**	.5	.4	.6	.2
	cd	c				g						hk	nop				t	t	rt	
Standard deviation	.82	.75	.57	.67	.60	.72	.48	.68	.64	.66	.56	.71	.70	.47	.48	**	.75	.65	.81	.51
Standard error	.03	.04	.03	.02	.02	.01	.03	.03	.07	.06	.04	.01	.03	.05	.05	**	.05	.04	.05	.03
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP5 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those who listen to radio but no DAB sets at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	277	227	182	409	840	1765	88	340	52	52	132	1515	228	52	67	62	124	104	98	130
Effective Weighted Sample	192	125	124	249	540	1174	76	222	33	35	92	1023	182	32	40	50	110	82	76	106
Total	157	99	95	195	432	988	82	163	21	24	57	908	158	18	12	6	73	86	65	93
	15%	9%	9%	18%	40%	92%	**	15%	**	**	5%	85%	15%	**	**	**	7%	8%	**	9%
Certain to	2	1	1	2	7	18	**	3	**	**	-	16	2	**	**	**	1	1	**	-
	1%	1%	1%	1%	2%	2%	**	2%	**	**	-%	2%	1%	**	**	**	2%	1%	**	-%
	12%	7%	3%	10%	37%	93%	**	16%	**	**	-%	85%	10%	**	**	**	7%	3%	**	-%
Very likely	7	1	1	2	10	47	**	7	**	**	1	44	2	**	**	**	2	-	**	-
	5%	1%	1%	1%	2%	5%	**	4%	**	**	2%	5%	1%	**	**	**	3%	-%	**	-%
	d																			
	14%	3%	2%	5%	19%	93%	**	13%	**	**	2%	88%	4%	**	**	**	4%	-%	**	-%
Likely	14	13	7	21	45	117	**	22	**	**	5	114	17	**	**	**	8	9	**	10
	9%	13%	8%	11%	10%	12%	**	13%	**	**	9%	13%	11%	**	**	**	11%	11%	**	10%
							f													
	11%	10%	5%	15%	33%	87%	**	16%	**	**	4%	85%	13%	**	**	**	6%	7%	**	7%
TOTAL LIKELY	24	16	9	25	62	181	**	31	**	**	6	174	21	**	**	**	12	10	**	10
	15%	16%	9%	13%	14%	18%	**	19%	**	**	11%	19%	14%	**	**	**	16%	11%	**	10%
							f													
	12%	8%	4%	12%	30%	89%	**	15%	**	**	3%	85%	11%	**	**	**	6%	5%	**	5%
Unlikely	25	16	8	24	65	166	**	14	**	**	4	160	19	**	**	**	7	12	**	10
	16%	16%	8%	12%	15%	17%	**	9%	**	**	7%	18%	12%	**	**	**	10%	14%	**	11%
	c																			
	14%	9%	4%	14%	37%	96%	**	8%	**	**	2%	hik 92%	11%	**	**	**	4%	7%	**	6%
Very unlikely	33	22	22	43	82	193	**	34	**	**	12	169	37	**	**	**	19	18	**	21
	21%	22%	23%	22%	19%	20%	**	21%	**	**	21%	19%	23%	**	**	**	26%	21%	**	22%
													o							
	16%	11%	11%	21%	40%	95%	**	17%	**	**	6%	83%	18%	**	**	**	9%	9%	**	10%
Certain not to	52	34	42	76	153	292	**	62	**	**	29	252	63	**	**	**	25	37	**	42
	33%	34%	44%	39%	35%	30%	**	38%	**	**	51%	28%	40%	**	**	**	35%	44%	**	45%
							l	l			hl									
	17%	11%	13%	24%	49%	92%	**	20%	**	**	9%	80%	20%	**	**	**	8%	12%	**	13%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP5 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those who listen to radio but no DAB sets at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	*i	*j	k	l	m	*n	*o	*p	q	r	s	t
Unweighted total	277	227	182	409	840	1765	88	340	52	52	132	1515	228	52	67	62	124	104	98	130
Effective Weighted Sample	192	125	124	249	540	1174	76	222	33	35	92	1023	182	32	40	50	110	82	76	106
Total	157	99	95	195	432	988	82	163	21	24	57	908	158	18	12	6	73	86	65	93
	15%	9%	9%	18%	40%	92%	**	15%	**	**	5%	85%	15%	**	**	**	7%	8%	**	9%
TOTAL UNLIKELY	110	72	71	143	300	651	**	110	**	**	46	581	118	**	**	**	51	67	**	73
	70%	72%	75%	74%	69%	66%	**	68%	**	**	80%	64%	75%	**	**	**	71%	78%	**	78%
	16%	10%	10%	21%	43%	94%	**	16%	**	**	7%	84%	17%	**	**	**	7%	10%	**	11%
Don't know	23	12	15	27	71	156	**	21	**	**	5	153	19	**	**	**	9	9	**	10
	15%	12%	16%	14%	16%	16%	**	13%	**	**	9%	17%	12%	**	**	**	13%	11%	**	11%
	13%	7%	9%	15%	41%	89%	**	12%	**	k	3%	88%	11%	m	**	**	5%	5%	**	6%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP6 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	194	159	136	295	578	1172	46	240	41	31	103	980	166	35	47	47	85	81	64	102
Effective Weighted Sample	133	85	94	179	373	785	39	153	26	20	73	670	134	20	31	40	78	63	50	83
Total	110	72	71	143	300	651	41	110	15	15	46	581	118	12	9	4	51	67	45	73
	16%	10%	10%	21%	43%	94%	**	16%	**	**	7%	84%	17%	**	**	**	**	**	**	11%
No need	66	42	45	87	173	378	**	67	**	**	28	338	74	**	**	**	**	**	**	46
	60%	59%	62%	61%	58%	58%	**	61%	**	**	61%	58%	62%	**	**	**	**	**	**	63%
	16%	10%	11%	21%	43%	93%	**	17%	**	**	7%	83%	18%	**	**	**	**	**	**	11%
Happy to use existing service	39	27	33	60	100	201	**	37	**	**	20	175	48	**	**	**	**	**	**	30
	35%	38%	46%	42%	33%	31%	**	33%	**	**	45%	30%	40%	**	**	**	**	**	**	41%
	18%	13%	15%	28%	47%	95%	**	17%	l	**	l	83%	23%	**	m	**	**	**	**	14%
Can receive through digital TV service	3	4	*	4	22	41	**	10	**	**	3	34	3	**	**	**	**	**	**	2
	3%	5%	*%	3%	7%	6%	**	9%	**	**	7%	6%	2%	**	**	**	**	**	**	2%
	8%	9%	1%	10%	51%	95%	**	22%	**	**	8%	78%	6%	**	**	**	**	**	**	4%
Would never listen	6	2	-	2	9	39	**	7	**	**	1	34	2	**	**	**	**	**	**	1
	6%	3%	-%	1%	3%	6%	**	6%	**	**	2%	6%	1%	**	**	**	**	**	**	1%
	cd	15%	5%	-%	5%	23%	**	16%	**	**	3%	84%	4%	**	**	**	**	**	**	3%
Happy to use analogue radio service	7	1	4	6	16	27	**	2	**	**	1	27	5	**	**	**	**	**	**	4
	6%	2%	6%	4%	5%	4%	**	2%	**	**	2%	5%	4%	**	**	**	**	**	**	5%
	24%	5%	15%	20%	57%	94%	**	6%	**	**	3%	94%	16%	**	**	**	**	**	**	13%
Poor reception in our area	6	3	1	3	6	26	**	4	**	**	1	23	3	**	**	**	**	**	**	-
	6%	4%	1%	2%	2%	4%	**	4%	**	**	2%	4%	2%	**	**	**	**	**	**	-%
	22%	10%	3%	13%	22%	96%	**	15%	**	**	3%	85%	10%	**	**	**	**	**	t	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP6 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	*g	h	*i	*j	k	l	m	*n	*o	*p	q	r	*s	t
Unweighted total	194	159	136	295	578	1172	46	240	41	31	103	980	166	35	47	47	85	81	64	102
Effective Weighted Sample	133	85	94	179	373	785	39	153	26	20	73	670	134	20	31	40	78	63	50	83
Total	110	72	71	143	300	651	41	110	15	15	46	581	118	12	9	4	51	67	45	73
	16%	10%	10%	21%	43%	94%	**	16%	**	**	7%	84%	17%	**	**	**	**	**	**	11%
Too expensive generally	3	1	1	2	12	19	**	5	**	**	3	18	2	**	**	**	**	**	**	1
	3%	1%	1%	1%	4%	3%	**	4%	**	**	6%	3%	2%	**	**	**	**	**	**	1%
	13%	5%	4%	9%	53%	86%	**	21%	**	**	11%	79%	9%	**	**	**	**	**	**	4%
Can't afford it	2	*	1	1	9	17	**	3	**	**	2	14	1	**	**	**	**	**	**	1
	2%	1%	1%	1%	3%	3%	**	3%	**	**	4%	2%	1%	**	**	**	**	**	**	2%
	12%	2%	5%	8%	51%	100%	**	18%	**	**	11%	81%	8%	**	**	**	**	**	**	8%
Don't know why I should	2	1	2	3	9	15	**	3	**	**	1	14	2	**	**	**	**	**	**	2
	2%	2%	2%	2%	3%	2%	**	2%	**	**	2%	2%	1%	**	**	**	**	**	**	2%
	10%	8%	10%	18%	57%	87%	**	16%	**	**	6%	83%	10%	**	m	**	**	**	**	10%
Will get it when I have to/ when switchover	-	1	1	2	3	5	**	2	**	**	2	3	1	**	**	**	**	**	**	1
	-%	2%	1%	1%	1%	1%	**	2%	**	**	4%	1%	1%	**	**	**	**	**	**	1%
	-%	27%	18%	44%	69%	100%	**	37%	**	**	37%	64%	27%	**	**	**	**	**	**	15%
Haven't heard of it/ don't understand it	-	-	-	-	3	4	**	1	**	**	1	3	-	**	**	**	**	**	**	-
	-%	-%	-%	-%	1%	1%	**	1%	**	**	2%	1%	-%	**	**	**	**	**	**	-%
	-%	-%	-%	-%	60%	100%	**	20%	**	**	20%	80%	-%	**	**	**	**	**	**	-%
Other	2	*	-	*	3	9	**	1	**	**	*	8	-	**	**	**	**	**	**	-
	2%	*%	-%	*%	1%	1%	**	1%	**	**	1%	1%	-%	**	**	**	**	**	**	-%
	26%	2%	-%	2%	38%	100%	**	11%	**	**	4%	88%	-%	**	**	**	**	**	**	-%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QP6 (QJ14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those unlikely to get DAB radio in the next 12 months

