

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Which of these services do you have in your household?	Base: All adults in UK	2101
●	9	2	Q.1 Which of these services do you have in your household?	Base: All adults in UK	2101
●	25	3	Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?	Base: All adults in UK	2101
●	33	4	Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?	Base: All adults in UK	2101
●	49	5	Q.3 Which one of these best describes the main mobile phone package that you are responsible for?	Base: All who are primarily or jointly responsible for a mobile phone bill	1564
●	57	6	Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?	Base: All who are primarily or jointly responsible for two or more services	1307
●	65	7	Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?	Base: All who are primarily or jointly responsible for two or more services	1307
●	81	8	Q.5 Do you receive one bill or more than one bill for this package of services?	Base: All who have two or more services from the same supplier	741
	89	9	Q.6 Do you receive a paper bill, an online bill or both for your ... - Summary Table	Base: All who have any service	659
●	90	10	Q.6_01 Do you receive a paper bill, an online bill or both for your - Package	Base: All those on a package with a single bill	659
●	98	11	Q.6_02 Do you receive a paper bill, an online bill or both for your - Mobile Phone	Base: All Mobile users with a separate bill	1525
●	106	12	Q.6_03 Do you receive a paper bill, an online bill or both for your - Landline Phone	Base: All landline users with a separate bill	762
●	114	13	Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband	Base: All fixed line broadband users with a separate bill	385
●	122	14	Q.6_05 Do you receive a paper bill, an online bill or both for your - Pay TV	Base: All Pay TV users with a separate bill	408

	Page	Table	Title	Base Description	Base
	130	15	Q.7 How regularly, if at all do you check the bill for your ... - Summary Table	Base: All aware of ... bill received	626
●	131	16	Q.7_01 How regularly, if at all do you check the bill for your - Package	Base: All aware of single package bill received	626
●	139	17	Q.7_02 How regularly, if at all do you check the bill for your - Mobile Phone	Base: All aware of separate mobile bill received	725
●	147	18	Q.7_03 How regularly, if at all do you check the bill for your - Landline Phone	Base: All aware of separate Landline Phone bill received	709
●	155	19	Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband	Base: All aware of separate fixed line broadband bill received	300
●	163	20	Q.7_05 How regularly, if at all do you check the bill for your - Pay TV	Base: All aware of separate pay TV bill received	241
	171	21	Q.8 How easy or difficult would it be for you to access the most recent bill for your ... - Summary Table	Base: All aware of ... bill received	626
●	172	22	Q.8_01 How easy or difficult would it be for you to access the most recent bill for your - Package	Base: All aware of single package bill received	626
●	180	23	Q.8_01 Ease of use by Q.10 Access time	Base: All aware of single package bill received	626
	181	24	Q.8_01 Ease of use by Q.10 Access time	Base: All aware of single package bill received	626
●	182	25	Q.8_02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone	Base: All aware of separate mobile bill received	725
●	190	26	Q.8_02 Ease of use by Q.10 Access time	Base: All aware of separate mobile bill received	725
	191	27	Q.8_02 Ease of use by Q.10 Access time	Base: All aware of separate mobile bill received	725
●	192	28	Q.8_03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone	Base: All aware of separate Landline Phone bill received	709
●	200	29	Q.8_03 Ease of use by Q.10 Access time	Base: All aware of separate Landline Phone bill received	709
	201	30	Q.8_03 Ease of use by Q.10 Access time	Base: All aware of separate Landline Phone bill received	709

	Page	Table	Title	Base Description	Base
●	202	31	Q.8_04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband	Base: All aware of separate fixed line broadband bill received	300
●	210	32	Q.8_04 Ease of use by Q.10 Access time	Base: All aware of Fixed Line Broadband bill received	300
	211	33	Q.8_04 Ease of use by Q.10 Access time	Base: All aware of Fixed Line Broadband bill received	300
●	212	34	Q.8_05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV	Base: All aware of separate pay TV bill received	241
●	220	35	Q.8_05 Ease of use by Q.10 Access time	Base: All aware of separate pay TV bill received	241
	221	36	Q.8_05 Ease of use by Q.10 Access time	Base: All aware of separate pay TV bill received	241
	222	37	Q.9 Why is it difficult for you to access your ... bill? - Summary Table	Base: All who had difficulty accessing their ... bill	50
	223	38	Q.9_01 Why is it difficult for you to access your Package bill?	Base: All who had difficulty accessing their single package bill	50
	231	39	Q.9_01 Reason for difficulty by Q.10 Access time	Base: All who had difficulty accessing their single package bill	50
	232	40	Q.9_02 Why is it difficult for you to access your Mobile Phone bill?	Base: All who had difficulty accessing their separate mobile bill	45
	240	41	Q.9_02 Reason for difficulty by Q.10 Access time	Base: All who had difficulty accessing their separate mobile bill	45
●	241	42	Q.9_03 Why is it difficult for you to access your Landline Phone bill?	Base: All who had difficulty accessing their separate Landline Phone bill	77
	249	43	Q.9_03 Reason for difficulty by Q.10 Access time	Base: All who had difficulty accessing their separate Landline Phone bill	77
	250	44	Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?	Base: All who had difficulty accessing their separate fixed line broadband bill	21
	258	45	Q.9_04 Reason for difficulty by Q.10 Access time	Base: All who had difficulty accessing their separate fixed line broadband bill	21

	Page	Table	Title	Base Description	Base
	259	46	Q.9_05 Why is it difficult for you to access your Pay TV bill?	Base: All who had difficulty accessing their separate pay TV bill	19
	267	47	Q.9_05 Reason for difficulty by Q.10 Access time	Base: All who had difficulty accessing their separate pay TV bill	19
	268	48	Q.10 How long do you think it would take you to access the most recent bill for your ... if you needed to? - Summary Table	Base: All aware of ... bill received	626
●	269	49	Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?	Base: All aware of single package bill received	626
●	277	50	Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?	Base: All aware of separate mobile bill received	725
●	285	51	Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?	Base: All aware of separate Landline Phone bill received	709
●	293	52	Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?	Base: All aware of separate fixed line broadband bill received	300
●	301	53	Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?	Base: All aware of separate pay TV bill received	241

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	2101	997	1104	263	332	336	315	286	569	378	559	454	710	937	1164
Weighted Base	2101	1019	1082	297	369	369	341	318	408	408	633	435	625	1041	1060
A mobile phone	1931 92%	948 93%	984 91%	291 98%gh	362 98%gh	362 98%gh	328 96%h	297 93%h	292 72%	392 96%l	600 95%l	405 93%l	535 86%	992 95%n	939 89%
A landline phone	1820 87%	871 85%	949 88%	227 76%	283 77%	320 87%cd	308 90%cd	294 92%cd	388 95%cd	392 96%jkl	572 90%l	382 88%l	475 76%	963 93%n	857 81%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection)	1508 72%	744 73%	764 71%	240 81%h	294 80%h	310 84%gh	276 81%h	236 74%h	152 37%	371 91%jkl	526 83%kl	320 74%l	291 47%	897 86%n	611 58%
TV services with additional channels that you pay to receive (Pay TV)	1119 53%	561 55%	558 52%	179 60%gh	236 64%gh	226 61%gh	195 57%h	156 49%h	127 31%	256 63%jl	347 55%l	262 60%l	254 41%	603 58%n	516 49%
None	15 1%	8 1%	6 1%	3 1%	3 1%	1 *	1 *	5 2%	2 *	2 *	5 1%	1 *	8 1%k	6 1%	9 1%
Don't Know/Can't Remember	2 *	1 *	1 *	- -	- -	- -	- -	1 *	1 *	- -	1 *	1 *	- -	1 *	1 *

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	2101	1189	514	398	749	234	124	994	611	1490
Weighted Base	2101	1195	557	349	857	247	123	875	652	1449
A mobile phone	1931	1133	527	271	839	244	113	736	639	1292
	92%	95% ^c	95% ^c	78%	98% ^{fg}	99% ^{fg}	92% ^g	84%	98% ⁱ	89%
A landline phone	1820	1083	426	311	758	214	82	766	551	1269
	87%	91% ^b	77%	89% ^b	88% ^f	87% ^f	67%	88% ^f	85%	88%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection)	1508	939	405	164	729	208	71	500	541	967
	72%	79% ^{bc}	73% ^c	47%	85% ^{fg}	84% ^{fg}	58%	57%	83% ⁱ	67%
TV services with additional channels that you pay to receive (Pay TV)	1119	693	304	123	540	147	52	380	423	696
	53%	58% ^c	55% ^c	35%	63% ^{fg}	59% ^{fg}	42%	43%	65% ⁱ	48%
None	15	7	6	1	3	1	3	8	5	10
	1%	1%	1%	*	*	*	2% ^d	1%	1%	1%
Don't Know/Can't Remember	2	1	-	1	-	-	-	2	-	2
	*	*	-	*	-	-	-	*	-	*

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	2101	563	1075	287	126	50	465	736	388	323	189	1570	531	1527	321	352
Weighted Base	2101	519	1078	309	137	57*	427	697	417	358	202	1662	439	1621	372	394
A mobile phone	1931	427	1019	299	132	54	336	644	408	346	197	1616	315	1576	370	390
	92%	82%	94%a	97%a	96%a	94%a	79%	93%f	98%fg	97%fg	97%fg	97%l	72%	97%	99%m	99%m
A landline phone	1820	408	971	277	115	50	350	620	363	313	176	1496	324	1480	346	346
	87%	79%	90%ad	90%a	84%	86%	82%	89%f	87%	87%	87%	90%l	74%	91%o	93%o	88%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection)	1508	255	823	259	121	50	198	476	343	317	174	1482	25	1480	349	335
	72%	49%	76%a	84%ab	88%ab	87%a	46%	68%f	82%fg	88%fgh	86%fg	89%l	6%	91%o	94%o	85%
TV services with additional channels that you pay to receive (Pay TV)	1119	193	619	184	88	34	155	345	245	235	139	1004	115	991	243	258
	53%	37%	57%a	60%a	64%a	59%a	36%	50%f	59%fg	66%fg	69%fgh	60%l	26%	61%	65%	66%
None	15	5	8	1	-	1	5	6	2	-	2	7	8	7	-	-
	1%	1%	1%	*	-	1%	1%	1%	1%	-	1%	*	2%k	*	-	-
Don't Know/Can't Remember	2	1	1	-	-	-	1	1	-	-	-	-	2	-	-	-
	*	*	*	-	-	-	*	*	-	-	-	-	*k	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	2101	93	236	182	162	178	200	243	288	177	108	179	55	1759	179	108	55
Weighted Base	2101	92*	241	183	157	169	201	251	296	180	105*	179	48*	1770	179	105*	48*
A mobile phone	1931 92%	86 94%	228 95%dk	174 95%dk	137 87%	161 95%dk	181 90%	231 92%	273 92%	163 90%	95 90%	157 88%	46 96%	1633 92%	157 88%	95 90%	46 96%
A landline phone	1820 87%	75 82%	204 85%	162 88% d	121 77%	142 84%	187 93% abd eijk	219 87% d	279 94% abc degijk l	156 86% d	88 84%	148 83%	41 85%	1544 87%	148 83%	88 84%	41 85%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection)	1508 72%	60 66%	184 76% eijk	139 76% ek	107 68%	110 65%	154 77% eijk l	181 72% k	235 79% ade jkl	132 73% k	68 65%	107 60%	30 63%	1302 74% n	107 60%	68 65%	30 63%
TV services with additional channels that you pay to receive (Pay TV)	1119 53%	55 60% ci	138 57% cij	57 31%	76 48% c	98 58% ci	120 60% cdi j	142 57% ci	177 60% cdi j	83 46% c	48 45% c	98 55% c	27 56% c	946 53%	98 55%	48 45%	27 56%
None	15 1%	- -	1 *	- -	3 2%	2 1%	2 1%	2 1%	1 *	- -	2 2%	2 1%	- -	11 1%	2 1%	2 2%	- -
Don't Know/Can't Remember	2 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 *	- -	1 1%	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	2101	1564	1392	994	728	659	74	793	760	8	1008	651	119	1552
Weighted Base	2101	1594	1359	1041	751	687	78*	744	840	8**	956	712	131	1549
A mobile phone	1931 92%	1594 100%bcd	1228 90%	1019 98%bd	720 96%b	667 97%	78 100%	744 100%	840 100%	8 100%	839 88%	700 98%jm	129 98%jm	1420 92%j
A landline phone	1820 87%	1358 85%	1359 100%acd	1010 97%ad	703 94%a	677 98%	78 100%	610 82%	739 88%g	8 91%	902 94%	659 93%	127 97%	1445 93%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection))	1508 72%	1191 75%	1039 76%	1041 100%abd	638 85%ab	653 95%f	69 89%	451 61%	731 87%g	7 87%	621 65%	665 93%jm	127 97%jm	1173 76%j
TV services with additional channels that you pay to receive (Pay TV)	1119 53%	861 54%	749 55%	668 64%ab	751 100%abc	465 68%	51 66%	312 42%	543 65%g	6 73%	485 51%	450 63%jm	97 74%jkm	857 55%j
None	15 1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	2 *	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	2101	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	2101	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
A mobile phone	1931	21	13	1	347	26	24	16	3	3	277	20
	92%	100%	100%	100%	97%e	77%	96%	100%	100%	100%	99%e	100%
A landline phone	1820	21	11	1	356	33	18	16	3	1	280	20
	87%	100%	82%	100%	100%	100%	71%	100%	100%	34%	100%	100%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection))	1508	11	13	1	356	3	25	16	-	3	280	20
	72%	52%	100%	100%	100%e	8%	100%	100%	-	100%	100%e	100%
TV services with additional channels that you pay to receive (Pay TV)	1119	9	9	1	132	33	25	6	3	3	280	20
	53%	43%	66%	100%	37%	100%d	100%	38%	100%	100%	100%d	100%
None	15	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	2	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	2101	166	483	104	154	162	396	265	234	141	179
Weighted Base	2101	167	501	106*	153	165	384	267	235	138	179
A mobile phone	1931 92%	154 92%	464 93%	95 89%	136 89%	152 92%	350 91%	252 94%j	219 93%	128 93%	157 88%
A landline phone	1820 87%	159 95%cdfgh ij	454 90%fgj	93 87%	130 85%	150 91%fj	312 81%	225 84%	203 87%	120 87%	148 83%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection)	1508 72%	134 80%dfij	381 76%fj	75 71%	106 69%	127 77%fj	260 68%	200 75%j	172 73%j	96 70%	107 60%
TV services with additional channels that you pay to receive (Pay TV)	1119 53%	95 57%h	302 60%cdh	48 45%h	72 47%h	96 58%ch	212 55%h	149 56%h	75 32%	86 62%cdh	98 55%h
None	15 1%	- -	3 1%	- -	2 1%	2 1%	5 1%	1 *	- -	- -	2 1%
Don't Know/Can't Remember	2 *	- -	- -	- -	1 *	1 1%	- -	- -	- -	- -	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	2101	791	85	291	460	2	421	1	23	4	18	154	41	872	291	847	28	18	200
Weighted Base	2101	838	86*	297	447	2**	404	1**	23**	4**	15**	135	45*	920	297	819	27**	15**	184
A mobile phone	1931	805	79	278	405	2	361	1	21	4	13	103	44	879	278	738	26	13	151
	92%	96%dfk	92%k	94%k	91%k	100%	90%k	100%	95%	100%	85%	77%	98%k	96%or	94%r	90%r	96%	85%	82%
A landline phone	1820	780	75	279	356	2	342	1	21	4	10	113	21	851	279	669	26	10	138
	87%	93%bdfkl	87%l	94%bdfkl	80%l	100%	85%l	100%	95%	100%	68%	84%l	46%	92%or	94%or	82%r	96%	68%	75%
Fixed line broadband (access through a phone line or cable service (high speed access which is always on, so the home phone and the internet can be used at the same time, you may use a wireless connection))	1508	707	58	253	275	1	265	1	21	3	7	51	28	761	253	512	25	7	81
	72%	84%bdfkl	68%k	85%bdfkl	61%k	33%	66%k	100%	92%	83%	47%	38%	62%k	83%or	85%or	63%r	91%	47%	44%
TV services with additional channels that you pay to receive (Pay TV)	1119	735	12	251	107	1	99	-	21	2	2	13	2	745	251	196	23	2	16
	53%	88%bdfkl	14%	85%bdfkl	24%kl	33%	24%bkl	-	92%	44%	14%	10%	4%	81%or	85%or	24%r	83%	14%	9%
None	15	3	1	1	5	-	3	-	-	-	1	1	-	4	1	8	-	1	1
	1%	*	1%	*	1%	-	1%	-	-	-	5%	1%	-	*	*	1%	-	5%	1%
Don't Know/Can't Remember	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	2
	*	-	-	-	-	-	-	-	-	-	-	1%adf	-	-	-	-	-	-	1%mo

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Table 2

Billing (QS7751 - 640210)

Page 9

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	2101	997	1104	263	332	336	315	286	569	378	559	454	710	937	1164
Weighted Base	2101	1019	1082	297	369	369	341	318	408	408	633	435	625	1041	1060
Mobile phone only	160	82	78	36	39	36	19	18	13	7	20	27	106	27	134
	8%	8%	7%	12% ^{fgh}	11% ^{fgh}	10% ^{fh}	5%	6%	3%	2%	3%	6% ^{ij}	17% ^{ijk}	3%	13% ^m
Landline phone only	93	33	59	-	-	-	7	7	79	4	13	18	57	18	75
	4%	3%	5% ^a	-	-	-	2% ^{cde}	2% ^{cde}	19% ^{cdefg}	1%	2%	4% ⁱ	9% ^{ijk}	2%	7% ^m
Fixed line Broadband only	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	3	1	2	-	-	1	1	-	1	-	-	2	1	-	3
	*	*	*	-	-	*	*	-	*	-	-	1%	*	-	*
TWO RESPONSES	296	136	160	30	39	26	30	38	134	28	77	52	139	105	191
	14%	13%	15%	10%	11%	7%	9%	12% ^e	33% ^{cdefg}	7%	12% ⁱ	12% ⁱ	22% ^{ijk}	10%	18% ^m
Mobile and Landline	175	70	105	5	4	12	17	33	104	15	39	32	88	54	121
	8%	7%	10% ^a	2%	1%	3%	5% ^{cd}	10% ^{cdef}	25% ^{cdefg}	4%	6%	7% ⁱ	14% ^{ijk}	5%	11% ^m
Mobile and Fixed BB	41	23	18	16	14	5	5	-	*	3	19	7	12	22	19
	2%	2%	2%	5% ^{efgh}	4% ^{gh}	1% ^g	1% ^g	-	*	1%	3% ⁱ	2%	2%	2%	2%
Mobile and Pay TV	37	21	15	7	18	6	5	-	1	1	10	7	18	11	25
	2%	2%	1%	2% ^{gh}	5% ^{efgh}	1% ^g	1%	-	*	*	2%	2%	3% ⁱ	1%	2% ^m
Landline and Fixed BB	18	8	10	2	2	3	1	3	8	6	6	2	5	11	7
	1%	1%	1%	1%	1%	1%	*	1%	2% ^f	1%	1%	*	1%	1%	1%
Landline and Pay TV	25	13	12	-	1	-	2	2	20	3	4	3	15	6	18
	1%	1%	1%	-	*	-	1%	1%	5% ^{cdefg}	1%	1%	1%	2% ^{ijk}	1%	2% ^m
Fixed BB and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	599	296	303	69	94	94	114	115	113	128	210	118	142	338	261
	29%	29%	28%	23%	25%	25%	34% ^{cde}	36% ^{cdeh}	28%	31% ⁱ	33% ^{kl}	27%	23%	32% ⁿ	25%
Mobile, Landline and Fixed BB	478	233	245	56	71	87	97	95	73	116	184	85	94	300	178
	23%	23%	23%	19%	19%	24% ^h	28% ^{cdh}	30% ^{cdh}	18%	28% ^{kl}	29% ^{kl}	19%	15%	29% ⁿ	17%
Mobile, Landline and Pay TV	84	45	39	5	10	4	14	16	35	6	15	23	40	21	63
	4%	4%	4%	2%	3%	1%	4% ^e	5% ^{ce}	9% ^{cdef}	1%	2%	5% ^{ij}	6% ^{ij}	2%	6% ^m

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

CAPI OmniBus



Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	2101	997	1104	263	332	336	315	286	569	378	559	454	710	937	1164
Weighted Base	2101	1019	1082	297	369	369	341	318	408	408	633	435	625	1041	1060
Mobile, Fixed BB and Pay TV	23	11	12	7	12	1	3	-	-	4	7	7	5	11	12
	1%	1%	1%	3% ^{egh}	3% ^{efgh}	*	1% ^h	-	-	1%	1%	2%	1%	1%	1%
Landline, Fixed BB and Pay TV	14	7	7	1	1	2	1	3	6	2	5	4	4	7	7
	1%	1%	1%	*	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
FOUR RESPONSES	933	462	471	158	194	212	169	135	65	239	307	216	171	546	387
	44%	45%	44%	53%^{gh}	53%^{gh}	57%^{fgh}	50%^h	42%^h	16%	59%^{ijkl}	48%^l	50%^l	27%	52%ⁿ	37%
Mobile, Landline, Fixed BB and Pay TV	933	462	471	158	194	212	169	135	65	239	307	216	171	546	387
	44%	45%	44%	53% ^{gh}	53% ^{gh}	57% ^{fgh}	50% ^h	42% ^h	16%	59% ^{ijkl}	48% ^l	50% ^l	27%	52% ⁿ	37%
None	15	8	6	3	3	1	1	5	2	2	5	1	8	6	9
	1%	1%	1%	1%	1%	*	*	2%	*	*	1%	*	1% ^k	1%	1%
Don't Know/Can't Remember	2	1	1	-	-	-	-	1	1	-	1	1	-	1	1
	*	*	*	-	-	-	-	*	*	-	*	*	-	*	*

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced separated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	2101	1189	514	398	749	234	124	994	611	1490
Weighted Base	2101	1195	557	349	857	247	123	875	652	1449
Mobile phone only	160 8%	59 5%	70 13%a	31 9%a	50 6%	15 6%	27 22%deg	68 8%	63 10%i	98 7%
Landline phone only	93 4%	22 2%	12 2%	58 17%ab	6 1%	1 *	1 1%	85 10%def	-	93 6%h
Fixed line Broadband only	-	-	-	-	-	-	-	-	-	-
TV services only	3 *	2 *	-	1 *	1 *	-	1 1%	1 *	1 *	2 *
TWO RESPONSES	296 14%	142 12%	78 14%	76 22%ab	65 8%	25 10%	19 16%cd	187 21%de	41 6%	255 18%h
Mobile and Landline	175 8%	91 8%b	26 5%	58 17%ab	28 3%	7 3%	10 8%de	130 15%def	11 2%	164 11%h
Mobile and Fixed BB	41 2%	13 1%	27 5%ac	1 *	13 2%	11 4%dg	2 2%	15 2%	11 2%	30 2%
Mobile and Pay TV	37 2%	18 2%	16 3%cd	2 1%	18 2%g	6 2%g	6 5%g	7 1%	16 2%	21 1%
Landline and Fixed BB	18 1%	9 1%	5 1%	5 2%	3 *	1 *	1 1%	13 2%cd	2 *	16 1%
Landline and Pay TV	25 1%	11 1%	4 1%	9 3%ab	2 *	-	1 1%	22 3%de	1 *	24 2%h
Fixed BB and Pay TV	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	599 29%	366 31%b	137 25%	96 28%	248 29%	73 30%	33 27%	245 28%	161 25%	438 30%h
Mobile, Landline and Fixed BB	478 23%	300 25%b	107 19%	71 20%	213 25%g	65 26%g	26 21%	175 20%	138 21%	340 23%
Mobile, Landline and Pay TV	84 4%	44 4%	16 3%	23 7%ab	19 2%	9 4%	3 2%	53 6%cd	15 2%	69 5%h

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.1 Which of these services do you have in your household?****Base: All adults in UK**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced separated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	2101	1189	514	398	749	234	124	994	611	1490
Weighted Base	2101	1195	557	349	857	247	123	875	652	1449
Mobile, Fixed BB and Pay TV	23 1%	12 1%	11 2% ^c	- -	13 2%	- -	1 1%	8 1%	5 1%	18 1%
Landline, Fixed BB and Pay TV	14 1%	10 1%	2 *	2 1%	3 *	- -	2 2% ^{de}	9 1%	4 1%	10 1%
FOUR RESPONSES	933 44%	596 50%^c	253 45%^c	84 24%	484 56%^{fg}	132 53%^{fg}	38 31%	280 32%	381 59%ⁱ	552 38%
Mobile, Landline, Fixed BB and Pay TV	933 44%	596 50% ^c	253 45% ^c	84 24%	484 56% ^{fg}	132 53% ^{fg}	38 31%	280 32%	381 59% ⁱ	552 38%
None	15 1%	7 1%	6 1%	1 *	3 *	1 *	3 2% ^d	8 1%	5 1%	10 1%
Don't Know/Can't Remember	2 *	1 *	- -	1 *	- -	- -	- -	2 *	- -	2 *

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	2101	563	1075	287	126	50	465	736	388	323	189	1570	531	1527	321	352
Weighted Base	2101	519	1078	309	137	57*	427	697	417	358	202	1662	439	1621	372	394
Mobile phone only	160 8%	80 15%bcd	56 5%	16 5%	5 4%	3 6%	54 13%ghij	43 6%	30 7%	22 6%	11 6%	73 4%	87 20%k	56 3%	9 2%	25 6%mn
Landline phone only	93 4%	63 12%bcde	25 2%	3 1%	1 1%	-	63 15%ghij	25 4%hij	3 1%	1 *	-	5 *	88 20%k	5 *	-	-
Fixed line Broadband only	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	3 *	1 *	-	1 *	1 1%b	-	1 *	-	-	2 1%	-	2 *	1 *	2 *	-	-
TWO RESPONSES	296 14%	106 20%bcd	143 13%cd	26 8%	16 12%	5 9%	97 23%hij	124 18%hij	35 8%	24 7%	16 8%	124 7%	172 39%k	106 7%	16 4%	34 9%no
Mobile and Landline	175 8%	65 13%bcd	93 9%cd	14 5%	1 1%	2 4%	62 15%hij	88 13%hij	17 4%i	2 *	6 3%i	44 3%	131 30%k	34 2%	4 1%	13 3%
Mobile and Fixed BB	41 2%	9 2%	14 1%	8 3%	9 7%abc	1 2%	6 1%	9 1%	11 3%	9 3%	5 3%	39 2%i	2 *	39 2%	6 2%	7 2%
Mobile and Pay TV	37 2%	12 2%	17 2%	3 1%	4 3%	-	9 2%	11 2%	6 1%	9 2%	3 1%	22 1%	15 3%k	15 1%	5 1%	12 3%mn
Landline and Fixed BB	18 1%	8 1%	7 1%	1 *	1 1%	2 3%	8 2%h	5 1%	1 *	3 1%	2 1%	18 1%i	-	18 1%	1 *	1 *
Landline and Pay TV	25 1%	12 2%bc	12 1%	-	1 1%	-	12 3%hij	11 2%h	-	1 *	1 *	1 *	24 6%k	-	-	1 *
Fixed BB and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	599 29%	121 23%	320 30%a	99 32%a	40 29%	19 34%	99 23%	225 32%efj	129 31%ef	97 27%	48 24%	533 32%i	66 15%	528 33%o	120 32%	102 26%
Mobile, Landline and Fixed BB	478 23%	94 18%	256 24%a	82 26%a	32 23%	15 25%	74 17%	175 25%ef	106 25%ef	86 24%ef	37 18%	471 28%i	7 2%	471 29%o	108 29%	89 23%
Mobile, Landline and Pay TV	84 4%	23 5%	45 4%	11 4%	3 2%	1 2%	22 5%i	37 5%i	15 4%i	4 1%	5 3%	26 2%	58 13%k	22 1%	5 1%	8 2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	2101	563	1075	287	126	50	465	736	388	323	189	1570	531	1527	321	352
Weighted Base	2101	519	1078	309	137	57*	427	697	417	358	202	1662	439	1621	372	394
Mobile, Fixed BB and Pay TV	23 1%	2 *	12 1%	3 1%	3 3%a	3 5%abc	2 1%	8 1%	5 1%	3 1%	5 2%f	23 1%l	-	22 1%	6 2%	4 1%
Landline, Fixed BB and Pay TV	14 1%	1 *	7 1%	3 1%	1 1%	1 2%	1 *	5 1%	2 1%	4 1%	1 *	13 1%	1 *	13 1%	1 *	1 *
FOUR RESPONSES	933 44%	141 27%	526 49%a	163 53%a	74 54%a	29 51%a	108 25%	273 39%f	217 52%fg	211 59%fg	124 61%fgh	918 55%l	15 3%	917 57%	227 61%	233 59%
Mobile, Landline, Fixed BB and Pay TV	933 44%	141 27%	526 49%a	163 53%a	74 54%a	29 51%a	108 25%	273 39%f	217 52%fg	211 59%fg	124 61%fgh	918 55%l	15 3%	917 57%	227 61%	233 59%
None	15 1%	5 1%	8 1%	1 *	-	1 1%	5 1%	6 1%	2 1%	-	2 1%	7 *	8 2%k	7 *	-	-
Don't Know/Can't Remember	2 *	1 *	1 *	-	-	-	1 *	1 *	-	-	-	-	2 *k	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	2101	93	236	182	162	178	200	243	288	177	108	179	55	1759	179	108	55
Weighted Base	2101	92*	241	183	157	169	201	251	296	180	105*	179	48*	1770	179	105*	48*
Mobile phone only	160	8	21	14	14	15	8	22	5	18	11	20	4	125	20	11	4
	8%	9%h	9%fh	8%h	9%fh	9%h	4%	9%fh	2%	10%fh	10%fh	11%fh	9%h	7%	11%h	10%	9%
Landline phone only	93	4	8	7	9	5	7	10	12	9	6	14	2	71	14	6	2
	4%	5%	3%	4%	6%	3%	4%	4%	4%	5%	6%	8%	4%	4%	8%h	6%	4%
Fixed line Broadband only	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	3	-	-	-	1	-	-	-	1	1	-	-	-	3	-	-	-
	*	-	-	-	1%	-	-	-	*	1%	-	-	-	*	-	-	-
TWO RESPONSES	296	15	29	26	25	28	27	30	35	23	15	35	7	239	35	15	7
	14%	17%	12%	14%	16%	17%	14%	12%	12%	13%	14%	19%bgh	15%	14%	19%h	14%	15%
Mobile and Landline	175	9	16	16	10	18	16	19	19	14	11	20	7	137	20	11	7
	8%	10%	7%	9%	6%	11%	8%	7%	6%	8%	10%	11%	14%	8%	11%	10%	14%
Mobile and Fixed BB	41	-	6	5	10	-	-	5	7	3	2	3	-	36	3	2	-
	2%	-	2%ef	3%ef	6%aefghi k	-	-	2%	2%h	2%	2%	2%	-	2%	2%	2%	-
Mobile and Pay TV	37	6	5	2	1	8	3	1	3	-	1	6	1	29	6	1	1
	2%	7%cdfg hi	2%	1%	*	5%cdghi	2%	*	1%	-	1%	3%gi	1%	2%	3%	1%	1%
Landline and Fixed BB	18	-	1	1	2	1	5	3	1	4	1	-	-	17	-	1	-
	1%	-	*	1%	1%	*	3%bhk	1%	*	2%	1%	-	-	1%	-	1%	-
Landline and Pay TV	25	-	1	1	4	1	3	3	5	2	-	5	-	20	5	-	-
	1%	-	*	1%	2%	1%	1%	1%	2%	1%	-	3%b	-	1%	3%	-	-
Fixed BB and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	599	21	62	86	51	44	49	67	92	55	30	27	14	528	27	30	14
	29%	23%	26%k	47%abdef ghijkl	32%k	26%k	24%k	27%k	31%k	31%k	29%k	15%	29%k	30%h	15%	29%h	29%h

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	2101	93	236	182	162	178	200	243	288	177	108	179	55	1759	179	108	55
Weighted Base	2101	92*	241	183	157	169	201	251	296	180	105*	179	48*	1770	179	105*	48*
Mobile, Landline and Fixed BB	478 23%	14 16%	50 21%k	83 45% abdef ghijkl	33 21%k	32 19%	41 20%k	48 19%k	75 25%k	49 27%ak	24 23%k	21 12%	8 16%	425 24%n	21 12%	24 23%n	8 16%
Mobile, Landline and Pay TV	84 4%	3 4%	6 2%	3 2%	8 5%	10 6%	6 3%	14 6%	15 5%	4 2%	5 5%	5 3%	4 8% bcd	70 4%	5 3%	5 5%	4 8%
Mobile, Fixed BB and Pay TV	23 1%	2 2% cfh	4 1%	- -	7 5% cfghik	2 1%h	- -	3 1%	- -	2 1%	1 1%	- -	2 4% cfhk	20 1%	- -	1 1%	2 4% mn
Landline, Fixed BB and Pay TV	14 1%	1 1%	3 1%	- -	2 1%	- -	2 1%	2 1%	3 1%	1 1%	- -	1 1%	- -	13 1%	1 1%	- -	- -
FOUR RESPONSES	933 44%	42 46% c	120 50% cd	50 27%	54 34%	75 44% c	106 53% cdi j	120 48% cd	150 51% cdi j	73 41% c	40 38%	82 46% cd	20 42% c	791 45%	82 46%	40 38%	20 42%
Mobile, Landline, Fixed BB and Pay TV	933 44%	42 46% c	120 50% cd	50 27%	54 34%	75 44% c	106 53% cdi j	120 48% cd	150 51% cdi j	73 41% c	40 38%	82 46% cd	20 42% c	791 45%	82 46%	40 38%	20 42%
None	15 1%	- -	1 *	- -	3 2%	2 1%	2 1%	2 1%	1 *	- -	2 2%	2 1%	- -	11 1%	2 1%	2 2%	- -
Don't Know/Can't Remember	2 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 *	- -	1 1%	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

CAPI OmniBus



Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	2101	1564	1392	994	728	659	74	793	760	8	1008	651	119	1552
Weighted Base	2101	1594	1359	1041	751	687	78*	744	840	8**	956	712	131	1549
Mobile phone only	160 8%	155 10%bcd	-	-	-	-	-	105 14%h	50 6%	-	21 2%	19 3%	-	39 3%
Landline phone only	93 4%	-	86 6%acd	-	-	-	-	-	-	-	82 9%klm	* *	-	83 5%kl
Fixed line Broadband only	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	3 *	-	-	-	3 *abc	-	-	-	-	-	2 *	-	-	2 *
TWO RESPONSES	296 14%	211 13%cd	181 13%cd	27 3%	46 6%c	21 3%	4 6%	155 21%h	55 7%	-	178 19%klm	48 7%	3 2%	222 14%kl
Mobile and Landline	175 8%	148 9%cd	145 11%cd	-	-	3 1%	4 6%e	130 17%h	18 2%	-	132 14%klm	13 2%	2 1%	142 9%kl
Mobile and Fixed BB	41 2%	30 2%bd	-	13 1%bd	-	2 *	-	10 1%	20 2%	-	9 1%	15 2%	-	23 1%
Mobile and Pay TV	37 2%	33 2%bc	-	-	29 4%abc	-	-	15 2%	18 2%	-	14 1%	11 1%	1 1%	23 1%
Landline and Fixed BB	18 1%	-	15 1%ad	13 1%ad	-	8 1%	-	-	-	-	5 1%	10 1%	-	15 1%
Landline and Pay TV	25 1%	-	21 2%ac	-	18 2%ac	7 1%	-	-	-	-	19 2%k	-	-	19 1%k
Fixed BB and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	599 29%	486 30%d	443 33%d	373 36%ad	88 12%	246 36%	27 34%	233 31%	248 30%	4 49%	305 32%	220 31%	39 30%	485 31%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.1 Which of these services do you have in your household?****Base: All adults in UK**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	2101	1564	1392	994	728	659	74	793	760	8	1008	651	119	1552
Weighted Base	2101	1594	1359	1041	751	687	78*	744	840	8**	956	712	131	1549
Mobile, Landline and Fixed BB	478	400	365	347	-	208	22	186	210	2	222	205	33	390
	23%	25%d	27%d	33%abd	-	30%	29%	25%	25%	27%	23%	29%j	25%	25%
Mobile, Landline and Pay TV	84	68	68	-	63	24	4	43	24	1	66	4	1	68
	4%	4%c	5%c	-	8%abc	4%	6%	6%h	3%	13%	7%klm	1%	1%	4%k
Mobile, Fixed BB and Pay TV	23	18	-	18	16	8	-	4	14	1	8	9	3	16
	1%	1%b	-	2%b	2%b	1%	-	1%	2%g	9%	1%	1%	2%	1%
Landline, Fixed BB and Pay TV	14	-	10	9	9	6	-	-	-	-	9	2	2	11
	1%	-	1%a	1%a	1%a	1%	-	-	-	-	1%	*	2%k	1%
FOUR RESPONSES	933	743	650	641	613	420	47	250	487	4	368	425	89	718
	44%	47%	48%	62%ab	82%abc	61%	60%	34%	58%g	51%	38%	60%jm	68%jm	46%j
Mobile, Landline, Fixed BB and Pay TV	933	743	650	641	613	420	47	250	487	4	368	425	89	718
	44%	47%	48%	62%ab	82%abc	61%	60%	34%	58%g	51%	38%	60%jm	68%jm	46%j
None	15	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	2101	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	2101	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
Mobile phone only	160 8%	-	-	-	-	-	-	-	-	-	-	-
Landline phone only	93 4%	-	-	-	-	-	-	-	-	-	-	-
Fixed line Broadband only	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	3 *	-	-	-	-	-	-	-	-	-	-	-
TWO RESPONSES	296 14%	8 37%	2 18%	-	8 2% _j	7 23% _{dj}	-	-	-	-	-	-
Mobile and Landline	175 8%	8 37%	-	-	-	-	-	-	-	-	-	-
Mobile and Fixed BB	41 2%	-	2 18%	-	-	-	-	-	-	-	-	-
Mobile and Pay TV	37 2%	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	18 1%	-	-	-	8 2% _j	-	-	-	-	-	-	-
Landline and Pay TV	25 1%	-	-	-	-	7 23% _{dj}	-	-	-	-	-	-
Fixed BB and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	599 29%	7 32%	2 16%	-	216 61% _j	23 69% _j	8 33%	10 62%	3 100%	2 66%	4 1%	-
Mobile, Landline and Fixed BB	478 23%	4 20%	2 16%	-	216 61% _{ej}	-	-	10 62%	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	2101	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	2101	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
Mobile, Landline and Pay TV	84 4%	2 11%	-	-	-	23 69%dj	-	-	3 100%	-	-	-
Mobile, Fixed BB and Pay TV	23 1%	-	-	-	-	-	7 29%	-	-	2 66%	-	-
Landline, Fixed BB and Pay TV	14 1%	-	-	-	1 *	-	1 4%	-	-	-	4 1%	-
FOUR RESPONSES	933 44%	7 32%	9 66%	1 100%	132 37%e	3 8%	17 67%	6 38%	-	1 34%	277 99%de	20 100%
Mobile, Landline, Fixed BB and Pay TV	933 44%	7 32%	9 66%	1 100%	132 37%e	3 8%	17 67%	6 38%	-	1 34%	277 99%de	20 100%
None	15 1%	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	2 *	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	2101	166	483	104	154	162	396	265	234	141	179
Weighted Base	2101	167	501	106*	153	165	384	267	235	138	179
Mobile phone only	160 8%	3 2%	29 6%a	11 11%ae	15 10%ae	7 4%	32 8%a	24 9%a	22 9%a	8 6%	20 11%abe
Landline phone only	93 4%	9 6%	16 3%	8 7%	9 6%	4 3%	14 4%	9 4%	11 5%	7 5%	14 8%be
Fixed line Broadband only	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TV services only	3 *	- -	- -	- -	- -	- -	3 1%	- -	- -	- -	- -
TWO RESPONSES	296 14%	19 11%	61 12%	15 14%	21 14%	24 15%	59 15%	32 12%	34 14%	21 15%	35 19%abg
Mobile and Landline	175 8%	9 6%	36 7%	10 9%	12 8%	16 10%	30 8%	19 7%	20 9%	14 10%	20 11%
Mobile and Fixed BB	41 2%	5 3%e	8 2%	2 2%	3 2%	-	10 3%e	6 2%	7 3%e	-	3 2%
Mobile and Pay TV	37 2%	1 1%	5 1%	-	1 1%	3 2%	10 3%	5 2%	3 1%	7 5%abcdh	6 3%
Landline and Fixed BB	18 1%	1 1%	6 1%	1 1%	3 2%	4 3%j	3 1%	2 1%	1 *	-	-
Landline and Pay TV	25 1%	2 1%	7 1%	1 1%	1 1%	1 1%	6 2%	1 *	2 1%	1 1%	5 3%g
Fixed BB and Pay TV	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
THREE RESPONSES	599 29%	53 31%j	134 27%j	28 27%j	43 28%j	40 24%j	115 30%j	74 28%j	103 44%abcdefg ij	31 22%	27 15%
Mobile, Landline and Fixed BB	478 23%	45 27%ij	102 20%j	26 25%j	36 23%j	35 21%j	78 20%j	58 22%j	98 42%abcdefg ij	22 16%	21 12%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	2101	166	483	104	154	162	396	265	234	141	179
Weighted Base	2101	167	501	106*	153	165	384	267	235	138	179
Mobile, Landline and Pay TV	84 4%	8 5%	24 5%	1 1%	5 3%	4 2%	23 6%ch	8 3%	4 2%	5 3%	5 3%
Mobile, Fixed BB and Pay TV	23 1%	- -	3 1%	- -	1 *	1 1%	12 3%abhj	6 2%h	- -	2 2%	- -
Landline, Fixed BB and Pay TV	14 1%	- -	5 1%	1 1%	1 1%	- -	2 1%	3 1%	1 *	1 1%	1 1%
FOUR RESPONSES	933 44%	84 50%fh	258 51%dfh	44 41%h	62 40%h	86 52%dfh	155 40%h	126 47%h	65 28%	70 51%fh	82 46%h
Mobile, Landline, Fixed BB and Pay TV	933 44%	84 50%fh	258 51%dfh	44 41%h	62 40%h	86 52%dfh	155 40%h	126 47%h	65 28%	70 51%fh	82 46%h
None	15 1%	- -	3 1%	- -	2 1%	2 1%	5 1%	1 *	- -	- -	2 1%
Don't Know/Can't Remember	2 *	- -	- -	- -	1 *	1 1%	- -	- -	- -	- -	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED						
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)	
Unweighted Base	2101	791	85	291	460	2	421	1	23	4	18	154	41	872	291	847	28	18	200	
Weighted Base	2101	838	86*	297	447	2**	404	1**	23**	4**	15**	135	45*	920	297	819	27**	15**	184	
Mobile phone only	160 8%	15 2%	10 12%ac	3 1%	63 14%ac	-	41 10%ac	-	-	-	3 22%	17 13%ac	14 32%abcd fk	25 3%	3 1%	104 13%mn	-	3 22%	31 17%mn	
Landline phone only	93 4%	6 1%	2 3%	2 1%	28 6%ac	-	26 6%ac	-	-	-	1 9%	28 21%abcd fl	-	8 1%	2 1%	53 6%mn	-	1 9%	28 15%mn	
Fixed line Broadband only	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TV services only	3 *	1 *	-	1 *	-	-	-	-	1 5%	-	-	-	-	1 *	1 *	-	1 4%	-	-	
TWO RESPONSES	296 14%	59 7%	15 18%ac	17 6%	90 20%ac	1 67%	82 20%ac	-	-	1 17%	3 19%	35 26%ac	13 28%ac	74 8%	17 6%	164 20%mn	1 3%	3 19%	50 27%mn	
Mobile and Landline	175 8%	17 2%	12 13%ac	4 1%	62 14%ac	1 67%	53 13%ac	-	-	1 17%	2 16%	32 24%acdf l	2 5%	29 3%	4 1%	112 14%mn	1 3%	2 16%	36 19%mn	
Mobile and Fixed BB	41 2%	1 *	-	4 1%a	14 3%a	-	13 3%a	-	-	-	1 4%	2 2%a	10 22%abcd fk	1 *	4 1%a	24 3%a	-	1 4%	12 6%mn	
Mobile and Pay TV	37 2%	26 3%ck	-	1 *	6 1%	-	5 1%	-	-	-	-	-	-	26 3%nor	1 *	11 1%	-	-	-	
Landline and Fixed BB	18 1%	2 *	2 2%a	3 1%	5 1%a	-	8 2%a	-	-	-	-	-	-	4 *	3 1%	12 1%a	-	-	-	
Landline and Pay TV	25 1%	13 2%	1 2%	5 2%	3 1%	-	3 1%	-	-	-	-	1 1%	1 2%	15 2%	5 2%	6 1%	-	-	2 1%	
Fixed BB and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.1 Which of these services do you have in your household?