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	194	159	136	295	578	1172	46	240	41	31	103	980	166	35	47	47	85	81	64	102
Effective Weighted Sample	133	85	94	179	373	785	39	153	26	20	73	670	134	20	31	40	78	63	50	83
Total	110	72	71	143	300	651	41	110	15	15	46	581	118	12	9	4	51	67	45	73
	16%	10%	10%	21%	43%	94%	**	16%	**	**	7%	84%	17%	**	**	**	**	**	**	11%
ANY INVOLUNTARY REASONS	11	4	3	7	28	66	**	12	**	**	6	58	6	**	**	**	**	**	**	2
	10%	6%	4%	5%	9%	10%	**	11%	**	**	12%	10%	5%	**	**	**	**	**	**	3%
	15%	6%	4%	10%	40%	94%	**	17%	**	**	8%	82%	9%	**	**	**	**	**	**	3%
ANY VOLUNTARY REASONS	101	63	71	134	271	584	**	98	**	**	42	524	110	**	**	**	**	**	**	68
	92%	88%	99%	94%	90%	90%	**	89%	**	**	93%	90%	93%	**	**	**	**	**	**	93%
	16%	10%	11%	21%	43%	94%	**	16%	**	**	7%	84%	18%	**	**	**	**	**	**	11%
ONLY VOLUNTARY REASONS	97	62	68	130	261	567	**	96	**	**	40	506	107	**	**	**	**	**	**	66
	89%	86%	96%	91%	87%	87%	**	87%	**	**	88%	87%	90%	**	**	**	**	**	**	90%
	16%	10%	11%	22%	43%	94%	**	16%	**	**	7%	84%	18%	**	**	**	**	**	**	11%
Don't know	2	5	1	6	9	15	**	2	**	**	*	14	6	**	**	**	**	**	**	5
	2%	7%	1%	4%	3%	2%	**	2%	**	**	%	2%	5%	**	**	**	**	**	**	7%
	11%	33%	4%	37%	54%	92%	**	13%	**	**	1%	87%	36%	**	**	**	**	**	**	32%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ1. SHOWCARD Could you please take a look at the options shown on this card and let me know which applies to you? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Married/ civil partnership	231	138	73	211	377	1038	100	145	15	31	46	995	183	17	7	**	102	80	95	88
	67%	67%	39%	54%	43%	50%	51%	44%	34%	58%	41%	52%	55%	53%	38%	**	70%	43%	59%	51%
	cd	cd		c						hik		hik	o				rst		r	
	20%	12%	6%	19%	33%	91%	9%	13%	1%	3%	4%	87%	16%	1%	1%	**	9%	7%	8%	8%
Co-habiting	12	4	2	6	53	188	12	16	1	1	1	185	5	*	*	**	3	2	1	3
	4%	2%	1%	1%	6%	9%	6%	5%	3%	2%	1%	10%	1%	1%	1%	**	2%	1%	1%	2%
	d							k				hjk								
	6%	2%	1%	3%	26%	94%	6%	8%	1%	*%	1%	92%	2%	*%	*%	**	2%	1%	1%	2%
Single	29	6	5	11	197	482	62	59	6	*	9	486	9	1	1	**	6	3	5	4
	8%	3%	3%	3%	23%	23%	32%	18%	13%	1%	8%	25%	3%	2%	4%	**	4%	2%	3%	2%
	bcd						f	jk	j		j	hijk				mn				
	5%	1%	1%	2%	36%	89%	11%	11%	1%	*%	2%	89%	2%	*%	*%	**	1%	1%	1%	1%
Widowed, divorced or separated	73	56	107	163	238	341	21	109	21	21	55	250	136	14	11	**	36	100	59	77
	21%	28%	57%	42%	27%	17%	11%	33%	48%	39%	49%	13%	41%	44%	57%	**	24%	53%	37%	44%
			abd	ab		g		l	hl	l	hl				mp		qs	q	q	
	20%	16%	30%	45%	66%	94%	6%	30%	6%	6%	15%	69%	38%	4%	3%	**	10%	28%	16%	21%
Refused	1	1	1	2	3	7	*	4	1	-	1	6	2	-	-	**	-	2	1	1
	*%	*%	1%	1%	*%	*%	*%	1%	2%	-%	1%	*%	1%	-%	-%	**	-%	1%	*%	1%
								l	l											
	8%	8%	13%	21%	31%	65%	1%	42%	9%	-%	14%	60%	19%	-%	-%	**	-%	19%	6%	13%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

Q22. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
WHITE																				
British	235	127	126	253	559	1444	-	206	27	39	68	1241	231	7	8	**	98	133	113	118
	68%	62%	67%	64%	64%	70%	-%	62%	62%	73%	60%	65%	69%	23%	43%	**	67%	71%	70%	68%
	16%	9%	9%	18%	39%	100%	-%	14%	2%	3%	5%	86%	16%	1%	1%	**	7%	9%	8%	8%
English	53	44	34	78	129	295	-	63	6	4	22	234	77	*	1	**	35	42	34	43
	15%	21%	18%	20%	15%	14%	-%	19%	14%	8%	19%	12%	23%	2%	6%	**	24%	22%	21%	25%
	18%	a	15%	12%	44%	100%	-%	21%	2%	1%	7%	79%	nop	*	p	**	12%	14%	11%	15%
Scottish	29	14	13	27	64	154	-	25	5	6	9	126	3	24	-	**	2	1	2	1
	8%	7%	7%	7%	7%	7%	-%	8%	11%	11%	8%	7%	1%	75%	-%	**	2%	1%	2%	1%
	19%	9%	8%	18%	42%	100%	-%	17%	3%	4%	6%	82%	2%	mop	15%	**	2%	1%	2%	1%
Welsh	9	7	6	13	34	66	-	17	2	2	6	48	4	-	9	**	1	3	1	2
	3%	3%	3%	3%	4%	3%	-%	5%	6%	4%	5%	2%	1%	-%	48%	**	1%	1%	1%	1%
	13%	10%	9%	19%	51%	100%	-%	25%	4%	3%	8%	73%	6%	-%	mnp	**	2%	4%	2%	4%
Irish	3	3	2	5	11	32	-	5	1	*	2	27	3	-	*	**	1	2	2	*
	1%	1%	1%	1%	1%	2%	-%	1%	2%	1%	2%	1%	1%	-%	2%	**	1%	1%	1%	1%
	11%	8%	8%	16%	36%	100%	-%	16%	2%	1%	7%	85%	8%	-%	1%	**	2%	7%	7%	2%
Any other white background	4	6	3	8	19	65	-	5	1	*	2	60	8	-	*	**	4	3	5	3
	1%	3%	1%	2%	2%	3%	-%	1%	2%	1%	2%	3%	2%	-%	1%	**	3%	2%	3%	2%
	7%	9%	4%	12%	29%	100%	-%	8%	1%	1%	4%	93%	12%	-%	1%	**	6%	5%	8%	4%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
MIXED																				
White and Black Caribbean	-	-	-	-	5	-	9	1	-	-	-	10	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	1%	-%	5%	*%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	50%	-%	87%	10%	-%	-%	-%	89%	-%	-%	-%	**	-%	-%	-%	-%
White and Black African	-	-	1	1	2	-	6	-	-	-	-	7	1	-	-	**	-	1	1	-
	-%	-%	*%	*%	*%	-%	3%	-%	-%	-%	-%	*%	*%	-%	-%	**	-%	*%	1%	-%
	-%	-%	11%	11%	22%	-%	83%	-%	-%	-%	-%	100%	11%	-%	-%	**	-%	11%	11%	-%
White and Asian	-	-	-	-	-	-	1	-	-	-	-	2	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	-%	76%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Any other mixed background	1	-	-	-	-	-	2	-	-	-	-	2	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	40%	-%	-%	-%	-%	-%	98%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
ASIAN AND BRITISH ASIAN																				
Indian	7	1	3	5	10	-	55	9	1	1	5	40	5	*	*	**	4	*	1	3
	2%	1%	2%	1%	1%	-%	28%	3%	2%	2%	4%	2%	1%	*%	*%	**	3%	*%	1%	2%
	15%	3%	7%	10%	21%	-%	111%	18%	2%	2%	9%	82%	9%	*%	*%	**	8%	1%	2%	7%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Pakistani	1	-	-	-	9	-	25	2	1	1	-	20	-	-	-	**	-	-	-	-
	*%	-%	-%	-%	1%	-%	13%	1%	2%	1%	-%	1%	-%	-%	-%	**	-%	-%	-%	-%
	4%	-%	-%	-%	41%	-%	110%	10%	4%	2%	-%	90%	-%	-%	-%	**	-%	-%	-%	-%
Bangladeshi	-	-	-	-	6	-	13	-	-	-	-	11	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	1%	-%	7%	-%	-%	-%	-%	1%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	52%	-%	116%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Any other Asian background	-	-	-	-	3	-	10	-	-	-	-	9	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	5%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	38%	-%	117%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
BLACK AND BLACK BRITISH																				
Caribbean	4	1	1	2	8	-	25	-	-	-	-	32	2	-	-	**	1	1	-	2
	1%	1%	*%	*%	1%	-%	13%	-%	-%	-%	-%	2%	1%	-%	-%	**	*%	1%	-%	1%
	12%	4%	2%	6%	27%	-%	79%	-%	-%	-%	-%	100%	6%	-%	-%	**	2%	4%	-%	6%
African	-	1	-	1	4	-	23	-	-	-	-	30	1	-	-	**	-	1	-	1
	-%	*%	-%	*%	1%	-%	12%	-%	-%	-%	-%	2%	*%	-%	-%	**	-%	*%	-%	*%
	-%	2%	-%	2%	15%	-%	78%	-%	-%	-%	-%	100%	2%	-%	-%	**	-%	2%	-%	2%
Any other black background	-	-	-	-	1	-	2	1	-	-	-	2	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	1%	*%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	23%	-%	76%	23%	-%	-%	-%	77%	-%	-%	-%	**	-%	-%	-%	-%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ2. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
MIDDLE EAST AND ARABIC ORIGIN																				
Middle Eastern, including Arabic origin	-	-	-	-	*	-	7	-	-	-	-	5	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	4%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	5%	-%	141%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Iranian	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	-%	-%	151%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
CHINESE OR OTHER ETHNIC GROUP																				
Chinese	-	-	-	-	*	-	7	-	-	-	-	5	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	*%	-%	3%	-%	-%	-%	-%	*%	-%	-%	-%	**	-%	-%	-%	-%
	-%	-%	-%	-%	3%	-%	126%	-%	-%	-%	-%	100%	-%	-%	-%	**	-%	-%	-%	-%