Base: All adults in UK

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	2101	791	85	291	460	2	421	1	23	4	18	154	41	872	291	847	28	18	200
Weighted Base	2101	838	86*	297	447	2**	404	1**	23**	4**	15**	135	45*	920	297	819	27**	15**	184
THREE RESPONSES	599	132	48	67	172	-	171	1	2	2	5	43	17	177	67	330	5	5	62
	29%	16%	56%acd fk	23%a	38%ac	-	42%ack	100%	11%	39%	30%	32%ac	38%ac	19%	23%	40%mn	17%	30%	34%mn
Mobile, Landline and Fixed BB	478	60	46	28	162	-	161	1	2	2	5	40	17	104	28	310	4	5	59
	23%	7%	54%acd fk	10%	36%ac	-	40%ack	100%	8%	39%	30%	29%ac	38%ac	11%	10%	38%mn	15%	30%	32%mn
Mobile, Landline and Pay TV	84	50	1	25	6	-	8	-	1	-	-	3	-	52	25	14	1	-	3
	4%	6%df	2%	8%bdfk	1%	-	2%	-	3%	-	-	2%	-	6%or	8%or	2%	2%	-	2%
Mobile, Fixed BB and Pay TV	23	12	-	8	3	-	-	-	-	-	-	-	-	12	8	3	-	-	-
	1%	1%f	-	3%df	1%	-	-	-	-	-	-	-	-	1%o	3%or	*	-	-	-
Landline, Fixed BB and Pay TV	14	9	-	6	1	-	2	-	-	-	-	-	-	9	6	3	-	-	-
	1%	1%	-	2%d	*	-	*	-	-	-	-	-	-	1%	2%o	*	-	-	-
FOUR RESPONSES	933	623	9	205	89	1	81	-	19	2	2	9	1	630	205	160	21	2	10
	44%	74%bdf kl	11%	69%bdf kl	20%kl	33%	20%kl	-	84%	44%	14%	7%	2%	69%or	69%or	20%r	76%	14%	6%
Mobile, Landline, Fixed BB and Pay TV	933	623	9	205	89	1	81	-	19	2	2	9	1	630	205	160	21	2	10
	44%	74%bdf kl	11%	69%bdf kl	20%kl	33%	20%kl	-	84%	44%	14%	7%	2%	69%or	69%or	20%r	76%	14%	6%
None	15	3	1	1	5	-	3	-	-	-	1	1	-	4	1	8	-	1	1
	1%	*	1%	*	1%	-	1%	-	-	-	5%	1%	-	*	*	1%	-	5%	1%
Don't Know/Can't Remember	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	2
	*	-	-	-	-	-	-	-	-	-	-	1%adf	-	-	-	-	-	-	1%mo

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	2101	997	1104	263	332	336	315	286	569	378	559	454	710	937	1164
Weighted Base	2101	1019	1082	297	369	369	341	318	408	408	633	435	625	1041	1060
A mobile phone	1594	802	792	197	311	310	282	250	243	319	499	324	452	818	776
	76%	79%b	73%	67%	84%ch	84%ch	83%ch	79%ch	60%	78%l	79%l	74%	72%	79%en	73%
A landline phone	1359	658	701	42	214	258	255	246	344	297	424	282	356	721	639
	65%	65%	65%	14%	58%cd	70%cd	75%cd	78%cd	84%cd	73%kl	67%l	65%l	57%	69%en	60%
Fixed line broadband	1041	534	507	45	216	247	220	187	127	272	356	217	196	628	413
	50%	52%b	47%	15%	58%ch	67%cdgh	65%ch	59%ch	31%cd	67%ijkl	56%l	50%l	31%	60%en	39%
Pay TV	751	384	367	33	179	172	152	114	100	169	234	184	163	403	348
	36%	38%	34%	11%	49%cdgh	47%cdgh	45%cdgh	36%ch	24%cd	41%l	37%l	42%l	26%	39%en	33%
None	281	113	168	94	39	37	31	40	40	47	85	68	81	132	149
	13%	11%	16%a	32%defgh	11%	10%	9%	13%	10%	12%	13%	16%	13%	13%	14%

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	2101	1189	514	398	749	234	124	994	611	1490
Weighted Base	2101	1195	557	349	857	247	123	875	652	1449
A mobile phone	1594	934	407	253	726	196	107	566	522	1072
	76%	78%bc	73%	73%	85%g	79%g	87%g	65%	80%i	74%
A landline phone	1359	864	204	292	602	154	45	558	390	969
	65%	72%b	37%	84%ab	70%efg	63%f	36%	64%f	60%	67%h
Fixed line broadband	1041	716	176	149	564	138	41	298	366	675
	50%	60%bc	32%	43%b	66%efg	56%fg	34%	34%	56%i	47%
Pay TV	751	519	123	109	401	95	25	230	292	459
	36%	43%bc	22%	31%b	47%efg	38%fg	20%	26%	45%i	32%
None	281	153	112	15	75	35	9	161	100	181
	13%	13%c	20%ac	4%	9%	14%d	8%	18%df	15%	12%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	2101	563	1075	287	126	50	465	736	388	323	189	1570	531	1527	321	352
Weighted Base	2101	519	1078	309	137	57*	427	697	417	358	202	1662	439	1621	372	394
A mobile phone	1594 76%	399 77%e	840 78%e	224 73%e	99 72%	33 57%	311 73%	538 77%j	334 80%fj	278 78%j	133 66%	1320 79%l	274 62%	1282 79%	326 88%m	332 84%m
A landline phone	1359 65%	385 74%cd	759 70%cd	144 47%e	58 42%e	14 25%	330 77%ghi j	489 70%hij	249 60%j	206 57%j	85 42%	1079 65%	280 64%	1068 66%o	285 77%mo	221 56%
Fixed line broadband	1041 50%	232 45%e	611 57%acd e	130 42%e	56 40%e	13 22%	182 43%	358 51%fj	223 54%fj	201 56%fj	77 38%	1028 62%l	14 3%	1026 63%o	278 75%mo	212 54%
Pay TV	751 36%	169 33%e	450 42%acd e	88 28%	34 25%	9 16%	134 31%	247 35%	159 38%f	142 40%f	68 34%	663 40%l	87 20%	657 41%	186 50%mo	153 39%
None	281 13%	26 5%	137 13%a	66 21%ab	30 22%ab	22 39%abcd	25 6%	78 11%f	56 13%f	62 17%fg	60 30%fghi	236 14%l	45 10%	236 15%n	25 7%	44 11%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	2101	93	236	182	162	178	200	243	288	177	108	179	55	1759	179	108	55
Weighted Base	2101	92*	241	183	157	169	201	251	296	180	105*	179	48*	1770	179	105*	48*
A mobile phone	1594 76%	61 67%	194 81%adg	154 84%adghk	97 62%	135 80%adg	162 81%adg	177 70%	223 76%d	140 77%d	80 76%d	131 73%d	40 84%adg	1343 76%	131 73%	80 76%	40 84%
A landline phone	1359 65%	53 58%	152 63%d	124 68%deg	83 53%	95 56%	145 72%ade g	138 55%	221 75%abd eg	127 70%ade g	70 67%d	121 67%deg	33 69%d	1136 64%	121 67%	70 67%	33 69%
Fixed line broadband	1041 50%	42 46%	128 53%eg	98 53%eg	67 43%	69 40%	110 55%deg	102 41%	170 58%deg k	102 56%deg k	49 47%	79 45%	24 49%	889 50%	79 45%	49 47%	24 49%
Pay TV	751 36%	38 41%cdg	101 42%cdg	40 22%	41 26%	63 37%cdg	92 46%cdg i	61 24%	123 42%cdg	61 34%cg	37 35%cg	71 40%cdg	22 46%cdg	621 35%	71 40%	37 35%	22 46%
None	281 13%	16 17%cg	26 11%	13 7%	39 25%bcdfg hikl	23 14%	21 10%	42 17%cg	37 12%	24 13%	16 15%	20 11%	4 9%	241 14%	20 11%	16 15%	4 9%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	2101	1564	1392	994	728	659	74	793	760	8	1008	651	119	1552
Weighted Base	2101	1594	1359	1041	751	687	78*	744	840	8**	956	712	131	1549
A mobile phone	1594	1594	1157	964	683	629	75	744	840	8	789	666	127	1335
	76%	100%bcd	85%	93%b	91%b	92%	97%	100%	100%	100%	83%	93%jm	97%jm	86%j
A landline phone	1359	1157	1359	994	690	676	77	530	618	6	861	574	119	1313
	65%	73%	100%acd	95%ad	92%a	98%	99%	71%	74%	73%	90%km	81%	90%k	85%k
Fixed line broadband	1041	964	994	1041	622	650	67	370	587	6	556	571	118	1006
	50%	60%	73%a	100%abd	83%ab	95%f	86%	50%	70%g	68%	58%	80%jm	90%jkm	65%j
Pay TV	751	683	690	622	751	447	49	245	432	5	417	377	80	711
	36%	43%	51%a	60%ab	100%abc	65%	62%	33%	51%g	54%	44%	53%jm	61%jm	46%
None	281	-	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	2101	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	2101	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
A mobile phone	1594	21	13	1	324	24	20	16	3	3	265	20
	76%	100%	100%	100%	91%e	71%	82%	100%	100%	100%	95%e	100%
A landline phone	1359	21	11	-	356	33	16	16	3	1	280	20
	65%	100%	82%	-	100%	100%	66%	100%	100%	34%	100%	100%
Fixed line broadband	1041	9	13	-	356	1	25	16	-	3	280	20
	50%	40%	100%	-	100%e	2%	100%	100%	-	100%	100%e	100%
Pay TV	751	6	9	1	116	33	25	5	3	3	280	20
	36%	28%	66%	100%	33%	100%d	100%	31%	100%	100%	100%d	100%
None	281	-	-	-	-	-	-	-	-	-	-	-
	13%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	2101	166	483	104	154	162	396	265	234	141	179
Weighted Base	2101	167	501	106*	153	165	384	267	235	138	179
A mobile phone	1594 76%	126 75%	373 74%	82 77%	114 74%	128 78%	279 73%	213 80%f	193 82%bfij	99 72%	131 73%
A landline phone	1359 65%	117 70%f	326 65%f	79 75%fg	103 67%f	109 66%	221 57%	168 63%	153 65%	93 67%	121 67%f
Fixed line broadband	1041 50%	93 56%fj	250 50%	61 57%fg	76 50%	85 52%	171 45%	142 53%f	117 50%	73 53%	79 45%
Pay TV	751 36%	60 36%h	175 35%h	35 33%	52 34%h	70 43%h	137 36%h	109 41%h	53 23%	64 47%bcdhf	71 40%h
None	281 13%	23 14%	71 14%	12 11%	25 16%h	22 13%	67 17%gh	31 11%	21 9%	19 14%	20 11%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	2101	791	85	291	460	2	421	1	23	4	18	154	41	872	291	847	28	18	200
Weighted Base	2101	838	86*	297	447	2**	404	1**	23**	4**	15**	135	45*	920	297	819	27**	15**	184
A mobile phone	1594	647	71	233	340	2	305	1	17	1	11	84	38	714	233	620	19	11	125
	76%	77%k	82%k	78%k	76%k	100%	75%k	100%	77%	17%	73%	62%	86%k	78%r	78%r	76%r	68%	73%	68%
A landline phone	1359	561	55	211	280	2	259	1	17	1	6	87	15	613	211	516	18	6	106
	65%	67%l	64%l	71%dl	63%l	100%	64%l	100%	75%	17%	39%	65%l	33%	67%r	71%or	63%	67%	39%	58%
Fixed line broadband	1041	489	40	186	186	1	180	1	15	2	3	34	17	525	186	348	18	3	52
	50%	58%bdfkl	46%k	63%bdfkl	42%k	33%	45%k	100%	67%	44%	18%	25%	37%	57%or	63%or	42%r	65%	18%	28%
Pay TV	751	500	8	189	52	1	57	-	16	1	1	8	-	507	189	105	17	1	9
	36%	60%bdfkl	10%l	64%bdfkl	12%l	33%	14%kl	-	72%	17%	6%	6%	-	55%or	64%mor	13%r	62%	6%	5%
None	281	125	9	35	51	-	48	-	4	2	3	23	3	134	35	97	6	3	27
	13%	15%	10%	12%	11%	-	12%	-	16%	56%	17%	17%	6%	15%	12%	12%	21%	17%	15%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

CAPI OmniBus



Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	2101	997	1104	263	332	336	315	286	569	378	559	454	710	937	1164
Weighted Base	2101	1019	1082	297	369	369	341	318	408	408	633	435	625	1041	1060
Mobile phone only	372 18%	198 19%	174 16%	148 50%defgh	77 21%fgh	60 16%gh	40 12%h	28 9%h	19 5%	52 13%	100 16%	63 15%	156 25%ijk	153 15%	220 21%m
Landline phone only	117 6%	44 4%	72 7%a	1 *	3 1%	2 1%	11 3%cde	10 3%ce	89 22%cddefg	10 2%	23 4%	23 5%i	60 10%ijk	33 3%	83 8%m
Fixed line Broadband only	10 *	7 1%	3 *	- -	3 1%	3 1%	2 1%	- -	2 *	6 1%ijl	1 *	2 1%	1 *	7 1%	4 *
TV services only	12 1%	7 1%	5 *	- -	5 1%	2 1%	2 1%	1 *	2 *	1 *	4 1%	4 1%	2 *	5 1%	6 1%
2 OR MORE SERVICES	1310 62%	651 64%	659 61%	53 18%	242 66%bc	265 72%ch	255 75%cdh	238 75%cdh	256 63%c	292 72%kl	419 66%l	274 63%l	324 52%	712 68%n	598 56%
TWO RESPONSES	264 13%	118 12%	147 14%	17 6%	31 8%	27 7%	30 9%	47 15%cddef	113 28%cddefg	29 7%	71 11%	46 11%	119 19%ijk	100 10%	164 16%m
Mobile and Landline	162 8%	61 6%	101 9%a	2 1%	8 2%	13 4%bc	18 5%cd	36 11%cddef	85 21%cddefg	16 4%	44 7%	30 7%	72 12%ijk	60 6%	103 10%m
Mobile and Fixed BB	18 1%	12 1%	7 1%	6 2%h	6 2%h	3 1%	1 *	1 *	1 *	1 *	8 1%	3 1%	6 1%	9 1%	9 1%
Mobile and Pay TV	30 1%	16 2%	14 1%	5 2%h	14 4%gh	5 1%h	5 2%h	1 *	1 *	- -	7 1%	6 1%i	17 3%ij	7 1%	23 2%m
Landline and Fixed BB	32 2%	16 2%	15 1%	4 1%	3 1%	6 2%	2 1%	7 2%	10 2%f	9 2%	8 1%	4 1%	11 2%	17 2%	15 1%
Landline and Pay TV	21 1%	12 1%	9 1%	- -	- -	- -	2 1%	2 1%	17 4%cddefg	2 1%	4 1%	3 1%	12 2%j	6 1%	15 1%
Fixed BB and Pay TV	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -
THREE RESPONSES	475 23%	247 24%	228 21%	11 4%	74 20%bc	86 23%bc	106 31%cddeh	102 32%cddeh	97 24%bc	122 30%kl	152 24%l	90 21%	112 18%	273 26%n	202 19%
Mobile, Landline and Fixed BB	359 17%	185 18%	173 16%	7 2%	51 14%bc	73 20%cd	84 25%cdh	81 26%cdh	62 15%bc	99 24%kl	129 20%kl	57 13%	74 12%	228 22%n	130 12%

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	2101	997	1104	263	332	336	315	286	569	378	559	454	710	937	1164
Weighted Base	2101	1019	1082	297	369	369	341	318	408	408	633	435	625	1041	1060
Mobile, Landline and Pay TV	66	36	30	2	8	3	12	13	28	8	10	21	28	17	48
	3%	3%	3%	1%	2%	1%	3%ce	4%ce	7%cd	2%	2%	5%ij	4%ij	2%	5%lm
Mobile, Fixed BB and Pay TV	17	9	8	2	11	1	3	-	-	3	4	6	5	7	10
	1%	1%	1%	1%	3%egh	*	1%h	-	-	1%	1%	1%	1%	1%	1%
Landline, Fixed BB and Pay TV	34	17	16	-	4	9	7	8	6	13	9	7	6	21	12
	2%	2%	2%	-	1%	2%cd	2%cd	2%cd	1%cd	3%kl	1%	2%	1%	2%	1%
FOUR RESPONSES	570	286	284	25	137	152	119	90	47	141	197	139	93	338	232
	27%	28%	26%	8%	37%cdgh	41%cdgh	35%cdh	28%cdh	12%	35%kl	31%kl	32%kl	15%	32%lmn	22%
Mobile, Landline, Fixed BB and Pay TV	570	286	284	25	137	152	119	90	47	141	197	139	93	338	232
	27%	28%	26%	8%	37%cdgh	41%cdgh	35%cdh	28%cdh	12%	35%kl	31%kl	32%kl	15%	32%lmn	22%
None	281	113	168	94	39	37	31	40	40	47	85	68	81	132	149
	13%	11%	16%a	32%defgh	11%	10%	9%	13%	10%	12%	13%	16%	13%	13%	14%

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced separated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	2101	1189	514	398	749	234	124	994	611	1490
Weighted Base	2101	1195	557	349	857	247	123	875	652	1449
Mobile phone only	372 18%	130 11%	206 37%ac	36 10%	132 15%	45 18%	59 49%deg	135 15%	129 20%	243 17%
Landline phone only	117 6%	41 3%	15 3%	60 17%ab	13 2%	4 2%	1 1%	98 11%def	5 1%	111 8%h
Fixed line Broadband only	10 *	4 *	4 1%	2 1%	5 1%	2 1%	- -	3 *	3 1%	7 *
TV services only	12 1%	9 1%	-	3 1%b	7 1%	1 *	1 1%	3 *	7 1%i	5 *
2 OR MORE SERVICES	1310 62%	857 72%b	219 39%	233 67%b	625 73%efg	159 64%fg	51 42%	475 54%f	407 62%	903 62%
TWO RESPONSES	264 13%	131 11%	61 11%	73 21%ab	67 8%	25 10%	16 13%	156 18%de	40 6%	224 15%h
Mobile and Landline	162 8%	81 7%b	23 4%	58 16%ab	32 4%	13 5%	6 5%	112 13%def	19 3%	143 10%h
Mobile and Fixed BB	18 1%	5 *	13 2%ac	- -	8 1%	3 1%	4 3%g	3 *	6 1%	12 1%
Mobile and Pay TV	30 1%	17 1%	12 2%c	1 *	15 2%	5 2%	3 3%	7 1%	11 2%	19 1%
Landline and Fixed BB	32 2%	16 1%	9 2%	7 2%	8 1%	4 1%	3 2%	17 2%	4 1%	28 2%h
Landline and Pay TV	21 1%	10 1%	4 1%	7 2%	3 *	- -	- -	18 2%de	- -	21 1%h
Fixed BB and Pay TV	1 *	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *
THREE RESPONSES	475 23%	321 27%b	70 13%	84 24%b	228 27%fg	55 22%	18 15%	174 20%	121 19%	354 24%h
Mobile, Landline and Fixed BB	359 17%	246 21%b	51 9%	62 18%b	182 21%fg	46 19%g	15 12%	116 13%	93 14%	265 18%h

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	2101	1189	514	398	749	234	124	994	611	1490
Weighted Base	2101	1195	557	349	857	247	123	875	652	1449
Mobile, Landline and Pay TV	66 3%	37 3%	8 2%	20 6%ab	16 2%	5 2%	1 1%	44 5%def	14 2%	52 4%
Mobile, Fixed BB and Pay TV	17 1%	12 1%	5 1%	- -	12 1%	- -	1 1%	5 1%	4 1%	13 1%
Landline, Fixed BB and Pay TV	34 2%	26 2%c	6 1%	2 1%	18 2%	5 2%	1 1%	10 1%	10 2%	24 2%
FOUR RESPONSES	570	406	88	76	329	79	18	144	246	324
	27%	34%bc	16%	22%b	38%fg	32%fg	14%	17%	38%i	22%
Mobile, Landline, Fixed BB and Pay TV	570	406	88	76	329	79	18	144	246	324
	27%	34%bc	16%	22%b	38%fg	32%fg	14%	17%	38%i	22%
None	281	153	112	15	75	35	9	161	100	181
	13%	13%c	20%ac	4%	9%	14%d	8%	18%df	15%	12%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	2101	563	1075	287	126	50	465	736	388	323	189	1570	531	1527	321	352
Weighted Base	2101	519	1078	309	137	57*	427	697	417	358	202	1662	439	1621	372	394
Mobile phone only	372 18%	87 17%b	137 13%	87 28%ab	43 32%ab	17 30%ab	56 13%	100 14%	95 23%fg	73 20%fg	48 24%fg	272 16%	100 23%k	247 15%	48 13%	111 28%mn
Landline phone only	117 6%	68 13%bcde	41 4%	7 2%	2 1%	-	66 15%ghij	39 6%hij	7 2%	4 1%	1 1%	21 1%	95 22%k	21 1%	2 *	1 *
Fixed line Broadband only	10 *	5 1%	5 *	-	-	-	4 1%	4 1%	1 *	1 *	-	9 1%	1 *	9 1%	-	1 *
TV services only	12 1%	2 *	7 1%	1 *	1 1%	1 2%	2 *	2 *	4 1%	3 1%	1 *	9 1%	3 1%	8 *	1 *	1 *
2 OR MORE SERVICES	1310 62%	331 64%cde	752 70%acd e	149 48%e	62 45%	17 29%	274 64%j	474 68%hij	254 61%j	216 60%j	91 45%	1113 67%l	196 45%	1100 68%o	295 79%mo	235 60%
TWO RESPONSES	264 13%	94 18%bcd	135 13%cd	18 6%	12 9%	6 10%	85 20%hij	114 16%hij	27 7%	23 6%	14 7%	126 8%	139 32%k	116 7%	23 6%	30 8%
Mobile and Landline	162 8%	62 12%bcd	88 8%cd	6 2%	2 1%	4 7%	59 14%hij	75 11%hij	17 4%i	4 1%	8 4%	57 3%	105 24%k	49 3%	12 3%	13 3%
Mobile and Fixed BB	18 1%	4 1%	6 1%	5 2%	3 2%b	-	2 *	5 1%	5 1%	5 2%	1 *	18 1%l	-	18 1%	1 *	5 1%
Mobile and Pay TV	30 1%	9 2%	16 1%	4 1%	1 1%	-	7 2%	11 2%	2 1%	7 2%	3 1%	19 1%	11 3%k	17 1%	3 1%	7 2%
Landline and Fixed BB	32 2%	8 2%	15 1%	3 1%	4 3%	2 3%	8 2%	13 2%	3 1%	4 1%	3 2%	29 2%	3 1%	29 2%	6 2%	5 1%
Landline and Pay TV	21 1%	10 2%cd	10 1%	-	1 1%	-	10 2%hij	10 1%h	-	1 *	-	2 *	19 4%k	2 *	-	-
Fixed BB and Pay TV	1 *	-	-	-	1 1%b	-	-	-	-	1 *	-	1 *	-	1 *	-	-
THREE RESPONSES	475 23%	113 22%e	268 25%de	67 22%	22 16%	5 9%	96 23%j	179 26%j	103 25%j	72 20%j	24 12%	424 25%l	52 12%	420 26%o	112 30%o	79 20%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	2101	563	1075	287	126	50	465	736	388	323	189	1570	531	1527	321	352
Weighted Base	2101	519	1078	309	137	57*	427	697	417	358	202	1662	439	1621	372	394
Mobile, Landline and Fixed BB	359 17%	88 17% ^{ee}	199 18% ^{ee}	48 16%	20 14%	3 5%	73 17% ^{aj}	135 19% ^{aj}	74 18% ^{aj}	64 18% ^{aj}	13 6%	355 21% ^{il}	4 1%	355 22% ^{eo}	91 25% ^{eo}	61 16%
Mobile, Landline and Pay TV	66 3%	23 4%	33 3%	8 3%	2 2%	-	21 5% ^{ai}	24 3% ^{ai}	13 3%	4 1%	4 2%	18 1%	48 11% ^{kl}	16 1%	2 1%	5 1%
Mobile, Fixed BB and Pay TV	17 1%	1 *	12 1%	2 1%	-	3 4% ^{acd}	1 *	8 1%	4 1%	-	4 2% ^{fi}	17 1% ^{il}	-	16 1%	7 2%	4 1%
Landline, Fixed BB and Pay TV	34 2%	1 *	24 2% ^a	9 3% ^a	-	-	1 *	13 2% ^f	12 3% ^f	4 1%	3 2%	34 2% ^{il}	-	34 2%	11 3%	9 2%
FOUR RESPONSES	570 27%	124 24%^{ee}	349 32%^{acd} e	64 21%	28 20%	6 10%	93 22%	180 26%	123 30%^f	121 34%^{fg}	53 26%	564 34%^{il}	6 1%	564 35%	161 43%^{mo}	127 32%
Mobile, Landline, Fixed BB and Pay TV	570 27%	124 24% ^{ee}	349 32% ^{acd} e	64 21%	28 20%	6 10%	93 22%	180 26%	123 30% ^f	121 34% ^{fg}	53 26%	564 34% ^{il}	6 1%	564 35%	161 43% ^{mo}	127 32%
None	281 13%	26 5%	137 13% ^a	66 21% ^{ab}	30 22% ^{ab}	22 39% ^{abcd}	25 6%	78 11% ^f	56 13% ^f	62 17% ^{fg}	60 30% ^{fghi}	236 14% ^{il}	45 10%	236 15% ^{en}	25 7%	44 11%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	2101	93	236	182	162	178	200	243	288	177	108	179	55	1759	179	108	55
Weighted Base	2101	92*	241	183	157	169	201	251	296	180	105*	179	48*	1770	179	105*	48*
Mobile phone only	372 18%	14 15%	52 22%h	42 23%fhi	24 15%	41 24%dfhi	29 14%	61 24%dfhi	27 9%	25 14%	17 17%h	32 18%h	7 15%	315 18%	32 18%	17 17%	7 15%
Landline phone only	117 6%	7 7%	11 5%	7 4%	9 6%	5 3%	10 5%	14 6%	16 5%	11 6%	8 7%	17 9%ce	2 4%	90 5%	17 9% ^m	8 7%	2 4%
Fixed line Broadband only	10 *	- -	- -	- -	4 2%bcfik	- -	- -	5 2% ^b	2 1%	- -	- -	- -	- -	10 1%	- -	- -	- -
TV services only	12 1%	1 1%	2 1%	- -	1 1%	3 2%	1 1%	- -	3 1%	1 1%	- -	- -	- -	12 1%	- -	- -	- -
2 OR MORE SERVICES	1310 62%	54 59%	150 62% ^{dg}	121 66% ^{dg}	80 51%	98 58%	140 70% ^{deg}	129 52%	211 71% ^{abd egk}	119 66% ^{dg}	64 61%	109 61%	34 72% ^{dg}	1102 62%	109 61%	64 61%	34 72%
TWO RESPONSES	264 13%	14 15%	20 8%	29 16% ^b	19 12%	24 14%	26 13%	34 13%	34 12%	19 10%	10 9%	29 16% ^b	8 17%	217 12%	29 16%	10 9%	8 17%
Mobile and Landline	162 8%	6 7%	12 5%	17 9%	11 7%	16 9%	15 8%	19 8%	21 7%	13 7%	7 7%	17 10%	6 13% ^b	132 7%	17 10%	7 7%	6 13%
Mobile and Fixed BB	18 1%	1 1%	2 1%	2 1%	2 1%	3 2%	- -	2 1%	4 1%	2 1%	- -	1 1%	- -	17 1%	1 1%	- -	- -
Mobile and Pay TV	30 1%	5 6% ^{cdgh i}	4 2%	2 1%	- -	3 2%	5 2% ⁱ	2 1%	3 1%	- -	1 1%	5 3% ⁱ	1 1%	24 1%	5 3%	1 1%	1 1%
Landline and Fixed BB	32 2%	2 2%	1 *	7 4% ^{be}	3 2%	- -	4 2%	9 3% ^{be}	3 1%	1 1%	1 1%	1 1%	1 1%	29 2%	1 1%	1 1%	1 1%
Landline and Pay TV	21 1%	- -	1 *	1 1%	2 1%	2 1%	2 1%	2 1%	3 1%	2 1%	- -	5 3% ^b	1 1%	15 1%	5 3% ^m	- -	1 1%
Fixed BB and Pay TV	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -
THREE RESPONSES	475 23%	17 19%	49 20%	60 33% ^{abdef gk}	33 21%	31 18%	36 18%	51 20%	87 29% ^{bef gk}	47 26% ^{gk}	27 26% ^k	26 14%	12 25%	411 23% ⁿ	26 14%	27 26% ⁿ	12 25%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

CAPI OmniBus



Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	2101	93	236	182	162	178	200	243	288	177	108	179	55	1759	179	108	55
Weighted Base	2101	92*	241	183	157	169	201	251	296	180	105*	179	48*	1770	179	105*	48*
Mobile, Landline and Fixed BB	359 17%	9 9%	35 15%	55 30%abdef ghijkl	25 16%	18 11%	29 15%	38 15%	63 21%aek	43 24%abe fgk	19 18%	18 10%	5 11%	315 18%n	18 10%	19 18%	5 11%
Mobile, Landline and Pay TV	66 3%	1 1%	5 2%	3 2%	3 2%	9 5%i	7 4%	9 3%	15 5%i	2 1%	6 6%i	3 2%	3 7%bi	53 3%	3 2%	6 6%	3 7%
Mobile, Fixed BB and Pay TV	17 1%	2 2%cfh	3 1%	- -	4 2%cfhk	2 1%	- -	1 *	- -	2 1%	1 1%	- -	3 6%bcefg hijk	13 1%	- -	1 1%	3 6%mn
Landline, Fixed BB and Pay TV	34 2%	5 6%cdfg ij	6 2%f	1 1%	1 1%	3 2%	- -	3 1%	9 3%f	1 1%	1 1%	4 2%f	- -	29 2%	4 2%	1 1%	- -
FOUR RESPONSES	570 27%	23 25%	81 34%cdg	32 18%	29 18%	43 25%	77 38%acd egj	44 18%	90 30%cdg	53 30%cdg	28 26%	54 30%cdg	14 30%g	474 27%	54 30%	28 26%	14 30%
Mobile, Landline, Fixed BB and Pay TV	570 27%	23 25%	81 34%cdg	32 18%	29 18%	43 25%	77 38%acd egj	44 18%	90 30%cdg	53 30%cdg	28 26%	54 30%cdg	14 30%g	474 27%	54 30%	28 26%	14 30%
None	281 13%	16 17%c	26 11%	13 7%	39 25%bcefg hikl	23 14%	21 10%	42 17%c	37 12%	24 13%	16 15%	20 11%	4 9%	241 14%	20 11%	16 15%	4 9%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	2101	1564	1392	994	728	659	74	793	760	8	1008	651	119	1552
Weighted Base	2101	1594	1359	1041	751	687	78*	744	840	8**	956	712	131	1549
Mobile phone only	372 18%	372 23%bcd	-	-	-	-	-	192 26%h	178 21%	2 19%	55 6%	98 14%jlm	8 6%	162 10%j
Landline phone only	117 6%	-	117 9%acd	-	-	-	-	-	-	-	108 11%klm	3 *	-	111 7%kl
Fixed line Broadband only	10 *	-	-	10 1%abd	-	-	-	-	-	-	4 *	6 1%	-	10 1%
TV services only	12 1%	-	-	-	12 2%abc	-	-	-	-	-	9 1%	1 *	-	10 1%
2 OR MORE SERVICES	1310 62%	1222 77%	1243 91%a	1031 99%ab	739 98%ab	687 100%	78 100%	551 74%	662 79%g	7 81%	780 82%	604 85%rn	123 94%jkm	1256 81%
TWO RESPONSES	264 13%	211 13%cd	215 16%cd	51 5%	52 7%	43 6%	8 10%	149 20%h	61 7%	-	190 20%klm	63 9%	5 4%	246 16%kl
Mobile and Landline	162 8%	162 10%cd	162 12%cd	-	-	5 1%	6 7%e	132 18%h	30 4%	-	139 15%klm	21 3%	3 2%	156 10%kl
Mobile and Fixed BB	18 1%	18 1%bd	-	18 2%bd	-	2 *	-	8 1%	10 1%	-	8 1%	11 2%	-	16 1%
Mobile and Pay TV	30 1%	30 2%bc	-	-	30 4%abc	-	1 1%e	9 1%	21 3%	-	12 1%	12 2%	1 1%	24 2%
Landline and Fixed BB	32 2%	-	32 2%ad	32 3%ad	-	25 4%	1 1%	-	-	-	13 1%	17 2%	1 1%	31 2%
Landline and Pay TV	21 1%	-	21 2%ac	-	21 3%ac	9 1%	-	-	-	-	17 2%k	1 *	-	18 1%k
Fixed BB and Pay TV	1 *	-	-	1 *	1 *	1 *	-	-	-	-	-	1 *	-	1 *

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	2101	1564	1392	994	728	659	74	793	760	8	1008	651	119	1552
Weighted Base	2101	1594	1359	1041	751	687	78*	744	840	8**	956	712	131	1549
THREE RESPONSES	475	441	458	410	117	263	29	212	225	4	292	210	47	460
	23%	28%^d	34%^{ad}	39%^{abd}	16%	38%	37%	28%	27%	49%	31%	29%	36%	30%
Mobile, Landline and Fixed BB	359	359	359	359	-	208	23	166	190	2	211	179	39	352
	17%	22% ^d	26% ^{ad}	34% ^{abd}	-	30%	29%	22%	23%	27%	22%	25%	30%	23%
Mobile, Landline and Pay TV	66	66	66	-	66	24	4	41	23	1	59	5	1	62
	3%	4% ^c	5% ^c	-	9% ^{abc}	3%	6%	6% ^h	3%	13%	6% ^{klm}	1%	1%	4% ^k
Mobile, Fixed BB and Pay TV	17	17	-	17	17	8	-	5	12	1	6	8	3	14
	1%	1% ^b	-	2% ^b	2% ^{ab}	1%	-	1%	1%	9%	1%	1%	2%	1%
Landline, Fixed BB and Pay TV	34	-	34	34	34	23	2	-	-	-	15	18	3	33
	2%	-	2% ^a	3% ^a	5% ^{ab}	3%	2%	-	-	-	2%	2%	3%	2%
FOUR RESPONSES	570	570	570	570	570	382	41	191	375	3	298	331	71	550
	27%	36%	42%^a	55%^{ab}	76%^{abc}	56%	53%	26%	45%^g	32%	31%	46%^{jm}	54%^{jm}	36%^j
Mobile, Landline, Fixed BB and Pay TV	570	570	570	570	570	382	41	191	375	3	298	331	71	550
	27%	36%	42% ^a	55% ^{ab}	76% ^{abc}	56%	53%	26%	45% ^g	32%	31%	46% ^{jm}	54% ^{jm}	36% ^j
None	281	-	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	2101	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	2101	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
Mobile phone only	372 18%	-	-	-	-	-	-	-	-	-	-	-
Landline phone only	117 6%	-	-	-	-	-	-	-	-	-	-	-
Fixed line Broadband only	10 *	-	-	-	-	-	-	-	-	-	-	-
TV services only	12 1%	-	-	-	-	-	-	-	-	-	-	-
2 OR MORE SERVICES	1310 62%	21 100%	13 100%	1 100%	356 100%	33 100%	25 100%	16 100%	3 100%	3 100%	280 100%	20 100%
TWO RESPONSES	264 13%	11 52%	2 18%	1 100%	26 7% _j	9 29% _{dj}	1 5%	-	-	-	-	-
Mobile and Landline	162 8%	11 52%	-	-	-	-	-	-	-	-	-	-
Mobile and Fixed BB	18 1%	-	2 18%	-	-	-	-	-	-	-	-	-
Mobile and Pay TV	30 1%	-	-	1 100%	-	-	-	-	-	-	-	-
Landline and Fixed BB	32 2%	-	-	-	26 7% _j	-	-	-	-	-	-	-
Landline and Pay TV	21 1%	-	-	-	-	9 29% _{dj}	-	-	-	-	-	-
Fixed BB and Pay TV	1 *	-	-	-	-	-	1 5%	-	-	-	-	-
THREE RESPONSES	475 23%	6 28%	2 16%	-	221 62% _j	23 69% _j	10 42%	11 69%	3 100%	2 66%	15 5%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	2101	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	2101	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
Mobile, Landline and Fixed BB	359 17%	4 20%	2 16%	-	214 60%ej	-	-	11 69%	-	-	-	-
Mobile, Landline and Pay TV	66 3%	2 8%	-	-	-	23 69%dj	-	-	3 100%	-	-	-
Mobile, Fixed BB and Pay TV	17 1%	-	-	-	-	-	7 29%	-	-	2 66%	-	-
Landline, Fixed BB and Pay TV	34 2%	-	-	-	7 2%	-	3 13%	-	-	-	15 5%cd	-
FOUR RESPONSES	570 27%	4 20%	9 66%	-	109 31%e	1 2%	13 53%	5 31%	-	1 34%	265 95%de	20 100%
Mobile, Landline, Fixed BB and Pay TV	570 27%	4 20%	9 66%	-	109 31%e	1 2%	13 53%	5 31%	-	1 34%	265 95%de	20 100%
None	281 13%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	2101	166	483	104	154	162	396	265	234	141	179
Weighted Base	2101	167	501	106*	153	165	384	267	235	138	179
Mobile phone only	372 18%	21 13%	87 17%	14 13%	23 15%	26 16%	70 18%	56 21%ai	56 24%aci	16 12%	32 18%
Landline phone only	117 6%	10 6%	25 5%	10 9%	11 7%	6 4%	16 4%	13 5%	11 5%	9 6%	17 9%bef
Fixed line Broadband only	10 *	2 1%	5 1%	- -	- -	1 1%	4 1%	- -	- -	- -	- -
TV services only	12 1%	- -	2 *	- -	- -	1 1%	6 2%	2 1%	- -	1 1%	- -
2 OR MORE SERVICES	1310 62%	110 66%	312 62%	71 67%	93 61%	109 66%	222 58%	166 62%	147 63%	93 67%	109 61%
TWO RESPONSES	264 13%	17 10%	64 13%	13 12%	12 8%	25 15%g	47 12%	22 8%	35 15%dg	22 16%g	29 16%dg
Mobile and Landline	162 8%	8 5%	38 8%	10 9%	9 6%	14 9%	29 8%	14 5%	21 9%	10 8%	17 10%
Mobile and Fixed BB	18 1%	3 2%	3 1%	1 1%	- -	- -	5 1%	2 1%	3 1%	1 1%	1 1%
Mobile and Pay TV	30 1%	1 1%	6 1%	- -	1 1%	5 3%	4 1%	4 1%	3 1%	6 4%abcf	5 3%
Landline and Fixed BB	32 2%	2 1%	12 2%	1 1%	1 1%	3 2%	3 1%	2 1%	7 3%f	3 3%	1 1%
Landline and Pay TV	21 1%	2 1%	4 1%	1 1%	1 *	1 1%	5 1%	1 *	2 1%	1 1%	5 3%bg
Fixed BB and Pay TV	1 *	- -	- -	- -	- -	1 1%	1 *	- -	- -	- -	- -
THREE RESPONSES	475 23%	46 27%ej	115 23%j	25 23%	39 26%j	28 17%	82 21%	59 22%	69 29%efij	24 18%	26 14%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?****Base: All adults in UK**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	2101	166	483	104	154	162	396	265	234	141	179
Weighted Base	2101	167	501	106*	153	165	384	267	235	138	179
Mobile, Landline and Fixed BB	359 17%	37 22%efij	85 17%j	24 22%ij	31 20%ij	22 14%	54 14%	41 15%	64 27%befgij	14 10%	18 10%
Mobile, Landline and Pay TV	66 3%	7 4%c	18 4%	- -	6 4%c	5 3%	16 4%c	6 2%	4 2%	3 2%	3 2%
Mobile, Fixed BB and Pay TV	17 1%	- -	1 *	- -	1 *	- -	7 2%bh	5 2%b	- -	2 2%	- -
Landline, Fixed BB and Pay TV	34 2%	1 1%	11 2%	1 1%	1 1%	1 1%	4 1%	6 2%	1 *	5 4%fh	4 2%
FOUR RESPONSES	570 27%	48 29%h	134 27%h	33 31%h	42 28%h	56 34%fh	93 24%	85 32%fh	43 18%	47 34%fh	54 30%h
Mobile, Landline, Fixed BB and Pay TV	570 27%	48 29%h	134 27%h	33 31%h	42 28%h	56 34%fh	93 24%	85 32%fh	43 18%	47 34%fh	54 30%h
None	281 13%	23 14%	71 14%	12 11%	25 16%h	22 13%	67 17%gh	31 11%	21 9%	19 14%	20 11%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	2101	791	85	291	460	2	421	1	23	4	18	154	41	872	291	847	28	18	200
Weighted Base	2101	838	86*	297	447	2**	404	1**	23**	4**	15**	135	45*	920	297	819	27**	15**	184
Mobile phone only	372 18%	101 12%	22 25%ac	38 13%	101 23%ac	-	87 22%ac	-	1 4%	-	7 44%	23 17%	23 52%abc dfk	122 13%	38 13%	181 22%mn	1 4%	7 44%	46 25%mn
Landline phone only	117 6%	16 2%	2 3%	4 1%	38 8%ac	-	31 8%ac	-	-	-	1 9%	27 20%abcd fl	1 2%	19 2%	4 1%	67 8%mn	-	1 9%	27 15%mn
Fixed line Broadband only	10 *	1 *	-	2 1%	4 1%	-	1 *	-	-	1 27%	-	-	1 3%af	1 *	2 1%	4 1%	1 4%	-	1 1%
TV services only	12 1%	8 1%	-	2 1%	1 *	-	1 *	-	1 5%	-	-	-	-	8 1%	2 1%	2 *	1 4%	-	-
2 OR MORE SERVICES	1310 62%	587 70%dfk l	53 62%kl	216 73%dfk l	253 57%kl	2 100%	236 59%kl	1 100%	17 75%	1 17%	5 30%	62 46%	16 37%	636 69%or	216 73%or	467 57%r	18 67%	5 30%	82 45%
TWO RESPONSES	264 13%	74 9%	15 17%ac	16 6%	80 18%ac	1 67%	67 17%ac	-	1 5%	-	2 11%	28 21%ac	5 11%	89 10%n	16 6%	139 17%mn	1 4%	2 11%	35 19%mn
Mobile and Landline	162 8%	26 3%	11 13%ac	3 1%	60 13%acl	1 67%	44 11%ac	-	1 5%	-	2 11%	26 19%acfl	1 2%	37 4%n	3 1%	100 12%mn	1 4%	2 11%	28 15%mn
Mobile and Fixed BB	18 1%	8 1%	-	-	5 1%	-	5 1%	-	-	-	-	1 1%	2 5%abc	8 1%	-	10 1%	-	-	3 2%n
Mobile and Pay TV	30 1%	24 3%cfk	-	1 *	5 1%	-	3 1%	-	-	-	-	-	-	24 3%nor	1 *	8 1%	-	-	-
Landline and Fixed BB	32 2%	6 1%	3 4%a	4 1%	9 2%a	-	13 3%a	-	-	-	-	1 1%	1 3%	9 1%	4 1%	18 2%mn	-	-	2 1%
Landline and Pay TV	21 1%	11 1% d	1 1%	7 3%df	1 *	-	2 *	-	-	-	-	1 1%	-	12 1%o	7 3%o	2 *	-	-	1 1%
Fixed BB and Pay TV	1 *	-	-	1 *	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

CAPI OmniBus



Billing (QS7751 - 640210)

Q.2 Which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use or paying the bill?