Any other background	*	1	-	1	2	-	8	1	-	-	-	5	1	-	-	**	1	-	1	-
	*%	*%	-%	*%	*%	-%	4%	*%	-%	-%	-%	*%	*%	-%	-%	**	1%	-%	1%	-%
	9%	16%	-%	16%	35%	-%	142%	17%	-%	-%	-%	84%	16%	-%	-%	**	16%	-%	16%	-%
Refused	*	1	-	1	1	-	-	-	-	-	-	5	1	-	-	**	1	-	-	1
	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	**	*%	-%	-%	*%
	6%	11%	-%	11%	11%	-%	-%	-%	-%	-%	-%	100%	11%	-%	-%	**	11%	-%	-%	11%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Cannot walk far or manage stairs or can only do so with difficulty	22	24	51	75	100	103	6	105	12	16	105	-	62	5	6	**	31	32	21	41
	6%	12%	27%	19%	12%	5%	3%	32%	27%	29%	93%	-	19%	15%	32%	**	21%	17%	13%	24%
		a	abd	ab				l	l	l	hijl				mnp		s		s	
	20%	22%	47%	69%	93%	96%	5%	98%	11%	14%	98%	-	58%	5%	5%	**	29%	29%	20%	38%
Breathlessness or chest pains	20	16	24	40	60	79	4	82	7	9	29	-	33	1	5	**	19	14	15	18
	6%	8%	13%	10%	7%	4%	2%	24%	16%	18%	26%	-	10%	4%	26%	**	13%	7%	9%	10%
			a	a				l	l	l	l				mn					
	24%	20%	29%	49%	73%	95%	5%	99%	8%	11%	35%	-	40%	2%	6%	**	23%	17%	18%	22%
Poor hearing, partial hearing or deafness	9	9	26	35	43	51	2	53	10	53	17	-	23	6	4	**	14	10	8	15
	3%	4%	14%	9%	5%	2%	1%	16%	24%	100%	15%	-	7%	20%	23%	**	9%	5%	5%	9%
			abd	ab				l	l	hikl	l			m	mp					
	17%	16%	49%	66%	81%	97%	3%	100%	19%	100%	32%	-	45%	12%	8%	**	26%	18%	16%	29%
Poor vision, partial sight or blindness	4	5	25	30	37	42	2	43	43	10	13	-	22	5	2	**	9	13	9	13
	1%	2%	13%	8%	4%	2%	1%	13%	100%	19%	11%	-	7%	15%	12%	**	6%	7%	5%	8%
			abd	ab				l	hijkl	l	l			m		m				
	9%	12%	58%	70%	84%	96%	5%	100%	100%	24%	30%	-	50%	11%	5%	**	20%	30%	20%	31%
Mental health problems or difficulties	4	1	-	1	20	30	-	30	1	2	2	-	1	*	-	**	1	-	-	1
	1%	*%	-	*%	2%	1%	-	9%	3%	3%	2%	-	*%	1%	-	**	*%	-	-	*%
								kl	l	l	l									
	14%	3%	-	3%	69%	100%	-	100%	5%	5%	8%	-	2%	1%	-	**	2%	-	-	2%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Limited ability to reach	4	3	12	15	17	20	1	20	4	5	20	-	13	1	1	**	6	7	5	7
	1%	1%	6%	4%	2%	1%	1%	6%	8%	9%	18%	-%	4%	4%	4%	**	4%	3%	3%	4%
			ab	a				l	l	l	hl									
	18%	14%	59%	73%	81%	95%	6%	99%	18%	23%	99%	-%	62%	7%	3%	**	30%	32%	26%	36%
Dyslexia	1	1	-	1	5	15	-	15	1	1	2	-	1	-	-	**	1	-	-	1
	*%	*%	-%	*%	1%	1%	-%	4%	2%	1%	2%	-%	*%	-%	-%	**	1%	-%	-%	1%
								l	l	l	l									
	5%	6%	-%	6%	36%	100%	-%	101%	5%	5%	13%	-%	6%	-%	-%	**	6%	-%	-%	6%
Other illnesses or health problems which limit your daily activities or the work that you can do	26	14	25	39	78	109	7	117	6	10	21	-	34	2	2	**	14	20	14	20
	8%	7%	13%	10%	9%	5%	3%	35%	14%	20%	19%	-%	10%	7%	9%	**	9%	11%	8%	12%
			ab					ijkl	l	l	l									
	23%	12%	22%	34%	68%	95%	6%	101%	5%	9%	19%	-%	29%	2%	2%	**	12%	17%	12%	17%
None	283	152	92	244	626	1735	179	-	-	-	-	1922	216	17	7	**	86	130	111	105
	82%	75%	49%	62%	72%	84%	92%	-%	-%	-%	-%	100%	65%	53%	36%	**	59%	69%	69%	60%
	bcd	cd	c				f					hijk	o			o		q	q	
	15%	8%	5%	13%	33%	90%	9%	-%	-%	-%	-%	100%	11%	1%	*%	**	4%	7%	6%	5%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	*c	*d	e	f	~g	h	i	~j	~k	~l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	13	16	48	64	86	101	2	103	103	23	28	-	32	9	10	13	14	18	13	19
Effective Weighted Sample	7	12	32	42	52	65	2	65	65	15	20	-	27	7	6	10	12	15	10	17
Total	4	5	25	30	37	42	2	43	43	10	13	-	22	5	2	1	9	13	9	13
	**	**	**	**	**	96%	**	100%	100%	**	**	-%	**	**	**	**	**	**	**	**
Have difficulty seeing ordinary newspaper print	**	**	**	**	**	8	**	10	10	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	20%	**	23%	23%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	83%	**	100%	100%	**	**	-%	**	**	**	**	**	**	**	**
Cannot see well enough to read a newspaper headline	**	**	**	**	**	5	**	5	5	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	11%	**	11%	11%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	97%	97%	**	**	-%	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	4	**	4	4	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	10%	**	9%	9%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	99%	99%	**	**	-%	**	**	**	**	**	**	**	**
Cannot see well enough to read a large print book	**	**	**	**	**	3	**	3	3	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	8%	**	7%	7%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	92%	92%	**	**	-%	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	2	**	1	1	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	4%	**	3%	3%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	88%	88%	**	**	-%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	*c	*d	e	f	~g	h	i	~j	~k	~l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	13	16	48	64	86	101	2	103	103	23	28	-	32	9	10	13	14	18	13	19