Base: All adults in UK

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	2101	791	85	291	460	2	421	1	23	4	18	154	41	872	291	847	28	18	200
Weighted Base	2101	838	86*	297	447	2**	404	1**	23**	4**	15**	135	45*	920	297	819	27**	15**	184
THREE RESPONSES	475	128	32	58	135	-	130	1	2	-	2	28	12	158	58	255	3	2	42
	23%	15%	37%ack	19%	30%ack	-	32%ack	100%	9%	-	12%	21%	26%	17%	19%	31%mn	10%	12%	23%
Mobile, Landline and Fixed BB	359	55	30	22	127	-	118	1	1	-	2	26	12	84	22	235	1	2	40
	17%	7%	35%ack	7%	28%ack	-	29%ack	100%	3%	-	12%	19%ac	26%ac	9%	7%	29%mn	5%	12%	22%mn
Mobile, Landline and Pay TV	66	38	1	21	5	-	8	-	1	-	-	2	-	39	21	12	1	-	2
	3%	5%df	2%	7%dfk	1%	-	2%	-	3%	-	-	1%	-	4%or	7%or	2%	2%	-	1%
Mobile, Fixed BB and Pay TV	17	11	-	6	-	-	-	-	-	-	-	-	-	11	6	-	-	-	-
	1%	1%df	-	2%df	-	-	-	-	-	-	-	-	-	1%o	2%o	-	-	-	-
Landline, Fixed BB and Pay TV	34	24	-	8	3	-	4	-	1	-	-	-	-	24	8	7	1	-	-
	2%	3%dk	-	3%d	1%	-	1%	-	2%	-	-	-	-	3%or	3%or	1%	2%	-	-
FOUR RESPONSES	570	385	6	142	37	1	40	-	14	1	1	6	-	389	142	73	15	1	6
	27%	46%bdfk	7%	48%bdfk	8%	33%	10%kl	-	61%	17%	6%	4%	-	42%or	48%or	9%r	53%	6%	3%
Mobile, Landline, Fixed BB and Pay TV	570	385	6	142	37	1	40	-	14	1	1	6	-	389	142	73	15	1	6
	27%	46%bdfk	7%	48%bdfk	8%	33%	10%kl	-	61%	17%	6%	4%	-	42%or	48%or	9%r	53%	6%	3%
None	281	125	9	35	51	-	48	-	4	2	3	23	3	134	35	97	6	3	27
	13%	15%	10%	12%	11%	-	12%	-	16%	56%	17%	17%	6%	15%	12%	12%	21%	17%	15%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.3 Which one of these best describes the main mobile phone package that you are responsible for?

Base: All who are primarily or jointly responsible for a mobile phone bill

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	1564	767	797	181	281	280	257	224	341	295	437	329	503	732	832
Weighted Base	1594	802	792	197	311	310	282	250	243	319	499	324	452	818	776
Monthly contract	840	443	397	120	223	206	158	101	33	196	308	184	152	504	336
	53%	55% ^b	50%	61% ^{gh}	72% ^{cfgh}	66% ^{fgh}	56% ^{gh}	40% ^h	14%	61% ^l	62% ^l	57% ^l	34%	62% ⁿ	43%
Pre-pay\Pay as you go	744	352	392	75	88	103	122	148	208	119	187	139	299	306	438
	47%	44%	49% ^a	38% ^d	28%	33%	43% ^{de}	59% ^{cdef}	86% ^{cdefg}	37%	37%	43%	66% ^{ijk}	37%	56% ^m
Other type of package	8	5	3	2	1	1	2	1	2	3	3	1	1	7	2
	1%	1%	*	1%	*	*	1%	*	1%	1%	1%	*	*	1%	*
Don't Know	2	2	1	1	-	1	-	-	1	1	1	-	1	2	1
	*	*	*	*	-	*	-	-	*	*	*	-	*	*	*

Billing (QS7751 - 640210)**Q.3 Which one of these best describes the main mobile phone package that you are responsible for?****Base: All who are primarily or jointly responsible for a mobile phone bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	1564	905	382	277	631	185	107	641	490	1074
Weighted Base	1594	934	407	253	726	196	107*	566	522	1072
Monthly contract	840	518	241	81	511	117	39	173	321	519
	53%	56% ^c	59% ^c	32%	70% ^{efg}	60% ^{fg}	37%	31%	61% ⁱ	48%
Pre-pay\Pay as you go	744	410	164	170	211	78	67	388	198	546
	47%	44%	40%	67% ^{ab}	29%	40% ^d	63% ^{de}	69% ^{de}	38%	51% ^h
Other type of package	8	4	2	2	3	1	-	4	2	6
	1%	*	1%	1%	*	1%	-	1%	*	1%
Don't Know	2	2	1	-	2	-	-	1	2	1
	*	*	*	-	*	-	-	*	*	*

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.3 Which one of these best describes the main mobile phone package that you are responsible for?****Base: All who are primarily or jointly responsible for a mobile phone bill**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	1564	417	818	209	91	29	324	551	312	250	127	1247	317	1207	280	298
Weighted Base	1594	399	840	224	99*	33**	311	538	334	278	133	1320	274	1282	326	332
Monthly contract	840	170	444	135	70	21	125	246	204	176	89	791	49	778	243	233
	53%	43%	53%a	60%a	70%ab	65%	40%	46%	61%fg	63%fg	67%fg	60%l	18%	61%	75% ^m	70% ^m
Pre-pay\Pay as you go	744	226	390	87	29	11	185	289	126	101	43	519	224	494	79	94
	47%	57%bcd	46%d	39%	30%	35%	59%hij	54%hij	38%	36%	32%	39%	82%k	39%no	24%	28%
Other type of package	8	2	4	3	-	-	2	2	3	1	1	7	1	7	3	5
	1%	*	*	1%	-	-	1%	*	1%	*	1%	1%	*	1%	1%	1%
Don't Know	2	1	2	-	-	-	-	1	2	-	-	2	-	2	-	-
	*	*	*	-	-	-	-	*	*	-	-	*	-	*	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.3 Which one of these best describes the main mobile phone package that you are responsible for?****Base: All who are primarily or jointly responsible for a mobile phone bill**

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	1564	61	193	150	98	140	154	167	212	136	80	127	46	1311	127	80	46
Weighted Base	1594	61*	194	154	97*	135	162	177	223	140	80*	131	40*	1343	131	80*	40*
Monthly contract	840	35	91	73	48	59	95	139	133	57	38	58	14	730	58	38	14
	53%	57% ^{il}	47%	48%	49%	44%	59% ^{bei} kl	79% ^{abc} defhij kl	59% ^{bce} iki	41%	48%	44%	35%	54% ^{np}	44%	48%	35%
Pre-pay\Pay as you go	744	27	100	79	49	76	67	36	89	83	39	73	26	606	73	39	26
	47%	43% ^g	52% ^{gh}	51% ^{gh}	50% ^g	56% ^{fgh}	41% ^g	20%	40% ^g	59% ^{afg} h	48% ^g	56% ^{fgh}	65% ^{aafgh}	45%	56% ^m	48%	65% ^{km}
Other type of package	8	-	3	2	-	-	-	1	-	-	3	-	-	5	-	3	-
	1%	-	1%	1%	-	-	-	1%	-	-	4% ^{efhik}	-	-	*	-	4% ^{mn}	-
Don't Know	2	-	1	-	1	-	-	-	1	-	-	-	-	2	-	-	-
	*	-	*	-	1%	-	-	-	*	-	-	-	-	*	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.3 Which one of these best describes the main mobile phone package that you are responsible for?****Base: All who are primarily or jointly responsible for a mobile phone bill**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone	A landline phone	Fixed line broadband	Pay TV	One bill	More than one bill	Pre-pay	Monthly contract	Other type of package	Paper bill	Online bill	Both	Any bill
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	1564	1564	1148	917	655	597	71	793	760	8	801	607	115	1300
Weighted Base	1594	1594	1157	964	683	629	75*	744	840	8**	789	666	127	1335
Monthly contract	840	840	618	587	432	388	57	-	840	-	419	506	97	811
	53%	53%	53%	61%ab	63%ab	62%	76%e	-	100%g	-	53%	76%jm	76%jm	61%j
Pre-pay\Pay as you go	744	744	530	370	245	238	16	744	-	-	364	156	29	517
	47%	47%cd	46%cd	38%	36%	38%f	22%	100%h	-	-	46%klm	23%	23%	39%kl
Other type of package	8	8	6	6	5	3	2	-	-	8	3	3	1	5
	1%	1%	1%	1%	1%	1%	2%	-	-	100%	*	*	*	*
Don't Know	2	2	2	2	1	-	-	-	-	-	2	1	-	2
	*	*	*	*	*	-	-	-	-	-	*	*	-	*

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.3 Which one of these best describes the main mobile phone package that you are responsible for?****Base: All who are primarily or jointly responsible for a mobile phone bill**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	1564	21	12	1	310	26	18	17	3	3	246	18
Weighted Base	1594	21**	13**	1**	324	24**	20**	16**	3**	3**	265	20**
Monthly contract	840	18	11	1	183	11	15	13	1	2	174	16
	53%	82%	88%	100%	57%	45%	73%	78%	35%	69%	66% ^d	81%
Pre-pay\Pay as you go	744	4	2	-	139	13	5	3	1	1	89	4
	47%	18%	12%	-	43% ^j	55%	27%	18%	33%	31%	33%	19%
Other type of package	8	-	-	-	1	-	-	1	1	-	2	-
	1%	-	-	-	*	-	-	4%	32%	-	1%	-
Don't Know	2	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.3 Which one of these best describes the main mobile phone package that you are responsible for?****Base: All who are primarily or jointly responsible for a mobile phone bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	1564	121	349	79	114	120	283	213	189	100	127
Weighted Base	1594	126	373	82*	114	128	279	213	193	99*	131
Monthly contract	840	66	265	33	55	72	134	99	84	54	58
	53%	52%	71%acde fghij	40%	48%	56%ch	48%	46%	43%	55%	44%
Pre-pay\Pay as you go	744	60	106	49	56	56	144	111	107	45	73
	47%	48%b	29%	60%be	49%b	44%b	51%b	52%b	55%b	45%b	56%b
Other type of package	8	-	1	-	3	-	-	3	2	-	-
	1%	-	*	-	3%bf	-	-	2%f	1%	-	-
Don't Know	2	-	-	-	-	-	2	1	1	-	-
	*	-	-	-	-	-	1%	*	*	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.3 Which one of these best describes the main mobile phone package that you are responsible for?

Base: All who are primarily or jointly responsible for a mobile phone bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	1564	606	69	226	342	2	306	1	18	1	13	92	36	671	226	623	20	13	131
Weighted Base	1594	647	71*	233	340	2**	305	1**	17**	1**	11**	84*	38*	714	233	620	19**	11**	125
Monthly contract	840	416	34	143	136	-	135	-	10	-	3	30	24	447	143	261	10	3	55
	53%	64%bdfk	48%	62%bdfk	40%	-	44%	-	60%	-	29%	36%	61%dk	63%or	62%or	42%	56%	29%	44%
Pre-pay\Pay as you go	744	229	36	88	200	2	168	1	7	1	7	52	15	264	88	353	8	7	69
	47%	35%	51%a	38%	59%ac	100%	55%ac	100%	40%	100%	66%	62%acl	39%	37%	38%	57%mn	44%	66%	55%mn
Other type of package	8	2	1	1	3	-	2	-	-	-	-	1	-	2	1	4	-	-	1
	1%	*	1%	*	1%	-	1%	-	-	-	-	1%	-	*	*	1%	-	-	1%
Don't Know	2	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-	1	-
	*	*	-	-	*	-	-	-	-	-	5%	-	-	*	-	*	-	5%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?****Base: All who are primarily or jointly responsible for two or more services**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	1307	645	662	49	214	239	233	213	359	283	378	288	358	661	646
Weighted Base	1310	651	659	53*	242	265	255	238	256	292	419	274	324	712	598
A mobile phone	79	39	40	2	16	17	25	9	10	22	30	17	10	51	27
	6%	6%	6%	3%	7%	7%	10%gh	4%	4%	7%l	7%l	6%	3%	7%n	5%
A landline phone	731	364	367	24	140	182	158	129	99	167	267	151	146	434	297
	56%	56%	56%	44%	58%h	69%cdgh	62%ch	54%h	39%	57%l	64%kl	55%l	45%	61%n	50%
Fixed line broadband	714	357	357	26	146	180	155	126	81	173	268	147	126	441	273
	55%	55%	54%	49%h	60%h	68%cgh	61%h	53%h	32%	59%l	64%kl	54%l	39%	62%n	46%
Pay TV	366	185	181	20	92	88	75	50	41	81	122	87	75	203	163
	28%	28%	27%	37%gh	38%gh	33%gh	29%h	21%	16%	28%	29%	32%l	23%	29%	27%
None	537	265	272	25	90	78	86	105	154	111	138	113	174	249	288
	41%	41%	41%	46%e	37%	29%	34%	44%ef	60%defg	38%	33%	41%j	54%ijk	35%	48%m

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?****Base: All who are primarily or jointly responsible for two or more services**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	1307	840	209	258	546	152	52	557	374	933
Weighted Base	1310	857	219	233	625	159	51*	475	407	903
A mobile phone	79 6%	53 6%	16 7%	10 4%	43 7%	10 6%	5 9%	20 4%	27 7%	52 6%
A landline phone	731 56%	499 58% ^c	113 52%	118 51%	384 62% ^g	95 60% ^g	27 53%	224 47%	279 69% ⁱ	452 50%
Fixed line broadband	714 55%	497 58% ^c	111 51%	105 45%	392 63% ^f ^g	91 57% ^g	24 47%	207 44%	274 67% ⁱ	440 49%
Pay TV	366 28%	248 29% ^c	66 30%	52 22%	215 34% ^e ^f ^g	34 22%	8 15%	108 23%	152 37% ⁱ	214 24%
None	537 41%	330 38%	95 44%	112 48% ^a	212 34%	63 39%	24 47%	238 50% ^d ^e	118 29%	419 46% ^h

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	1307	350	741	144	58	14	292	496	237	196	86	1067	240	1052	256	210
Weighted Base	1310	331	752	149	62*	17**	274	474	254	216	91*	1113	196	1100	295	235
A mobile phone	79 6%	15 5%	42 6%	13 9%	4 7%	4 24%	11 4%	25 5%	22 9%fi	9 4%	11 13%fgj	74 7%l	4 2%	74 7%	18 6%	14 6%
A landline phone	731 56%	167 51%	442 59%a	78 52%	33 54%	10 61%	127 46%	251 53%	153 60%f	140 65%fg	59 65%fg	692 62%l	38 20%	692 63%	175 59%	140 59%
Fixed line broadband	714 55%	152 46%	441 59%a	80 53%	32 52%	9 53%	114 42%	251 53%f	154 61%f	141 65%fg	54 59%f	708 64%l	6 3%	708 64%	183 62%	143 61%
Pay TV	366 28%	91 27%	221 29%	34 23%	15 24%	5 30%	66 24%	120 25%	79 31%	65 30%	36 39%fg	335 30%l	31 16%	335 30%	87 29%	72 31%
None	537 41%	157 48%b	282 38%	66 44%	26 43%	5 30%	142 52%ghi	203 43%i	92 36%	70 33%	29 32%	379 34%	158 80%k	365 33%	106 36%	85 36%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?****Base: All who are primarily or jointly responsible for two or more services**

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	1307	56	151	124	81	100	135	125	204	120	64	106	41	1096	106	64	41
Weighted Base	1310	54*	150	121	80*	98*	140	129	211	119	64*	109*	34*	1102	109*	64*	34*
A mobile phone	79 6%	3 6%c	9 6%ck	1 *	8 9%ck	6 6%ck	5 4%	20 16%bcefhikl	14 6%ck	8 6%ck	6 9%ck	1 1%	- -	72 7%n	1 1%	6 9%n	- -
A landline phone	731 56%	26 47%	93 62%	65 54%	45 57%	51 52%	90 64%a	73 57%	115 54%	67 56%	33 52%	57 52%	17 50%	623 57%	57 52%	33 52%	17 50%
Fixed line broadband	714 55%	28 51%	93 62%gk	63 53%	46 58%	49 50%	86 62%gk	62 48%	113 53%	69 58%	35 55%	52 47%	18 51%	609 55%	52 47%	35 55%	18 51%
Pay TV	366 28%	14 26%c	55 36%cgj	11 9%	24 30%c	38 39%cgj	51 36%cgj	25 19%c	63 30%cg	33 27%c	14 21%c	31 28%c	9 26%c	313 28%	31 28%	14 21%	9 26%
None	537 41%	26 47%	52 34%	56 46%	30 37%	44 45%	49 35%	51 39%	87 41%	47 39%	27 42%	52 48%b	16 47%	441 40%	52 48%	27 42%	16 47%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	1307	1211	1243	985	717	659	74	601	600	7	807	556	112	1249
Weighted Base	1310	1222	1243	1031	739	687	78*	551	662	7**	780	604	123	1256
A mobile phone	79	79	73	61	47	41	36	14	63	2	40	44	11	77
	6%	6%	6%	6%	6%	6%	46%e	3%	9%g	25%	5%	7%	9%	6%
A landline phone	731	674	731	682	464	655	69	253	416	5	378	390	81	713
	56%	55%	59%	66%ab	63%a	95%f	88%	46%	63%g	73%	48%	65%jm	66%j	57%j
Fixed line broadband	714	662	701	714	458	642	65	243	415	4	352	397	84	696
	55%	54%	56%	69%abd	62%ab	93%f	83%	44%	63%g	57%	45%	66%jm	69%jm	55%j
Pay TV	366	337	354	329	366	336	27	113	221	3	187	185	43	353
	28%	28%	29%	32%a	50%abc	49%f	34%	21%	33%g	47%	24%	31%j	35%j	28%j
None	537	511	484	308	237	-	-	291	216	2	380	192	35	503
	41%	42%cd	39%cd	30%	32%	-	-	53%h	33%	27%	49%klm	32%	29%	40%kl

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?****Base: All who are primarily or jointly responsible for two or more services**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	1307	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	1310	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
A mobile phone	79	21	13	1	-	-	-	16	3	3	-	20
	6%	100%	100%	100%	-	-	-	100%	100%	100%	-	100%
A landline phone	731	21	-	-	356	33	-	16	3	-	280	20
	56%	100%	-	-	100%	100%	-	100%	100%	-	100%	100%
Fixed line broadband	714	-	13	-	356	-	25	16	-	3	280	20
	55%	-	100%	-	100%e	-	100%	100%	-	100%	100%e	100%
Pay TV	366	-	-	1	-	33	25	-	3	3	280	20
	28%	-	-	100%	-	100%d	100%	-	100%	100%	100%d	100%
None	537	-	-	-	-	-	-	-	-	-	-	-
	41%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	1307	108	298	71	94	104	224	169	153	96	106
Weighted Base	1310	110	312	71*	93*	109*	222	166	147	93*	109*
A mobile phone	79 6%	8 7%hj	30 10%ehj	6 9%hj	6 6%j	3 3%	14 7%hj	9 5%j	2 1%	3 3%	1 1%
A landline phone	731 56%	56 50%	182 58%i	41 58%	48 51%	63 58%	121 55%	100 60%i	81 55%	42 46%	57 52%
Fixed line broadband	714 55%	56 51%	168 54%	42 60%	52 56%	62 57%	120 54%	99 60%	78 53%	44 48%	52 47%
Pay TV	366 28%	29 26%h	86 28%h	18 26%h	17 18%	32 29%h	79 36%dhi	56 34%dhi	17 11%	17 18%	31 28%h
None	537 41%	49 44%	120 38%	27 38%	39 42%	45 41%	92 41%	62 37%	66 45%	47 51%bq	52 48%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	1307	559	53	215	258	2	249	1	18	1	7	70	14	608	215	482	20	7	88
Weighted Base	1310	587	53*	216	253	2**	236	1**	17**	1**	5**	62*	16**	636	216	467	18**	5**	82*
A mobile phone	79	26	2	21	15	-	10	-	1	-	-	6	4	28	21	24	1	-	10
	6%	5%	3%	10%af	6%	-	4%	-	8%	-	-	9%	24%	4%	10%mo	5%	7%	-	12%mo
A landline phone	731	324	23	182	118	-	109	1	15	1	1	18	8	346	182	216	17	1	27
	56%	55%dfk	43%	84%abdfk	47%k	-	46%k	100%	90%	100%	20%	28%	50%	54%or	84%mor	46%r	91%	20%	33%
Fixed line broadband	714	333	24	164	112	-	109	1	15	1	1	16	9	355	164	210	17	1	26
	55%	57%dfk	45%k	76%abdfk	44%k	-	46%k	100%	90%	100%	20%	26%	55%	56%or	76%mor	45%r	91%	20%	32%
Pay TV	366	190	3	157	16	-	18	-	14	1	-	4	-	193	157	31	15	-	4
	28%	32%bdfk	5%	73%abdfk	6%	-	8%	-	85%	100%	-	6%	-	30%or	73%mor	7%	83%	-	4%
None	537	235	29	27	134	2	123	-	2	-	4	42	6	261	27	245	2	4	51
	41%	40%c	55%ac	13%	53%ac	100%	52%ac	-	10%	-	80%	68%acd	36%	41%n	13%	53%mn	9%	80%	62%mn

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	1307	645	662	49	214	239	233	213	359	283	378	288	358	661	646
Weighted Base	1310	651	659	53*	242	265	255	238	256	292	419	274	324	712	598
TWO RESPONSES	449	222	227	15	70	100	102	88	75	105	167	85	92	272	178
	34%	34%	34%	27%	29%	38%dh	40%dh	37%	29%	36%	40%kl	31%	28%	38%en	30%
Mobile and Landline	21	10	11	2	2	5	8	1	3	5	7	5	5	12	10
	2%	2%	2%	3%	1%	2%	3%g	1%	1%	2%	2%	2%	1%	2%	2%
Mobile and Fixed BB	13	6	7	-	5	2	4	1	1	5	5	2	1	10	3
	1%	1%	1%	-	2%	1%	2%	*	*	2%	1%	1%	*	1%	*
Mobile and Pay TV	1	1	-	-	1	-	-	-	-	-	1	-	-	1	-
	*	*	-	-	*	-	-	-	-	-	*	-	-	*	-
Landline and Fixed BB	356	177	180	7	51	89	79	77	52	86	141	63	66	227	129
	27%	27%	27%	13%	21%	34%cdh	31%cdh	33%cdh	20%	30%l	34%kl	23%	20%	32%en	22%
Landline and Pay TV	33	17	16	1	3	1	5	6	16	1	6	9	18	6	27
	3%	3%	2%	2%	1%	*	2%	2%	6%defg	*	1%	3%i	5%ij	1%	4%em
Fixed BB and Pay TV	25	12	13	5	7	3	5	2	2	8	8	7	2	15	10
	2%	2%	2%	9%efgh	3%	1%	2%	1%	1%	3%	2%	3%	1%	2%	2%
THREE RESPONSES	303	157	147	14	77	81	62	43	27	70	106	70	56	177	127
	23%	24%	22%	26%h	32%gh	31%gh	24%h	18%h	10%	24%l	25%l	26%l	17%	25%	21%
Mobile, Landline and Fixed BB	16	8	8	-	3	4	3	3	4	3	7	4	2	10	6
	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%
Mobile, Landline and Pay TV	3	2	1	-	-	1	1	-	1	2	-	-	1	2	1
	*	*	*	-	-	*	*	-	*	1%	-	-	*	*	*
Mobile, Fixed BB and Pay TV	3	3	-	-	-	-	2	1	-	1	1	1	-	2	1
	*	1%	-	-	-	-	1%	*	-	*	*	*	-	*	*
Landline, Fixed BB and Pay TV	280	142	138	14	74	76	56	39	21	64	98	65	53	162	118
	21%	22%	21%	26%h	31%fgh	29%gh	22%h	16%h	8%	22%	23%l	24%l	16%	23%	20%
FOUR RESPONSES	20	8	12	-	6	6	5	2	1	5	9	5	1	14	6
	2%	1%	2%	-	2%h	2%h	2%h	1%	*	2%	2%l	2%	*	2%	1%
Mobile, Landline, Fixed BB and Pay TV	20	8	12	-	6	6	5	2	1	5	9	5	1	14	6
	2%	1%	2%	-	2%h	2%h	2%h	1%	*	2%	2%l	2%	*	2%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	1307	645	662	49	214	239	233	213	359	283	378	288	358	661	646
Weighted Base	1310	651	659	53*	242	265	255	238	256	292	419	274	324	712	598
None	537	265	272	25	90	78	86	105	154	111	138	113	174	249	288
	41%	41%	41%	46% ^e	37%	29%	34%	44% ^{ef}	60% ^{defg}	38%	33%	41% ^j	54% ^{ijk}	35%	48% ^m

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	1307	840	209	258	546	152	52	557	374	933
Weighted Base	1310	857	219	233	625	159	51*	475	407	903
TWO RESPONSES	449	301	68	80	218	61	18	152	143	306
	34%	35%	31%	35%	35%	38%	35%	32%	35%	34%
Mobile and Landline	21	12	6	4	10	3	2	6	8	14
	2%	1%	3%	2%	2%	2%	4%	1%	2%	2%
Mobile and Fixed BB	13	9	3	1	11	-	-	2	3	10
	1%	1%	2%	*	2%g	-	-	*	1%	1%
Mobile and Pay TV	1	-	1	-	-	-	-	1	-	1
	*	-	*	-	-	-	-	*	-	*
Landline and Fixed BB	356	247	47	62	173	55	15	114	121	235
	27%	29%b	21%	27%	28%	35%g	29%	24%	30%	26%
Landline and Pay TV	33	17	6	11	9	2	1	21	5	28
	3%	2%	3%	5%a	1%	1%	2%	4%d	1%	3%h
Fixed BB and Pay TV	25	16	6	3	15	1	-	9	7	18
	2%	2%	3%	1%	2%	1%	-	2%	2%	2%
THREE RESPONSES	303	213	51	39	179	32	9	83	136	167
	23%	25%c	23%	17%	29%eg	20%	18%	18%	33%i	19%
Mobile, Landline and Fixed BB	16	12	2	2	3	4	2	7	5	11
	1%	1%	1%	1%	1%	3%d	5%d	1%	1%	1%
Mobile, Landline and Pay TV	3	2	-	1	1	-	-	2	2	1
	*	*	-	*	*	-	-	*	1%	*
Mobile, Fixed BB and Pay TV	3	3	-	-	2	-	-	1	-	3
	*	*	-	-	*	-	-	*	-	*
Landline, Fixed BB and Pay TV	280	195	49	36	172	28	7	73	129	152
	21%	23%c	22%	15%	28%efg	18%	13%	15%	32%i	17%
FOUR RESPONSES	20	14	4	1	15	3	-	1	9	11
	2%	2%	2%	1%	2%g	2%g	-	*	2%	1%
Mobile, Landline, Fixed BB and Pay TV	20	14	4	1	15	3	-	1	9	11
	2%	2%	2%	1%	2%g	2%g	-	*	2%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

CAPI OmniBus



Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	1307	840	209	258	546	152	52	557	374	933
Weighted Base	1310	857	219	233	625	159	51*	475	407	903
None	537	330	95	112	212	63	24	238	118	419
	41%	38%	44%	48% ^a	34%	39%	47%	50% ^{de}	29%	46% ^h

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	1307	350	741	144	58	14	292	496	237	196	86	1067	240	1052	256	210
Weighted Base	1310	331	752	149	62*	17**	274	474	254	216	91*	1113	196	1100	295	235
TWO RESPONSES	449	99	269	50	22	8	80	168	88	83	30	414	36	414	109	84
	34%	30%	36%	34%	36%	50%	29%	36%	35%	39%^f	32%	37%^l	18%	38%	37%	36%
Mobile and Landline	21	4	11	3	1	3	1	7	4	4	5	18	3	18	6	6
	2%	1%	1%	2%	2%	17%	1%	1%	2%	2%	6% ^{fgh}	2%	2%	2%	2%	3%
Mobile and Fixed BB	13	2	10	1	-	-	2	7	4	-	-	13	-	13	5	4
	1%	1%	1%	1%	-	-	1%	2%	1%	-	-	1%	-	1%	2%	2%
Mobile and Pay TV	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	-
	*	-	*	-	-	-	-	*	-	-	-	*	-	*	-	-
Landline and Fixed BB	356	73	219	43	18	4	58	132	72	73	21	352	4	352	91	67
	27%	22%	29% ^{aa}	29%	29%	23%	21%	28%	28%	34% ^f	23%	32% ^l	2%	32%	31%	28%
Landline and Pay TV	33	16	15	1	1	-	15	12	3	1	1	5	28	5	-	1
	3%	5% ^{abc}	2%	*	2%	-	6% ^{gghi}	3%	1%	*	1%	*	14% ^{kl}	*	-	*
Fixed BB and Pay TV	25	4	14	3	2	2	3	9	5	5	3	25	-	25	7	6
	2%	1%	2%	2%	3%	10%	1%	2%	2%	2%	3%	2% ^l	-	2%	3%	2%
THREE RESPONSES	303	70	192	27	12	2	50	99	66	62	27	301	3	301	73	66
	23%	21%	25%	18%	20%	14%	18%	21%	26%^f	28%^f	30%^f	27%^l	1%	27%	25%	28%
Mobile, Landline and Fixed BB	16	4	8	2	1	-	4	4	4	4	-	16	-	16	-	1
	1%	1%	1%	2%	2%	-	2%	1%	2%	2%	-	1%	-	1%	-	*
Mobile, Landline and Pay TV	3	1	1	-	1	-	1	-	1	-	1	2	1	2	-	-
	*	*	*	-	2% ^b	-	*	-	*	-	1% ^g	*	1%	*	-	-
Mobile, Fixed BB and Pay TV	3	-	2	1	-	-	-	2	1	-	-	3	-	3	1	1
	*	-	*	1%	-	-	-	*	*	-	-	*	-	*	*	*
Landline, Fixed BB and Pay TV	280	65	180	24	10	2	44	92	60	58	26	279	2	279	72	63
	21%	20%	24% ^c	16%	16%	14%	16%	20%	24% ^f	27% ^f	29% ^f	25% ^l	1%	25%	24%	27%
FOUR RESPONSES	20	4	8	5	1	1	2	3	9	1	5	20	-	20	6	1
	2%	1%	1%	4%^b	1%	7%	1%	1%	3%^f	1%	5%^f	2%^l	-	2%	2%	*
Mobile, Landline, Fixed BB and Pay TV	20	4	8	5	1	1	2	3	9	1	5	20	-	20	6	1
	2%	1%	1%	4% ^b	1%	7%	1%	1%	3% ^f	1%	5% ^f	2% ^l	-	2%	2%	*

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	1307	350	741	144	58	14	292	496	237	196	86	1067	240	1052	256	210
Weighted Base	1310	331	752	149	62*	17**	274	474	254	216	91*	1113	196	1100	295	235
None	537 41%	157 48% ^b	282 38%	66 44%	26 43%	5 30%	142 52% ^g _j	203 43% ⁱ	92 36%	70 33%	29 32%	379 34%	158 80% ^k	365 33%	106 36%	85 36%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	1307	56	151	124	81	100	135	125	204	120	64	106	41	1096	106	64	41
Weighted Base	1310	54*	150	121	80*	98*	140	129	211	119	64*	109*	34*	1102	109*	64*	34*
TWO RESPONSES	449	16	49	55	30	20	42	56	70	45	24	31	11	384	31	24	11
	34%	29%	33%	46%abefh k	37%e	21%	30%	43%efk	33%e	38%e	37%e	28%	32%	35%	28%	37%	32%
Mobile and Landline	21	1	1	-	2	2	1	9	3	1	1	-	-	20	-	1	-
	2%	2%	1%	-	2%	2%	*	7%bcfh ik	2%	1%	2%	-	-	2%	-	2%	-
Mobile and Fixed BB	13	1	2	-	-	-	-	3	3	1	3	-	-	10	-	3	-
	1%	2%	1%	-	-	-	-	2%	2%	1%	4%cfk	-	-	1%	-	4%mn	-
Mobile and Pay TV	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	*	-	-	-
Landline and Fixed BB	356	11	39	54	23	14	37	37	51	37	18	26	9	303	26	18	9
	27%	21%	26%e	45%abdef ghijk	29%e	14%	26%e	29%e	24%e	31%e	28%e	23%	27%	28%	23%	28%	27%
Landline and Pay TV	33	-	4	2	2	2	4	4	6	2	1	5	1	26	5	1	1
	3%	-	3%	1%	3%	2%	3%	3%	3%	2%	1%	5%	2%	2%	5%	1%	2%
Fixed BB and Pay TV	25	2	3	-	3	3	1	1	6	4	1	-	1	22	-	1	1
	2%	4%ck	2%	-	3%	3%	1%	1%	3%	3%	2%	-	4%ck	2%	-	2%	4%n
THREE RESPONSES	303	13	45	10	18	30	46	21	50	24	14	26	7	257	26	14	7
	23%	24%c	30%cg	8%	23%c	30%cg	33%cgi	16%	24%c	20%c	21%c	24%c	21%c	23%	24%	21%	21%
Mobile, Landline and Fixed BB	16	1	2	1	1	-	3	3	2	1	2	1	-	14	1	2	-
	1%	2%	1%	*	2%	-	2%	3%	1%	1%	3%	1%	-	1%	1%	3%	-
Mobile, Landline and Pay TV	3	-	-	-	-	-	-	2	1	-	-	-	-	3	-	-	-
	*	-	-	-	-	-	-	2%	1%	-	-	-	-	*	-	-	-
Mobile, Fixed BB and Pay TV	3	-	-	-	2	-	-	-	-	1	-	-	-	3	-	-	-
	*	-	-	-	3%h	-	-	-	-	1%	-	-	-	*	-	-	-
Landline, Fixed BB and Pay TV	280	12	43	9	14	30	44	16	47	22	12	25	7	236	25	12	7
	21%	22%c	29%cg	8%	18%c	30%cgi	31%cdg	12%	22%cg	18%c	18%c	23%cg	21%c	21%	23%	18%	21%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?****Base: All who are primarily or jointly responsible for two or more services**

	Total	GOVERNMENT REGIONS											COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	1307	56	151	124	81	100	135	125	204	120	64	106	41	1096	106	64	41
Weighted Base	1310	54*	150	121	80*	98*	140	129	211	119	64*	109*	34*	1102	109*	64*	34*
FOUR RESPONSES	20	-	4	-	2	3	2	1	3	3	-	-	-	20	-	-	-
	2%	-	3%	-	3%	4% ^c	1%	1%	2%	3%	-	-	-	2%	-	-	-
Mobile, Landline, Fixed BB and Pay TV	20	-	4	-	2	3	2	1	3	3	-	-	-	20	-	-	-
	2%	-	3%	-	3%	4% ^c	1%	1%	2%	3%	-	-	-	2%	-	-	-
None	537	26	52	56	30	44	49	51	87	47	27	52	16	441	52	27	16
	41%	47%	34%	46%	37%	45%	35%	39%	41%	39%	42%	48% ^b	47%	40%	48%	42%	47%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	1307	1211	1243	985	717	659	74	601	600	7	807	556	112	1249
Weighted Base	1310	1222	1243	1031	739	687	78*	551	662	7**	780	604	123	1256
TWO RESPONSES	449	403	438	403	189	396	49	163	239	1	253	232	45	439
	34%	33%^d	35%^d	39%^{ad}	26%	58%	63%	30%	36%^g	17%	32%	38%^j	37%	35%
Mobile and Landline	21	21	21	9	6	12	9	4	18	-	15	11	3	21
	2%	2%	2%	1%	1%	2%	12% ^e	1%	3% ^g	-	2%	2%	3%	2%
Mobile and Fixed BB	13	13	11	13	9	7	6	2	11	-	6	8	2	13
	1%	1%	1%	1%	1%	1%	8% ^e	*	2% ^g	-	1%	1%	1%	1%
Mobile and Pay TV	1	1	-	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	*	-	1% ^e	-	*	-	*	-	-	*
Landline and Fixed BB	356	324	356	356	116	322	30	139	183	1	188	196	36	349
	27%	26% ^d	29% ^d	35% ^{abd}	16%	47%	39%	25%	28%	17%	24%	32% ^j	29%	28%
Landline and Pay TV	33	24	33	1	33	31	2	13	11	-	29	4	-	31
	3%	2% ^c	3% ^c	*	4% ^{abc}	4%	2%	2%	2%	-	4% ^{kl}	1%	-	2% ^k
Fixed BB and Pay TV	25	20	16	25	25	24	1	5	15	-	14	12	4	24
	2%	2%	1%	2%	3% ^{ab}	3%	1%	1%	2%	-	2%	2%	4%	2%
THREE RESPONSES	303	288	301	300	292	283	17	94	191	4	138	168	40	294
	23%	24%	24%	29%^{ab}	40%^{abc}	41%^f	22%	17%	29%^g	56%	18%	28%^j	33%^{jm}	23%^j
Mobile, Landline and Fixed BB	16	16	16	16	5	10	6	3	13	1	4	11	4	16
	1%	1%	1%	2%	1%	1%	7% ^e	1%	2% ^g	9%	1%	2% ^j	3% ^j	1%
Mobile, Landline and Pay TV	3	3	3	-	3	2	1	1	1	1	3	-	-	3
	*	*	*	-	* ^c	*	1%	*	*	16%	*	-	-	*
Mobile, Fixed BB and Pay TV	3	3	1	3	3	1	1	1	2	-	1	1	-	2
	*	*	*	*	*	*	1%	*	*	-	*	*	-	*
Landline, Fixed BB and Pay TV	280	265	280	280	280	270	9	89	174	2	129	155	36	272
	21%	22%	23%	27% ^{ab}	38% ^{abc}	39% ^f	12%	16%	26% ^g	31%	17%	26% ^j	29% ^j	22% ^j