Effective Weighted Sample	7	12	32	42	52	65	2	65	65	15	20	-	27	7	6	10	12	15	10	17
Total	4	5	25	30	37	42	2	43	43	10	13	-	22	5	2	1	9	13	9	13
	**	**	**	**	**	96%	**	100%	100%	**	**	-%	**	**	**	**	**	**	**	**
Cannot tell by the light where the windows are	**	**	**	**	**	1	**	1	1	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	3%	**	3%	3%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	94%	94%	**	**	-%	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	1	**	1	1	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	2%	**	2%	2%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	98%	98%	**	**	-%	**	**	**	**	**	**	**	**
Cannot see the shapes of furniture in the room	**	**	**	**	**	1	**	1	1	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	2%	**	1%	1%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	80%	80%	**	**	-%	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	11	**	12	12	**	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	**	27%	**	27%	27%	**	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	107%	107%	**	**	-%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	*c	d	e	f	~g	h	~i	j	*k	~l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	23	26	58	84	100	119	2	121	23	121	36	-	36	15	23	10	24	12	13	23
Effective Weighted Sample	15	13	36	49	61	75	2	74	15	74	26	-	28	10	12	9	21	9	9	19
Total	9	9	26	35	43	51	2	53	10	53	17	-	23	6	4	1	14	10	8	15
	**	**	**	**	81%	97%	**	100%	**	100%	**	-%	**	**	**	**	**	**	**	**
Cannot hear sounds at all	**	**	**	**	1	*	**	1	**	1	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	3%	*%	**	2%	**	2%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	101%	18%	**	104%	**	104%	**	-%	**	**	**	**	**	**	**	**
Cannot follow a TV programme with the volume turned up	**	**	**	**	6	7	**	6	**	6	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	14%	13%	**	12%	**	12%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	85%	100%	**	95%	**	95%	**	-%	**	**	**	**	**	**	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	**	**	**	**	5	8	**	9	**	9	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	11%	16%	**	16%	**	16%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	57%	100%	**	102%	**	102%	**	-%	**	**	**	**	**	**	**	**
Cannot hear a doorbell, alarm clock or telephone bell	**	**	**	**	1	1	**	1	**	1	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	2%	2%	**	1%	**	1%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	99%	100%	**	92%	**	92%	**	-%	**	**	**	**	**	**	**	**
Cannot follow a TV programme at a volume others find acceptable	**	**	**	**	10	12	**	13	**	13	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	23%	24%	**	24%	**	24%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	78%	100%	**	103%	**	103%	**	-%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP					65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	*c	d	e	f	~g	h	~i	j	*k	~l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	23	26	58	84	100	119	2	121	23	121	36	-	36	15	23	10	24	12	13	23
Effective Weighted Sample	15	13	36	49	61	75	2	74	15	74	26	-	28	10	12	9	21	9	9	19
Total	9	9	26	35	43	51	2	53	10	53	17	-	23	6	4	1	14	10	8	15
	**	**	**	**	81%	97%	**	100%	**	100%	**	-%	**	**	**	**	**	**	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	**	**	**	**	6	5	**	5	**	5	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	13%	10%	**	10%	**	10%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	105%	100%	**	98%	**	98%	**	-%	**	**	**	**	**	**	**	**
Difficulty following a conversation against background noise	**	**	**	**	11	13	**	14	**	14	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	26%	26%	**	26%	**	26%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	80%	96%	**	100%	**	100%	**	-%	**	**	**	**	**	**	**	**
Other	**	**	**	**	*	*	**	*	**	*	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	1%	1%	**	1%	**	1%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	89%	100%	**	97%	**	97%	**	-%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	4	4	**	4	**	4	**	-	**	**	**	**	**	**	**	**
	**	**	**	**	8%	7%	**	7%	**	7%	**	-%	**	**	**	**	**	**	**	**
	**	**	**	**	97%	100%	**	99%	**	99%	**	-%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ7 (SGA). Do you ever work from home? (SINGLE CODE)