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	1307	1211	1243	985	717	659	74	601	600	7	807	556	112	1249
Weighted Base	1310	1222	1243	1031	739	687	78*	551	662	7**	780	604	123	1256
FOUR RESPONSES	20	20	20	20	20	8	12	4	16	-	9	12	2	20
	2%	2%	2%	2%	3%	1%	15%e	1%	2%g	-	1%	2%	2%	2%
Mobile, Landline, Fixed BB and Pay TV	20	20	20	20	20	8	12	4	16	-	9	12	2	20
	2%	2%	2%	2%	3%	1%	15%e	1%	2%g	-	1%	2%	2%	2%
None	537	511	484	308	237	-	-	291	216	2	380	192	35	503
	41%	42%cd	39%cd	30%	32%	-	-	53%h	33%	27%	49%klm	32%	29%	40%kl

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	1307	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	1310	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
TWO RESPONSES	449	21	13	1	356	33	25	-	-	-	-	-
	34%	100%	100%	100%	100%j	100%j	100%	-	-	-	-	-
Mobile and Landline	21	21	-	-	-	-	-	-	-	-	-	-
	2%	100%	-	-	-	-	-	-	-	-	-	-
Mobile and Fixed BB	13	-	13	-	-	-	-	-	-	-	-	-
	1%	-	100%	-	-	-	-	-	-	-	-	-
Mobile and Pay TV	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-
Landline and Fixed BB	356	-	-	-	356	-	-	-	-	-	-	-
	27%	-	-	-	100%ej	-	-	-	-	-	-	-
Landline and Pay TV	33	-	-	-	-	33	-	-	-	-	-	-
	3%	-	-	-	-	100%dj	-	-	-	-	-	-
Fixed BB and Pay TV	25	-	-	-	-	-	25	-	-	-	-	-
	2%	-	-	-	-	-	100%	-	-	-	-	-
THREE RESPONSES	303	-	-	-	-	-	-	16	3	3	280	-
	23%	-	-	-	-	-	-	100%	100%	100%	100%de	-
Mobile, Landline and Fixed BB	16	-	-	-	-	-	-	16	-	-	-	-
	1%	-	-	-	-	-	-	100%	-	-	-	-
Mobile, Landline and Pay TV	3	-	-	-	-	-	-	-	3	-	-	-
	*	-	-	-	-	-	-	-	100%	-	-	-
Mobile, Fixed BB and Pay TV	3	-	-	-	-	-	-	-	-	3	-	-
	*	-	-	-	-	-	-	-	-	100%	-	-
Landline, Fixed BB and Pay TV	280	-	-	-	-	-	-	-	-	-	280	-
	21%	-	-	-	-	-	-	-	-	-	100%de	-
FOUR RESPONSES	20	-	-	-	-	-	-	-	-	-	-	20
	2%	-	-	-	-	-	-	-	-	-	-	100%
Mobile, Landline, Fixed BB and Pay TV	20	-	-	-	-	-	-	-	-	-	-	20
	2%	-	-	-	-	-	-	-	-	-	-	100%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	1307	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	1310	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
None	537	-	-	-	-	-	-	-	-	-	-	-
	41%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	1307	108	298	71	94	104	224	169	153	96	106
Weighted Base	1310	110	312	71*	93*	109*	222	166	147	93*	109*
TWO RESPONSES	449	38	114	27	40	34	64	54	66	29	31
	34%	34%	37%	38%	42%^{fj}	31%	29%	33%	45%^{efgj}	32%	28%
Mobile and Landline	21	1	13	1	1	1	4	1	-	1	-
	2%	1%	4% ^{ghj}	2%	1%	1%	2%	1%	-	1%	-
Mobile and Fixed BB	13	2	4	1	3	-	-	2	-	1	-
	1%	2% ^f	1%	1%	3% ^{fh}	-	-	1%	-	1%	-
Mobile and Pay TV	1	-	1	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-
Landline and Fixed BB	356	28	84	23	32	30	46	44	63	25	26
	27%	26%	27%	32%	34% ^f	28%	21%	27%	43% ^{abefgj}	27%	23%
Landline and Pay TV	33	3	8	1	1	2	7	4	3	-	5
	3%	3%	3%	1%	1%	2%	3%	3%	2%	-	5% ⁱ
Fixed BB and Pay TV	25	4	4	1	3	1	7	3	-	2	-
	2%	3% ^h	1%	2%	3% ^h	1%	3% ^h	2%	-	2%	-
THREE RESPONSES	303	21	73	15	14	29	59	46	16	16	26
	23%	19%	24%^h	22%^h	15%	27%^h	27%^{dh}	28%^{dh}	11%	17%	24%^h
Mobile, Landline and Fixed BB	16	1	5	1	2	2	1	2	2	1	1
	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%
Mobile, Landline and Pay TV	3	1	2	-	-	-	-	-	-	-	-
	*	1%	1%	-	-	-	-	-	-	-	-
Mobile, Fixed BB and Pay TV	3	-	-	1	-	-	2	-	-	-	-
	*	-	-	2% ^b	-	-	1%	-	-	-	-
Landline, Fixed BB and Pay TV	280	19	66	13	13	28	56	44	14	15	25
	21%	17%	21% ^h	19%	14%	25% ^{dh}	25% ^{dh}	27% ^{dh}	9%	16%	23% ^h
FOUR RESPONSES	20	2	4	2	-	1	7	4	-	-	-
	2%	2%	1%	3%^h	-	1%	3%^h	2%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

CAPI OmniBus



Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	1307	108	298	71	94	104	224	169	153	96	106
Weighted Base	1310	110	312	71*	93*	109*	222	166	147	93*	109*
Mobile, Landline, Fixed BB and Pay TV	20	2	4	2	-	1	7	4	-	-	-
	2%	2%	1%	3%h	-	1%	3%h	2%	-	-	-
None	537	49	120	27	39	45	92	62	66	47	52
	41%	44%	38%	38%	42%	41%	41%	37%	45%	51%bg	48%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	1307	559	53	215	258	2	249	1	18	1	7	70	14	608	215	482	20	7	88
Weighted Base	1310	587	53*	216	253	2**	236	1**	17**	1**	5**	62*	16**	636	216	467	18**	5**	82*
TWO RESPONSES	449	190	21	56	98	-	96	1	1	-	1	16	11	209	56	187	1	1	27
	34%	32%	40%	26%	39%ck	-	41%ack	100%	5%	-	20%	25%	64%	33%	26%	40%mn	8%	20%	33%
Mobile and Landline	21	7	-	2	6	-	3	-	-	-	-	2	2	7	2	9	-	-	3
	2%	1%	-	1%	2%	-	1%	-	-	-	-	3%	10%	1%	1%	2%	-	-	4%
Mobile and Fixed BB	13	6	1	1	1	-	1	-	-	-	-	2	2	7	1	2	-	-	4
	1%	1%	2%	*	*	-	*	-	-	-	-	3%cd	14%	1%	*	*	-	-	5%mmo
Mobile and Pay TV	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
Landline and Fixed BB	356	144	20	27	91	-	88	1	1	-	1	11	7	162	27	171	1	1	19
	27%	24%c	37%ack	12%	36%ack	-	37%ack	100%	5%	-	20%	18%	40%	25%n	12%	37%mn	8%	20%	23%n
Landline and Pay TV	33	10	-	23	-	-	1	-	-	-	-	1	-	10	23	1	-	-	1
	3%	2%d	-	11%abdfk	-	-	*	-	-	-	-	1%	-	2%o	11%mor	*	-	-	1%
Fixed BB and Pay TV	25	21	-	3	-	-	3	-	-	-	-	-	-	21	3	3	-	-	-
	2%	4%d	-	2%	-	-	1%	-	-	-	-	-	-	3%o	2%	1%	-	-	-
THREE RESPONSES	303	157	3	120	20	-	15	-	13	1	-	4	-	160	120	31	14	-	4
	23%	27%bdfk	6%	56%abdfk	8%	-	6%	-	78%	100%	-	6%	-	25%or	56%mor	7%	76%	-	5%
Mobile, Landline and Fixed BB	16	5	1	2	5	-	3	-	-	-	-	1	-	6	2	8	-	-	1
	1%	1%	1%	1%	2%	-	1%	-	-	-	-	2%	-	1%	1%	2%	-	-	1%
Mobile, Landline and Pay TV	3	1	-	-	1	-	-	-	-	-	-	1	-	1	-	1	-	-	1
	*	*	-	-	*	-	-	-	-	-	-	2%acf	-	*	-	*	-	-	1%
Mobile, Fixed BB and Pay TV	3	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	-	-	2%a	-	-	-	-	-	-	-	-	-	-	2%mo	-	-	-	-
Landline, Fixed BB and Pay TV	280	150	3	115	13	-	12	-	13	1	-	2	-	153	115	22	14	-	2
	21%	26%bdfk	5%	53%abdfk	5%	-	5%	-	78%	100%	-	3%	-	24%or	53%mor	5%	76%	-	2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.4 And which, if any, of these services do you receive as part of an overall deal, bundle or package from the same supplier?

Base: All who are primarily or jointly responsible for two or more services

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satell ite (m)	Cable (n)	Freevi ew / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	1307	559	53	215	258	2	249	1	18	1	7	70	14	608	215	482	20	7	88
Weighted Base	1310	587	53*	216	253	2**	236	1**	17**	1**	5**	62*	16**	636	216	467	18**	5**	82*
FOUR RESPONSES	20	6	-	13	1	-	2	-	1	-	-	-	-	6	13	3	1	-	-
	2%	1%	-	6%adfk	1%	-	1%	-	8%	-	-	-	-	1%	6%mor	1%	7%	-	-
Mobile, Landline, Fixed BB and Pay TV	20	6	-	13	1	-	2	-	1	-	-	-	-	6	13	3	1	-	-
	2%	1%	-	6%adfk	1%	-	1%	-	8%	-	-	-	-	1%	6%mor	1%	7%	-	-
None	537	235	29	27	134	2	123	-	2	-	4	42	6	261	27	245	2	4	51
	41%	40%c	55%ac	13%	53%ac	100%	52%ac	-	10%	-	80%	68%acd	36% f	41%n	13%	53%mn	9%	80%	62%mn

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.5 Do you receive one bill or more than one bill for this package of services?

Base: All who have two or more services from the same supplier

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	741	368	373	25	135	166	155	116	144	171	248	163	159	419	322
Weighted Base	773	386	386	29**	152	187	170	133	102	181	282	161	150	462	311
One bill	687	345	342	27	141	172	143	115	89	157	251	142	137	409	279
	89%	89%	89%	95%	92% ^f	92% ^f	84%	87%	87%	87%	89%	88%	91%	88%	90%
More than one bill	78	40	38	1	12	13	25	15	11	22	29	15	12	52	26
	10%	10%	10%	5%	8%	7%	15% ^e	11%	11%	12%	10%	9%	8%	11%	8%
Don't Know	8	2	6	-	-	2	1	3	1	1	1	4	1	2	5
	1%	*	2%	-	-	1%	1%	2%	1%	1%	*	3%	1%	*	2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.5 Do you receive one bill or more than one bill for this package of services?****Base: All who have two or more services from the same supplier**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	741	500	115	126	360	91	27	263	260	481
Weighted Base	773	528	124	121	413	96*	27**	237	288	484
One bill	687	468	117	103	372	84	24	207	265	422
	89%	89%	94% ^c	85%	90%	87%	90%	87%	92%	87%
More than one bill	78	54	7	16	38	10	3	27	21	57
	10%	10%	6%	13%	9%	11%	10%	11%	7%	12%
Don't Know	8	6	-	2	2	2	-	3	2	5
	1%	1%	-	1%	1%	2%	-	1%	1%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.5 Do you receive one bill or more than one bill for this package of services?****Base: All who have two or more services from the same supplier**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	741	172	445	82	33	9	132	272	150	131	56	696	45	696	162	130
Weighted Base	773	173	469	83*	35*	12**	132	271	163	146	62*	734	38*	734	189	151
One bill	687	162	417	71	30	8	124	235	141	135	53	655	32	655	169	134
	89%	93% ^c	89%	85%	85%	69%	94% ^g	87%	87%	92%	85%	89%	84%	89%	89%	89%
More than one bill	78	11	49	10	4	4	8	33	19	9	9	72	5	72	19	17
	10%	6%	10%	12%	13%	31%	6%	12%	12%	6%	15%	10%	14%	10%	10%	11%
Don't Know	8	1	4	2	1	-	1	3	2	2	-	7	1	7	1	-
	1%	*	1%	2%	2%	-	1%	1%	1%	1%	-	1%	2%	1%	1%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.5 Do you receive one bill or more than one bill for this package of services?

Base: All who have two or more services from the same supplier

	Total	GOVERNMENT REGIONS											COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	741	29	94	66	47	52	83	75	117	70	34	53	21	633	53	34	21
Weighted Base	773	29**	98*	65*	50*	53*	91*	78*	124	73*	37*	57*	18**	661	57*	37*	18**
One bill	687	29	85	53	44	51	86	64	109	62	31	55	18	583	55	31	18
	89%	100%	86%	82%	88%	96%cg	95%cgj	82%	88%	85%	84%	97%cgij	100%	88%	97%o	84%	100%
More than one bill	78	-	13	11	4	2	5	14	15	8	6	1	-	71	1	6	-
	10%	-	13%k	16%fk	8%	4%	5%	18%efk	12%k	11%k	16%k	1%	-	11%n	1%	16%n	-
Don't Know	8	-	1	1	2	-	-	-	-	3	-	1	-	6	1	-	-
	1%	-	1%	2%	3%	-	-	-	-	4%h	-	2%	-	1%	2%	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.5 Do you receive one bill or more than one bill for this package of services?****Base: All who have two or more services from the same supplier**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	741	675	729	686	478	659	74	267	403	5	394	381	78	720
Weighted Base	773	711	759	723	501	687	78*	261	446	5**	400	412	87*	753
One bill	687	629	676	650	447	687	-	238	388	3	354	362	71	671
	89%	88%	89%	90%	89%	100% ^f	-	91%	87%	66%	89%	88%	81%	89% ^l
More than one bill	78	75	77	67	49	-	78	16	57	2	43	47	17	78
	10%	11%	10%	9%	10%	-	100% ^e	6%	13% ^g	34%	11%	12%	19% ^{j,m}	10%
Don't Know	8	7	6	7	6	-	-	6	1	-	2	3	-	4
	1%	1%	1%	1%	1%	-	-	2% ^h	*	-	1%	1%	-	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.5 Do you receive one bill or more than one bill for this package of services?****Base: All who have two or more services from the same supplier**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	741	21	12	1	343	39	22	17	3	3	262	18
Weighted Base	773	21**	13**	1**	356	33*	25**	16**	3**	3**	280	20**
One bill	687	12	7	-	322	31	24	10	2	1	270	8
	89%	56%	55%	-	90%	93%	96%	60%	68%	35%	96% ^d	42%
More than one bill	78	9	6	1	30	2	1	6	1	1	9	12
	10%	44%	45%	100%	9% ^j	5%	4%	34%	32%	34%	3%	58%
Don't Know	8	-	-	-	4	1	-	1	-	1	1	-
	1%	-	-	-	1%	2%	-	6%	-	31%	*	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.5 Do you receive one bill or more than one bill for this package of services?****Base: All who have two or more services from the same supplier**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	741	58	181	43	51	58	123	101	82	47	53
Weighted Base	773	61*	192	44*	54*	64*	130	105*	81*	45*	57*
One bill	687	55	164	39	48	61	116	91	68	45	55
	89%	90%	85%	88%	89%	94%	89%	87%	84%	100%abcdfgh	97%bgh
More than one bill	78	6	28	3	6	4	11	13	12	-	1
	10%	10%i	15%ij	7%	11%ij	6%	9%	13%ij	15%ij	-	1%
Don't Know	8	-	-	2	-	-	3	1	1	-	1
	1%	-	-	5%b	-	-	2%	1%	1%	-	2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.5 Do you receive one bill or more than one bill for this package of services?

Base: All who have two or more services from the same supplier

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	741	325	24	186	112	-	115	1	16	1	1	22	9	347	186	215	18	1	32
Weighted Base	773	353	24**	189	119	-**	113	1**	15**	1**	1**	20**	11**	375	189	221	17**	1**	31**
One bill	687	315	22	167	103	-	94	1	15	1	1	16	11	336	167	188	17	1	27
	89%	89%	93%	88%	87%	-	83%	100%	100%	100%	100%	80%	100%	90%	88%	85%	100%	100%	87%
More than one bill	78	33	2	20	14	-	17	-	-	-	-	4	-	34	20	30	-	-	4
	10%	9%	7%	11%	12%	-	15%	-	-	-	-	20%	-	9%	11%	14%	-	-	13%
Don't Know	8	5	-	2	2	-	3	-	-	-	-	-	-	5	2	3	-	-	-
	1%	1%	-	1%	2%	-	3%	-	-	-	-	-	-	1%	1%	1%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6 Do you receive a paper bill, an online bill or both for your ... - Summary Table**Base: All who have any service**

	Package	Mobile Phone	Landline Phone	Fixed Line Broadband	Pay TV
Unweighted Base	659	1525	762	385	408
Weighted Base	687	1554	704	399	414
Paper bill	305	311	484	129	138
	44%	20%	69%	32%	33%
Online bill	293	434	145	165	101
	43%	28%	21%	41%	24%
Both	56	55	26	20	12
	8%	4%	4%	5%	3%
Do not receive a bill	26	734	36	68	154
	4%	47%	5%	17%	37%
SUMMARY CODE					
ANY BILL	654	800	654	314	250
	95%	52%	93%	79%	60%
Don't Know	8	20	14	16	9
	1%	1%	2%	4%	2%

Q.6_01 Do you receive a paper bill, an online bill or both for your - Package**Base: All those on a package with a single bill**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	659	329	330	24	125	152	131	101	126	149	220	144	146	369	290
Weighted Base	687	345	342	27**	141	172	143	115*	89	157	251	142	137	409	279
Paper bill	305	152	153	8	50	71	72	55	50	56	86	78	84	143	162
	44%	44%	45%	28%	35%	41%	50% ^d	48%	56% ^{de}	36%	34%	55% ^{ij}	61% ^{ij}	35%	58% ^m
Online bill	293	148	145	15	67	75	55	48	33	83	126	49	35	209	84
	43%	43%	42%	54%	48%	44%	38%	42%	37%	53% ^{kl}	50% ^{kl}	34%	26%	51% ⁿ	30%
Both	56	30	26	4	18	21	7	4	3	14	25	10	7	39	17
	8%	9%	8%	16%	12% ^{fgh}	12% ^{fgh}	5%	3%	3%	9%	10%	7%	5%	10%	6%
Do not receive a bill	26	11	15	-	5	2	7	8	3	1	12	3	10	13	13
	4%	3%	4%	-	4%	1%	5%	7% ^e	3%	*	5% ⁱ	2%	7% ⁱ	3%	5%
SUMMARY CODE															
ANY BILL	654	330	324	27	134	167	133	107	86	153	238	137	125	391	263
	95%	95%	95%	98%	95%	97%	93%	93%	96%	98% ^l	95%	97%	92%	96%	94%
Don't Know	8	4	4	1	1	3	3	-	*	3	2	2	2	5	3
	1%	1%	1%	2%	1%	2%	2%	-	1%	2%	1%	1%	1%	1%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6 .01 Do you receive a paper bill, an online bill or both for your - Package**Base: All those on a package with a single bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	659	443	108	108	325	79	25	230	239	420
Weighted Base	687	468	117	103	372	84*	24**	207	265	422
Paper bill	305	210	51	44	156	37	9	103	105	199
	44%	45%	44%	42%	42%	44%	36%	50%	40%	47%
Online bill	293	196	50	47	166	33	14	80	111	182
	43%	42%	43%	46%	45%	39%	57%	39%	42%	43%
Both	56	38	10	8	32	7	1	16	31	25
	8%	8%	9%	8%	9%	8%	4%	8%	12% ⁱ	6%
Do not receive a bill	26	16	5	4	12	6	-	8	12	14
	4%	3%	4%	4%	3%	7%	-	4%	4%	3%
SUMMARY CODE										
ANY BILL	654	443	111	99	355	77	24	198	247	407
	95%	95%	96%	96%	95%	91%	98%	96%	93%	96%
Don't Know	8	8	-	-	6	1	1	*	7	1
	1%	2%	-	-	2%	1%	2%	*	2% ⁱ	*

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.6 .01 Do you receive a paper bill, an online bill or both for your - Package

Base: All those on a package with a single bill

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	659	160	395	70	28	6	123	237	131	120	48	621	38	621	145	116
Weighted Base	687	162	417	71*	30**	8**	124	235	141	135	53*	655	32*	655	169	134
Paper bill	305	73	174	37	17	4	61	102	56	55	31	280	25	280	62	46
	44%	45%	42%	53%	58%	45%	49%	44%	39%	41%	59%hi	43%	76%k	43%	37%	34%
Online bill	293	71	183	27	10	3	49	112	65	52	16	289	4	289	88	71
	43%	44%	44%	38%	34%	36%	39%	48%j	46%	38%	30%	44%l	13%	44%	52%	53%
Both	56	11	40	2	2	2	8	15	10	18	4	55	1	55	14	16
	8%	7%	10%	3%	6%	20%	6%	7%	7%	14%g	8%	8%	3%	8%	8%	12%
Do not receive a bill	26	8	14	3	1	-	7	5	5	8	1	24	2	24	3	1
	4%	5%	3%	5%	3%	-	6%	2%	4%	6%	2%	4%	6%	4%	2%	1%
SUMMARY CODE																
ANY BILL	654	154	396	66	29	8	117	230	131	125	51	624	30	624	165	132
	95%	95%	95%	94%	97%	100%	94%	98%hi	93%	93%	97%	95%	92%	95%	97%	98%
Don't Know	8	-	7	1	-	-	-	*	5	2	1	7	1	7	1	1
	1%	-	2%	1%	-	-	-	*	3%g	2%	1%	1%	2%	1%	1%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.6 .01 Do you receive a paper bill, an online bill or both for your - Package

Base: All those on a package with a single bill

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	659	29	81	56	41	50	78	61	102	60	29	51	21	558	51	29	21
Weighted Base	687	29**	85*	53*	44*	51*	86*	64*	109*	62*	31**	55*	18**	583	55*	31**	18**
Paper bill	305	11	42	18	17	21	31	32	54	30	12	23	12	257	23	12	12
	44%	39%	50%	33%	38%	42%	36%	50%	50%	49%	39%	43%	65%	44%	43%	39%	65%
Online bill	293	13	36	26	22	17	44	24	46	22	14	22	6	251	22	14	6
	43%	44%	43%	49%	49%	34%	51%	38%	43%	36%	45%	39%	35%	43%	39%	45%	35%
Both	56	3	5	6	6	8	6	6	4	6	1	6	-	49	6	1	-
	8%	10%	6%	11%h	14%h	16%h	7%	9%	3%	9%	2%	11%	-	8%	11%	2%	-
Do not receive a bill	26	2	1	2	-	4	5	1	3	2	3	4	-	19	4	3	-
	4%	6%	1%	4%	-	7%	5%	2%	3%	3%	9%	7%	-	3%	7%	9%	-
SUMMARY CODE																	
ANY BILL	654	27	83	50	44	47	81	62	104	58	27	51	18	557	51	27	18
	95%	94%	98%	94%	100%	92%	95%	97%	96%	94%	86%	93%	100%	96%	93%	86%	100%
Don't Know	8	-	1	1	-	1	-	1	1	2	2	-	-	6	-	2	-
	1%	-	1%	2%	-	1%	-	2%	1%	3%	5%	-	-	1%	-	5%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6 .01 Do you receive a paper bill, an online bill or both for your - Package****Base: All those on a package with a single bill**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	659	597	649	616	425	659	-	245	349	3	349	334	62	641
Weighted Base	687	629	676	650	447	687	-.*	238	388	3**	354	362	71*	671
Paper bill	305	277	302	276	196	305	-	119	157	1	305	46	8	305
	44%	44%	45%	43%	44%	44%	-	50%h	40%	30%	86%klm	13%	12%	45%kl
Online bill	293	267	287	286	186	293	-	90	176	1	27	293	5	293
	43%	43%	42%	44%	42%	43%	-	38%	45%	35%	8%	81%jlm	7%	44%jl
Both	56	53	54	56	38	56	-	16	37	-	15	13	56	56
	8%	8%	8%	9%	9%	8%	-	7%	10%	-	4%	4%	79%jkm	8%jk
Do not receive a bill	26	24	25	24	20	26	-	9	13	1	4	6	1	11
	4%	4%	4%	4%	5%	4%	-	4%	3%	35%	1%	2%	1%	2%
SUMMARY CODE														
ANY BILL	654	597	643	618	421	654	-	226	370	2	348	352	70	654
	95%	95%	95%	95%	94%	95%	-	95%	95%	65%	98%	97%	99%	97%
Don't Know	8	8	8	8	6	8	-	3	5	-	2	4	-	6
	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.6 .01 Do you receive a paper bill, an online bill or both for your - Package

Base: All those on a package with a single bill

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	659	12	7	-	310	36	21	10	2	1	253	7
Weighted Base	687	12**	7**	-.**	322	31*	24**	10**	2**	1**	270	8**
Paper bill	305	5	3	-	145	25	6	3	2	1	111	4
	44%	44%	43%	-	45%	80%dj	25%	27%	100%	100%	41%	52%
Online bill	293	7	2	-	140	4	9	4	-	-	122	4
	43%	56%	33%	-	43%e	14%	40%	44%	-	-	45%e	48%
Both	56	-	1	-	25	-	3	1	-	-	26	-
	8%	-	9%	-	8%	-	14%	13%	-	-	10%	-
Do not receive a bill	26	-	-	-	11	2	4	2	-	-	7	-
	4%	-	-	-	3%	6%	17%	16%	-	-	3%	-
SUMMARY CODE												
ANY BILL	654	12	6	-	309	29	19	8	2	1	259	8
	95%	100%	85%	-	96%	94%	79%	84%	100%	100%	96%	100%
Don't Know	8	-	1	-	2	-	1	-	-	-	4	-
	1%	-	15%	-	1%	-	5%	-	-	-	1%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6 .01 Do you receive a paper bill, an online bill or both for your - Package****Base: All those on a package with a single bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	659	52	153	38	46	54	110	87	70	47	51
Weighted Base	687	55*	164	39*	48*	61*	116	91*	68*	45*	55*
Paper bill	305	30	72	18	19	21	50	45	24	15	23
	44%	54%	44%	45%	39%	34%	43%	50%	35%	34%	43%
Online bill	293	21	75	15	19	32	45	39	31	21	22
	43%	38%	45%	38%	39%	52%	39%	43%	46%	46%	39%
Both	56	4	12	4	4	5	16	5	9	4	6
	8%	6%	7%	11%	8%	8%	14%	5%	14%	8%	11%
Do not receive a bill	26	1	3	2	4	3	5	1	2	4	4
	4%	2%	2%	6%	8%g	6%	4%	1%	3%	10%bg	7%
SUMMARY CODE											
ANY BILL	654	54	159	37	41	57	111	89	65	40	51
	95%	98%d	97%di	94%	85%	94%	96%d	98%di	95%	88%	93%
Don't Know	8	-	2	-	3	-	1	1	1	1	-
	1%	-	1%	-	6%f	-	*	1%	2%	2%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.6 .01 Do you receive a paper bill, an online bill or both for your - Package

Base: All those on a package with a single bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	659	290	22	164	97	-	97	1	16	1	1	17	9	310	164	185	18	1	27
Weighted Base	687	315	22**	167	103*	-**	94*	1**	15**	1**	1**	16**	11**	336	167	188	17**	1**	27**
Paper bill	305	115	9	93	43	-	45	-	12	-	-	14	1	123	93	85	12	-	15
	44%	36%	38%	56%ad	42%	-	48%a	-	76%	-	-	88%	10%	36%	56% ^m	45%	70%	-	54%
Online bill	293	143	12	61	45	-	38	1	4	1	1	2	8	154	61	79	5	1	11
	43%	46%	52%	37%	44%	-	40%	100%	24%	100%	100%	12%	80%	46%	37%	42%	30%	100%	42%
Both	56	34	2	9	9	-	7	-	-	-	-	-	-	36	9	14	-	-	-
	8%	11%	10%	6%	9%	-	8%	-	-	-	-	-	-	11%	6%	8%	-	-	-
Do not receive a bill	26	19	-	-	5	-	3	-	-	-	-	-	1	19	-	8	-	-	1
	4%	6% ^c	-	-	5% ^c	-	3% ^c	-	-	-	-	-	10%	6% ⁿ	-	4% ⁿ	-	-	4%
SUMMARY CODE																			
ANY BILL	654	292	22	163	97	-	90	1	15	1	1	16	9	313	163	179	17	1	26
	95%	93%	100%	98% ^a	94%	-	97%	100%	100%	100%	100%	100%	90%	93%	98% ^m	95%	100%	100%	96%
Don't Know	8	5	-	3	1	-	-	-	-	-	-	-	-	5	3	1	-	-	-
	1%	1%	-	2%	1%	-	-	-	-	-	-	-	-	1%	2%	1%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_02 Do you receive a paper bill, an online bill or both for your - Mobile Phone

Base: All Mobile users with a separate bill

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	1525	747	778	180	273	273	245	221	333	287	421	322	495	708	817
Weighted Base	1554	782	771	196	302	301	269	247	238	311	481	317	444	792	761
Paper bill	311	162	149	39	58	58	67	55	33	49	107	69	86	156	155
	20%	21%	19%	20%	19%	19%	25%h	22%h	14%	16%	22%i	22%	19%	20%	20%
Online bill	434	223	211	61	132	113	74	44	10	130	159	88	57	289	145
	28%	29%	27%	31%gh	44%cfgh	37%fgh	28%gh	18%h	4%	42%ijkl	33%l	28%l	13%	37%n	19%
Both	55	29	26	11	15	15	8	5	2	14	19	15	7	33	22
	4%	4%	3%	6%h	5%h	5%h	3%	2%	1%	4%l	4%l	5%l	2%	4%	3%
Do not receive a bill	734	358	376	80	95	114	117	140	188	113	189	141	290	302	431
	47%	46%	49%	41%	32%	38%	43%d	57%cddef	79%cddefg	36%	39%	44%	65%ijk	38%	57%m
SUMMARY CODE															
ANY BILL	800	414	386	111	205	186	149	104	45	193	286	172	150	478	322
	52%	53%	50%	57%gh	68%cfgh	62%gh	55%gh	42%h	19%	62%l	59%l	54%l	34%	60%n	42%
Don't Know	20	11	9	5	2	2	3	3	5	6	6	4	4	12	8
	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%

Q.6 .02 Do you receive a paper bill, an online bill or both for your - Mobile Phone

Base: All Mobile users with a separate bill

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	1525	881	372	272	614	178	104	629	475	1050
Weighted Base	1554	908	396	249	707	189	103*	555	504	1049
Paper bill	311	176	92	43	158	41	13	99	102	208
	20%	19%	23%	17%	22%f	22%	13%	18%	20%	20%
Online bill	434	271	119	44	276	62	17	79	169	265
	28%	30%c	30%c	18%	39%fg	33%fg	17%	14%	34%i	25%
Both	55	39	15	1	41	7	2	6	22	33
	4%	4%c	4%c	*	6%g	4%g	2%	1%	4%	3%
Do not receive a bill	734	411	164	158	227	77	68	362	207	527
	47%	45%	41%	64%ab	32%	41%d	66%de	65%de	41%	50%h
SUMMARY CODE										
ANY BILL	800	486	226	89	475	110	33	183	294	507
	52%	53%c	57%c	36%	67%efg	58%fg	32%	33%	58%i	48%
Don't Know	20	11	6	2	4	3	3	10	3	16
	1%	1%	2%	1%	1%	1%	2%	2%	1%	2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.6 .02 Do you receive a paper bill, an online bill or both for your - Mobile Phone****Base: All Mobile users with a separate bill**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	1525	407	800	202	89	27	317	541	300	245	122	1210	315	1170	272	291
Weighted Base	1554	389	820	218	97*	30**	305	528	321	273	126	1281	272	1243	317	324
Paper bill	311	79	152	56	17	7	60	102	70	54	25	265	46	259	68	58
	20%	20%	18%	26%b	18%	25%	20%	19%	22%	20%	20%	21%	17%	21%	21%	18%
Online bill	434	79	240	63	44	8	55	134	103	94	48	427	7	421	144	142
	28%	20%	29%a	29%a	46%abc	27%	18%	25%f	32%f	35%fg	38%fg	33%l	3%	34%	46%m	44%m
Both	55	4	40	6	1	4	4	18	14	12	8	53	2	52	17	20
	4%	1%	5%a	3%	1%	13%	1%	3%	4%f	4%f	6%f	4%l	1%	4%	5%	6%
Do not receive a bill	734	222	380	88	33	10	182	267	128	109	46	520	214	497	87	97
	47%	57%bcd	46%d	41%	34%	35%	60%ghi j	51%hij	40%	40%	36%	41%	79%k	40%no	28%	30%
SUMMARY CODE																
ANY BILL	800	162	432	125	63	19	119	254	187	160	80	746	55	732	229	220
	52%	42%	53%a	57%a	65%ab	65%	39%	48%f	58%fg	59%fg	64%fg	58%l	20%	59%	72%m	68%o
Don't Know	20	4	9	5	2	-	4	7	6	3	-	16	3	14	1	6
	1%	1%	1%	2%	2%	-	1%	1%	2%	1%	-	1%	1%	1%	*	2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6 .02 Do you receive a paper bill, an online bill or both for your - Mobile Phone****Base: All Mobile users with a separate bill**

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	1525	58	188	150	94	137	150	158	207	133	78	126	46	1275	126	78	46
Weighted Base	1554	58*	190	154	92*	131	158	167	217	136	78*	130	40*	1305	130	78*	40*
Paper bill	311 20%	7 13%	30 16%	18 12%	19 20%	19 15%	28 17%	73 44%abc defhij kl	56 26%abc ek	27 20%	13 17%	15 12%	5 13%	277 21%n	15 12%	13 17%	5 13%
Online bill	434 28%	19 33%	54 28%	50 33%ei	25 27%	26 19%	53 33%ei	55 33%ei	66 31%e	28 21%	18 23%	34 26%	7 18%	375 29%	34 26%	18 23%	7 18%
Both	55 4%	2 4%	7 4%	3 2%	4 5%	8 6%i	3 2%	8 5%i	6 3%	1 1%	4 5%	8 6%fi	1 2%	42 3%	8 6%	4 5%	1 2%
Do not receive a bill	734 47%	29 51%g	88 47%g	83 54%gh	44 48%g	78 60%bfg	75 47%g	29 17%	87 40%g	78 57%gh	43 55%gh	73 56%gh	27 67%bdfg h	591 45%	73 56%m	43 55%	27 67%am
SUMMARY CODE																	
ANY BILL	800 52%	29 49%	91 48%	70 46%	48 52%l	53 40%	83 52%el	136 81%abc defhij kl	128 59%bce ijkl	57 41%	35 45%	58 44%	13 33%	694 53%p	58 44%	35 45%	13 33%
Don't Know	20 1%	- -	11 6%cdefghj k	1 *	- -	1 *	1 1%	2 1%	3 1%	2 2%	- -	- -	- -	20 1%	- -	- -	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Q.6 .02 Do you receive a paper bill, an online bill or both for your - Mobile Phone**Base: All Mobile users with a separate bill**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	1525	1525	1112	886	635	558	71	785	729	8	780	590	113	1261
Weighted Base	1554	1554	1119	931	661	589	75*	735	808	8**	769	647	125	1294
Paper bill	311	311	243	194	150	133	23	55	254	1	311	43	21	311
	20%	20%	22%	21%	23%	23%	30%	7%	31%g	13%	40%klm	7%	17%k	24%k
Online bill	434	434	315	319	231	199	29	18	415	1	101	434	25	434
	28%	28%	28%	34%ab	35%ab	34%	39%	2%	51%g	14%	13%	67%jlm	20%	34%jl
Both	55	55	44	44	34	26	9	3	52	1	22	8	55	55
	4%	4%	4%	5%	5%	4%	11%e	*	6%g	7%	3%	1%	44%jkm	4%k
Do not receive a bill	734	734	505	367	241	228	14	647	81	4	328	155	24	482
	47%	47%cd	45%cd	39%	36%	39%f	18%	88%h	10%	48%	43%klm	24%	19%	37%kl
SUMMARY CODE														
ANY BILL	800	800	603	557	415	358	61	76	720	3	433	486	101	800
	52%	52%	54%	60%ab	63%ab	61%	81%e	10%	89%g	34%	56%	75%jm	81%jm	62%j
Don't Know	20	20	11	8	5	2	1	12	6	2	7	6	-	12
	1%	1%	1%	1%	1%	*	1%	2%	1%	19%	1%	1%	-	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6 .02 Do you receive a paper bill, an online bill or both for your - Mobile Phone**Base: All Mobile users with a separate bill**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	1525	9	5	1	310	26	18	7	1	2	246	11
Weighted Base	1554	9**	6**	1**	324	24**	20**	7**	1**	2**	265	12**
Paper bill	311	4	1	1	70	11	5	2	1	-	58	3
	20%	41%	18%	100%	22%	45%	26%	25%	100%	-	22%	27%
Online bill	434	3	3	-	108	-	9	1	-	1	96	7
	28%	36%	56%	-	33%	-	44%	17%	-	52%	36%	61%
Both	55	1	-	-	9	-	1	2	-	-	21	1
	4%	11%	-	-	3%	-	3%	24%	-	-	8% ^d	11%
Do not receive a bill	734	1	2	-	135	13	5	1	-	1	89	-
	47%	12%	26%	-	42%	55%	27%	18%	-	48%	34%	-
SUMMARY CODE												
ANY BILL	800	8	4	1	187	11	15	4	1	1	174	12
	52%	88%	74%	100%	58%	45%	73%	66%	100%	52%	66%	100%
Don't Know	20	-	-	-	1	-	-	1	-	-	2	-
	1%	-	-	-	*	-	-	16%	-	-	1%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6_02 Do you receive a paper bill, an online bill or both for your - Mobile Phone****Base: All Mobile users with a separate bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	1525	118	336	76	112	117	276	208	188	97	126
Weighted Base	1554	123	359	79*	112	125	271	209	191	96*	130
Paper bill	311	23	119	12	17	20	61	39	22	7	15
	20%	18% ⁱ	33% ^{acde fghij}	16%	15%	16%	22% ^{hij}	19% ⁱ	11%	8%	12%
Online bill	434	37	124	13	29	39	60	57	55	37	34
	28%	30% ^c	35% ^{cf}	17%	25%	31% ^c	22%	27%	29%	38% ^{cf}	26%
Both	55	5	13	1	5	1	12	7	5	2	8
	4%	4%	4%	2%	5%	1%	4%	3%	3%	2%	6% ^e
Do not receive a bill	734	56	97	50	61	64	137	95	108	50	73
	47%	46% ^b	27%	64% ^{abfg}	55% ^b	51% ^b	51% ^b	46% ^b	57% ^{bg}	52% ^b	56% ^b
SUMMARY CODE											
ANY BILL	800	65	257	27	51	60	133	103	82	46	58
	52%	53% ^c	72% ^{acde fghij}	35%	45%	48%	49% ^c	49% ^c	43%	48%	44%
Don't Know	20	2	4	1	-	1	1	11	1	-	-
	1%	1%	1%	1%	-	1%	*	5% ^{bdefhij}	*	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Q.6 .02 Do you receive a paper bill, an online bill or both for your - Mobile Phone

Base: All Mobile users with a separate bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	1525	593	69	218	335	2	303	1	17	1	13	87	33	658	218	613	19	13	123
Weighted Base	1554	633	71*	224	333	2**	302	1**	16**	1**	11**	79*	34*	700	224	610	17**	11**	117
Paper bill	311	133	10	51	60	-	49	-	4	-	2	19	7	142	51	108	4	2	26
	20%	21%	14%	23%	18%	-	16%	-	26%	-	13%	24%	20%	20%	23%	18%	24%	13%	22%
Online bill	434	228	21	79	63	-	66	-	4	-	1	13	12	247	79	125	4	1	26
	28%	36%dfk	30%d	35%dfk	19%	-	22%	-	24%	-	9%	17%	34%	35%or	35%or	21%	22%	9%	22%
Both	55	25	3	13	7	-	14	-	2	-	1	-	-	28	13	19	2	1	-
	4%	4%	5%	6%dk	2%	-	4%	-	13%	-	5%	-	-	4%r	6%r	3%	12%	5%	-
Do not receive a bill	734	243	36	80	194	2	165	1	6	1	8	46	15	278	80	344	7	8	63
	47%	38%	51%ac	36%	58%ac	100%	55%ac	100%	37%	100%	73%	58%ac	43%	40%	36%	56%mn	42%	73%	54%mn
SUMMARY CODE																			
ANY BILL	800	385	34	144	131	-	128	-	10	-	3	32	19	417	144	252	10	3	52
	52%	61%dfk	49%	64%bdfk	39%	-	42%	-	63%	-	27%	41%	54%	60%or	64%or	41%	58%	27%	44%
Don't Know	20	5	-	1	8	-	9	-	-	-	-	1	1	5	1	14	-	-	2
	1%	1%	-	*	3%ac	-	3%ac	-	-	-	-	1%	3%	1%	*	2%mn	-	-	2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_03 Do you receive a paper bill, an online bill or both for your - Landline Phone
Base: All landline users with a separate bill

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	762	358	404	16	73	84	111	121	357	151	177	173	261	328	434
Weighted Base	704	329	375	20**	83*	91*	121	133	257	149	184	148	223	333	371
Paper bill	484	215	268	16	40	48	72	89	219	83	115	106	179	198	285
	69%	65%	72%	82%	49%	53%	59%	67% ^d	85% ^{defg}	55%	63%	72% ⁱ	80% ^{ijk}	60%	77% ^m
Online bill	145	85	60	2	29	32	34	31	17	49	49	19	28	98	47
	21%	26% ^b	16%	10%	35% ^h	35% ^h	28% ^h	23% ^h	7%	33% ^{kl}	27% ^{kl}	13%	13%	29% ⁿ	13%
Both	26	8	18	-	5	6	7	3	5	8	8	7	3	16	10
	4%	3%	5%	-	6%	6% ^h	6% ^h	2%	2%	5% ^l	4%	5% ^l	1%	5%	3%
Do not receive a bill	36	14	22	-	6	4	3	10	13	6	4	15	12	10	26
	5%	4%	6%	-	7%	4%	2%	8%	5%	4%	2%	10% ^{ij}	5%	3%	7% ^m
SUMMARY CODE															
ANY BILL	654	309	346	18	74	86	113	123	241	139	172	132	210	312	343
	93%	94%	92%	93%	90%	94%	94%	92%	94%	93%	94%	89%	94%	94%	92%
Don't Know	14	7	7	1	3	1	5	-	4	4	8	1	1	12	2
	2%	2%	2%	7%	3%	1%	4% ^g	-	1%	3%	4% ^l	1%	*	4% ⁿ	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6 .03 Do you receive a paper bill, an online bill or both for your - Landline Phone**Base: All landline users with a separate bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	762	436	97	229	224	69	20	449	124	638
Weighted Base	704	416	97*	191	252	70*	20**	361	132	572
Paper bill	484	260	73	150	139	44	13	288	73	410
	69%	63%	75%a	79%a	55%	62%	62%	80%de	56%	72%h
Online bill	145	100	18	27	82	15	5	43	38	106
	21%	24%c	19%	14%	33%g	21%g	22%	12%	29%i	19%
Both	26	21	1	4	15	4	1	6	9	18
	4%	5%	1%	2%	6%g	6%g	6%	2%	7%	3%
Do not receive a bill	36	23	4	9	8	5	2	21	7	29
	5%	6%	4%	5%	3%	7%	9%	6%	5%	5%
SUMMARY CODE										
ANY BILL	654	381	92	182	237	63	18	336	120	534
	93%	92%	95%	95%	94%	90%	91%	93%	91%	93%
Don't Know	14	12	1	1	8	2	-	4	5	8
	2%	3%c	1%	*	3%	3%	-	1%	4%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6 .03 Do you receive a paper bill, an online bill or both for your - Landline Phone****Base: All landline users with a separate bill**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	762	268	382	76	29	7	249	300	109	72	32	446	316	433	114	88
Weighted Base	704	229	360	78*	30**	8**	212	267	115	77*	33*	456	248	445	128	95*
Paper bill	484	179	235	49	16	5	165	194	64	44	17	253	231	241	69	52
	69%	78%abc	65%	62%	52%	70%	78%hij	72%hij	55%	58%	51%	55%	93%k	54%	54%	55%
Online bill	145	34	77	18	13	2	32	44	33	25	11	142	3	142	46	36
	21%	15%	22%a	23%	44%	30%	15%	17%	29%fg	33%fg	32%fg	31%l	1%	32%	36%	38%
Both	26	3	18	4	1	-	2	11	9	2	2	26	-	26	7	3
	4%	1%	5%a	5%	3%	-	1%	4%f	8%f	3%	7%f	6%l	-	6%	6%	4%
Do not receive a bill	36	11	20	5	-	-	11	15	3	4	4	23	13	23	5	3
	5%	5%	6%	6%	-	-	5%	5%	3%	5%	11%	5%	5%	5%	4%	3%
SUMMARY CODE																
ANY BILL	654	216	330	70	30	8	199	249	105	71	30	421	234	409	122	92
	93%	94%	92%	90%	100%	100%	94%	93%	92%	93%	89%	92%	94%	92%	95%	97%
Don't Know	14	2	9	3	-	-	2	4	7	1	-	13	1	13	1	-
	2%	1%	2%	4%	-	-	1%	1%	6%fg	1%	-	3%l	*	3%	1%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.6_03 Do you receive a paper bill, an online bill or both for your - Landline Phone

Base: All landline users with a separate bill

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	762	31	80	74	48	52	68	76	123	75	44	71	20	627	71	44	20
Weighted Base	704	27**	72*	70*	42*	46*	60*	75*	120	70*	40*	65*	16**	583	65*	40*	16**
Paper bill	484	20	45	43	36	38	43	53	73	44	27	47	13	396	47	27	13
	69%	72%	63%	61%	85%bchi	81%bchi	72%	71%	61%	63%	68%	72%	85%	68%	72%	68%	85%
Online bill	145	4	19	22	4	4	16	14	29	18	6	10	-	129	10	6	-
	21%	16%	27%de	31%dek	9%	8%	26%de	19%	24%de	25%de	14%	15%	-	22%	15%	14%	-
Both	26	1	5	1	1	1	1	4	5	4	3	-	-	23	-	3	-
	4%	4%	7%k	2%	3%	2%	1%	5%	4%	5%	8%k	-	-	4%	-	8%n	-
Do not receive a bill	36	1	3	3	1	4	-	3	6	3	2	8	2	23	8	2	2
	5%	4%	4%	5%	2%	9%f	-	3%	5%	4%	5%	12%fg	15%	4%	12%fm	5%	15%
SUMMARY CODE																	
ANY BILL	654	25	69	66	41	42	60	72	107	65	36	57	13	547	57	36	13
	93%	93%	96%	93%	98%	91%	100%ceh ijk	95%	89%	93%	91%	88%	85%	94%	88%	91%	85%
Don't Know	14	1	-	1	-	-	-	1	7	2	2	-	-	12	-	2	-
	2%	4%	-	2%	-	-	-	1%	6%b	3%	4%	-	-	2%	-	4%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6 .03 Do you receive a paper bill, an online bill or both for your - Landline Phone****Base: All landline users with a separate bill**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	762	577	762	364	271	19	73	338	233	3	586	211	51	729
Weighted Base	704	556	704	376	272	20**	77*	298	253	3**	524	227	53*	673
Paper bill	484	357	484	198	146	12	33	222	130	2	484	61	22	484
	69%	64%cd	69%cd	53%	54%	58%	43%	75%h	51%	79%	92%klm	27%	41%	72%kl
Online bill	145	134	145	126	82	4	34	39	95	-	26	145	4	145
	21%	24%	21%	34%ab	30%b	18%	44%	13%	37%g	-	5%	64%jlm	7%	21%jl
Both	26	25	26	24	16	2	9	8	16	1	4	13	26	26
	4%	4%	4%	6%	6%	8%	11%	3%	6%g	21%	1%	6%j	49%jkm	4%j
Do not receive a bill	36	30	36	20	21	1	-	22	8	-	6	6	-	12
	5%	5%	5%	5%	8%	5%	-	7%h	3%	-	1%	3%	-	2%
SUMMARY CODE														
ANY BILL	654	516	654	348	244	17	75	270	241	3	514	219	52	654
	93%	93%	93%	93%	90%	84%	98%	91%	95%	100%	98%	96%	98%	97%
Don't Know	14	10	14	8	7	2	2	5	5	-	5	2	1	7
	2%	2%	2%	2%	2%	10%	2%	2%	2%	-	1%	1%	2%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6 .03 Do you receive a paper bill, an online bill or both for your - Landline Phone**Base: All landline users with a separate bill**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	762	9	10	-	33	3	15	7	1	1	9	11
Weighted Base	704	9**	11**	-.**	34*	2**	16**	7**	1**	1**	10**	12**
Paper bill	484	7	3	-	12	2	11	2	1	-	3	4
	69%	77%	30%	-	36%	100%	64%	25%	100%	-	25%	35%
Online bill	145	1	3	-	16	-	3	2	-	1	5	8
	21%	12%	30%	-	48%	-	16%	35%	-	100%	49%	65%
Both	26	1	2	-	3	-	1	2	-	-	2	-
	4%	12%	16%	-	9%	-	6%	24%	-	-	15%	-
Do not receive a bill	36	-	-	-	2	-	1	1	-	-	1	-
	5%	-	-	-	6%	-	6%	16%	-	-	10%	-
SUMMARY CODE												
ANY BILL	654	9	8	-	32	2	14	6	1	1	9	12
	93%	100%	76%	-	94%	100%	87%	84%	100%	100%	90%	100%
Don't Know	14	-	3	-	-	-	1	-	-	-	-	-
	2%	-	24%	-	-	-	7%	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6_03 Do you receive a paper bill, an online bill or both for your - Landline Phone****Base: All landline users with a separate bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	762	70	171	46	63	54	125	92	92	55	71
Weighted Base	704	66*	168	43*	58*	49*	113	82*	85*	50*	65*
Paper bill	484	40	117	29	39	31	87	51	54	32	47
	69%	61%	70%	69%	67%	63%	77% ^{agh}	62%	63%	64%	72%
Online bill	145	16	32	8	9	17	17	22	23	10	10
	21%	23%	19%	18%	15%	34% ^{bdfj}	15%	27% ^f	27% ^f	19%	15%
Both	26	4	6	2	6	2	2	6	2	1	-
	4%	6% ^j	3%	5%	10% ^{bfj}	3%	2%	7% ^j	3%	2%	-
Do not receive a bill	36	2	7	3	2	-	6	4	4	6	8
	5%	2%	4%	7%	4%	-	6%	4%	5%	12% ^{abe}	12% ^{abe}
SUMMARY CODE											
ANY BILL	654	60	155	40	53	49	106	79	80	43	57
	93%	91%	93%	93%	92%	100% ^{adij}	94%	96% ⁱ	93%	86%	88%
Don't Know	14	5	5	-	3	-	1	-	1	1	-
	2%	7% ^{faj}	3%	-	5%	-	1%	-	2%	2%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Q.6_03 Do you receive a paper bill, an online bill or both for your - Landline Phone

Base: All landline users with a separate bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	762	268	34	52	197	2	189	-	2	-	8	88	6	300	52	369	2	8	97
Weighted Base	704	270	33*	50*	177	2**	169	-**	2**	-**	5**	73*	7**	300	50*	331	2**	5**	82*
Paper bill	484 69%	154 57%	21 63%	24 49%	133 75%ac	2 100%	123 73%ac	-	1 39%	-	3 63%	63 86%abc df	4 57%	175 58%	24 49%	249 75%mn	1 39%	3 63%	68 83%mn
Online bill	145 21%	74 27%dfk	10 29%k	20 41%dfk	31 18%k	-	31 19%k	-	-	-	1 26%	5 6%	-	81 27%or	20 41%or	58 17%r	-	1 26%	6 7%
Both	26 4%	13 5%	3 8%f	3 6%	5 3%	-	3 2%	-	1 61%	-	-	2 3%	-	16 5%o	3 6%	7 2%	1 61%	-	2 2%
Do not receive a bill	36 5%	21 8%	-	2 3%	8 4%	-	8 5%	-	-	-	1 11%	1 2%	2 27%	21 7%	2 3%	13 4%	-	1 11%	3 4%
SUMMARY CODE																			
ANY BILL	654 93%	241 89%	33 100%	48 97%	169 95%a	2 100%	157 93%	-	2 100%	-	4 89%	69 95%	4 57%	272 90%	48 97%	314 95%mn	2 100%	4 89%	75 92%
Don't Know	14 2%	7 3%	-	-	1 *	-	3 2%	-	-	-	-	2 3%	1 16%	7 2%	-	4 1%	-	-	3 4%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband
Base: All fixed line broadband users with a separate bill

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	385	202	183	17	70	72	79	69	78	114	103	85	83	217	168
Weighted Base	399	211	187	20**	80*	78*	87*	77*	55*	120	114*	85*	80*	234	165
Paper bill	129	65	64	13	22	26	23	25	20	40	33	30	27	73	57
	32%	31%	34%	64%	28%	33%	27%	33%	35%	33%	29%	35%	33%	31%	34%
Online bill	165	105	59	6	41	29	39	34	16	54	55	24	32	109	56
	41%	50%b	32%	29%	51%h	38%	45%	44%	29%	45%k	48%k	28%	40%	46%n	34%
Both	20	6	15	-	3	3	8	2	3	8	5	5	2	13	7
	5%	3%	8%a	-	4%	4%	9%	3%	6%	7%	5%	5%	3%	6%	4%
Do not receive a bill	68	26	42	1	12	18	12	15	11	12	16	24	16	28	40
	17%	12%	23%a	3%	15%	24%	14%	19%	20%	10%	14%	28%ij	20%	12%	24%m
SUMMARY CODE															
ANY BILL	314	176	138	19	66	59	71	61	39	102	93	58	61	195	120
	79%	84%b	74%	92%	83%	75%	81%	79%	71%	85%k	82%	69%	77%	83%n	73%
Don't Know	16	9	7	1	2	1	5	1	5	6	5	2	3	11	5
	4%	4%	4%	5%	3%	1%	6%	2%	10%eg	5%	4%	3%	3%	5%	3%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband

Base: All fixed line broadband users with a separate bill

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	385	260	62	63	179	55	19	132	105	280
Weighted Base	399	271	68*	60*	205	57*	20**	116	113	285
Paper bill	129	85	28	17	69	19	6	35	36	93
	32%	31%	40%	28%	34%	34%	28%	31%	32%	33%
Online bill	165	115	27	23	93	16	10	46	44	121
	41%	42%	39%	39%	45%e	28%	50%	40%	39%	42%
Both	20	16	2	2	11	5	1	3	5	15
	5%	6%	3%	4%	6%	9%g	6%	2%	5%	5%
Do not receive a bill	68	40	12	16	24	15	3	27	24	44
	17%	15%	17%	27%a	12%	25%d	17%	23%d	22%	15%
SUMMARY CODE										
ANY BILL	314	215	57	42	173	40	17	84	86	229
	79%	80%	83%	71%	85%eg	71%	83%	72%	76%	80%
Don't Know	16	15	-	1	8	2	-	5	3	12
	4%	5%	-	2%	4%	4%	-	5%	3%	4%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband****Base: All fixed line broadband users with a separate bill**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	385	90	207	57	26	5	74	139	81	64	27	374	11	373	99	73
Weighted Base	399	90*	214	61*	28**	6**	75*	137	89*	69*	29**	390	9**	388	111*	83*
Paper bill	129	32	71	19	6	1	24	48	26	21	10	124	6	124	36	24
	32%	35%	33%	32%	23%	21%	32%	35%	29%	31%	34%	32%	62%	32%	33%	30%
Online bill	165	29	93	22	15	5	27	57	39	30	12	165	-	165	45	38
	41%	32%	44%	37%	55%	79%	36%	41%	44%	43%	43%	42%	-	42%	40%	46%
Both	20	4	10	5	1	-	3	8	5	3	1	20	-	20	9	4
	5%	4%	5%	9%	4%	-	4%	6%	6%	5%	3%	5%	-	5%	8%	5%
Do not receive a bill	68	23	34	7	4	-	19	20	12	12	6	65	3	65	18	13
	17%	26%	16%	12%	14%	-	25%	15%	13%	17%	20%	17%	38%	17%	16%	16%
SUMMARY CODE																
ANY BILL	314	65	174	47	22	6	54	113	70	54	23	309	6	309	90	66
	79%	72%	81%	78%	81%	100%	72%	82%	79%	79%	80%	79%	62%	79%	81%	80%
Don't Know	16	2	6	6	1	-	2	4	7	3	-	16	-	15	4	3
	4%	2%	3%	10%b	5%	-	3%	3%	8%	4%	-	4%	-	4%	3%	4%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband

Base: All fixed line broadband users with a separate bill

	Total	GOVERNMENT REGIONS											COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	385	14	51	42	26	20	26	46	66	43	19	25	7	334	25	19	7
Weighted Base	399	14**	49*	46*	25**	22**	28**	50*	68*	42*	19**	30**	6**	344	30**	19**	6**
Paper bill	129	5	13	10	11	9	11	20	24	11	6	9	2	113	9	6	2
	32%	33%	27%	22%	43%	42%	40%	40%	34%	25%	31%	29%	29%	33%	29%	31%	29%
Online bill	165	7	23	20	7	10	12	20	28	18	8	10	2	145	10	8	2
	41%	46%	46%	44%	27%	46%	45%	41%	41%	42%	44%	33%	30%	42%	33%	44%	30%
Both	20	-	3	-	2	1	1	6	4	1	2	-	-	18	-	2	-
	5%	-	6%	-	9%	4%	3%	12% ^c	6%	3%	11%	-	-	5%	-	11%	-
Do not receive a bill	68	2	8	15	6	2	3	2	8	7	3	11	2	52	11	3	2
	17%	15%	15%	33% ^{gh}	22%	8%	9%	5%	11%	18%	15%	38%	42%	15%	38%	15%	42%
SUMMARY CODE																	
ANY BILL	314	11	39	30	20	20	24	47	56	30	16	18	3	276	18	16	3
	79%	78%	80%	66%	78%	92%	88%	93% ^{ci}	82%	70%	85%	62%	58%	80%	62%	85%	58%
Don't Know	16	1	2	1	-	-	1	1	5	5	-	-	-	16	-	-	-
	4%	7%	4%	1%	-	-	2%	2%	7%	13%	-	-	-	5%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband
Base: All fixed line broadband users with a separate bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	385	358	352	385	201	7	63	154	199	3	232	201	45	364
Weighted Base	399	371	363	399	212	7**	67*	147	220	2**	237	220	47*	378
Paper bill	129	120	118	129	68	4	19	49	69	1	129	28	12	129
	32%	32%	32%	32%	32%	51%	29%	34%	31%	46%	55%klm	13%	25%k	34%k
Online bill	165	150	149	165	86	4	31	46	103	1	45	165	11	165
	41%	41%	41%	41%	40%	49%	46%	31%	47%g	25%	19%	75%jlm	24%	44%jl
Both	20	20	20	20	10	-	11	6	14	-	11	7	20	20
	5%	5%	6%	5%	5%	-	17%	4%	6%	-	4%	3%	43%jkm	5%
Do not receive a bill	68	67	61	68	42	-	4	41	25	1	41	15	3	51
	17%	18%	17%	17%	20%	-	6%	28%h	12%	29%	17%k	7%	6%	13%k
SUMMARY CODE														
ANY BILL	314	290	287	314	164	7	61	101	186	2	185	201	43	314
	79%	78%	79%	79%	77%	100%	92%	69%	85%g	71%	78%	91%jm	92%j	83%
Don't Know	16	14	15	16	7	-	1	5	9	-	11	4	1	13
	4%	4%	4%	4%	3%	-	2%	4%	4%	-	5%	2%	2%	3%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband**Base: All fixed line broadband users with a separate bill**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	385	8	5	-	33	1	1	7	-	2	9	11
Weighted Base	399	9**	6**	..	34*	1**	1**	7**	..	2**	10**	12**
Paper bill	129	4	1	-	11	1	1	-	-	-	1	4
	32%	47%	18%	-	32%	100%	100%	-	-	-	13%	35%
Online bill	165	4	4	-	14	-	-	4	-	1	4	7
	41%	41%	65%	-	41%	-	-	68%	-	52%	36%	56%
Both	20	1	1	-	3	-	-	2	-	-	3	1
	5%	12%	18%	-	9%	-	-	32%	-	-	27%	9%
Do not receive a bill	68	-	-	-	6	-	-	-	-	1	1	-
	17%	-	-	-	18%	-	-	-	-	48%	10%	-
SUMMARY CODE												
ANY BILL	314	9	6	-	28	1	1	7	-	1	8	12
	79%	100%	100%	-	82%	100%	100%	100%	-	52%	76%	100%
Don't Know	16	-	-	-	-	-	-	-	-	-	1	-
	4%	-	-	-	-	-	-	-	-	-	14%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband****Base: All fixed line broadband users with a separate bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	385	40	94	23	28	25	63	59	50	26	25
Weighted Base	399	41*	101*	22**	29**	27**	64*	56*	52*	29**	30**
Paper bill	129	15	41	5	8	10	23	16	11	7	9
	32%	36%	41%h	24%	28%	38%	36%	28%	22%	25%	29%
Online bill	165	17	36	8	13	14	27	26	21	11	10
	41%	41%	36%	35%	45%	53%	43%	46%	40%	39%	33%
Both	20	3	9	1	2	1	3	4	1	-	-
	5%	8%	9%	5%	7%	3%	5%	7%	2%	-	-
Do not receive a bill	68	2	8	6	6	2	9	8	18	9	11
	17%	5%	8%	26%	20%	6%	15%	15%	34%abfg	33%	38%
SUMMARY CODE											
ANY BILL	314	35	86	14	23	25	54	46	34	18	18
	79%	84%h	86%h	64%	80%	94%	84%h	82%	65%	63%	62%
Don't Know	16	5	7	2	-	-	1	2	1	1	-
	4%	11%f	7%	10%	-	-	1%	4%	1%	4%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_04 Do you receive a paper bill, an online bill or both for your - Fixed Line Broadband
Base: All fixed line broadband users with a separate bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	385	178	16	40	86	1	87	-	-	1	3	22	6	192	40	162	1	3	29
Weighted Base	399	191	17**	41*	87*	1**	88*	-.**	-.**	1**	2**	21**	8**	206	41*	164	1**	2**	29**
Paper bill	129	64	3	12	31	1	22	-	-	-	1	12	-	67	12	52	-	1	12
	32%	33%	17%	28%	36%	100%	25%	-	-	-	32%	56%	-	32%	28%	32%	-	32%	39%
Online bill	165	70	11	23	34	-	38	-	-	1	1	6	7	79	23	67	1	1	14
	41%	37%	64%	56%a	39%	-	44%	-	-	100%	68%	30%	86%	38%	56% _m	41%	100%	68%	47%
Both	20	7	2	4	5	-	1	-	-	-	-	1	-	9	4	6	-	-	1
	5%	4%	11%	9% _f	6%	-	1%	-	-	-	-	5%	-	4%	9%	4%	-	-	4%
Do not receive a bill	68	44	1	3	15	-	20	-	-	-	-	1	-	45	3	31	-	-	1
	17%	23% _c	8%	7%	17%	-	23% _c	-	-	-	-	4%	-	22% _n	7%	19%	-	-	3%
SUMMARY CODE																			
ANY BILL	314	141	16	38	70	1	61	-	-	1	2	19	7	155	38	125	1	2	26
	79%	74%	92%	93% _a _f	81%	100%	70%	-	-	100%	100%	91%	86%	75%	93% _m _o	76%	100%	100%	90%
Don't Know	16	7	-	-	2	-	6	-	-	-	-	1	1	7	-	8	-	-	2
	4%	3%	-	-	2%	-	7%	-	-	-	-	5%	14%	3%	-	5%	-	-	7%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6_05 Do you receive a paper bill, an online bill or both for your - Pay TV

Base: All Pay TV users with a separate bill

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	408	206	202	13	83	80	80	63	89	91	109	105	103	200	208
Weighted Base	414	213	201	13**	94*	88*	86*	69*	63*	98*	120	105*	91*	219	195
Paper bill	138	79	59	6	31	30	33	13	26	27	40	36	35	68	71
	33%	37%	29%	42%	33%	34%	38%g	19%	41%g	28%	33%	34%	39%	31%	36%
Online bill	101	53	48	1	31	21	20	22	6	33	39	14	15	72	29
	24%	25%	24%	4%	33%h	24%h	23%h	32%h	10%	33%kl	32%kl	13%	17%	33%n	15%
Both	12	6	5	1	5	2	2	-	1	5	5	1	1	10	2
	3%	3%	3%	4%	6%	2%	3%	-	2%	5%	4%	1%	1%	4%n	1%
Do not receive a bill	154	71	84	4	26	34	28	34	28	30	35	52	37	65	89
	37%	33%	42%	32%	28%	39%	33%	49%d	44%d	31%	29%	49%ij	41%	30%	46%m
SUMMARY CODE															
ANY BILL	250	139	111	7	68	53	55	36	33	65	84	51	51	149	101
	60%	65%	56%	51%	72%gh	60%	63%	51%	52%	66%k	70%kl	48%	56%	68%n	52%
Don't Know	9	4	6	2	-	1	3	-	2	3	1	2	3	4	5
	2%	2%	3%	18%	-	1%	4%	-	4%d	3%	1%	2%	3%	2%	3%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6 .05 Do you receive a paper bill, an online bill or both for your - Pay TV**Base: All Pay TV users with a separate bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	408	279	60	69	175	60	18	155	137	271
Weighted Base	414	291	60*	63*	204	62*	17**	131	148	267
Paper bill	138	102	22	14	78	15	5	40	58	81
	33%	35%	37%	23%	38%	25%	31%	30%	39%	30%
Online bill	101	71	13	17	58	6	4	32	32	69
	24%	24%	22%	27%	29%e	10%	22%	25%e	21%	26%
Both	12	9	1	1	5	5	-	1	7	4
	3%	3%	2%	2%	3%	8%g	-	1%	5%	2%
Do not receive a bill	154	104	21	29	58	33	8	55	49	106
	37%	36%	35%	47%	28%	53%d	47%	42%d	33%	40%
SUMMARY CODE										
ANY BILL	250	182	36	32	141	27	9	73	97	154
	60%	62%	61%	51%	69%eg	43%	53%	56%	65%	58%
Don't Know	9	6	2	1	5	2	-	2	2	7
	2%	2%	4%	2%	2%	4%	-	2%	1%	3%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6 .05 Do you receive a paper bill, an online bill or both for your - Pay TV****Base: All Pay TV users with a separate bill**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	408	87	240	57	20	4	74	144	82	73	35	334	74	328	91	77
Weighted Base	414	82*	246	60*	21**	4**	71*	138	90*	79*	36*	354	60*	348	105*	85*
Paper bill	138	22	79	25	9	2	20	37	35	30	16	108	30	103	32	22
	33%	27%	32%	42%	43%	53%	28%	27%	39%	38%	45%g	31%	50%k	30%	30%	26%
Online bill	101	21	64	9	5	1	18	40	24	11	8	100	1	100	36	29
	24%	26%	26%	15%	23%	26%	25%	29% ^h	27% ⁱ	14%	22%	28% ^l	2%	29%	34%	34%
Both	12	2	9	1	-	-	1	2	6	3	-	12	-	12	5	4
	3%	2%	4%	2%	-	-	1%	1%	7% ^g	4%	-	3%	-	3%	5%	5%
Do not receive a bill	154	34	89	23	7	1	29	57	22	34	12	127	27	126	30	29
	37%	41%	36%	39%	34%	21%	41% ^h	41% ^h	25%	43% ^h	33%	36%	46%	36%	28%	34%
SUMMARY CODE																
ANY BILL	250	45	152	36	14	3	38	79	66	44	24	219	31	214	73	55
	60%	55%	62%	59%	66%	79%	54%	57%	73% ^l ^g	56%	67%	62%	52%	61%	70%	65%
Don't Know	9	4	5	1	-	-	4	2	2	1	-	8	1	8	2	1
	2%	4%	2%	2%	-	-	5%	2%	2%	1%	-	2%	2%	2%	2%	1%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6_05 Do you receive a paper bill, an online bill or both for your - Pay TV****Base: All Pay TV users with a separate bill**

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	408	23	53	29	22	29	41	40	63	33	23	36	16	333	36	23	16
Weighted Base	414	24**	54*	29**	20**	28**	44*	41*	64*	33*	23**	41*	13**	337	41*	23**	13**
Paper bill	138	7	16	2	8	13	15	26	26	7	8	8	1	122	8	8	1
	33%	31%	30%	6%	41%	46%	35%	62% bfh ik	41% k	23%	33%	19%	11%	36% n	19%	33%	11%
Online bill	101	4	20	4	5	5	13	11	16	11	2	9	1	89	9	2	1
	24%	18%	37%	13%	23%	18%	30%	26%	26%	32%	7%	23%	7%	26%	23%	7%	7%
Both	12	-	2	-	-	1	1	1	3	1	1	1	-	9	1	1	-
	3%	-	3%	-	-	5%	3%	3%	5%	3%	2%	4%	-	3%	4%	2%	-
Do not receive a bill	154	12	15	24	6	9	14	4	14	14	12	20	11	112	20	12	11
	37%	50%	29% g	81%	30%	31%	32% g	9%	22%	42% gh	53%	49% gh	82%	33%	49%	53%	82%
SUMMARY CODE																	
ANY BILL	250	12	38	5	13	19	30	38	46	19	10	18	2	220	18	10	2
	60%	50%	71% k	19%	64%	69%	68%	91% bfh ik	71% k	58%	42%	45%	18%	65% n	45%	42%	18%
Don't Know	9	-	-	-	1	-	-	-	4	-	1	2	-	6	2	1	-
	2%	-	-	-	6%	-	-	-	7%	-	5%	6%	-	2%	6%	5%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.6 .05 Do you receive a paper bill, an online bill or both for your - Pay TV

Base: All Pay TV users with a separate bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	408	366	358	301	408	105	47	152	210	3	249	187	40	378
Weighted Base	414	374	363	318	414	111	49*	140	230	2**	245	208	42*	385
Paper bill	138	120	116	92	138	35	19	45	74	1	138	33	13	138
	33%	32%	32%	29%	33%	31%	38%	33%	32%	46%	56%klm	16%	32%k	36%k
Online bill	101	92	91	91	101	35	19	22	70	-	9	101	7	101
	24%	25%	25%	29%	24%	31%	40%	16%	30%g	-	4%	48%ilm	17%j	26%j
Both	12	12	12	10	12	4	3	2	9	-	6	6	12	12
	3%	3%	3%	3%	3%	3%	6%	2%	4%	-	2%	3%	27%jkm	3%
Do not receive a bill	154	142	136	118	154	37	7	67	73	1	84	63	9	127
	37%	38%	37%	37%	37%	34%f	14%	48%h	32%	54%	34%	31%	22%	33%
SUMMARY CODE														
ANY BILL	250	224	218	193	250	73	41	70	153	1	153	140	32	250
	60%	60%	60%	61%	60%	66%	84%e	50%	66%g	46%	63%	67%	75%	65%
Don't Know	9	8	9	7	9	-	1	3	5	-	7	5	1	8
	2%	2%	3%	2%	2%	-	2%	2%	2%	-	3%	2%	3%	2%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.6 .05 Do you receive a paper bill, an online bill or both for your - Pay TV**Base: All Pay TV users with a separate bill**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	408	6	8	1	111	3	1	5	1	2	9	11
Weighted Base	414	6**	9**	1**	116	2**	1**	5**	1**	2**	10**	12**
Paper bill	138	5	3	1	33	2	1	1	1	-	4	4
	33%	83%	36%	100%	28%	71%	100%	19%	100%	-	38%	35%
Online bill	101	1	3	-	37	-	-	3	-	1	4	7
	24%	17%	30%	-	32%	-	-	50%	-	52%	36%	56%
Both	12	-	1	-	4	-	-	-	-	-	2	-
	3%	-	8%	-	4%	-	-	-	-	-	15%	-
Do not receive a bill	154	-	2	-	41	-	-	2	-	1	1	1
	37%	-	26%	-	36%	-	-	31%	-	48%	10%	9%
SUMMARY CODE												
ANY BILL	250	6	6	1	74	2	1	4	1	1	9	11
	60%	100%	74%	100%	63%	71%	100%	69%	100%	52%	90%	91%
Don't Know	9	-	-	-	1	1	-	-	-	-	-	-
	2%	-	-	-	1%	29%	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.6_05 Do you receive a paper bill, an online bill or both for your - Pay TV****Base: All Pay TV users with a separate bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	408	31	94	19	36	36	69	60	38	45	36
Weighted Base	414	33**	100*	19**	36*	39*	66*	60*	36*	47*	41*
Paper bill	138	16	50	4	9	11	26	21	3	8	8
	33%	49%	50%dehij	19%	26%	30%h	39%hij	35%h	9%	17%	19%
Online bill	101	10	24	3	6	13	16	21	5	4	9
	24%	31%	25%i	17%	16%	34%i	25%i	36%hi	14%	9%	23%
Both	12	1	4	-	2	1	1	2	1	-	1
	3%	4%	4%	-	5%	3%	2%	3%	3%	-	4%
Do not receive a bill	154	2	17	12	18	13	21	16	27	35	20
	37%	6%	17%	64%	50%bg	33%	32%b	27%	74%bdefgj	73%bdefgj	49%bg
SUMMARY CODE											
ANY BILL	250	27	79	7	17	26	43	44	9	13	18
	60%	84%	79%dhij	36%	47%	67%hi	66%hi	73%dhij	26%	27%	45%
Don't Know	9	3	4	-	1	-	1	-	-	-	2
	2%	10%	5%	-	3%	-	2%	-	-	-	6%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.6 .05 Do you receive a paper bill, an online bill or both for your - Pay TV

Base: All Pay TV users with a separate bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	408	311	6	51	40	1	41	-	2	-	1	6	-	315	51	79	2	1	7
Weighted Base	414	319	6**	50*	39*	1**	40*	-.**	2**	-.**	1**	6**	-.**	323	50*	77*	2**	1**	6**
Paper bill	138	99	2	20	16	-	11	-	1	-	1	3	-	100	20	26	1	1	3
	33%	31%	40%	40%	40%	-	28%	-	64%	-	100%	51%	-	31%	40%	34%	64%	100%	45%
Online bill	101	79	1	19	7	-	7	-	-	-	-	1	-	79	19	14	-	-	1
	24%	25%	14%	37%df	17%	-	17%	-	-	-	-	19%	-	24%	37%o	18%	-	-	17%
Both	12	7	-	3	-	-	2	-	-	-	-	-	-	7	3	2	-	-	-
	3%	2%	-	7%	-	-	6%	-	-	-	-	-	-	2%	7%	3%	-	-	-
Do not receive a bill	154	128	3	7	16	1	17	-	1	-	-	2	-	131	7	33	1	-	2
	37%	40%c	46%	15%	42%c	100%	43%c	-	36%	-	-	30%	-	40%n	15%	42%n	36%	-	38%
SUMMARY CODE																			
ANY BILL	250	185	3	42	23	-	21	-	1	-	1	4	-	186	42	42	1	1	4
	60%	58%	54%	84%adf	58%	-	52%	-	64%	-	100%	70%	-	58%	84%mo	55%	64%	100%	62%
Don't Know	9	6	-	1	-	-	2	-	-	-	-	-	-	6	1	2	-	-	-
	2%	2%	-	1%	-	-	6%	-	-	-	-	-	-	2%	1%	3%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7 How regularly, if at all do you check the bill for your ... - Summary Table**Base: All aware of ... bill received**

		Package	Mobile Phone	Landline Phone	Fixed Line Broadband	Pay TV
Unweighted Base		626	725	709	300	241
Weighted Base		654	800	654	314	250
Always	(3)	422	476	465	184	141
		65%	59%	71%	58%	56%
Sometimes	(2)	146	145	93	63	56
		22%	18%	14%	20%	22%
Rarely	(1)	46	75	38	34	17
		7%	9%	6%	11%	7%
Never	(0)	37	102	56	32	34
		6%	13%	9%	10%	13%
Don't Know		2	2	2	2	3
		*	*	*	1%	1%
Mean Score		2.462	2.245	2.484	2.276	2.232
Standard Deviation		0.858	1.070	0.939	1.016	1.064
Error Variance		0.001	0.002	0.001	0.003	0.005

Q.7.01 How regularly, if at all do you check the bill for your - Package**Base: All aware of single package bill received**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	626	313	313	23	119	148	121	94	121	145	208	139	134	353	273
Weighted Base	654	330	324	27**	134	167	133	107*	86	153	238	137	125	391	263
Always	(3) 422	206	216	13	83	93	89	80	64	82	162	85	94	244	178
	65%	63%	67%	49%	62%	56%	67%	75%e	75%de	53%	68%i	62%	75%ik	62%	68%
Sometimes	(2) 146	86	60	8	31	44	27	21	14	54	41	33	17	95	51
	22%	26%b	18%	30%	23%	26%	20%	20%	16%	35%jl	17%	24%l	14%	24%	19%
Rarely	(1) 46	18	28	1	13	20	8	2	3	13	14	11	9	27	20
	7%	6%	9%	4%	9%g	12%gh	6%	2%	3%	8%	6%	8%	7%	7%	8%
Never	(0) 37	17	20	4	8	9	8	4	4	4	19	8	6	24	14
	6%	5%	6%	17%	6%	5%	6%	4%	5%	3%	8%	6%	4%	6%	5%
Don't Know	2	2	-	-	-	-	1	-	1	1	1	-	-	2	-
	*	1%	-	-	-	-	1%	-	1%	1%	*	-	-	*	-
Mean Score	2.462	2.466	2.457	2.109	2.410	2.331	2.491	2.647de	2.633de	2.394	2.465	2.414	2.592i	2.437	2.499
Standard Deviation	0.858	0.826	0.891	1.115	0.879	0.891	0.863	0.715	0.761	0.764	0.925	0.879	0.806	0.865	0.848
Error Variance	0.001	0.002	0.003	0.054	0.006	0.005	0.006	0.005	0.005	0.004	0.004	0.006	0.005	0.002	0.003

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.01 How regularly, if at all do you check the bill for your - Package**Base: All aware of single package bill received**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	626	419	103	104	309	73	24	220	222	404
Weighted Base	654	443	111*	99*	355	77*	24**	198	247	407
Always	(3) 422 65%	294 66%b	62 55%	67 68%	215 60%	49 63%	18 75%	141 71%d	146 59%	276 68%h
Sometimes	(2) 146 22%	94 21%	34 31%ac	17 17%	93 26%g	18 23%	1 4%	34 17%	61 25%	85 21%
Rarely	(1) 46 7%	29 6%	9 8%	9 9%	28 8%	5 6%	5 21%	9 4%	24 10%	23 6%
Never	(0) 37 6%	26 6%	6 5%	6 6%	19 5%	5 7%	-	13 7%	15 6%	22 5%
Don't Know	2 *	1 *	-	1 1%	1 *	-	-	1 *	1 *	1 *
Mean Score	2.462	2.482	2.363	2.483	2.423	2.432	2.538	2.534	2.373	2.516
Standard Deviation	0.858	0.856	0.853	0.877	0.848	0.894	0.834	0.867	0.896	0.831
Error Variance	0.001	0.002	0.007	0.007	0.002	0.011	0.029	0.003	0.004	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.7_01 How regularly, if at all do you check the bill for your - Package****Base: All aware of single package bill received**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	626	152	375	66	27	6	116	231	122	111	46	591	35	591	141	114
Weighted Base	654	154	396	66*	29**	8**	117	230	131	125	51*	624	30*	624	165	132
Always	(3) 422 65%	100 65%	247 62%	51 78% ^b	19 65%	5 61%	81 69%	149 65%	86 66%	77 62%	29 57%	397 64%	26 86% ^k	397 64% ^o	91 55%	67 51%
Sometimes	(2) 146 22%	32 21%	97 24% ^c	8 12%	5 19%	3 39%	20 17%	57 25%	31 24%	24 19%	14 27%	143 23%	3 10%	143 23%	45 28%	35 27%
Rarely	(1) 46 7%	13 9%	30 8%	2 3%	1 3%	-	9 8%	13 6%	6 5%	13 11%	5 10%	46 7%	1 2%	46 7%	19 11%	17 13%
Never	(0) 37 6%	9 6%	20 5%	5 7%	4 14%	-	7 6%	10 5%	6 5%	10 8%	4 7%	37 6%	* 2%	37 6%	9 6%	12 9%
Don't Know	2 *	-	2 *	-	-	-	-	1 *	1 1%	-	-	2 *	-	2 *	-	-
Mean Score	2.462	2.446	2.451	2.600	2.342	2.607	2.494	2.503	2.516	2.355	2.330	2.445	2.807 ^k	2.445 ^o	2.325	2.193
Standard Deviation	0.858	0.878	0.838	0.868	1.072	0.521	0.878	0.799	0.803	0.965	0.924	0.867	0.556	0.867	0.891	0.992
Error Variance	0.001	0.005	0.002	0.011	0.043	0.045	0.007	0.003	0.005	0.008	0.019	0.001	0.009	0.001	0.006	0.009

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7.01 How regularly, if at all do you check the bill for your - Package

Base: All aware of single package bill received

	Total	GOVERNMENT REGIONS												COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)	
Unweighted Base	626	27	79	53	41	45	74	59	98	56	25	48	21	532	48	25	21	
Weighted Base	654	27**	83*	50*	44*	47*	81*	62*	104*	58*	27**	51*	18**	557	51*	27**	18**	
Always	(3)	422	20	53	39	23	32	51	34	67	42	16	33	12	361	33	16	12
		65%	75%	64%	77% ^{dg}	53%	68%	63%	55%	65%	72%	59%	65%	67%	65%	65%	59%	67%
Sometimes	(2)	146	3	18	5	14	7	22	19	23	10	7	15	2	122	15	7	2
		22%	13%	22%	10%	32% ^c	15%	27% ^c	31% ^c	22%	16%	27%	28% ^c	12%	22%	28%	27%	12%
Rarely	(1)	46	1	9	3	5	5	5	3	3	2	2	2	2	40	2	2	2
		7%	4%	11% ^h	5%	12% ^h	10%	7%	9%	3%	6%	8%	5%	10%	7%	5%	8%	10%
Never	(0)	37	2	4	4	1	3	3	3	9	3	1	1	2	33	1	1	2
		6%	6%	4%	8%	3%	7%	3%	5%	9%	6%	5%	2%	11%	6%	2%	5%	11%
Don't Know		2	1	-	-	-	-	-	1	-	-	-	-	2	-	-	-	-
		*	2%	-	-	-	-	-	1%	-	-	-	-	*	-	-	-	-
Mean Score		2.462	2.604	2.443	2.557	2.341	2.435	2.499	2.352	2.439	2.546	2.409	2.554	2.335	2.460	2.554	2.409	2.335
Standard Deviation		0.858	0.845	0.853	0.919	0.825	0.947	0.763	0.858	0.931	0.853	0.858	0.697	1.085	0.865	0.697	0.858	1.085
Error Variance		0.001	0.027	0.009	0.016	0.017	0.020	0.008	0.012	0.009	0.013	0.029	0.010	0.056	0.001	0.010	0.029	0.056

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7.01 How regularly, if at all do you check the bill for your - Package