Base : Those working full or part time

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	*b	~c	*d	OR DE e	f	g	h	~i	~j	~k	l	*m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	226	49	4	53	314	1664	120	106	12	18	12	1682	36	7	5	5	30	6	22	14
Effective Weighted Sample	163	35	3	38	216	1140	104	73	10	13	8	1168	30	4	3	4	27	6	18	13
Total	164	28	1	29	213	1126	121	75	9	14	6	1190	25	3	1	*	18	7	16	9
	13%	**	**	**	17%	89%	10%	6%	**	**	**	94%	**	**	**	**	**	**	**	**
Yes	53	**	**	**	28	324	18	25	**	**	**	319	**	**	**	**	**	**	**	**
	33%	**	**	**	13%	29%	14%	33%	**	**	**	27%	**	**	**	**	**	**	**	**
	16%	**	**	**	8%	95%	5%	7%	**	**	**	93%	**	**	**	**	**	**	**	**
No	111	**	**	**	185	802	104	50	**	**	**	871	**	**	**	**	**	**	**	**
	67%	**	**	**	87%	71%	86%	67%	**	**	**	73%	**	**	**	**	**	**	**	**
	12%	**	**	**	20%	87%	11%	5%	**	**	**	95%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ8 (SGB). Would you say that you work from home most of the time or just occasionally? (SINGLE CODE)

Base : Those who ever work from home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	~b	~c	~d	*e	f	~g	*h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	69	19	2	21	43	434	19	36	3	7	5	418	16	2	2	1	15	1	13	3
Effective Weighted Sample	51	15	2	16	29	313	15	24	3	5	3	306	14	1	1	1	13	1	11	3
Total	53	10	1	11	28	324	18	25	3	4	2	319	10	1	*	*	9	1	8	2
	**	**	**	**	**	95%	**	**	**	**	**	93%	**	**	**	**	**	**	**	**
Most of the time	**	**	**	**	**	123	**	**	**	**	**	118	**	**	**	**	**	**	**	**
	**	**	**	**	**	38%	**	**	**	**	**	37%	**	**	**	**	**	**	**	**
	**	**	**	**	**	93%	**		**	**	**	90%	**	**	**	**	**	**	**	**
Just occasionally	**	**	**	**	**	195	**	**	**	**	**	194	**	**	**	**	**	**	**	**
	**	**	**	**	**	60%	**	**	**	**	**	61%	**	**	**	**	**	**	**	**
	**	**	**	**	**	96%	**	**	**	**	**	95%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	6	**	**	**	**	**	6	**	**	**	**	**	**	**	**
	**	**	**	**	**	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**
	**	**	**	**	**	100%	**	**	**	**	**	97%	**	**	**	**	**	**	**	**