Base: All aware of single package bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	626	566	617	585	399	626	-	231	333	2	343	326	61	626	
Weighted Base	654	597	643	618	421	654	-.**	226	370	2**	348	352	70*	654	
Always	(3)	422	381	418	397	266	422	-	159	220	2	239	205	39	422
		65%	64%	65%	64%	63%	65%	-	71%h	59%	100%	69%k	58%	56%	65%
Sometimes	(2)	146	138	140	139	98	146	-	41	97	-	72	96	20	146
		22%	23%	22%	22%	23%	22%	-	18%	26%g	-	21%	27%	29%	22%
Rarely	(1)	46	42	45	45	30	46	-	11	32	-	22	25	10	46
		7%	7%	7%	7%	7%	7%	-	5%	9%	-	6%	7%	14%j	7%
Never	(0)	37	34	37	37	26	37	-	13	21	-	13	26	1	37
		6%	6%	6%	6%	6%	6%	-	6%	6%	-	4%	7%	1%	6%
Don't Know		2	2	2	1	1	2	-	1	1	-	2	1	-	2
		*	*	*	*	*	*	-	*	*	-	*	*	-	*
Mean Score	2.462	2.455	2.465	2.451	2.441	2.462	-	2.543	2.398	3.000	2.553k	2.366	2.386	2.462	
Standard Deviation	0.858	0.857	0.861	0.868	0.870	0.858	-	0.837	0.866	0.000	0.774	0.903	0.784	0.858	
Error Variance	0.001	0.001	0.001	0.001	0.002	0.001	-	0.003	0.002	0.000	0.002	0.003	0.010	0.001	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.01 How regularly, if at all do you check the bill for your - Package**Base: All aware of single package bill received**

		Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
			Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base		626	12	6	-	298	34	16	9	2	1	241	7
Weighted Base		654	12**	6**	-**	309	29*	19**	8**	2**	1**	259	8**
Always	(3)	422	7	3	-	204	24	7	5	-	1	167	5
		65%	58%	56%	-	66%	82%	38%	63%	-	100%	64%	55%
Sometimes	(2)	146	4	3	-	65	4	7	2	1	-	57	1
		22%	35%	44%	-	21%	14%	38%	29%	51%	-	22%	13%
Rarely	(1)	46	1	-	-	21	1	2	1	-	-	18	3
		7%	7%	-	-	7%	2%	13%	8%	-	-	7%	32%
Never	(0)	37	-	-	-	18	*	2	-	-	-	17	-
		6%	-	-	-	6%	2%	11%	-	-	-	6%	-
Don't Know		2	-	-	-	1	-	-	-	1	-	-	-
		*	-	-	-	*	-	-	-	49%	-	-	-
Mean Score		2.462	2.511	2.558	-	2.473	2.763	2.021	2.549	2.000	3.000	2.448	2.227
Standard Deviation		0.858	0.650	0.544	-	0.862	0.584	1.005	0.679	-	-	0.879	0.966
Error Variance		0.001	0.035	0.049	-	0.003	0.010	0.063	0.051	-	-	0.003	0.133

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.7.01 How regularly, if at all do you check the bill for your - Package****Base: All aware of single package bill received**

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		626	51	148	36	39	51	104	85	67	42	48
Weighted Base		654	54*	159	37*	41*	57*	111*	89*	65*	40*	51*
Always	(3)	422 65%	32 60%	95 60%	30 81%abe	26 65%	33 58%	74 66%	57 64%	45 70%	31 78%b	33 65%
Sometimes	(2)	146 22%	12 21%	43 27%ci	3 9%	9 22%	20 34%chi	24 21%	20 22%	9 14%	5 11%	15 28%c
Rarely	(1)	46 7%	1 2%	11 7%	1 3%	4 11%	3 5%	10 9%	9 10%	5 8%	1 3%	2 5%
Never	(0)	37 6%	8 15%efgj	10 6%	2 6%	1 3%	1 3%	4 4%	4 4%	5 8%	2 6%	1 2%
Don't Know		2 *	1 2%	-	-	-	-	-	-	-	1 1%	- -
Mean Score		2.462	2.287	2.406	2.650	2.476	2.481	2.500	2.460	2.471	2.642	2.554
Standard Deviation		0.858	1.083	0.867	0.833	0.819	0.715	0.805	0.835	0.934	0.820	0.697
Error Variance		0.001	0.023	0.005	0.019	0.017	0.010	0.006	0.008	0.013	0.016	0.010

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Q.7.01 How regularly, if at all do you check the bill for your - Package

Base: All aware of single package bill received

		CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED						
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)	
Unweighted Base	Total	626	266	22	161	92	-	94	1	16	1	1	17	8	286	161	177	18	1	26
Weighted Base		654	292	22**	163	97*	-**	90*	1**	15**	1**	1**	16**	9**	313	163	179	17**	1**	26**
Always	(3)	422	169	17	120	56	-	67	1	10	1	-	8	6	186	120	119	12	-	14
		65%	58%	76%	74%ad	58%	-	74%ad	100%	69%	100%	-	51%	61%	59%	74%am	66%	71%	-	52%
Sometimes	(2)	146	75	4	28	28	-	12	-	4	-	1	4	4	78	28	38	4	1	8
		22%	26%cf	18%	17%	29%cf	-	13%	-	24%	-	100%	23%	39%	25%	17%	21%	22%	100%	32%
Rarely	(1)	46	24	1	8	9	-	7	-	1	-	-	1	-	26	8	14	1	-	1
		7%	8%	5%	5%	10%	-	8%	-	7%	-	-	9%	-	8%	5%	8%	7%	-	6%
Never	(0)	37	23	-	7	4	-	5	-	-	-	-	1	-	23	7	8	-	-	1
		6%	8%	-	5%	4%	-	5%	-	-	-	-	5%	-	7%	5%	5%	-	-	3%
Don't Know		2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	2
	*	*	-	-	-	-	-	-	-	-	-	-	11%	-	-	-	-	-	-	7%
Mean Score		2.462	2.339	2.710	2.599a	2.405	-	2.555	3.000	2.613	3.000	2.000	2.343	2.612	2.364	2.599m	2.490	2.644	2.000	2.431
Standard Deviation		0.858	0.932	0.572	0.781	0.816	-	0.852	-	0.642	-	-	0.932	0.515	0.917	0.781	0.833	0.624	-	0.774
Error Variance		0.001	0.003	0.015	0.004	0.007	-	0.008	-	0.026	-	-	0.058	0.033	0.003	0.004	0.004	0.022	-	0.025

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone

Base: All aware of separate mobile bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	725	363	362	93	180	165	134	92	61	164	240	163	158	404	321
Weighted Base	800	414	386	111*	205	186	149	104*	45*	193	286	172	150	478	322
Always	(3) 476	247	229	57	113	110	91	77	29	110	178	98	90	289	187
	59%	60%	59%	51%	55%	59%	61%	74% ^{cdef}	63%	57%	62%	57%	60%	60%	58%
Sometimes	(2) 145	76	68	28	36	35	26	13	7	47	55	21	21	102	42
	18%	18%	18%	25% ^g	18%	19%	17%	13%	16%	24% ^{kl}	19%	12%	14%	21% ⁿ	13%
Rarely	(1) 75	45	30	10	28	20	10	6	2	15	20	25	15	35	41
	9%	11%	8%	9%	14% ^{fg}	11%	6%	5%	4%	8%	7%	15% ^{ij}	10%	7%	13% ^m
Never	(0) 102	45	57	15	29	20	23	9	6	21	32	28	22	52	50
	13%	11%	15%	14%	14%	11%	16%	8%	14%	11%	11%	16%	15%	11%	15%
Don't Know	2	1	1	1	-	-	-	-	1	-	-	1	2	-	2
	*	*	*	1%	-	-	-	-	3% ^{def}	-	-	*	1%	-	1%
Mean Score	2.245	2.270	2.219	2.150	2.135	2.263	2.234	2.516 ^{cd}	2.321	2.280	2.332 ^k	2.097	2.205	2.311 ⁿ	2.147
Standard Deviation	1.070	1.034	1.107	1.071	1.110	1.038	1.116	0.932	1.089	1.003	1.016	1.166	1.127	1.010	1.148
Error Variance	0.002	0.003	0.003	0.012	0.007	0.007	0.009	0.009	0.020	0.006	0.004	0.008	0.008	0.003	0.004

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone

Base: All aware of separate mobile bill received

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	725	438	199	88	406	99	33	187	264	461
Weighted Base	800	486	226	89*	475	110*	33*	183	294	507
Always	(3) 476	293	117	65	279	61	17	119	170	305
	59%	60%	52%	74%ab	59%	55%	53%	65%	58%	60%
Sometimes	(2) 145	90	47	8	89	24	3	28	58	86
	18%	18% ^c	21% ^c	9%	19%	22%	10%	15%	20%	17%
Rarely	(1) 75	42	32	2	49	10	6	10	24	51
	9%	9% ^c	14% ^c	2%	10%	9%	19% ^g	6%	8%	10%
Never	(0) 102	59	30	13	58	15	5	24	39	63
	13%	12%	13%	14%	12%	14%	16%	13%	13%	12%
Don't Know	2	1	-	1	-	-	1	1	1	1
	*	*	-	1%	-	-	3% ^d	1%	*	*
Mean Score	2.245	2.273	2.111	2.438 ^b	2.240	2.189	2.022	2.331	2.229	2.255
Standard Deviation	1.070	1.053	1.089	1.082	1.059	1.079	1.195	1.070	1.076	1.067
Error Variance	0.002	0.003	0.006	0.014	0.003	0.012	0.045	0.006	0.004	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone

Base: All aware of separate mobile bill received

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	725	153	390	111	56	15	111	236	165	140	73	668	57	655	194	188
Weighted Base	800	162	432	125	63*	19**	119	254	187	160	80*	746	55*	732	229	220
Always	(3) 476 59%	95 58%	265 61%	69 55%	40 64%	7 38%	73 62%j	150 59%k	117 63%k	100 62%k	36 44%	445 60%	31 56%	439 60%o	131 57%	112 51%
Sometimes	(2) 145 18%	24 15%	78 18%	24 19%	8 12%	10 53%	14 12%	46 18%	40 21%fi	18 11%	27 34%lghi	134 18%	11 20%	134 18%	38 17%	49 22%
Rarely	(1) 75 9%	19 12%	34 8%	13 10%	8 13%	1 3%	15 13%	22 9%	15 8%	15 10%	8 10%	71 10%	4 8%	68 9%	32 14%	27 12%
Never	(0) 102 13%	23 14%	53 12%	18 15%	7 12%	1 6%	15 13%	36 14%	15 8%	27 17%h	9 11%	94 13%	8 14%	91 12%	27 12%	32 15%
Don't Know	2 *	1 1%	1 *	- -	- -	- -	1 1%	- -	1 1%	- -	- -	1 *	1 2%k	1 *	- -	- -
Mean Score	2.245	2.186	2.290	2.154	2.275	2.230	2.238	2.219	2.394j	2.185	2.114	2.249	2.200	2.258	2.195	2.096
Standard Deviation	1.070	1.116	1.051	1.111	1.082	0.788	1.104	1.098	0.933	1.173	0.999	1.068	1.102	1.061	1.077	1.102
Error Variance	0.002	0.008	0.003	0.011	0.021	0.041	0.011	0.005	0.005	0.010	0.014	0.002	0.022	0.002	0.006	0.006

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone

Base: All aware of separate mobile bill received

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	725	26	84	61	44	49	70	127	117	53	33	48	13	631	48	33	13
Weighted Base	800	29**	91*	70*	48*	53*	83*	136	128	57*	35*	58*	13**	694	58*	35*	13**
Always	(3) 476 59%	14 49%	44 48%	43 62%	30 62%	29 55%	55 66% ^b	73 54%	96 75% ^{beg} ^k	34 60%	21 60%	32 56%	5 40%	417 60%	32 56%	21 60%	5 40%
Sometimes	(2) 145 18%	4 14%	20 22%	10 14%	10 21%	14 26% ^h	10 12%	34 25% ^{fh}	16 12%	10 17%	7 20%	9 15%	2 14%	127 18%	9 15%	7 20%	2 14%
Rarely	(1) 75 9%	- -	13 15%	3 5%	3 6%	6 11%	5 6%	21 15%	9 7%	3 5%	3 9%	9 15%	1 9%	62 9%	9 15%	3 9%	1 9%
Never	(0) 102 13%	10 36%	13 15% ^g	12 18% ^{gh}	6 12%	4 8%	14 17% ^{gh}	8 6%	8 6%	10 18% ^{gh}	4 11%	8 13%	5 36%	86 12%	8 13%	4 11%	5 36%
Don't Know	2 *	- -	1 1%	1 1%	- -	- -	- -	1 *	- -	- -	- -	- -	- -	2 *	- -	- -	- -
Mean Score	2.245	1.766	2.045	2.220	2.315	2.279	2.265	2.270	2.556 ^b ^{cgik}	2.187	2.299	2.143	1.579	2.264	2.143	2.299	1.579
Standard Deviation	1.070	1.401	1.110	1.165	1.042	0.961	1.155	0.925	0.870	1.166	1.033	1.118	1.387	1.059	1.118	1.033	1.387
Error Variance	0.002	0.075	0.015	0.023	0.025	0.019	0.019	0.007	0.006	0.026	0.032	0.026	0.148	0.002	0.026	0.032	0.148

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone

Base: All aware of separate mobile bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	725	725	551	502	374	322	57	78	643	3	401	432	89	725
Weighted Base	800	800	603	557	415	358	61*	76*	720	3**	433	486	101*	800
Always	(3)	476	476	376	345	215	41	47	427	1	277	272	55	476
		59%	59%	62%	62%	60%	67%	62%	59%	39%	64% ^k	56%	55%	59%
Sometimes	(2)	145	145	105	96	61	14	10	135	-	75	84	31	145
		18%	18%	17%	17%	17%	24%	13%	19%	-	17%	17%	30% ^{jkm}	18%
Rarely	(1)	75	75	50	50	35	3	5	70	1	33	56	10	75
		9%	9%	8%	9%	10%	4%	6%	10%	21%	8%	12%	10%	9%
Never	(0)	102	102	71	65	46	2	14	87	1	48	72	5	102
		13%	13%	12%	12%	13%	4%	18%	12%	40%	11%	15% ^l	5%	13% ^l
Don't Know		2	2	1	1	1	1	1	2	-	1	2	-	2
		*	*	*	*	*	1%	1%	*	-	*	*	-	*
Mean Score	2.245	2.245	2.307	2.298	2.284	2.244	2.552 ^e	2.189	2.254	1.378	2.340 ^k	2.150	2.352	2.245
Standard Deviation	1.070	1.070	1.043	1.044	1.065	1.077	0.764	1.188	1.055	1.676	1.024	1.118	0.854	1.070
Error Variance	0.002	0.002	0.002	0.002	0.003	0.004	0.010	0.018	0.002	0.936	0.003	0.003	0.008	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone

Base: All aware of separate mobile bill received

		Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
			Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base		725	8	4	1	171	11	13	5	1	1	154	11
Weighted Base		800	8**	4**	1**	187	11**	15**	4**	1**	1**	174	12**
Always	(3)	476	7	3	1	119	6	9	3	1	-	97	9
		59%	87%	76%	100%	63%	55%	60%	74%	100%	-	56%	79%
Sometimes	(2)	145	1	1	-	32	2	2	-	-	1	34	2
		18%	13%	24%	-	17%	17%	11%	-	-	100%	19%	21%
Rarely	(1)	75	-	-	-	18	1	1	1	-	-	18	-
		9%	-	-	-	10%	12%	7%	14%	-	-	10%	-
Never	(0)	102	-	-	-	18	2	3	-	-	-	25	-
		13%	-	-	-	10%	15%	23%	-	-	-	14%	-
Don't Know		2	-	-	-	-	-	-	1	-	-	1	-
		*	-	-	-	-	-	-	12%	-	-	*	-
Mean Score		2.245	2.874	2.761	3.000	2.340	2.119	2.079	2.686	3.000	2.000	2.166	2.792
Standard Deviation		1.070	0.354	0.486	-	1.006	1.190	1.294	0.848	-	-	1.103	0.424
Error Variance		0.002	0.016	0.059	-	0.006	0.129	0.129	0.180	-	-	0.008	0.016

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone****Base: All aware of separate mobile bill received**

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		725	59	232	26	47	51	123	96	73	41	48
Weighted Base		800	65*	257	27**	51*	60*	133	103*	82*	46*	58*
Always	(3)	476 59%	51 79% bdefg hij	162 63%	19 68%	30 60%	32 54%	85 64%	53 51%	49 60%	27 59%	32 56%
Sometimes	(2)	145 18%	1 1%	52 20%a	4 13%	8 17%a	8 13%a	27 20%a	23 22%a	13 16%a	5 11%a	9 15%a
Rarely	(1)	75 9%	4 7%	26 10%	2 7%	5 10%	9 14%	10 7%	13 13%	5 6%	1 2%	9 15%i
Never	(0)	102 13%	9 13%	16 6%	3 11%	7 14%	11 19%b	11 8%	13 13%	14 17%b	13 28%bfg	8 13%
Don't Know		2 *	- -	1 *	- -	- -	- -	- -	1 1%	1 1%	- -	- -
Mean Score		2.245	2.458	2.403eg	2.388	2.231	2.022	2.400e	2.128	2.203	2.006	2.143
Standard Deviation		1.070	1.092	0.909	1.046	1.100	1.208	0.945	1.079	1.159	1.329	1.118
Error Variance		0.002	0.020	0.004	0.042	0.026	0.029	0.007	0.012	0.019	0.043	0.026

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.02 How regularly, if at all do you check the bill for your - Mobile Phone

Base: All aware of separate mobile bill received

		CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED						
		Total	Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		725	337	31	131	122	-	114	-	10	-	4	33	17	366	131	230	10	4	51
Weighted Base		800	385	34**	144	131	-**	128	-**	10**	-**	3**	32*	19**	417	144	252	10**	3**	52*
Always	(3)	476	238	21	78	77	-	86	-	5	-	1	14	14	258	78	160	5	1	29
		59%	62%	62%	54%	59%	-	67%ck	-	52%	-	19%	44%	74%	62%	54%	63%	52%	19%	56%
Sometimes	(2)	145	57	9	34	22	-	13	-	2	-	2	13	3	66	34	35	2	2	15
		18%	15%	26%	24%af	17%	-	10%	-	21%	-	61%	39%adf	14%	16%	24%o	14%	21%	61%	29%mc
Rarely	(1)	75	42	2	14	13	-	9	-	-	-	-	1	2	43	14	21	-	-	3
		9%	11%	6%	10%	10%	-	7%	-	-	-	-	4%	12%	10%	10%	8%	-	-	7%
Never	(0)	102	48	2	18	17	-	21	-	3	-	1	4	-	50	18	36	3	1	4
		13%	12%	6%	12%	13%	-	16%	-	28%	-	19%	11%	-	12%	12%	14%	28%	19%	7%
Don't Know		2	-	-	1	1	-	-	-	-	-	-	1	-	-	1	1	-	-	1
		*	-	-	*	1%	-	-	-	-	-	-	2%a	-	-	*	*	-	-	1%mc
Mean Score		2.245	2.259	2.439	2.200	2.228	-	2.281	-	1.964	-	1.810	2.176	2.630	2.276	2.200	2.266	1.964	1.810	2.357
Standard Deviation		1.070	1.079	0.867	1.049	1.091	-	1.146	-	1.342	-	1.171	0.974	0.700	1.063	1.049	1.106	1.342	1.171	0.898
Error Variance		0.002	0.003	0.024	0.008	0.010	-	0.012	-	0.180	-	0.343	0.030	0.029	0.003	0.008	0.005	0.180	0.343	0.016

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_03 How regularly, if at all do you check the bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	709	335	374	15	65	79	104	111	335	141	167	156	245	308	401
Weighted Base	654	309	346	18**	74*	86*	113	123	241	139	172	132	210	312	343
Always	(3) 465 71%	215 70%	250 72%	12 67%	44 60%	55 64%	81 72%	90 74%	183 76%de	106 76%	114 66%	96 72%	150 71%	219 70%	246 72%
Sometimes	(2) 93 14%	37 12%	56 16%	4 22%	18 24%gh	15 18%	15 14%	13 10%	28 12%	19 14%	27 16%	18 13%	29 14%	47 15%	47 14%
Rarely	(1) 38 6%	20 7%	17 5%	2 11%	9 12%fh	4 4%	4 3%	9 7%	11 5%	6 4%	16 9%	5 4%	11 5%	21 7%	17 5%
Never	(0) 56 9%	35 11%b	21 6%	-	3 5%	12 14%	12 11%	11 9%	18 7%	7 5%	15 9%	13 10%	20 10%	23 7%	33 10%
Don't Know	2 *	1 *	1 *	-	-	-	1 1%	-	1 1%	2 1%	-	1 *	-	2 1%	1 *
Mean Score	2.484	2.406	2.554a	2.560	2.385	2.330	2.476	2.490	2.566e	2.621j	2.391	2.494	2.465	2.493	2.476
Standard Deviation	0.939	1.028	0.847	0.704	0.875	1.063	0.983	0.964	0.890	0.797	0.982	0.957	0.972	0.911	0.965
Error Variance	0.001	0.003	0.002	0.033	0.012	0.014	0.009	0.008	0.002	0.005	0.006	0.006	0.004	0.003	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_03 How regularly, if at all do you check the bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

		MARITAL STATUS			WORKING STATUS				CHILDREN		
		Total	Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base		709	400	92	217	210	62	18	419	113	596
Weighted Base		654	381	92*	182	237	63*	18**	336	120	534
Always	(3)	465	265	60	140	162	41	15	247	87	378
		71%	70%	65%	77% ^b	69%	65%	83%	73%	73%	71%
Sometimes	(2)	93	60	15	18	37	11	1	44	20	73
		14%	16%	16%	10%	15%	18%	6%	13%	16%	14%
Rarely	(1)	38	26	4	7	17	6	-	15	2	36
		6%	7%	5%	4%	7%	9%	-	5%	2%	7% ^h
Never	(0)	56	28	13	15	20	5	2	29	11	45
		9%	7%	14% ^a	8%	8%	9%	10%	9%	9%	8%
Don't Know		2	2	-	1	1	-	-	1	-	2
		*	*	-	*	*	-	-	*	-	*
Mean Score		2.484	2.486	2.324	2.563	2.449	2.386	2.623	2.520	2.526	2.475
Standard Deviation		0.939	0.909	1.079	0.918	0.949	0.970	0.954	0.926	0.917	0.944
Error Variance		0.001	0.002	0.013	0.004	0.004	0.015	0.051	0.002	0.007	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7.03 How regularly, if at all do you check the bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

		Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
			1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base		709	253	352	68	29	7	234	280	100	67	28	411	298	398	108	85
Weighted Base		654	216	330	70*	30**	8**	199	249	105*	71*	30**	421	234	409	122	92*
Always	(3)	465 71%	161 74%	227 69%	51 72%	21 71%	5 71%	150 75%g	167 67%	73 69%	55 77%	21 69%	291 69%	174 74%	282 69%	81 66%	60 66%
Sometimes	(2)	93 14%	23 11%	53 16%	11 16%	4 14%	2 29%	20 10%	40 16%	19 18%	6 9%	8 27%	71 17%l	23 10%	68 17%	22 18%	13 15%
Rarely	(1)	38 6%	8 4%	23 7%	5 7%	1 4%	-	8 4%	20 8%	8 8%	1 2%	-	23 5%	15 6%	23 6%	7 6%	7 8%
Never	(0)	56 9%	23 11%	26 8%	3 5%	3 12%	-	20 10%	21 8%	5 4%	9 12%	1 4%	35 8%	21 9%	35 9%	12 9%	11 12%
Don't Know		2 *	1 *	2 1%	-	-	-	1 *	1 *	1 1%	-	-	1 *	1 1%	1 *	-	-
Mean Score		2.484	2.492	2.463	2.558	2.437	2.709	2.512	2.421	2.529	2.507	2.615	2.474	2.504	2.465	2.415	2.344
Standard Deviation		0.939	0.991	0.929	0.825	1.028	0.487	0.973	0.958	0.826	1.022	0.693	0.927	0.962	0.936	0.966	1.047
Error Variance		0.001	0.004	0.002	0.010	0.036	0.034	0.004	0.003	0.007	0.016	0.017	0.002	0.003	0.002	0.009	0.013

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7_03 How regularly, if at all do you check the bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

	Total	GOVERNMENT REGIONS												COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)	
Unweighted Base	709	29	76	70	47	47	68	72	110	70	40	63	17	589	63	40	17	
Weighted Base	654	25**	69*	66*	41*	42*	60*	72*	107	65*	36*	57*	13**	547	57*	36*	13**	
Always	(3)	465	18	42	44	28	37	44	47	75	52	26	43	10	387	43	26	10
		71%	72%	61%	67%	68%	86%bcdg h	73%	66%	70%	80%b	71%	74%	74%	71%	74%	71%	74%
Sometimes	(2)	93	2	14	9	6	2	7	18	16	11	2	5	-	86	5	2	-
		14%	9%	20%e	14%	15%	4%	12%	26%ejk	15%	17%e	7%	9%	-	16%	9%	7%	-
Rarely	(1)	38	2	3	4	4	3	3	5	5	1	3	3	1	30	3	3	1
		6%	7%	5%	6%	11%i	8%	4%	7%	5%	2%	9%	6%	9%	6%	6%	9%	9%
Never	(0)	56	3	10	8	3	1	6	1	10	1	4	7	2	43	7	4	2
		9%	13%	14%egi	12%gi	7%	3%	10%gi	1%	9%gi	1%	12%gi	11%gi	17%	8%	11%	12%	17%
Don't Know		2	-	-	1	-	-	-	1	-	1	-	-	-	2	-	1	-
		*	-	-	1%	-	-	-	1%	-	2%	-	-	-	*	-	2%	-
Mean Score		2.484	2.397	2.280	2.366	2.429	2.732b	2.491	2.569	2.475	2.750b cdhj	2.393	2.460	2.310	2.497	2.460	2.393	2.310
Standard Deviation		0.939	1.087	1.075	1.053	0.953	0.719	0.974	0.687	0.959	0.556	1.082	1.031	1.236	0.913	1.031	1.082	1.236
Error Variance		0.001	0.041	0.015	0.016	0.019	0.011	0.014	0.007	0.008	0.004	0.030	0.017	0.090	0.001	0.017	0.030	0.090

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

CAPI OmniBus



Q.7_03 How regularly, if at all do you check the bill for your - Landline Phone
Base: All aware of separate Landline Phone bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	709	535	709	336	242	16	72	308	221	3	574	203	50	709	
Weighted Base	654	516	654	348	244	17**	75*	270	241	3**	514	219	52*	654	
Always	(3)	465	362	465	235	168	10	44	201	155	3	385	137	34	465
		71%	70%	71%	67%	69%	58%	59%	75%h	64%	100%	75%k	62%	66%	71%k
Sometimes	(2)	93	78	93	61	45	4	17	36	42	-	58	44	12	93
		14%	15%	14%	18%	18%	26%	23%	13%	18%	-	11%	20%j	23%j	14%
Rarely	(1)	38	29	38	22	10	-	5	12	17	-	28	17	3	38
		6%	6%	6%	6%	4%	-	7%	4%	7%	-	5%	8%	6%	6%
Never	(0)	56	45	56	30	21	3	8	20	26	-	41	20	2	56
		9%	9%	9%	9%	9%	16%	11%	7%	11%	-	8%	9%	4%	9%
Don't Know		2	2	2	-	-	-	-	1	1	-	1	1	-	2
		*	*	*	-	-	-	-	*	*	-	*	1%	-	*
Mean Score	2.484	2.471	2.484	2.440	2.473	2.256	2.296	2.555h	2.365	3.000	2.535k	2.366	2.511	2.484	
Standard Deviation	0.939	0.945	0.939	0.943	0.926	1.109	1.016	0.886	1.007	0.000	0.919	0.971	0.812	0.939	
Error Variance	0.001	0.002	0.001	0.003	0.004	0.077	0.014	0.003	0.005	0.000	0.001	0.005	0.013	0.001	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_03 How regularly, if at all do you check the bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

		Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
			Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base		709	9	8	-	31	3	13	6	1	1	8	11
Weighted Base		654	9**	8**	-**	32**	2**	14**	6**	1**	1**	9**	12**
Always	(3)	465	8	3	-	16	2	9	3	1	-	5	8
		71%	89%	38%	-	51%	71%	62%	58%	100%	-	53%	68%
Sometimes	(2)	93	1	3	-	8	1	3	1	-	1	3	2
		14%	11%	34%	-	27%	29%	19%	21%	-	100%	31%	20%
Rarely	(1)	38	-	1	-	3	-	-	-	-	-	-	1
		6%	-	14%	-	8%	-	-	-	-	-	-	12%
Never	(0)	56	-	1	-	5	-	3	1	-	-	1	-
		9%	-	14%	-	15%	-	19%	20%	-	-	16%	-
Don't Know		2	-	-	-	-	-	-	-	-	-	-	-
		*	-	-	-	-	-	-	-	-	-	-	-
Mean Score		2.484	2.889	1.966	-	2.127	2.709	2.233	2.177	3.000	2.000	2.214	2.560
Standard Deviation		0.939	0.332	1.107	-	1.097	0.608	1.197	1.291	-	-	1.117	0.730
Error Variance		0.001	0.012	0.153	-	0.039	0.123	0.110	0.278	-	-	0.156	0.048

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.7.03 How regularly, if at all do you check the bill for your - Landline Phone****Base: All aware of separate Landline Phone bill received**

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		709	64	159	43	58	54	116	87	87	48	63
Weighted Base		654	60*	155	40*	53*	49*	106	79*	80*	43*	57*
Always	(3)	465 71%	46 77%	110 71%	33 84%ghi	39 74%	33 67%	82 78%g	51 65%	53 67%	27 64%	43 74%
Sometimes	(2)	93 14%	5 8%	31 20%af	5 13%	5 10%	8 16%	11 10%	15 19%	11 14%	8 19%	5 9%
Rarely	(1)	38 6%	1 2%	8 5%	1 3%	3 6%	3 5%	8 8%	3 4%	6 7%	4 8%	3 6%
Never	(0)	56 9%	8 13%bcf	5 3%	- -	5 10%c	6 12%bc	4 4%	10 12%bcf	9 11%bc	3 7%	7 11%bc
Don't Know		2 *	- -	1 1%	- -	1 1%	- -	- -	- -	1 1%	1 2%	- -
Mean Score		2.484	2.494	2.596g	2.816eg	2.490	2.373	2.624g	2.359	2.388	2.412	2.460
Standard Deviation		0.939	1.038	0.740	0.460	0.988	1.041	0.794	1.031	1.024	0.940	1.031
Error Variance		0.001	0.017	0.003	0.005	0.017	0.020	0.005	0.012	0.012	0.019	0.017

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Q.7.03 How regularly, if at all do you check the bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

		CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED						
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)	
Unweighted Base		709	239	34	50	187	2	177	-	2	-	7	84	3	271	50	350	2	7	90
Weighted Base		654	241	33*	48*	169	2**	157	-**	2**	-**	4**	69*	4**	272	48*	314	2**	4**	75*
Always	(3)	465	167	25	35	126	2	115	-	2	-	1	49	2	190	35	233	2	1	53
		71%	69%	77%	72%	75%	100%	73%	-	100%	-	26%	70%	55%	70%	72%	74%	100%	26%	71%
Sometimes	(2)	93	36	3	11	22	-	13	-	-	-	1	12	-	39	11	33	-	1	12
		14%	15% ^f	9%	24% ^f	13%	-	8%	-	-	-	28%	18% ^f	-	14%	24% ^o	10%	-	28%	16%
Rarely	(1)	38	11	1	1	8	-	12	-	-	-	1	4	2	12	1	19	-	1	5
		6%	4%	3%	3%	5%	-	8%	-	-	-	13%	5%	45%	4%	3%	6%	-	13%	7%
Never	(0)	56	27	3	1	12	-	17	-	-	-	1	4	-	30	1	29	-	1	4
		9%	11% ^c	10%	1%	7%	-	11% ^c	-	-	-	32%	6%	-	11% ⁿ	1%	9%	-	32%	5%
Don't Know		2	1	-	-	1	-	-	-	-	-	-	1	-	1	-	1	-	-	1
		*	*	-	-	*	-	-	-	-	-	-	1%	-	*	-	*	-	-	1%
Mean Score		2.484	2.427	2.535	2.663	2.561	3.000	2.435	-	3.000	-	1.481	2.543	2.092	2.435	2.663	2.497	3.000	1.481	2.536
Standard Deviation		0.939	1.003	0.983	0.610	0.877	-	1.031	-	-	-	1.352	0.839	1.163	1.002	0.610	0.965	-	1.352	0.844
Error Variance		0.001	0.004	0.028	0.007	0.004	-	0.006	-	-	-	0.261	0.008	0.451	0.004	0.007	0.003	-	0.261	0.008

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband**Base: All aware of separate fixed line broadband bill received**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	300	165	135	15	57	54	64	55	55	96	83	58	63	179	121
Weighted Base	314	176	138	19**	66*	59*	71*	61*	39*	102*	93*	58*	61*	195	120
Always	(3) 184	107	76	12	37	33	38	38	25	63	50	34	36	113	70
	58%	61%	55%	64%	56%	57%	54%	62%	65%	62%	54%	58%	59%	58%	59%
Sometimes	(2) 63	31	32	2	20	11	16	8	5	14	21	13	15	35	28
	20%	18%	23%	12%	31%gh	19%	22%	13%	14%	14%	23%	22%	24%	18%	23%
Rarely	(1) 34	22	12	4	4	9	8	7	1	11	10	8	5	21	13
	11%	12%	9%	24%	6%	15%h	11%	12%	2%	11%	10%	14%	8%	11%	11%
Never	(0) 32	17	15	-	5	5	8	6	7	12	11	3	6	23	9
	10%	9%	11%	-	7%	9%	12%	11%	18%	12%	12%	5%	9%	12%	7%
Don't Know	2	-	2	-	-	-	-	1	1	1	1	-	-	2	-
	1%	-	2%	-	-	-	-	2%	2%	1%	1%	-	-	1%	-
Mean Score	2.276	2.295	2.251	2.404	2.345	2.236	2.190	2.295	2.283	2.271	2.204	2.338	2.332	2.239	2.335
Standard Deviation	1.016	1.014	1.021	0.871	0.899	1.020	1.055	1.058	1.164	1.081	1.045	0.912	0.969	1.062	0.938
Error Variance	0.003	0.006	0.008	0.051	0.014	0.019	0.017	0.021	0.025	0.012	0.013	0.014	0.015	0.006	0.007

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband

Base: All aware of separate fixed line broadband bill received

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	300	203	52	45	149	39	16	96	79	221
Weighted Base	314	215	57*	42*	173	40*	17**	84*	86*	229
Always	(3) 184	125	31	27	100	21	15	47	51	132
	58%	58%	55%	65%	58%	52%	88%	57%	60%	58%
Sometimes	(2) 63	40	15	7	38	10	-	15	21	42
	20%	19%	27%	18%	22%	25%	-	18%	25%	18%
Rarely	(1) 34	27	3	3	22	4	-	8	6	28
	11%	13%	6%	7%	13%	11%	-	9%	6%	12%
Never	(0) 32	22	7	3	13	5	2	11	8	24
	10%	10%	12%	8%	8%	13%	12%	13%	9%	11%
Don't Know	2	1	-	1	-	-	-	2	-	2
	1%	1%	-	2%	-	-	-	3% ^d	-	1%
Mean Score	2.276	2.253	2.255	2.420	2.299	2.152	2.634	2.214	2.352	2.247
Standard Deviation	1.016	1.027	1.021	0.959	0.965	1.071	1.013	1.091	0.956	1.038
Error Variance	0.003	0.005	0.020	0.021	0.006	0.029	0.064	0.013	0.012	0.005

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband

Base: All aware of separate fixed line broadband bill received

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	300	66	165	43	21	5	54	112	63	50	21	293	7	293	80	58
Weighted Base	314	65*	174	47*	22**	6**	54*	113	70*	54*	23**	309	6**	309	90*	66*
Always	(3) 184	45	103	22	12	1	40	64	36	31	13	182	2	182	56	39
	58%	69% ^c	59%	47%	54%	21%	74% ^h	57%	51%	57%	54%	59%	27%	59%	63%	59%
Sometimes	(2) 63	11	36	9	4	3	8	22	16	11	6	61	2	61	16	12
	20%	17%	21%	20%	17%	46%	14%	20%	22%	20%	27%	20%	28%	20%	17%	19%
Rarely	(1) 34	2	17	8	4	2	1	13	11	5	3	33	1	33	10	9
	11%	3%	10%	18% ^a	18%	33%	2%	11% ^f	16% ^f	10%	14%	11%	15%	11%	11%	13%
Never	(0) 32	6	17	6	3	-	5	13	6	7	1	30	2	30	8	6
	10%	9%	10%	13%	12%	-	9%	11%	8%	13%	6%	10%	30%	10%	9%	9%
Don't Know	2	1	-	1	-	-	1	-	1	-	-	2	-	2	-	-
	1%	1%	-	3% ^b	-	-	2%	-	2%	-	-	1%	-	1%	-	-
Mean Score	2.276	2.488 ^c	2.295	2.039	2.115	1.884	2.552	2.230	2.189	2.208	2.284	2.290	1.518	2.290	2.338	2.288
Standard Deviation	1.016	0.932	1.005	1.105	1.115	0.795	0.911	1.049	1.006	1.079	0.927	1.007	1.302	1.007	0.992	1.004
Error Variance	0.003	0.013	0.006	0.029	0.059	0.126	0.016	0.010	0.016	0.023	0.041	0.003	0.242	0.003	0.012	0.017

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband

Base: All aware of separate fixed line broadband bill received

		Total	GOVERNMENT REGIONS											COUNTRY				
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		300	11	41	26	20	18	23	43	53	30	16	15	4	265	15	16	4
Weighted Base		314	11**	39*	30**	20**	20**	24**	47*	56*	30**	16**	18**	3**	276	18**	16**	3**
Always	(3)	184 58%	6 58%	21 55%	16 54%	9 47%	12 61%	15 61%	20 44%	40 72%g	19 64%	9 58%	14 74%	1 25%	160 58%	14 74%	9 58%	1 25%
Sometimes	(2)	63 20%	3 25%	10 26%	10 33%	4 20%	3 13%	4 18%	14 30%	8 14%	4 15%	2 11%	- -	1 25%	60 22%	- -	2 11%	1 25%
Rarely	(1)	34 11%	- -	5 13%	1 5%	3 15%	3 15%	3 13%	7 14%	3 6%	2 7%	2 12%	2 11%	2 51%	28 10%	2 11%	2 12%	2 51%
Never	(0)	32 10%	2 18%	2 6%	3 9%	3 18%	2 10%	2 8%	4 9%	4 7%	4 14%	2 13%	3 15%	- -	27 10%	3 15%	2 13%	- -
Don't Know		2 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 5%	- -	- -	1 *	- -	1 5%	- -
Mean Score		2.276	2.224	2.300	2.319	1.962	2.252	2.308	2.115	2.511g	2.285	2.196	2.337	1.740	2.283	2.337	2.196	1.740
Standard Deviation		1.016	1.164	0.919	0.923	1.182	1.081	1.007	0.991	0.913	1.111	1.164	1.185	0.983	0.999	1.185	1.164	0.983
Error Variance		0.003	0.123	0.021	0.033	0.070	0.065	0.044	0.023	0.016	0.041	0.090	0.094	0.242	0.004	0.094	0.090	0.242

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband****Base: All aware of separate fixed line broadband bill received**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	300	277	276	300	153	7	58	106	167	2	180	183	41	300	
Weighted Base	314	290	287	314	164	7**	61*	101*	186	2**	185	201	43*	314	
Always	(3)	184	172	175	184	105	3	33	62	107	1	114	116	22	184
		58%	59%	61%	58%	64%	41%	54%	62%	58%	65%	62%	58%	51%	58%
Sometimes	(2)	63	57	52	63	31	3	16	16	39	-	29	45	8	63
		20%	19%	18%	20%	19%	45%	27%	16%	21%	-	16%	23%	20%	20%
Rarely	(1)	34	33	29	34	13	-	6	11	21	-	24	17	8	34
		11%	11%	10%	11%	8%	-	10%	11%	12%	-	13%	9%	19%k	11%
Never	(0)	32	28	28	32	14	1	5	11	16	1	17	20	4	32
		10%	9%	10%	10%	9%	14%	7%	11%	9%	35%	9%	10%	10%	10%
Don't Know		2	2	2	2	-	-	1	-	2	-	1	2	-	2
		1%	1%	1%	1%	-	-	1%	-	1%	-	*	1%	-	1%
Mean Score	2.276	2.291	2.316	2.276	2.384	2.141	2.292	2.286	2.293	1.961	2.309	2.295	2.124	2.276	
Standard Deviation	1.016	1.005	1.007	1.016	0.966	1.040	0.941	1.046	0.981	-	1.014	0.994	1.051	1.016	
Error Variance	0.003	0.004	0.004	0.003	0.006	0.155	0.016	0.010	0.006	-	0.006	0.005	0.027	0.003	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband**Base: All aware of separate fixed line broadband bill received**

		Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
			Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base		300	8	5	-	27	1	1	7	-	1	7	11
Weighted Base		314	9**	6**	..	28**	1**	1**	7**	..	1**	8**	12**
Always	(3)	184	3	5	-	11	1	1	6	-	-	4	7
		58%	38%	82%	-	39%	100%	100%	91%	-	-	47%	57%
Sometimes	(2)	63	3	1	-	9	-	-	-	-	1	3	2
		20%	38%	18%	-	32%	-	-	-	-	100%	37%	20%
Rarely	(1)	34	-	-	-	5	-	-	-	-	-	1	1
		11%	-	-	-	17%	-	-	-	-	-	16%	12%
Never	(0)	32	2	-	-	2	-	-	1	-	-	-	1
		10%	24%	-	-	8%	-	-	9%	-	-	-	11%
Don't Know		2	-	-	-	1	-	-	-	-	-	-	-
		1%	-	-	-	3%	-	-	-	-	-	-	-
Mean Score		2.276	1.909	2.824	-	2.060	3.000	3.000	2.726	-	2.000	2.316	2.223
Standard Deviation		1.016	1.221	0.418	-	0.980	-	-	0.940	-	-	0.778	1.089
Error Variance		0.003	0.186	0.035	-	0.037	-	-	0.126	-	-	0.086	0.108

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband

Base: All aware of separate fixed line broadband bill received

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		300	34	80	15	22	24	51	48	30	16	15
Weighted Base		314	35*	86*	14**	23**	25**	54*	46*	34**	18**	18**
Always	(3)	184 58%	29 84%bfg	48 56%	11 79%	16 67%	14 54%	29 54%	24 53%	18 53%	11 62%	14 74%
Sometimes	(2)	63 20%	1 3%	21 24%a	3 21%	2 10%	6 22%	8 15%	12 27%a	12 35%	5 27%	- -
Rarely	(1)	34 11%	1 3%	10 12%	- -	2 9%	3 13%	8 15%	5 11%	1 4%	- -	2 11%
Never	(0)	32 10%	3 9%	6 7%	- -	3 14%	3 11%	9 16%	3 7%	3 8%	2 11%	3 15%
Don't Know		2 1%	- -	1 2%	- -	- -	- -	- 2%	1 2%	- -	- -	- -
Mean Score		2.276	2.628f	2.300	2.786	2.304	2.202	2.071	2.288	2.339	2.399	2.337
Standard Deviation		1.016	0.933	0.950	0.425	1.136	1.049	1.163	0.934	0.890	0.972	1.185
Error Variance		0.003	0.026	0.011	0.012	0.059	0.046	0.027	0.019	0.026	0.059	0.094

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_04 How regularly, if at all do you check the bill for your - Fixed Line Broadband
Base: All aware of separate fixed line broadband bill received

		Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
			Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		300	129	15	37	68	1	61	-	-	1	3	20	5	142	37	122	1	3	26
Weighted Base		314	141	16**	38*	70*	1**	61*	-**	-**	1**	2**	19**	7**	155	38*	125	1**	2**	26**
Always	(3)	184	90	10	22	36	1	39	-	-	-	1	10	4	98	22	72	-	1	14
		58%	64%	61%	56%	51%	100%	63%	-	-	-	37%	51%	57%	64%	56%	57%	-	37%	55%
Sometimes	(2)	63	21	2	12	15	-	11	-	-	1	1	4	3	24	12	24	1	1	7
		20%	15%	14%	31%a	21%	-	18%	-	-	100%	32%	22%	43%	15%	31% ^m	19%	100%	32%	27%
Rarely	(1)	34	16	1	3	10	-	4	-	-	-	1	4	-	16	3	13	-	1	4
		11%	11%	9%	7%	14%	-	7%	-	-	-	31%	21%	-	10%	7%	11%	-	31%	15%
Never	(0)	32	14	2	2	8	-	7	-	-	-	-	1	-	16	2	14	-	-	1
		10%	10%	15%	6%	11%	-	11%	-	-	-	-	5%	-	11%	6%	11%	-	-	4%
Don't Know		2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	2	-	-	-
		1%	-	-	-	2%	-	1%	-	-	-	-	-	-	-	-	2%	-	-	-
Mean Score		2.276	2.323	2.217	2.371	2.146	3.000	2.345	-	-	2.000	2.057	2.195	2.574	2.320	2.371	2.251	2.000	2.057	2.321
Standard Deviation		1.016	1.024	1.166	0.871	1.062	-	1.029	-	-	-	-	0.970	0.537	1.035	0.871	1.041	-	-	0.878
Error Variance		0.003	0.008	0.091	0.020	0.017	-	0.018	-	-	-	-	0.047	0.058	0.008	0.020	0.009	-	-	0.030

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_05 How regularly, if at all do you check the bill for your - Pay TV
Base: All aware of separate pay TV bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	241	128	113	9	57	47	50	32	46	59	74	52	56	133	108
Weighted Base	250	139	111	7**	68*	53*	55*	36*	33*	65*	84*	51*	51*	149	101
Always	(3) 141	84	58	4	40	23	31	20	23	34	44	33	30	78	63
	56%	60%	52%	63%	59%	43%	57%	55%	70%e	52%	53%	64%	60%	53%	62%
Sometimes	(2) 56	31	25	1	10	19	14	7	5	16	17	12	11	33	23
	22%	22%	23%	20%	14%	35%dh	25%	20%	15%	24%	21%	24%	22%	22%	23%
Rarely	(1) 17	8	10	1	7	2	3	3	1	6	5	3	4	10	7
	7%	5%	9%	17%	10%	3%	6%	10%	2%	9%	6%	6%	7%	7%	7%
Never	(0) 34	16	18	-	9	8	6	5	4	9	16	3	6	25	9
	13%	11%	16%	-	14%	16%	11%	15%	13%	13%	19%	6%	11%	17%	9%
Don't Know	3	1	2	-	2	1	-	-	-	1	2	-	-	3	-
	1%	1%	1%	-	2%	2%	-	-	-	2%	2%	-	-	2%	-
Mean Score	2.232	2.324	2.116	2.462	2.221	2.085	2.293	2.142	2.431	2.171	2.092	2.462	2.304	2.127	2.383
Standard Deviation	1.064	1.012	1.119	0.832	1.120	1.067	1.005	1.129	1.036	1.073	1.176	0.869	1.021	1.129	0.947
Error Variance	0.005	0.008	0.011	0.077	0.022	0.025	0.020	0.040	0.023	0.020	0.019	0.015	0.019	0.010	0.008

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.05 How regularly, if at all do you check the bill for your - Pay TV

Base: All aware of separate pay TV bill received

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	241	170	36	35	120	27	10	84	88	153
Weighted Base	250	182	36*	32*	141	27**	9**	73*	97*	154
Always	(3) 141	101	21	20	78	11	7	45	49	92
	56%	56%	57%	60%	55%	40%	74%	62%	51%	60%
Sometimes	(2) 56	43	8	5	30	9	2	15	24	32
	22%	24%	23%	15%	22%	33%	19%	20%	25%	21%
Rarely	(1) 17	13	1	3	9	3	1	4	6	11
	7%	7%	4%	10%	7%	13%	7%	5%	7%	7%
Never	(0) 34	22	6	5	21	4	-	9	14	19
	13%	12%	17%	15%	15%	14%	-	12%	15%	12%
Don't Know	3	3	-	-	3	-	-	-	3	-
	1%	1%	-	-	2%	-	-	-	3%	-
Mean Score	2.232	2.245	2.186	2.207	2.201	1.990	2.679	2.322	2.150	2.282
Standard Deviation	1.064	1.041	1.137	1.138	1.092	1.067	0.627	1.041	1.094	1.045
Error Variance	0.005	0.006	0.036	0.037	0.010	0.042	0.039	0.013	0.014	0.007

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7.05 How regularly, if at all do you check the bill for your - Pay TV

Base: All aware of separate pay TV bill received

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	241	48	144	33	13	3	40	80	58	41	22	203	38	198	61	47
Weighted Base	250	45*	152	36*	14**	3**	38*	79*	66*	44*	24**	219	31*	214	73*	55*
Always	(3) 141	25	86	19	7	3	22	50	32	23	14	119	23	115	35	26
	56%	56%	57%	54%	51%	100%	57%	64%	48%	53%	60%	54%	74%k	54%	48%	48%
Sometimes	(2) 56	9	35	7	5	-	7	16	12	16	5	51	4	51	18	14
	22%	20%	23%	19%	35%	-	18%	20%	19%	36%	23%	23%	14%	24%	25%	26%
Rarely	(1) 17	2	12	3	-	-	1	7	8	1	1	17	-	17	4	2
	7%	4%	8%	10%	-	-	2%	8%	12%	2%	3%	8%	-	8%	5%	3%
Never	(0) 34	9	16	6	2	-	9	6	11	4	4	30	4	28	15	12
	13%	20%	11%	18%	14%	-	23%g	8%	17%	9%	15%	14%	12%	13%	20%	21%
Don't Know	3	-	3	-	-	-	-	-	3	-	-	3	-	3	1	1
	1%	-	2%	-	-	-	-	-	4%	-	-	1%	-	1%	1%	2%
Mean Score	2.232	2.127	2.279	2.090	2.234	3.000	2.096	2.397	2.026	2.328	2.269	2.194	2.490	2.194	2.021	2.021
Standard Deviation	1.064	1.186	1.012	1.170	1.045	0.000	1.243	0.944	1.164	0.906	1.094	1.068	1.011	1.064	1.177	1.185
Error Variance	0.005	0.029	0.007	0.041	0.084	0.000	0.039	0.011	0.024	0.020	0.054	0.006	0.027	0.006	0.023	0.031

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.7.05 How regularly, if at all do you check the bill for your - Pay TV

Base: All aware of separate pay TV bill received

	Total	GOVERNMENT REGIONS												COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)	
Unweighted Base	241	12	38	5	13	20	26	36	45	19	9	15	3	214	15	9	3	
Weighted Base	250	12**	38*	5**	13**	19**	30**	38*	46*	19**	10**	18**	2**	220	18**	10**	2**	
Always	(3)	141	7	18	2	6	12	19	22	31	9	5	8	2	126	8	5	2
		56%	63%	47%	39%	42%	64%	65%	57%	67%	47%	48%	44%	100%	57%	44%	48%	100%
Sometimes	(2)	56	3	8	2	2	3	7	12	10	6	-	4	-	52	4	-	-
		22%	22%	21%	40%	19%	15%	22%	31%	21%	31%	-	21%	-	24%	21%	-	-
Rarely	(1)	17	-	4	-	1	4	1	2	2	2	1	-	-	16	-	1	-
		7%	-	11%	-	8%	21%	2%	6%	4%	13%	6%	-	-	7%	-	6%	-
Never	(0)	34	2	8	1	4	-	3	1	3	2	3	6	-	24	6	3	-
		13%	15%	21%g	21%	31%	-	11%	3%	7%	9%	30%	35%	-	11%	35%	30%	-
Don't Know		3	-	-	-	-	-	-	1	-	-	2	-	-	1	-	2	-
		1%	-	-	-	-	-	-	3%	-	-	16%	-	-	*	-	16%	-
Mean Score		2.232	2.331	1.949	1.981	1.730	2.438	2.413	2.469b	2.487b	2.153	1.800	1.744	3.000	2.280	1.744	1.800	3.000
Standard Deviation		1.064	1.108	1.204	1.222	1.342	0.832	0.979	0.759	0.880	1.003	1.518	1.372	0.000	1.010	1.372	1.518	0.000
Error Variance		0.005	0.102	0.038	0.299	0.138	0.035	0.037	0.016	0.017	0.053	0.288	0.126	0.000	0.005	0.126	0.288	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_05 How regularly, if at all do you check the bill for your - Pay TV

Base: All aware of separate pay TV bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	241	214	210	178	241	67	39	75	138	1	153	124	30	241	
Weighted Base	250	224	218	193	250	73*	41*	70*	153	1**	153	140	32**	250	
Always	(3)	141	123	118	99	141	29	22	41	82	1	103	58	14	141
		56%	55%	54%	51%	56%	40%	53%	58%	53%	100%	67%km	41%	43%	56%k
Sometimes	(2)	56	52	53	48	56	25	12	15	37	-	28	41	11	56
		22%	23%	24%	25%	22%	34%	28%	21%	24%	-	18%	30%j	34%	22%
Rarely	(1)	17	17	15	16	17	6	6	6	11	-	6	13	5	17
		7%	8%	7%	9%	7%	8%	15%	8%	7%	-	4%	9%	14%	7%
Never	(0)	34	29	29	27	34	12	-	7	21	-	16	26	3	34
		13%	13%	13%	14%	13%	17%f	-	11%	14%	-	10%	19%j	9%	13%
Don't Know		3	3	3	3	3	1	2	2	1	-	1	2	-	3
		1%	1%	1%	1%	1%	1%	4%	2%	1%	-	1%	1%	-	1%
Mean Score	2.232	2.221	2.208	2.154	2.232	1.994	2.401	2.298	2.180	3.000	2.432k	1.943	2.108	2.232k	
Standard Deviation	1.064	1.054	1.060	1.072	1.064	1.084	0.747	1.018	1.073	-	0.974	1.132	0.969	1.064	
Error Variance	0.005	0.005	0.005	0.007	0.005	0.018	0.015	0.014	0.008	-	0.006	0.010	0.031	0.005	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_05 How regularly, if at all do you check the bill for your - Pay TV

Base: All aware of separate pay TV bill received

		Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
			Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base		241	6	6	1	68	2	1	3	1	1	8	10
	Weighted Base	250	6**	6**	1**	74*	2**	1**	4**	1**	1**	9**	11**
Always	(3)	141	5	3	1	30	1	1	-	1	-	3	7
		56%	84%	49%	100%	41%	57%	100%	-	100%	-	34%	65%
Sometimes	(2)	56	1	-	-	27	1	-	3	-	1	4	1
		22%	16%	-	-	36%	43%	-	72%	-	100%	41%	10%
Rarely	(1)	17	-	1	-	5	-	-	1	-	-	2	3
		7%	-	10%	-	7%	-	-	28%	-	-	24%	26%
Never	(0)	34	-	-	-	12	-	-	-	-	-	-	-
		13%	-	-	-	17%	-	-	-	-	-	-	-
Don't Know		3	-	3	-	-	-	-	-	-	-	-	-
		1%	-	41%	-	-	-	-	-	-	-	-	-
Mean Score		2.232	2.838	2.651	3.000	2.010	2.565	3.000	1.718	3.000	2.000	2.097	2.392
Standard Deviation		1.064	0.404	0.886	-	1.073	-	-	0.532	-	-	0.804	0.910
Error Variance		0.005	0.027	0.196	-	0.017	-	-	0.094	-	-	0.081	0.083

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.7.05 How regularly, if at all do you check the bill for your - Pay TV****Base: All aware of separate pay TV bill received**

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		241	26	74	7	16	22	44	44	10	13	15
Weighted Base		250	27**	79*	7**	17**	26**	43*	44*	9**	13**	18**
Always	(3)	141 56%	21 78%	49 62%	5 71%	9 51%	14 55%	24 55%	23 51%	4 38%	7 59%	8 44%
Sometimes	(2)	56 22%	3 11%	20 25%	2 29%	2 12%	9 35%	8 19%	8 18%	3 35%	3 27%	4 21%
Rarely	(1)	17 7%	- -	4 5%	- -	2 10%	1 3%	6 14%	6 13%	- -	- -	- -
Never	(0)	34 13%	3 11%	5 6%	- -	3 17%	2 8%	5 11%	8 18%	2 27%	2 14%	6 35%
Don't Know		3 1%	- -	1 1%	- -	2 9%	- -	- -	- -	- -	- -	- -
Mean Score		2.232	2.551	2.455g	2.707	2.081	2.367	2.190	2.027	1.844	2.310	1.744
Standard Deviation		1.064	0.983	0.860	0.492	1.232	0.885	1.060	1.179	1.263	1.072	1.372
Error Variance		0.005	0.037	0.010	0.035	0.101	0.036	0.026	0.032	0.160	0.088	0.126

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.7_05 How regularly, if at all do you check the bill for your - Pay TV

Base: All aware of separate pay TV bill received

		CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED						
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)	
Unweighted Base		241	175	3	42	23	-	21	-	1	-	1	4	-	176	42	43	1	1	4
Weighted Base		250	185	3**	42*	23**	-**	21**	-**	1**	-**	1**	4**	-**	186	42*	42*	1**	1**	4**
Always	(3)	141	102	2	27	13	-	14	-	1	-	-	2	-	103	27	27	1	-	2
		56%	55%	74%	64%	59%	-	69%	-	100%	-	-	54%	-	55%	64%	63%	100%	-	54%
Sometimes	(2)	56	40	1	8	5	-	4	-	-	-	-	2	-	40	8	9	-	-	2
		22%	22%	26%	18%	22%	-	21%	-	-	-	-	46%	-	22%	18%	22%	-	-	46%
Rarely	(1)	17	9	-	6	2	-	1	-	-	-	1	-	-	9	6	3	-	1	-
		7%	5%	-	13%	7%	-	6%	-	-	-	100%	-	-	5%	13%	7%	-	100%	-
Never	(0)	34	31	-	2	3	-	1	-	-	-	-	-	-	31	2	3	-	-	-
		13%	17%	-	5%	12%	-	3%	-	-	-	-	-	-	16%	5%	8%	-	-	-
Don't Know		3	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-
		1%	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
Mean Score		2.232	2.171	2.740	2.402	2.274	-	2.558	-	3.000	-	1.000	2.543	-	2.177	2.402	2.396	3.000	1.000	2.543
Standard Deviation		1.064	1.124	0.530	0.911	1.054	-	0.777	-	-	-	-	0.579	-	1.122	0.911	0.938	-	-	0.579
Error Variance		0.005	0.007	0.094	0.020	0.048	-	0.029	-	-	-	-	0.084	-	0.007	0.020	0.020	-	-	0.084

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 How easy or difficult would it be for you to access the most recent bill for your ... - Summary Table**Base: All aware of ... bill received**

		Package	Mobile Phone	Landline Phone	Fixed Line Broadband	Pay TV
Unweighted Base		626	725	709	300	241
Weighted Base		654	800	654	314	250
Very easy	(4)	377	485	364	180	128
		58%	61%	56%	57%	51%
Fairly easy	(3)	210	238	191	98	93
		32%	30%	29%	31%	37%
Fairly difficult	(2)	33	29	44	16	7
		5%	4%	7%	5%	3%
Very difficult	(1)	20	18	27	6	12
		3%	2%	4%	2%	5%
SUMMARY CODES						
EASY		587	723	554	278	221
		90%	90%	85%	89%	88%
DIFFICULT		53	47	71	22	19
		8%	6%	11%	7%	7%
Don't Know		14	30	30	14	10
		2%	4%	5%	4%	4%
Mean Score		3.476	3.546	3.427	3.506	3.407
Standard Deviation		0.734	0.680	0.801	0.692	0.770
Error Variance		0.001	0.001	0.001	0.002	0.003

Billing (QS7751 - 640210)

Q.8.01 How easy or difficult would it be for you to access the most recent bill for your - Package

Base: All aware of single package bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	626	313	313	23	119	148	121	94	121	145	208	139	134	353	273
Weighted Base	654	330	324	27**	134	167	133	107*	86	153	238	137	125	391	263
Very easy	(4) 377 58%	201 61%	176 54%	16 61%	79 59%	86 52%	76 57%	65 60%	55 64%e	83 54%	153 64%k	72 53%	69 55%	236 60%	142 54%
Fairly easy	(3) 210 32%	96 29%	114 35%	8 30%	41 31%	63 38%	39 29%	34 32%	24 28%	58 38%	65 28%	40 29%	46 37%	123 32%	86 33%
Fairly difficult	(2) 33 5%	14 4%	20 6%	- -	10 7%	6 4%	12 9%g	3 2%	3 3%	8 5%	7 3%	15 11%jl	4 3%	15 4%	19 7%
Very difficult	(1) 20 3%	9 3%	11 3%	- -	3 2%	10 6%	3 2%	3 2%	1 2%	5 3%	4 2%	6 5%	4 4%	9 2%	11 4%
SUMMARY CODES															
EASY	587 90%	297 90%	290 89%	24 91%	120 89%	150 90%	115 86%	99 92%	79 93%	141 92%k	218 92%k	112 82%	115 92%k	359 92%n	228 87%
DIFFICULT	53 8%	22 7%	31 9%	- -	13 10%	16 10%	15 11%	5 5%	4 5%	13 8%	11 5%	21 16%jl	8 6%	24 6%	29 11%m
Don't Know	14 2%	10 3%	3 1%	2 9%	1 1%	1 1%	3 3%	3 3%	2 3%	- -	8 4%ii	3 2%	2 2%	8 2%	5 2%
Mean Score	3.476	3.533	3.419	3.669	3.468	3.367	3.453	3.550	3.594e	3.425	3.603ik	3.333	3.460	3.531n	3.394
Standard Deviation	0.734	0.705	0.758	0.481	0.741	0.813	0.753	0.670	0.639	0.734	0.636	0.861	0.726	0.681	0.800
Error Variance	0.001	0.002	0.002	0.011	0.005	0.004	0.005	0.005	0.003	0.004	0.002	0.005	0.004	0.001	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .01 How easy or difficult would it be for you to access the most recent bill for your - Package
Base: All aware of single package bill received

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	626	419	103	104	309	73	24	220	222	404
Weighted Base	654	443	111*	99*	355	77*	24**	198	247	407
Very easy	(4) 377 58%	260 59%	57 51%	61 61%	206 58%	40 52%	13 53%	118 60%	136 55%	241 59%
Fairly easy	(3) 210 32%	139 31%	42 38%	28 29%	113 32%	27 36%	8 35%	61 31%	80 32%	129 32%
Fairly difficult	(2) 33 5%	22 5%	8 8%	3 3%	17 5%	4 5%	2 8%	10 5%	18 7%	15 4%
Very difficult	(1) 20 3%	12 3%	2 2%	6 6%	9 2%	5 6%	1 4%	5 3%	11 4%	9 2%
SUMMARY CODES										
EASY	587 90%	399 90%	99 89%	89 90%	320 90%	67 88%	21 87%	179 90%	216 88%	370 91%
DIFFICULT	53 8%	35 8%	10 9%	8 8%	26 7%	8 11%	3 13%	16 8%	29 12% ⁱ	24 6%
Don't Know	14 2%	10 2%	2 2%	2 2%	9 3%	1 1%	-	4 2%	2 1%	12 3%
Mean Score	3.476	3.492	3.408	3.483	3.497	3.357	3.357	3.500	3.395	3.527 ^h
Standard Deviation	0.734	0.724	0.708	0.808	0.708	0.839	0.827	0.723	0.806	0.681
Error Variance	0.001	0.001	0.005	0.006	0.002	0.010	0.029	0.002	0.003	0.001

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .01 How easy or difficult would it be for you to access the most recent bill for your - Package

Base: All aware of single package bill received

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	626	152	375	66	27	6	116	231	122	111	46	591	35	591	141	114
Weighted Base	654	154	396	66*	29**	8**	117	230	131	125	51*	624	30*	624	165	132
Very easy	(4)	377	90	229	38	16	72	128	81	71	25	357	20	357	97	79
		58%	58%	58%	58%	54%	62%	55%	62%	57%	48%	57%	68%	57%	59%	60%
Fairly easy	(3)	210	49	131	19	5	37	82	39	33	19	202	7	202	55	42
		32%	32%	33%	29%	19%	31%	36%	30%	26%	38%	32%	25%	32%	33%	32%
Fairly difficult	(2)	33	7	18	5	3	4	7	8	11	3	32	2	32	5	3
		5%	5%	4%	8%	11%	3%	3%	6%	9%	6%	5%	5%	5%	3%	3%
Very difficult	(1)	20	5	11	2	2	1	8	2	5	3	19	*	19	5	6
		3%	3%	3%	3%	7%	1%	4%	2%	4%	5%	3%	2%	3%	3%	5%
SUMMARY CODES																
EASY		587	139	361	58	21	109	210	120	104	44	559	28	559	152	121
		90%	90%	91%	87%	73%	93% ^{ai}	91% ^{ai}	92% ^{ai}	83%	86%	90%	93%	90%	92%	92%
DIFFICULT		53	12	28	8	5	5	16	10	16	6	51	2	51	10	10
		8%	8%	7%	12%	19%	4%	7%	8%	13% ^{af}	12%	8%	7%	8%	6%	7%
Don't Know		14	3	7	1	2	3	5	-	4	1	14	-	14	3	1
		2%	2%	2%	2%	8%	3%	2%	-	4% ^{ah}	3%	2%	-	2%	2%	1%
Mean Score	3.476	3.488	3.489	3.438	3.307	3.517	3.590^j	3.461	3.523	3.412	3.318	3.470	3.602	3.470	3.506	3.479
Standard Deviation	0.734	0.726	0.713	0.788	0.990	0.533	0.595	0.732	0.699	0.835	0.832	0.737	0.672	0.737	0.712	0.773
Error Variance	0.001	0.004	0.001	0.010	0.039	0.047	0.003	0.002	0.004	0.007	0.015	0.001	0.013	0.001	0.004	0.005

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .01 How easy or difficult would it be for you to access the most recent bill for your - Package

Base: All aware of single package bill received

		Total	GOVERNMENT REGIONS												COUNTRY			
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		626	27	79	53	41	45	74	59	98	56	25	48	21	532	48	25	21
Weighted Base		654	27**	83*	50*	44*	47*	81*	62*	104*	58*	27**	51*	18**	557	51*	27**	18**
Very easy	(4)	377	19	47	33	23	27	42	20	63	38	18	34	13	313	34	18	13
		58%	70%	57%g	65%g	52%	57%g	52%g	33%	61%g	65%g	69%	66%g	69%	56%	66%	69%	69%
Fairly easy	(3)	210	4	22	11	15	14	36	35	31	17	6	12	5	186	12	6	5
		32%	16%	27%	22%	34%	30%	44%bck ehik	56%bcd	30%	30%	24%	23%	27%	33%	23%	24%	27%
Fairly difficult	(2)	33	2	8	4	1	4	3	3	2	1	1	4	-	29	4	1	-
		5%	7%	10%h	9%h	3%	9%	4%	5%	2%	1%	3%	7%	-	5%	7%	3%	-
Very difficult	(1)	20	1	3	2	4	1	-	2	*	2	1	2	1	16	2	1	1
		3%	4%	4%	4%	9%fh	2%	-	3%	*	4%	4%	4%	4%	3%	4%	4%	4%
SUMMARY CODES																		
EASY		587	23	70	44	38	41	78	55	95	55	25	46	18	499	46	25	18
		90%	86%	84%	87%	86%	87%	96%b	88%	91%	95%	93%	89%	96%	89%	89%	93%	96%
DIFFICULT		53	3	12	6	5	5	3	5	2	3	2	6	1	45	6	2	1
		8%	11%	14%fh	13%h	12%h	10%h	4%	9%	2%	5%	7%	11%h	4%	8%	11%	7%	4%
Don't Know		14	1	2	-	1	1	-	2	8	-	-	-	-	14	-	-	-
		2%	2%	2%	-	2%	2%	-	3%	7%fi	-	-	-	-	2%	-	-	-
Mean Score		3.476	3.560	3.396	3.488	3.316	3.460	3.483g	3.214	3.627b dg	3.564g	3.577	3.510	3.611	3.464	3.510	3.577	3.611
Standard Deviation		0.734	0.823	0.838	0.813	0.919	0.738	0.573	0.703	0.551	0.710	0.760	0.794	0.703	0.729	0.794	0.760	0.703
Error Variance		0.001	0.026	0.009	0.012	0.021	0.012	0.004	0.009	0.003	0.009	0.023	0.013	0.024	0.001	0.013	0.023	0.024

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .01 How easy or difficult would it be for you to access the most recent bill for your - Package

Base: All aware of single package bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	626	566	617	585	399	626	-	231	333	2	343	326	61	626
Weighted Base	654	597	643	618	421	654	-.**	226	370	2**	348	352	70*	654
Very easy	(4) 377	345	373	358	249	377	-	135	209	1	189	203	45	377
	58%	58%	58%	58%	59%	58%	-	60%	56%	46%	55%	58%	64%	58%
Fairly easy	(3) 210	192	204	198	130	210	-	67	125	-	111	117	18	210
	32%	32%	32%	32%	31%	32%	-	30%	34%	-	32%	33%	25%	32%
Fairly difficult	(2) 33	32	32	31	24	33	-	15	17	-	25	14	4	33
	5%	5%	5%	5%	6%	5%	-	7%	5%	-	7%	4%	5%	5%
Very difficult	(1) 20	16	20	18	10	20	-	7	8	1	12	11	2	20
	3%	3%	3%	3%	2%	3%	-	3%	2%	54%	3%	3%	3%	3%
SUMMARY CODES														
EASY	587	537	577	556	379	587	-	202	334	1	300	321	62	587
	90%	90%	90%	90%	90%	90%	-	90%	90%	46%	86%	91%	90%	90%
DIFFICULT	53	48	52	49	35	53	-	22	25	1	37	25	6	53
	8%	8%	8%	8%	8%	8%	-	10%	7%	54%	11%	7%	9%	8%
Don't Know	14	12	14	13	8	14	-	1	11	-	10	6	1	14
	2%	2%	2%	2%	2%	2%	-	1%	3%	-	3%	2%	1%	2%
Mean Score	3.476	3.479	3.479	3.480	3.493	3.476	-	3.472	3.490	2.368	3.418	3.483	3.531	3.476
Standard Deviation	0.734	0.725	0.735	0.731	0.720	0.734	-	0.760	0.692	2.064	0.776	0.725	0.756	0.734
Error Variance	0.001	0.001	0.001	0.001	0.001	0.001	-	0.003	0.001	2.129	0.002	0.002	0.010	0.001

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .01 How easy or difficult would it be for you to access the most recent bill for your - Package**Base: All aware of single package bill received**

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	626	12	6	-	298	34	16	9	2	1	241	7
Weighted Base	654	12**	6**	-**	309	29*	19**	8**	2**	1**	259	8**
Very easy	(4) 377	8	2	-	172	18	8	4	-	-	162	3
	58%	63%	39%	-	56%	61%	42%	50%	-	-	63%	39%
Fairly easy	(3) 210	2	3	-	102	8	9	4	1	1	74	5
	32%	16%	45%	-	33%	30%	47%	50%	51%	100%	28%	61%
Fairly difficult	(2) 33	2	1	-	14	2	2	-	1	-	12	-
	5%	14%	16%	-	4%	5%	11%	-	49%	-	5%	-
Very difficult	(1) 20	1	-	-	10	*	-	-	-	-	8	-
	3%	7%	-	-	3%	2%	-	-	-	-	3%	-
SUMMARY CODES												
EASY	587	10	5	-	275	26	17	8	1	1	236	8
	90%	80%	84%	-	89%	91%	89%	100%	51%	100%	91%	100%
DIFFICULT	53	2	1	-	24	2	2	-	1	-	21	-
	8%	20%	16%	-	8%	7%	11%	-	49%	-	8%	-
Don't Know	14	-	-	-	10	1	-	-	-	-	3	-
	2%	-	-	-	3%	2%	-	-	-	-	1%	-
Mean Score	3.476	3.360	3.221	-	3.465	3.540	3.313	3.503	2.513	3.000	3.519	3.392
Standard Deviation	0.734	0.999	0.775	-	0.737	0.688	0.672	0.533	0.665	-	0.737	0.521
Error Variance	0.001	0.083	0.100	-	0.002	0.014	0.028	0.032	0.221	-	0.002	0.039

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .01 How easy or difficult would it be for you to access the most recent bill for your - Package****Base: All aware of single package bill received**

		ITV OVERLAP REGIONS									
Total		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	626	51	148	36	39	51	104	85	67	42	48
Weighted Base	654	54*	159	37*	41*	57*	111*	89*	65*	40*	51*
Very easy	(4) 377 58%	30 55%	77 49%	27 73%b	27 65%	33 57%	64 57%	53 60%	39 61%	27 69%b	34 66%b
Fairly easy	(3) 210 32%	16 30%	68 43%cg hi	9 24%	12 28%	22 39%i	35 31%	22 25%	18 28%	6 16%	12 23%
Fairly difficult	(2) 33 5%	2 3%	5 3%	- -	1 2%	2 3%	6 6%	8 9%	6 9%	3 7%	4 7%
Very difficult	(1) 20 3%	2 3%	2 1%	1 3%	2 5%	- -	5 4%	3 4%	2 3%	3 7%b	2 4%
SUMMARY CODES											
EASY	587 90%	46 84%	146 92%	36 97%	38 93%	55 97%agi	98 88%	75 85%	57 88%	34 85%	46 89%
DIFFICULT	53 8%	3 6%	7 4%	1 3%	3 7%	2 3%	11 10%	12 13%b	8 12%	6 14%b	6 11%
Don't Know	14 2%	5 9%efhj	6 4%	- -	- -	- -	2 2%	2 2%	- -	1 1%	- -
Mean Score	3.476	3.505	3.446	3.674	3.523	3.538	3.439	3.436	3.461	3.487	3.510
Standard Deviation	0.734	0.725	0.630	0.634	0.788	0.569	0.792	0.823	0.779	0.914	0.794
Error Variance	0.001	0.011	0.003	0.011	0.016	0.006	0.006	0.008	0.009	0.020	0.013

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.8.01 How easy or difficult would it be for you to access the most recent bill for your - Package

Base: All aware of single package bill received

		Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
			Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		626	266	22	161	92	-	94	1	16	1	1	17	8	286	161	177	18	1	26
	Weighted Base	654	292	22**	163	97*	**	90*	1**	15**	1**	1**	16**	9**	313	163	179	17**	1**	26**
Very easy	(4)	377 58%	171 59%	15 65%	91 56%	52 54%	-	53 58%	1 100%	9 59%	-	1 100%	8 54%	6 63%	184 59%	91 56%	100 56%	10 58%	1 100%	14 55%
Fairly easy	(3)	210 32%	90 31%	6 27%	55 34%	35 36%	-	29 33%	-	5 34%	1 100%	-	4 28%	3 37%	96 31%	55 34%	62 35%	6 35%	-	9 34%
Fairly difficult	(2)	33 5%	15 5%	1 3%	12 7% ^f	5 5%	-	1 1%	-	-	-	-	2 14%	-	16 5%	12 7%	6 3%	-	-	2 8%
Very difficult	(1)	20 3%	8 3%	1 5%	4 3%	2 2%	-	5 6%	-	1 7%	-	-	-	-	9 3%	4 3%	7 4%	1 7%	-	-
SUMMARY CODES																				
EASY		587 90%	261 90%	21 92%	146 89%	87 90%	-	82 91%	1 100%	14 93%	1 100%	1 100%	13 83%	9 100%	281 90%	146 89%	162 91%	15 93%	1 100%	23 90%
DIFFICULT		53 8%	23 8%	2 8%	16 10%	7 7%	-	6 7%	-	1 7%	-	-	2 14%	-	24 8%	16 10%	13 7%	1 7%	-	2 8%
Don't Know		14 2%	8 3%	-	1 1%	2 2%	-	2 2%	-	-	-	-	1 4%	-	8 2%	1 1%	4 2%	-	-	1 2%
Mean Score		3.476	3.496	3.528	3.438	3.453	-	3.464	4.000	3.438	3.000	4.000	3.424	3.634	3.496	3.438	3.465	3.443	4.000	3.484
Standard Deviation		0.734	0.719	0.790	0.744	0.710	-	0.799	-	0.859	-	-	0.751	0.509	0.724	0.744	0.739	0.835	-	0.657
Error Variance		0.001	0.002	0.028	0.003	0.006	-	0.007	-	0.046	-	-	0.035	0.032	0.002	0.003	0.003	0.039	-	0.017

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .01 Ease of use by Q.10 Access time

Base: All aware of single package bill received

		Total	Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR PACKAGE IF YOU NEEDED TO?								
			Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access	Standard Deviation	Error Variance
Unweighted Base Weighted Base		626	407	146	20	6	10	16	4.844	5.439	0.049
		654	426	150	21**	6**	11**	16**	4.885	5.572	0.051
Very easy	(4)	377 58%	302 71%b	58 39%	6 27%	- -	1 10%	2 13%	3.578	2.971	0.025
Fairly easy	(3)	210 32%	113 27%	78 52%a	11 53%	3 46%	- -	2 14%	5.378	4.227	0.091
Fairly difficult	(2)	33 5%	6 1%	8 6%a	4 20%	2 37%	6 52%	4 24%	13.506	12.924	5.966
Very difficult	(1)	20 3%	2 *	2 2%	- -	1 16%	4 38%	8 49%	11.517	15.409	13.966
SUMMARY CODES											
EASY		587 90%	415 97%b	136 91%	17 80%	3 46%	1 10%	4 27%	4.225	3.578	0.023
DIFFICULT		53 8%	8 2%	11 7%a	4 20%	3 54%	10 90%	12 73%	12.775	13.761	4.208
Don't Know		14 2%	4 1%	3 2%	- -	- -	- -	- -	4.928	2.698	1.213
Mean Score		3.476	3.692b	3.309	3.065	2.300	1.821	1.904	12.730	11.875	40.378
Standard Deviation		0.734	0.517	0.653	0.698	0.801	0.909	1.099	14.902	15.072	316.673
Error Variance		0.001	0.001	0.003	0.024	0.107	0.083	0.076	20.684	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .01 Ease of use by Q.10 Access time

Base: All aware of single package bill received

		Q.9 WHY IS IT DIFFICULT FOR YOU TO ACCESS YOUR PACKAGE BILL?								
Total		Don't know online details/passw ord (a)	Cannot access internet at home (b)	Don't know how to access bill online (c)	Don't have a printer/print er broken (d)	Paper bill not kept at home (e)	Not sure where paper bill is (f)	Don't keep copies of bill\throw bill away (g)	Other reason (h)	Don't Know (i)
Unweighted Base	626	8	1	3	1	2	13	10	13	2
Weighted Base	654	9**	1**	3**	1**	2**	15**	10**	13**	2**
Very easy	(4) 377 58%	-	-	-	-	-	-	-	-	-
Fairly easy	(3) 210 32%	-	-	-	-	-	-	-	-	-
Fairly difficult	(2) 33 5%	5 56%	-	1 36%	1 100%	2 100%	13 83%	4 42%	6 50%	2 100%
Very difficult	(1) 20 3%	4 44%	1 100%	2 64%	-	-	3 17%	6 58%	6 50%	-
SUMMARY CODES										
EASY	587 90%	-	-	-	-	-	-	-	-	-
DIFFICULT	53 8%	9 100%	1 100%	3 100%	1 100%	2 100%	15 100%	10 100%	13 100%	2 100%
Don't Know	14 2%	-	-	-	-	-	-	-	-	-
Mean Score	3.476	1.563	1.000	1.358	2.000	2.000	1.832	1.422	1.499	2.000
Standard Deviation	0.734	0.528	-	0.592	-	-	0.387	0.520	0.521	0.000
Error Variance	0.001	0.035	-	0.117	-	-	0.012	0.027	0.021	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8.02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone

Base: All aware of separate mobile bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	725	363	362	93	180	165	134	92	61	164	240	163	158	404	321
Weighted Base	800	414	386	111*	205	186	149	104*	45*	193	286	172	150	478	322
Very easy	(4) 485 61%	252 61%	233 60%	78 70%h	129 63%	111 60%	85 57%	59 57%	22 49%	127 66%l	179 63%	98 57%	82 55%	305 64%n	180 56%
Fairly easy	(3) 238 30%	131 32%	108 28%	26 24%	57 28%	60 32%	47 31%	38 36%	10 23%	52 27%	84 29%	56 33%	47 31%	135 28%	103 32%
Fairly difficult	(2) 29 4%	9 2%	20 5%a	5 4%	8 4%	8 4%	5 3%	2 2%	2 4%	7 4%	9 3%	9 5%	4 3%	16 3%	13 4%
Very difficult	(1) 18 2%	7 2%	11 3%	1 1%	5 2%	1 1%	4 3%	4 4%e	3 6%e	3 2%	6 2%	5 3%	4 3%	9 2%	9 3%
SUMMARY CODES															
EASY	723 90%	383 92%	341 88%	104 94%h	186 91%h	171 92%h	131 88%h	97 93%h	33 73%	178 93%	262 92%	154 90%	129 86%	440 92%	283 88%
DIFFICULT	47 6%	16 4%	31 8%a	6 6%	13 6%	9 5%	9 6%	6 6%	4 9%	10 5%	15 5%	14 8%	8 5%	25 5%	22 7%
Don't Know	30 4%	16 4%	14 4%	1 1%	6 3%	5 3%	9 6%	1 1%	8 18%cddefg	4 2%	9 3%	4 2%	14 9%ijk	13 3%	17 5%
Mean Score	3.546	3.576	3.513	3.636	3.564	3.564	3.511	3.471	3.426	3.601	3.571	3.467	3.513	3.583	3.488
Standard Deviation	0.680	0.626	0.734	0.630	0.683	0.607	0.702	0.739	0.872	0.645	0.660	0.735	0.695	0.653	0.717
Error Variance	0.001	0.001	0.002	0.004	0.003	0.002	0.004	0.006	0.015	0.003	0.002	0.003	0.003	0.001	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.8 .02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone****Base: All aware of separate mobile bill received**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	725	438	199	88	406	99	33	187	264	461
Weighted Base	800	486	226	89*	475	110*	33*	183	294	507
Very easy	(4) 485 61%	295 61%	140 62%	51 57%	302 63%g	71 65%	15 47%	97 53%	180 61%	305 60%
Fairly easy	(3) 238 30%	153 32%	62 27%	23 26%	137 29%	32 29%	9 28%	60 33%	92 31%	147 29%
Fairly difficult	(2) 29 4%	16 3%	13 6%c	- -	16 3%	2 2%	2 7%	9 5%	12 4%	17 3%
Very difficult	(1) 18 2%	9 2%	4 2%	5 6%ab	9 2%	1 1%	3 8%d	4 2%	5 2%	13 3%
SUMMARY CODES										
EASY	723 90%	448 92%c	201 89%	74 83%	439 92%fg	103 94%fg	24 75%	157 86%	271 92%	452 89%
DIFFICULT	47 6%	25 5%	17 7%	5 6%	25 5%	3 3%	5 15%de	13 7%	17 6%	30 6%
Don't Know	30 4%	12 3%	8 4%	9 11%ab	11 2%	3 3%	3 10%d	13 7%d	5 2%	25 5%h
Mean Score	3.546	3.551	3.548	3.504	3.575	3.623	3.270	3.465	3.547	3.545
Standard Deviation	0.680	0.655	0.684	0.813	0.660	0.593	0.954	0.717	0.660	0.693
Error Variance	0.001	0.001	0.002	0.009	0.001	0.004	0.030	0.003	0.002	0.001