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ9 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Under £11,500	57	36	61	97	292	346	28	112	13	16	48	256	74	14	7	**	27	46	16	58
	17%	18%	32%	25%	34%	17%	15%	33%	31%	30%	42%	13%	22%	43%	35%	**	19%	25%	10%	33%
			abd	ab				l	l	l	hl			m	m	m	s	s		qs
	15%	10%	16%	26%	79%	93%	8%	30%	4%	4%	13%	69%	20%	4%	2%	**	7%	13%	4%	16%
Above £11,500	194	88	66	153	300	1129	101	134	19	24	38	1105	134	10	7	**	64	70	77	57
	56%	43%	35%	39%	35%	55%	52%	40%	44%	46%	34%	57%	40%	30%	38%	**	44%	37%	48%	33%
	bcd											hijk					t		rt	
	16%	7%	5%	12%	24%	91%	8%	11%	2%	2%	3%	89%	11%	1%	1%	**	5%	6%	6%	5%
Don't know	14	13	20	33	95	191	25	22	3	3	8	192	29	2	1	**	10	19	12	17
	4%	6%	11%	8%	11%	9%	13%	7%	7%	6%	7%	10%	9%	5%	6%	**	7%	10%	7%	10%
			a	a								h			h					
	7%	6%	9%	16%	44%	89%	11%	11%	1%	2%	4%	90%	14%	1%	*%	**	5%	9%	6%	8%
Refused	81	67	42	109	182	390	41	66	8	10	19	369	97	7	4	**	46	51	56	41
	23%	33%	22%	28%	21%	19%	21%	20%	19%	18%	17%	19%	29%	21%	21%	**	31%	28%	35%	23%
		ac																	t	
	19%	15%	10%	25%	42%	90%	10%	15%	2%	2%	4%	85%	22%	2%	1%	**	10%	12%	13%	9%

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

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QZ9 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	596	447	341	788	1627	3560	206	688	103	121	245	3084	481	104	109	94	254	227	236	245
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
Total	346	204	189	393	868	2055	195	334	43	53	113	1922	334	32	19	9	147	187	160	174
	15%	9%	8%	17%	38%	91%	9%	15%	2%	2%	5%	85%	15%	1%	1%	**	7%	8%	7%	8%
Under £11,500	57	36	61	97	292	346	28	112	13	16	48	256	74	14	7	**	27	46	16	58
	17%	18%	32%	25%	34%	17%	15%	33%	31%	30%	42%	13%	22%	43%	35%	**	19%	25%	10%	33%
			abd	ab				l	l	l	hl			m	m	m	s	s		qs
	15%	10%	16%	26%	79%	93%	8%	30%	4%	4%	13%	69%	20%	4%	2%	**	7%	13%	4%	16%
£11,500 - £17,499	32	20	28	48	102	199	7	43	5	10	19	164	38	5	4	**	21	17	21	17
	9%	10%	15%	12%	12%	10%	4%	13%	11%	18%	16%	9%	11%	14%	22%	**	14%	9%	13%	10%
			a			g		l		l	l				m					
	16%	10%	14%	23%	50%	96%	4%	21%	2%	5%	9%	80%	18%	2%	2%	**	10%	8%	10%	8%
£17,500 - £29,999	39	23	13	36	77	237	31	28	5	4	7	244	33	1	*	**	16	17	22	11
	11%	11%	7%	9%	9%	12%	16%	8%	12%	8%	6%	13%	10%	4%	1%	**	11%	9%	14%	6%
								hk				hk	o			o			t	
	14%	8%	5%	13%	28%	87%	12%	10%	2%	1%	2%	90%	12%	1%	1%	**	6%	6%	8%	4%
£30,000 - £49,999	42	12	5	17	31	252	17	17	2	1	4	253	17	*	*	**	8	9	8	9
	12%	6%	2%	4%	4%	12%	9%	5%	5%	1%	4%	13%	5%	1%	1%	**	6%	5%	5%	5%
	bcd											hijk	p							
	16%	5%	2%	6%	12%	93%	6%	6%	1%	1%	2%	94%	6%	1%	1%	**	3%	3%	3%	3%
£50,000+	30	5	-	5	7	146	6	16	2	7	*	137	5	*	-	**	3	2	3	2
	9%	3%	-%	1%	1%	7%	3%	5%	5%	13%	1%	7%	2%	1%	1%	**	2%	1%	2%	1%
	bcd	c						k	k	hk		k								
	20%	3%	-%	3%	5%	96%	4%	11%	1%	4%	1%	90%	3%	1%	1%	**	2%	1%	2%	2%
REFUSED BUT ABOVE £11.5K	55	30	24	54	94	323	42	34	5	6	11	332	47	4	3	**	17	30	27	20
	16%	15%	13%	14%	11%	16%	22%	10%	11%	10%	10%	17%	14%	11%	15%	**	11%	16%	17%	11%
							f					hk	p		p					
	15%	8%	7%	15%	26%	88%	11%	9%	1%	2%	3%	91%	13%	1%	1%	**	5%	8%	7%	5%
DK/ Refused	92	78	59	137	265	554	63	84	11	11	25	536	120	8	5	**	54	66	63	57
	27%	38%	31%	35%	31%	27%	32%	25%	26%	20%	22%	28%	36%	26%	26%	**	37%	35%	39%	33%
		a		a																
	15%	13%	10%	22%	43%	89%	10%	14%	2%	2%	4%	87%	19%	1%	1%	**	9%	11%	10%	9%

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

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QZ9 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	415	264	225	488	1064	2414	178	449	65	74	172	2130	378	63	66	78	222	177	184	194
HOUSEHOLD INCOME																				
UNDER																				
£11.5K	57	36	61	97	292	346	28	112	13	16	48	256	74	14	7	**	27	46	16	58
	17%	18%	32%	25%	34%	17%	15%	33%	31%	30%	42%	13%	22%	43%	35%	**	19%	25%	10%	33%
			abd	ab				l	l	l	hl			m	m	m	s	s		qs
	15%	10%	16%	26%	79%	93%	8%	30%	4%	4%	13%	69%	20%	4%	2%	**	7%	13%	4%	16%
£11.5K- £17.5K	32	20	28	48	102	199	7	43	5	10	19	164	38	5	4	**	21	17	21	17
	9%	10%	15%	12%	12%	10%	4%	13%	11%	18%	16%	9%	11%	14%	22%	**	14%	9%	13%	10%
			a			g		l		l	l				m					
	16%	10%	14%	23%	50%	96%	4%	21%	2%	5%	9%	80%	18%	2%	2%	**	10%	8%	10%	8%
£17.5K- £29.9K	39	23	13	36	77	237	31	28	5	4	7	244	33	1	*	**	16	17	22	11
	11%	11%	7%	9%	9%	12%	16%	8%	12%	8%	6%	13%	10%	4%	1%	**	11%	9%	14%	6%
												hk	o			o			t	
	14%	8%	5%	13%	28%	87%	12%	10%	2%	1%	2%	90%	12%	1%	*%	**	6%	6%	8%	4%
£30K+	72	18	5	22	38	397	23	34	4	7	4	390	22	*	*	**	12	10	11	11
	21%	9%	2%	6%	4%	19%	12%	10%	10%	14%	4%	20%	7%	*%	*%	**	8%	5%	7%	6%
	bcd	c				g		k		k		hik	nop							
	17%	4%	1%	5%	9%	94%	5%	8%	1%	2%	1%	92%	5%	*%	*%	**	3%	2%	3%	3%

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

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QZ12 (QZN11). Do you regard yourself as belonging to any particular religion? IF YES: Which religion, religious denomination or body do you belong?

Base : All respondents in Northern Ireland

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	*b	*c	d	e	f	~g	h	i	~j	~k	l	~m	~n	~o	p	~q	~r	~s	~t
Unweighted total	68	52	42	94	221	499	9	97	26	18	29	411	-	-	-	94	-	-	-	-
Effective Weighted Sample	54	41	37	78	173	381	9	75	24	16	24	314	-	-	-	78	-	-	-	-
Total	8	5	5	9	24	61	1	10	2	2	3	51	-	-	-	9	-	-	-	-
	**	**	**	**	39%	99%	**	**	**	**	**	82%	-%	-%	-%	**	-%	-%	-%	-%
Roman Catholic	**	**	**	**	8	24	**	**	**	**	**	21	-	-	-	**	-	-	-	-
	**	**	**	**	33%	40%	**	**	**	**	**	41%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	**	**	32%	98%	**	**	**	**	**	86%	-%	-%	-%	**	-%	-%	-%	-%
Presbyterian Church of Ireland	**	**	**	**	6	13	**	**	**	**	**	10	-	-	-	**	-	-	-	-
	**	**	**	**	25%	21%	**	**	**	**	**	20%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	a	**	47%	100%	**	**	**	**	**	79%	-%	-%	-%	**	-%	-%	-%	-%
Church of Ireland	**	**	**	**	4	8	**	**	**	**	**	6	-	-	-	**	-	-	-	-
	**	**	**	**	15%	13%	**	**	**	**	**	12%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	**	**	44%	100%	**	**	**	**	**	75%	-%	-%	-%	**	-%	-%	-%	-%
Methodist Church of Ireland	**	**	**	**	2	4	**	**	**	**	**	3	-	-	-	**	-	-	-	-
	**	**	**	**	7%	6%	**	**	**	**	**	6%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	**	**	46%	100%	**	**	**	**	**	88%	-%	-%	-%	**	-%	-%	-%	-%
Other Christian (including Christian related)	**	**	**	**	1	2	**	**	**	**	**	2	-	-	-	**	-	-	-	-
	**	**	**	**	3%	4%	**	**	**	**	**	3%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	**	**	35%	100%	**	**	**	**	**	72%	-%	-%	-%	**	-%	-%	-%	-%
Other religions/ philosophies	**	**	**	**	1	1	**	**	**	**	**	1	-	-	-	**	-	-	-	-
	**	**	**	**	3%	2%	**	**	**	**	**	3%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	**	**	52%	77%	**	**	**	**	**	96%	-%	-%	-%	**	-%	-%	-%	-%
No religion	**	**	**	**	2	6	**	**	**	**	**	5	-	-	-	**	-	-	-	-
	**	**	**	**	8%	10%	**	**	**	**	**	11%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	**	**	31%	98%	**	**	**	**	**	84%	-%	-%	-%	**	-%	-%	-%	-%

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

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QZ12 (QZN11). Do you regard yourself as belonging to any particular religion? IF YES: Which religion, religious denomination or body do you belong?

Base : All respondents in Northern Ireland

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	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	*a	*b	*c	d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	p	~q	~r	~s	~t
Unweighted total	68	52	42	94	221	499	9	97	26	18	29	411	-	-	-	94	-	-	-	-
Effective Weighted Sample	54	41	37	78	173	381	9	75	24	16	24	314	-	-	-	78	-	-	-	-
Total	8	5	5	9	24	61	1	10	2	2	3	51	-	-	-	9	-	-	-	-
	**	**	**	**	39%	99%	**	**	**	**	**	82%	-%	-%	-%	**	-%	-%	-%	-%
Refused	**	**	**	**	1	3	**	**	**	**	**	2	-	-	-	**	-	-	-	-
	**	**	**	**	6%	5%	**	**	**	**	**	4%	-%	-%	-%	**	-%	-%	-%	-%
	**	**	**	**	48%	100%	**	**	**	**	**	80%	-%	-%	-%	**	-%	-%	-%	-%

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