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.8 .02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone****Base: All aware of separate mobile bill received**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	725	153	390	111	56	15	111	236	165	140	73	668	57	655	194	188
Weighted Base	800	162	432	125	63*	19**	119	254	187	160	80*	746	55*	732	229	220
Very easy	(4) 485 61%	89 55%	275 64%	72 58%	38 61%	11 58%	67 56%	155 61%	114 61%	104 65%	45 56%	455 61%	30 55%	449 61%	157 68%	141 64%
Fairly easy	(3) 238 30%	49 30%	119 28%	41 33%	21 33%	8 42%	35 29%	70 27%	56 30%	47 30%	31 38%	227 30%	12 22%	220 30%	59 26%	59 27%
Fairly difficult	(2) 29 4%	8 5%	12 3%	6 4%	3 4%	- -	4 3%	10 4%	6 3%	5 3%	5 6%	26 4%	3 5%	26 4%	8 3%	8 4%
Very difficult	(1) 18 2%	7 4%	7 2%	3 2%	1 2%	- -	5 4%	6 3%	6 3%	1 1%	- -	14 2%	4 7%k	14 2%	3 1%	6 3%
SUMMARY CODES																
EASY	723 90%	138 85%	394 91%a	113 91%	59 94%	19 100%	101 85%	225 89%	170 91%	151 94%l	76 94%	682 91%l	42 76%	669 91%	215 94%	200 91%
DIFFICULT	47 6%	15 10%b	19 4%	8 7%	4 6%	- -	9 8%	16 6%	11 6%	6 4%	5 6%	40 5%	7 12%k	40 5%	10 4%	15 7%
Don't Know	30 4%	9 5%	18 4%	3 3%	- -	- -	9 7%ij	13 5%	6 3%	3 2%	- -	24 3%	6 12%k	23 3%	3 1%	5 2%
Mean Score	3.546	3.432	3.602a	3.501	3.528	3.583	3.480	3.550	3.539	3.614	3.503	3.556	3.396	3.557	3.637	3.559
Standard Deviation	0.680	0.796	0.633	0.696	0.670	0.506	0.770	0.700	0.703	0.587	0.606	0.660	0.929	0.662	0.608	0.708
Error Variance	0.001	0.004	0.001	0.004	0.008	0.017	0.006	0.002	0.003	0.003	0.005	0.001	0.017	0.001	0.002	0.003

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone

Base: All aware of separate mobile bill received

		GOVERNMENT REGIONS												COUNTRY			
Total		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	725	26	84	61	44	49	70	127	117	53	33	48	13	631	48	33	13
Weighted Base	800	29**	91*	70*	48*	53*	83*	136	128	57*	35*	58*	13**	694	58*	35*	13**
Very easy	(4) 485	19	48	46	24	33	51	73	86	37	23	37	8	417	37	23	8
	61%	65%	53%	65%	51%	63%	61%	53%	67%g	66%	65%	64%	60%	60%	64%	65%	60%
Fairly easy	(3) 238	8	31	20	18	16	23	48	35	14	6	16	4	213	16	6	4
	30%	28%	34%	28%	37%	30%	28%	35%	28%	25%	17%	28%	27%	31%	28%	17%	27%
Fairly difficult	(2) 29	1	6	1	4	1	2	8	3	1	1	1	-	27	1	1	-
	4%	3%	6%	1%	8%	1%	3%	6%	3%	2%	4%	2%	-	4%	2%	4%	-
Very difficult	(1) 18	1	3	2	-	-	2	-	1	3	2	3	-	12	3	2	-
	2%	4%	3%	4%g	-	-	2%	-	1%	5%g	6%g	6%g	-	2%	6%	6%	-
SUMMARY CODES																	
EASY	723	26	79	66	42	49	74	121	121	51	29	53	12	630	53	29	12
	90%	93%	87%	94%	87%	93%	89%	89%	95%j	91%	83%	92%	87%	91%	92%	83%	87%
DIFFICULT	47	2	8	3	4	1	4	8	5	4	3	4	-	39	4	3	-
	6%	7%	9%	5%	8%	1%	5%	6%	4%	7%	9%	8%	-	6%	8%	9%	-
Don't Know	30	-	3	1	2	3	5	8	2	1	3	-	2	25	-	3	2
	4%	-	4%	1%	4%	6%	6%	6%	2%	2%	8%k	-	13%	4%	-	8%n	13%
Mean Score	3.546	3.536	3.425	3.579	3.438	3.654	3.576	3.504	3.636b	3.553	3.544	3.506	3.690	3.547	3.506	3.544	3.690
Standard Deviation	0.680	0.757	0.757	0.703	0.658	0.506	0.666	0.614	0.590	0.779	0.850	0.808	0.484	0.663	0.808	0.850	0.484
Error Variance	0.001	0.022	0.007	0.008	0.010	0.006	0.007	0.003	0.003	0.012	0.023	0.014	0.021	0.001	0.014	0.023	0.021

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone****Base: All aware of separate mobile bill received**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	725	725	551	502	374	322	57	78	643	3	401	432	89	725
Weighted Base	800	800	603	557	415	358	61*	76*	720	3**	433	486	101*	800
Very easy	(4)	485	367	344	260	217	36	39	444	2	250	308	60	485
		61%	61%	62%	63%	61%	59%	50%	62%	79%	58%	63%	60%	61%
Fairly easy	(3)	238	178	164	119	106	17	19	219	1	130	145	33	238
		30%	30%	29%	29%	30%	29%	24%	30%	21%	30%	30%	33%	30%
Fairly difficult	(2)	29	20	21	15	12	4	1	28	-	16	15	4	29
		4%	3%	4%	4%	3%	7%	1%	4%	-	4%	3%	4%	4%
Very difficult	(1)	18	14	10	6	7	2	4	14	-	15	6	3	18
		2%	2%	2%	1%	2%	2%	5%	2%	-	4%k	1%	3%	2%
SUMMARY CODES														
EASY		723	545	508	379	324	54	57	663	3	380	453	94	723
		90%	90%	91%	91%	90%	88%	75%	92%g	100%	88%	93%j	93%	90%
DIFFICULT		47	34	31	21	19	6	5	42	-	31	20	7	47
		6%	6%	6%	5%	5%	9%	7%	6%	-	7%	4%	7%	6%
Don't Know		30	23	17	15	15	2	14	16	-	22	12	-	30
		4%	4%	3%	4%	4%	3%	19%h	2%	-	5%l	3%	-	4%
Mean Score	3.546	3.546	3.549	3.561	3.583	3.558	3.488	3.477	3.551	3.788	3.494	3.596j	3.502	3.546
Standard Deviation	0.680	0.680	0.682	0.662	0.636	0.664	0.744	0.821	0.668	0.509	0.745	0.611	0.710	0.680
Error Variance	0.001	0.001	0.001	0.001	0.001	0.001	0.010	0.011	0.001	0.086	0.001	0.001	0.006	0.001

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone

Base: All aware of separate mobile bill received

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	725	8	4	1	171	11	13	5	1	1	154	11
Weighted Base	800	8**	4**	1**	187	11**	15**	4**	1**	1**	174	12**
Very easy	(4) 485 61%	4 47%	2 50%	-	115 62%	6 58%	10 65%	2 48%	1 100%	1 100%	103 59%	9 79%
Fairly easy	(3) 238 30%	3 39%	1 26%	-	54 29%	3 27%	3 21%	2 40%	-	-	55 32%	2 21%
Fairly difficult	(2) 29 4%	-	1 24%	1 100%	9 5%	-	2 13%	-	-	-	4 2%	-
Very difficult	(1) 18 2%	-	-	-	6 3%	-	-	-	-	-	2 1%	-
SUMMARY CODES												
EASY	723 90%	7 86%	3 76%	-	169 90%	9 85%	13 87%	4 88%	1 100%	1 100%	158 91%	12 100%
DIFFICULT	47 6%	-	1 24%	1 100%	15 8%	-	2 13%	-	-	-	6 4%	-
Don't Know	30 4%	1 14%	-	-	3 2%	2 15%	-	1 12%	-	-	10 6%	-
Mean Score	3.546	3.547	3.259	2.000	3.510	3.685	3.521	3.548	4.000	4.000	3.572	3.794
Standard Deviation	0.680	0.537	0.933	-	0.743	0.492	0.744	0.580	-	-	0.616	0.423
Error Variance	0.001	0.041	0.218	-	0.003	0.027	0.043	0.084	-	-	0.003	0.016

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone****Base: All aware of separate mobile bill received**

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		725	59	232	26	47	51	123	96	73	41	48
Weighted Base		800	65*	257	27**	51*	60*	133	103*	82*	46*	58*
Very easy	(4)	485 61%	44 68%	151 59%	22 81%	31 61%	38 63%	83 62%	59 57%	49 60%	31 67%	37 64%
Fairly easy	(3)	238 30%	15 24%	83 32%	2 9%	13 26%	16 27%	41 31%	31 31%	26 32%	13 28%	16 28%
Fairly difficult	(2)	29 4%	2 3%	9 4%	1 4%	1 3%	3 5%	5 3%	6 5%	1 1%	1 2%	1 2%
Very difficult	(1)	18 2%	2 4%bf	- -	2 6%	2 4%bf	2 3%b	- -	3 3%b	4 5%bf	1 2%b	3 6%bf
SUMMARY CODES												
EASY		723 90%	59 92%	235 91%	24 89%	44 87%	54 90%	124 93%	90 88%	75 92%	44 96%	53 92%
DIFFICULT		47 6%	5 7%	9 4%	3 11%	3 7%	5 8%	5 3%	8 8%	5 6%	2 4%	4 8%
Don't Know		30 4%	1 1%	14 5%	- -	3 7%	1 2%	5 4%	4 4%	2 2%	- -	- -
Mean Score		3.546	3.580	3.585	3.635	3.538	3.530	3.608	3.480	3.503	3.601	3.506
Standard Deviation		0.680	0.739	0.564	0.855	0.756	0.741	0.560	0.736	0.756	0.660	0.808
Error Variance		0.001	0.009	0.001	0.028	0.013	0.011	0.003	0.006	0.008	0.011	0.014

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .02 How easy or difficult would it be for you to access the most recent bill for your - Mobile Phone

Base: All aware of separate mobile bill received

		CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED						
		Total	Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		725	337	31	131	122	-	114	-	10	-	4	33	17	366	131	230	10	4	51
Weighted Base		800	385	34**	144	131	**	128	**	10**	**	3**	32*	19**	417	144	252	10**	3**	52*
Very easy	(4)	485 61%	255 66%cd	18 54%	73 51%	73 56%	-	81 63%	-	4 42%	-	2 61%	20 63%	10 52%	273 66%en	73 51%	151 60%	4 42%	2 61%	31 60%
Fairly easy	(3)	238 30%	98 25%	14 41%	58 40%af	45 34%	-	34 27%	-	3 31%	-	1 39%	8 25%	7 37%	109 26%	58 40%mo	74 30%	3 31%	1 39%	15 29%
Fairly difficult	(2)	29 4%	18 5%	-	3 2%	5 4%	-	2 1%	-	1 10%	-	-	2 5%	-	18 4%	3 2%	7 3%	1 10%	-	2 3%
Very difficult	(1)	18 2%	7 2%	1 3%	-	2 2%	-	9 7%ac	-	1 11%	-	-	-	1 5%	8 2%	-	11 4%en	1 11%	-	1 2%
SUMMARY CODES																				
EASY		723 90%	352 92%	33 95%	131 91%	117 90%	-	115 90%	-	7 72%	-	3 100%	28 88%	17 89%	383 92%	131 91%	226 90%	7 72%	3 100%	46 89%
DIFFICULT		47 6%	25 6%	1 3%	3 2%	7 5%	-	11 8%ac	-	2 21%	-	-	2 5%	1 5%	26 6%	3 2%	18 7%en	2 21%	-	3 5%
Don't Know		30 4%	8 2%	1 3%	10 7%a	6 5%	-	2 2%	-	1 7%	-	-	2 7%	1 6%	9 2%	10 7%en	9 3%	1 7%	-	3 6%
Mean Score		3.546	3.589	3.497	3.526	3.511	-	3.484	-	3.100	-	3.614	3.620	3.439	3.585	3.526	3.502	3.100	3.614	3.563
Standard Deviation		0.680	0.674	0.652	0.542	0.661	-	0.846	-	1.069	-	0.592	0.597	0.788	0.672	0.542	0.764	1.069	0.592	0.667
Error Variance		0.001	0.001	0.014	0.002	0.004	-	0.006	-	0.127	-	0.088	0.012	0.039	0.001	0.002	0.003	0.127	0.088	0.009

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .02 Ease of use by Q.10 Access time

Base: All aware of separate mobile bill received

Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR MOBILE PHONE IF YOU NEEDED TO?										
	Total	Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access	Standard Deviation	Error Variance
Unweighted Base	725	443	169	24	10	14	25	5.108	5.962	0.052
Weighted Base	800	499	187	26**	9**	15**	24**	5.014	5.774	0.049
Very easy	(4) 485 61%	383 77%b	82 44%	7 25%	2 18%	1 7%	2 8%	3.684	3.100	0.023
Fairly easy	(3) 238 30%	111 22%	97 52%a	13 51%	4 46%	3 19%	2 10%	6.140	5.488	0.145
Fairly difficult	(2) 29 4%	2 *	6 3%a	5 18%	3 35%	5 32%	4 18%	14.851	12.860	6.616
Very difficult	(1) 18 2%	- -	- -	1 6%	- -	5 34%	10 42%	12.206	16.550	18.259
SUMMARY CODES										
EASY	723 90%	494 99%b	178 95%	20 76%	6 65%	4 27%	4 18%	4.486	4.196	0.028
DIFFICULT	47 6%	2 *	6 3%a	6 24%	3 35%	10 66%	14 60%	13.800	14.301	5.113
Don't Know	30 4%	3 1%	3 2%	- -	- -	1 7%	5 23%	5.602	10.274	8.797
Mean Score	3.546	3.767b	3.411	2.958	2.830	1.998	1.788	13.369	12.059	40.950
Standard Deviation	0.680	0.433	0.555	0.826	0.755	0.983	1.038	15.730	15.174	340.941
Error Variance	0.001	*	0.002	0.028	0.057	0.074	0.057	20.792	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .02 Ease of use by Q.10 Access time

Base: All aware of separate mobile bill received

		Q.9 WHY IS IT DIFFICULT FOR YOU TO ACCESS YOUR MOBILE PHONE BILL?								
Total		Don't know online details/passw ord (a)	Cannot access internet at home (b)	Don't know how to access bill online (c)	Don't have a printer/print er broken (d)	Paper bill not kept at home (e)	Not sure where paper bill is (f)	Don't keep copies of bill\throw bill away (g)	Other reason (h)	Don't Know (i)
Unweighted Base	725	10	3	4	-	1	7	10	8	4
Weighted Base	800	11**	3**	4**	..	1**	7**	11**	8**	4**
Very easy	(4) 485 61%	-	-	-	-	-	-	-	-	-
Fairly easy	(3) 238 30%	-	-	-	-	-	-	-	-	-
Fairly difficult	(2) 29 4%	8 76%	1 24%	4 100%	-	1 100%	4 50%	3 30%	7 89%	3 70%
Very difficult	(1) 18 2%	3 24%	2 76%	-	-	-	4 50%	7 70%	1 11%	1 30%
SUMMARY CODES										
EASY	723 90%	-	-	-	-	-	-	-	-	-
DIFFICULT	47 6%	11 100%	3 100%	4 100%	-	1 100%	7 100%	11 100%	8 100%	4 100%
Don't Know	30 4%	-	-	-	-	-	-	-	-	-
Mean Score	3.546	1.761	1.245	2.000	-	2.000	1.500	1.304	1.885	1.700
Standard Deviation	0.680	0.447	0.539	0.000	-	-	0.539	0.484	0.341	0.522
Error Variance	0.001	0.020	0.097	0.000	-	-	0.042	0.023	0.015	0.068

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8.03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	709	335	374	15	65	79	104	111	335	141	167	156	245	308	401
Weighted Base	654	309	346	18**	74*	86*	113	123	241	139	172	132	210	312	343
Very easy	(4) 364 56%	176 57%	188 54%	11 59%	43 59%	49 57%	59 53%	67 54%	134 56%	88 63%l	93 54%	74 56%	109 52%	180 58%	183 54%
Fairly easy	(3) 191 29%	90 29%	100 29%	4 24%	20 27%	26 31%	30 27%	41 33%	69 29%	36 26%	59 34%	37 28%	58 28%	95 31%	95 28%
Fairly difficult	(2) 44 7%	20 7%	24 7%	2 13%	5 7%	4 5%	11 10%	8 7%	12 5%	5 4%	9 5%	10 8%	19 9%	15 5%	29 9% ^m
Very difficult	(1) 27 4%	5 2%	22 6% ^a	1 3%	2 3%	2 3%	5 4%	4 3%	13 5%	8 6%	3 2%	5 4%	10 5%	11 4%	15 5%
SUMMARY CODES															
EASY	554 85%	266 86%	288 83%	15 83%	64 86%	76 88%	90 79%	107 87%	203 84%	124 89% ^l	152 88% ^l	111 84%	168 80%	275 88% ⁿ	279 81%
DIFFICULT	71 11%	25 8%	45 13% ^a	3 17%	7 10%	6 7%	16 15%	12 10%	25 10%	14 10%	12 7%	15 12%	30 14% ^j	26 8%	45 13% ^m
Don't Know	30 5%	17 6%	12 4%	- -	3 4%	4 4%	7 6%	3 3%	13 5%	2 2%	8 5%	6 4%	13 6% ^l	10 3%	19 6%
Mean Score	3.427	3.500 ^b	3.363	3.392	3.482	3.494	3.356	3.423	3.423	3.480	3.474	3.424	3.353	3.476	3.380
Standard Deviation	0.801	0.702	0.874	0.863	0.756	0.724	0.858	0.765	0.831	0.829	0.688	0.808	0.861	0.754	0.840
Error Variance	0.001	0.002	0.002	0.050	0.009	0.007	0.008	0.005	0.002	0.005	0.003	0.004	0.003	0.002	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	709	400	92	217	210	62	18	419	113	596
Weighted Base	654	381	92*	182	237	63*	18**	336	120	534
Very easy	(4) 364 56%	215 56%	55 60%	94 51%	144 61%e	29 45%	12 65%	179 53%	65 54%	299 56%
Fairly easy	(3) 191 29%	112 30%	21 22%	58 32%	66 28%	17 28%	4 22%	103 31%	31 26%	159 30%
Fairly difficult	(2) 44 7%	26 7%	6 7%	12 6%	16 7%	6 9%	1 4%	22 6%	10 9%	34 6%
Very difficult	(1) 27 4%	13 3%	2 3%	11 6%	2 1%	5 7%d	2 8%	19 6%d	8 6%	19 4%
SUMMARY CODES										
EASY	554 85%	327 86%	76 83%	151 83%	210 89%e	46 73%	16 87%	282 84%e	96 80%	458 86%
DIFFICULT	71 11%	39 10%	8 9%	23 13%	17 7%	10 16%d	2 13%	40 12%	18 15%	52 10%
Don't Know	30 5%	14 4%	8 8%	8 4%	9 4%	7 10%g	- -	14 4%	6 5%	23 4%
Mean Score	3.427	3.444	3.530	3.340	3.549eg	3.242	3.445	3.372	3.342	3.446
Standard Deviation	0.801	0.776	0.750	0.868	0.659	0.942	0.935	0.847	0.903	0.776
Error Variance	0.001	0.002	0.007	0.004	0.002	0.016	0.049	0.002	0.008	0.001

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone****Base: All aware of separate Landline Phone bill received**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS			
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)	
Unweighted Base	709	253	352	68	29	7	234	280	100	67	28	411	298	398	108	85	
Weighted Base	654	216	330	70*	30**	8**	199	249	105*	71*	30**	421	234	409	122	92*	
Very easy	(4)	364	122	181	38	17	6	113	136	54	44	17	240	124	234	76	56
	56%	56%	55%	54%	58%	77%	57%	55%	51%	62%	56%	57%	53%	57%	63%	61%	
Fairly easy	(3)	191	56	98	25	10	2	53	75	33	17	12	124	66	120	34	23
	29%	26%	30%	36%	34%	23%	27%	30%	32%	24%	41%	30%	28%	29%	28%	25%	
Fairly difficult	(2)	44	13	25	4	1	-	12	18	11	3	-	29	15	29	4	2
	7%	6%	8%	6%	4%	-	6%	7%	11%	5%	-	7%	6%	7%	4%	3%	
Very difficult	(1)	27	11	13	2	-	-	9	10	4	4	-	11	16	11	-	4
	4%	5%	4%	3%	-	-	4%	4%	3%	6%	-	3%	7%k	3%	-	4%n	
SUMMARY CODES																	
EASY	554	177	279	63	27	8	167	211	87	61	29	364	190	354	111	80	
	85%	82%	84%	90%	92%	100%	84%	85%	83%	86%	97%	87%	81%	86%	91%	87%	
DIFFICULT	71	25	38	6	1	-	20	28	15	7	-	40	30	40	4	6	
	11%	12%	12%	9%	4%	-	10%	11%	14%	10%	-	10%	13%	10%n	4%	7%	
Don't Know	30	14	13	1	1	-	12	10	3	3	1	16	13	15	7	6	
	5%	7%	4%	1%	5%	-	6%	4%	3%	4%	3%	4%	6%	4%	5%	7%	
Mean Score	3.427	3.421	3.411	3.416	3.574	3.770	3.450	3.412	3.341	3.479	3.580	3.467	3.353	3.465	3.624m	3.544	
Standard Deviation	0.801	0.849	0.802	0.761	0.575	0.451	0.811	0.804	0.820	0.837	0.502	0.746	0.890	0.751	0.561	0.752	
Error Variance	0.001	0.003	0.002	0.009	0.012	0.029	0.003	0.002	0.007	0.011	0.009	0.001	0.003	0.001	0.003	0.007	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8.03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

		Total	GOVERNMENT REGIONS											COUNTRY				
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		709	29	76	70	47	47	68	72	110	70	40	63	17	589	63	40	17
Weighted Base		654	25**	69*	66*	41*	42*	60*	72*	107	65*	36*	57*	13**	547	57*	36*	13**
Very easy	(4)	364	15	32	40	19	25	30	33	67	38	20	35	9	300	35	20	9
		56%	60%	47%	61%	47%	60%	50%	46%	63% ^{bg}	58%	55%	61%	64%	55%	61%	55%	64%
Fairly easy	(3)	191	6	19	15	16	15	21	30	30	16	7	11	4	168	11	7	4
		29%	24%	27%	23%	40% ^k	35%	36% ^k	42% ^{cij}	28%	24%	20%	19%	31%	31%	19%	20%	31%
Fairly difficult	(2)	44	-	7	7	2	1	3	4	5	5	4	4	1	34	4	4	1
		7%	-	9%	10%	5%	2%	6%	6%	5%	8%	12%	8%	5%	6%	8%	12%	5%
Very difficult	(1)	27	2	2	4	-	-	5	1	1	5	3	3	-	20	3	3	-
		4%	8%	2%	6%	-	-	9% ^h	2%	1%	7% ^h	8% ^h	6%	-	4%	6%	8%	-
SUMMARY CODES																		
EASY		554	21	51	55	36	41	51	63	98	54	27	46	13	469	46	27	13
		85%	83%	74%	84%	87%	95% ^{bjjk}	86%	87% ^{cb}	91% ^{bjk}	82%	75%	80%	95%	86%	80%	75%	95%
DIFFICULT		71	2	8	11	2	1	9	6	6	10	7	8	1	55	8	7	1
		11%	8%	12%	16% ^{eh}	5%	2%	14% ^{ee}	8%	6%	16% ^{eh}	20% ^{deh}	14% ^{ee}	5%	10%	14%	20%	5%
Don't Know		30	2	10	-	3	1	-	3	3	1	2	4	-	24	4	2	-
		5%	9%	14% ^{cefgghi}	-	8% ^{cf}	3%	-	4%	3%	2%	4%	7% ^{cf}	-	4%	7%	4%	-
Mean Score		3.427	3.480	3.382	3.383	3.458	3.597 ⁱ	3.271	3.367	3.576 ^f	3.359	3.287	3.443	3.594	3.430	3.443	3.287	3.594
Standard Deviation		0.801	0.899	0.796	0.906	0.604	0.535	0.918	0.708	0.644	0.931	0.988	0.897	0.601	0.782	0.897	0.988	0.601
Error Variance		0.001	0.031	0.010	0.012	0.008	0.006	0.012	0.007	0.004	0.013	0.026	0.014	0.021	0.001	0.014	0.026	0.021

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone****Base: All aware of separate Landline Phone bill received**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	709	535	709	336	242	16	72	308	221	3	574	203	50	709	
Weighted Base	654	516	654	348	244	17**	75*	270	241	3**	514	219	52*	654	
Very easy	(4)	364	292	364	207	147	11	37	157	132	2	280	131	32	364
		56%	57%	56%	59%	60%	62%	50%	58%	55%	79%	55%	60%	61%	56%
Fairly easy	(3)	191	153	191	99	67	5	26	75	77	1	140	69	13	191
		29%	30%	29%	29%	28%	28%	35%	28%	32%	21%	27%	32%	24%	29%
Fairly difficult	(2)	44	33	44	21	11	1	5	18	15	-	39	9	5	44
		7%	6%	7%	6%	5%	4%	7%	7%	6%	-	8%	4%	10%	7%
Very difficult	(1)	27	17	27	10	9	-	2	12	5	-	25	3	1	27
		4%	3%	4%	3%	4%	-	2%	4%	2%	-	5%k	1%	2%	4%
SUMMARY CODES															
EASY		554	446	554	307	214	15	64	231	209	3	421	200	44	554
		85%	86%	85%	88%	88%	90%	85%	86%	87%	100%	82%	91%jm	86%	85%
DIFFICULT		71	51	71	31	20	1	7	30	21	-	64	12	6	71
		11%	10%	11%	9%	8%	4%	9%	11%	9%	-	13%k	6%	12%	11%k
Don't Know		30	20	30	11	9	1	5	9	11	-	29	7	1	30
		5%	4%	5%	3%	4%	6%	6%	3%	5%	-	6%	3%	3%	5%
Mean Score	3.427	3.452	3.427	3.493	3.503	3.615	3.413	3.438	3.463	3.788	3.392	3.544j	3.493	3.427	
Standard Deviation	0.801	0.770	0.801	0.744	0.761	0.585	0.728	0.815	0.722	0.509	0.846	0.651	0.760	0.801	
Error Variance	0.001	0.001	0.001	0.002	0.002	0.023	0.008	0.002	0.002	0.086	0.001	0.002	0.012	0.001	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	709	9	8	-	31	3	13	6	1	1	8	11
Weighted Base	654	9**	8**	-**	32**	2**	14**	6**	1**	1**	9**	12**
Very easy	(4) 364	5	3	-	15	1	10	3	1	-	6	6
	56%	54%	38%	-	47%	40%	66%	48%	100%	-	64%	48%
Fairly easy	(3) 191	2	4	-	11	1	2	3	-	1	2	6
	29%	23%	48%	-	36%	60%	15%	52%	-	100%	20%	52%
Fairly difficult	(2) 44	1	1	-	3	-	1	-	-	-	-	-
	7%	11%	14%	-	10%	-	5%	-	-	-	-	-
Very difficult	(1) 27	-	-	-	2	-	-	-	-	-	-	-
	4%	-	-	-	5%	-	-	-	-	-	-	-
SUMMARY CODES												
EASY	554	7	7	-	26	2	12	6	1	1	8	12
	85%	76%	86%	-	82%	100%	81%	100%	100%	100%	84%	100%
DIFFICULT	71	1	1	-	5	-	1	-	-	-	-	-
	11%	11%	14%	-	14%	-	5%	-	-	-	-	-
Don't Know	30	1	-	-	1	-	2	-	-	-	1	-
	5%	13%	-	-	4%	-	14%	-	-	-	16%	-
Mean Score	3.427	3.486	3.242	-	3.283	3.400	3.720	3.475	4.000	3.000	3.762	3.480
Standard Deviation	0.801	0.759	0.728	-	0.850	0.655	0.582	0.552	-	-	0.457	0.522
Error Variance	0.001	0.072	0.066	-	0.024	0.143	0.031	0.051	-	-	0.030	0.025

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone****Base: All aware of separate Landline Phone bill received**

		ITV OVERLAP REGIONS									
Total		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		709	64	159	43	58	54	116	87	48	63
Weighted Base		654	60*	155	40*	53*	49*	106	79*	80*	43*
Very easy		(4) 364	40	87	29	32	21	57	40	47	27
		56%	66%e	56%	73%efg	59%	42%	54%	50%	59%	62%
Fairly easy		(3) 191	13	54	6	9	19	39	21	22	11
		29%	22%	35%cdj	16%	16%	38%cdj	37%acdj	27%	28%	26%
Fairly difficult		(2) 44	3	8	3	7	4	3	7	7	1
		7%	5%	5%	8%	12%fi	8%	3%	8%	9%	2%
Very difficult		(1) 27	2	3	1	4	5	1	2	4	2
		4%	4%	2%	3%	7%fi	10%bfg	1%	2%	5%	5%
SUMMARY CODES											
EASY		554	53	141	35	40	39	96	61	69	38
		85%	88%	91%degj	89%	76%	80%	91%degj	77%	86%	89%
DIFFICULT		71	5	10	4	10	9	4	8	11	3
		11%	9%	7%	11%	19%bf	18%bf	3%	10%	14%fi	6%
Don't Know		30	2	4	-	3	1	6	10	-	2
		5%	3%	2%	-	5%h	2%	5%h	12%bceh	-	5%h
Mean Score		3.427	3.556e	3.489e	3.589e	3.356	3.140	3.529e	3.431	3.400	3.544e
Standard Deviation		0.801	0.768	0.680	0.770	0.964	0.966	0.595	0.765	0.850	0.768
Error Variance		0.001	0.010	0.003	0.014	0.017	0.018	0.003	0.008	0.008	0.013

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.8.03 How easy or difficult would it be for you to access the most recent bill for your - Landline Phone

Base: All aware of separate Landline Phone bill received

		Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
			Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		709	239	34	50	187	2	177	-	2	-	7	84	3	271	50	350	2	7	90
	Weighted Base	654	241	33*	48*	169	2**	157	-.**	2**	-.**	4**	69*	4**	272	48*	314	2**	4**	75*
Very easy	(4)	364	131	16	30	91	2	97	-	2	-	2	41	2	145	30	183	2	2	45
		56%	54%	50%	62%	54%	100%	61%	-	100%	-	42%	59%	55%	53%	62%	58%	100%	42%	60%
Fairly easy	(3)	191	71	13	18	52	-	30	-	-	-	2	20	2	84	18	76	-	2	21
		29%	29%f	38%f	31%f	-	19%	31%	-	-	-	45%	28%	45%	31%	38%o	24%	-	45%	28%
Fairly difficult	(2)	44	16	1	-	12	-	11	-	-	-	-	6	-	17	-	22	-	-	6
		7%	7%	3%	-	7%	-	7%	-	-	-	-	8% ^c	-	6%	-	7%	-	-	8% ⁿ
Very difficult	(1)	27	12	2	-	3	-	12	-	-	-	-	1	-	14	-	15	-	-	1
		4%	5%	5%	-	2%	-	8% ^d	-	-	-	-	2%	-	5%	-	5%	-	-	2%
SUMMARY CODES																				
EASY		554	202	29	48	144	2	126	-	2	-	4	60	4	228	48	259	2	4	67
		85%	84%	88%	100% ^{abd} fk	85%	100%	80%	-	100%	-	87%	87%	100%	84%	100% ^{mor}	83%	100%	87%	88%
DIFFICULT		71	28	3	-	15	-	23	-	-	-	-	7	-	31	-	37	-	-	7
		11%	12% ^c	8%	-	9% ^c	-	15% ^c	-	-	-	-	10% ^c	-	11% ⁿ	-	12% ⁿ	-	-	10% ⁿ
Don't Know		30	11	1	-	10	-	8	-	-	-	1	2	-	13	-	18	-	1	2
		5%	5%	4%	-	6%	-	5%	-	-	-	13%	2%	-	5%	-	6%	-	13%	2%
Mean Score		3.427	3.392	3.386	3.615	3.462	4.000	3.413	-	4.000	-	3.480	3.476	3.546	3.386	3.615	3.443	4.000	3.480	3.498
Standard Deviation		0.801	0.837	0.793	0.492	0.718	-	0.934	-	-	-	0.580	0.740	0.581	0.833	0.492	0.835	-	0.580	0.723
Error Variance		0.001	0.003	0.019	0.005	0.003	-	0.005	-	-	-	0.056	0.007	0.113	0.003	0.005	0.002	-	0.056	0.006

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .03 Ease of use by Q.10 Access time

Base: All aware of separate Landline Phone bill received

Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR LANDLINE PHONE IF YOU NEEDED TO?										
	Total	Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access	Standard Deviation	Error Variance
Unweighted Base	709	401	152	23	7	26	43	5.522	7.229	0.080
Weighted Base	654	374	143	21**	7**	25**	39*	5.569	7.285	0.081
Very easy	(4) 364 56%	291 78%bf	48 34%f	5 23%	1 14%	3 13%	3 7%	3.719	4.007	0.042
Fairly easy	(3) 191 29%	77 20%	81 57%af	14 64%	3 42%	3 14%	5 13%	6.607	6.006	0.185
Fairly difficult	(2) 44 7%	3 1%	11 8%a	2 10%	3 44%	14 55%	7 17%a	17.436	14.816	5.488
Very difficult	(1) 27 4%	- -	- -	- -	- -	4 18%	21 54%ab	6.179	13.735	6.505
SUMMARY CODES										
EASY	554 85%	367 98%bf	129 91%f	19 87%	4 56%	7 27%	8 20%	4.709	4.974	0.043
DIFFICULT	71 11%	3 1%	11 8%a	2 10%	3 44%	18 73%	27 71%ab	13.022	15.327	3.405
Don't Know	30 5%	4 1%	2 2%	1 3%	- -	- -	4 9%ab	3.628	4.398	1.934
Mean Score	3.427	3.778bf	3.264f	3.137	2.695	2.230	1.702	13.712	12.230	43.531
Standard Deviation	0.801	0.435	0.594	0.583	0.755	0.912	0.992	15.501	15.541	301.295
Error Variance	0.001	*	0.002	0.015	0.082	0.032	0.025	22.202	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 03 Ease of use by Q.10 Access time

Base: All aware of separate Landline Phone bill received

		Q.9 WHY IS IT DIFFICULT FOR YOU TO ACCESS YOUR LANDLINE PHONE BILL?								
Total		Don't know online details/passw ord (a)	Cannot access internet at home (b)	Don't know how to access bill online (c)	Don't have a printer/print er broken (d)	Paper bill not kept at home (e)	Not sure where paper bill is (f)	Don't keep copies of bill\throw bill away (g)	Other reason (h)	Don't Know (i)
Unweighted Base	709	4	10	2	1	2	24	20	15	5
Weighted Base	654	3**	8**	2**	1**	2**	23**	18**	13**	6**
Very easy	(4) 364 56%	-	-	-	-	-	-	-	-	-
Fairly easy	(3) 191 29%	-	-	-	-	-	-	-	-	-
Fairly difficult	(2) 44 7%	3 100%	4 45%	2 100%	1 100%	2 100%	15 66%	8 42%	8 64%	6 100%
Very difficult	(1) 27 4%	-	5 55%	-	-	-	8 34%	10 58%	5 36%	-
SUMMARY CODES										
EASY	554 85%	-	-	-	-	-	-	-	-	-
DIFFICULT	71 11%	3 100%	8 100%	2 100%	1 100%	2 100%	23 100%	18 100%	13 100%	6 100%
Don't Know	30 5%	-	-	-	-	-	-	-	-	-
Mean Score	3.427	2.000	1.454	2.000	2.000	2.000	1.658	1.424	1.637	2.000
Standard Deviation	0.801	0.000	0.531	-	-	-	0.485	0.509	0.501	0.000
Error Variance	0.001	0.000	0.028	-	-	-	0.010	0.013	0.017	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8_04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband

Base: All aware of separate fixed line broadband bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	300	165	135	15	57	54	64	55	55	96	83	58	63	179	121
Weighted Base	314	176	138	19**	66*	59*	71*	61*	39*	102*	93*	58*	61*	195	120
Very easy	(4) 180	108	72	12	40	30	37	35	26	60	51	35	35	110	70
		57%	61%	64%	60%	52%	53%	57%	67%	59%	55%	60%	57%	57%	58%
Fairly easy	(3) 98	56	42	3	19	23	24	21	8	30	31	15	22	61	37
		31%	32%	16%	29%	38%	34%	35%	21%	29%	34%	26%	36%	31%	31%
Fairly difficult	(2) 16	7	9	1	3	4	6	-	2	4	7	3	2	11	5
		5%	4%	8%	4%	6%	8%g	-	6%g	4%	7%	5%	3%	6%	4%
Very difficult	(1) 6	2	4	-	1	-	1	4	1	4	-	2	1	4	2
		2%	1%	-	1%	-	1%	6%	2%	4%	-	3%	1%	2%	2%
SUMMARY CODES															
EASY	278	164	115	15	59	53	61	56	34	89	82	50	57	171	107
		89%	93%b	80%	89%	90%	86%	92%	88%	88%	88%	86%	93%	88%	89%
DIFFICULT	22	9	13	1	4	4	7	4	3	8	7	5	3	15	7
		7%	5%	8%	6%	6%	9%	6%	8%	8%	7%	8%	4%	8%	6%
Don't Know	14	4	10	2	4	2	3	1	2	5	4	3	2	9	5
		4%	2%	13%	5%	4%	4%	2%	4%	4%	4%	6%	3%	4%	4%
Mean Score	3.506	3.559	3.435	3.644	3.554	3.473	3.443	3.464	3.596	3.493	3.497	3.520	3.527	3.495	3.524
Standard Deviation	0.692	0.637	0.757	0.658	0.659	0.620	0.703	0.785	0.708	0.754	0.636	0.746	0.630	0.698	0.685
Error Variance	0.002	0.003	0.005	0.031	0.008	0.007	0.008	0.011	0.009	0.006	0.005	0.010	0.007	0.003	0.004

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband****Base: All aware of separate fixed line broadband bill received**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	300	203	52	45	149	39	16	96	79	221
Weighted Base	314	215	57*	42*	173	40*	17**	84*	86*	229
Very easy	(4) 180 57%	123 57%	34 60%	23 54%	103 60%	20 50%	10 62%	46 55%	43 50%	137 60%
Fairly easy	(3) 98 31%	68 32%	15 26%	15 35%	50 29%	14 34%	5 32%	29 34%	29 33%	69 30%
Fairly difficult	(2) 16 5%	13 6%	1 1%	2 5%	10 6%	3 8%	- -	3 4%	6 6%	11 5%
Very difficult	(1) 6 2%	4 2%	2 3%	1 2%	2 1%	2 5%	- -	2 2%	4 5% ⁱ	2 1%
SUMMARY CODES										
EASY	278 89%	192 89%	49 86%	38 90%	154 89%	34 84%	16 94%	75 89%	72 84%	207 90%
DIFFICULT	22 7%	17 8%	2 4%	3 7%	12 7%	5 13%	- -	5 6%	9 11%	13 6%
Don't Know	14 4%	7 3%	6 10% ^a	2 4%	8 5%	1 3%	1 6%	4 4%	5 5%	9 4%
Mean Score	3.506	3.494	3.581	3.475	3.543	3.329	3.663	3.486	3.363	3.559^h
Standard Deviation	0.692	0.695	0.690	0.690	0.662	0.846	0.488	0.700	0.818	0.633
Error Variance	0.002	0.002	0.010	0.011	0.003	0.019	0.016	0.005	0.009	0.002

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband****Base: All aware of separate fixed line broadband bill received**

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	300	66	165	43	21	5	54	112	63	50	21	293	7	293	80	58
Weighted Base	314	65*	174	47*	22**	6**	54*	113	70*	54*	23**	309	6**	309	90*	66*
Very easy	(4) 180 57%	38 59%	104 60%	22 46%	11 50%	5 82%	32 60%	73 65% ^{ai}	36 52%	24 45%	14 62%	179 58%	2 30%	179 58%	50 56%	43 64%
Fairly easy	(3) 98 31%	18 28%	49 28%	20 42%	10 46%	1 18%	16 30%	27 24%	28 40% ^g	19 34%	8 34%	96 31%	2 40%	96 31%	29 32%	16 23%
Fairly difficult	(2) 16 5%	1 2%	14 8%	- -	1 5%	- -	1 1%	9 8%	1 1%	5 9%	1 4%	16 5%	- -	16 5%	6 7%	6 9%
Very difficult	(1) 6 2%	2 3%	1 *	4 8% ^b	- -	- -	1 1%	- -	2 3%	3 6% ^g	- -	6 2%	- -	6 2%	- -	- -
SUMMARY CODES																
EASY	278 89%	56 87%	153 88%	42 88%	21 95%	6 100%	49 90%	100 89%	64 91%	43 79%	22 96%	274 89%	4 70%	274 89%	79 88%	58 87%
DIFFICULT	22 7%	3 5%	14 8%	4 8%	1 5%	- -	1 3%	9 8%	3 4%	8 15% ^f	1 4%	22 7%	- -	22 7%	6 7%	6 9%
Don't Know	14 4%	5 8%	7 4%	2 4%	- -	- -	4 7%	3 3%	3 4%	4 7%	- -	12 4%	2 30%	12 4%	5 5%	3 4%
Mean Score	3.506	3.565	3.531	3.322	3.450	3.817	3.600ⁱ	3.586ⁱ	3.468	3.262	3.572	3.507	3.424	3.507	3.513	3.574
Standard Deviation	0.692	0.684	0.666	0.841	0.597	0.422	0.602	0.640	0.684	0.877	0.589	0.694	0.572	0.694	0.634	0.659
Error Variance	0.002	0.008	0.003	0.017	0.017	0.036	0.007	0.004	0.008	0.016	0.017	0.002	0.065	0.002	0.005	0.008

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband****Base: All aware of separate fixed line broadband bill received**

		Total	GOVERNMENT REGIONS											COUNTRY				
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		300	11	41	26	20	18	23	43	53	30	16	15	4	265	15	16	4
Weighted Base		314	11**	39*	30**	20**	20**	24**	47*	56*	30**	16**	18**	3**	276	18**	16**	3**
Very easy	(4)	180	7	19	16	12	15	13	22	37	17	9	10	3	158	10	9	3
		57%	64%	50%	53%	60%	75%	52%	48%	66%	57%	54%	55%	100%	57%	55%	54%	100%
Fairly easy	(3)	98	3	18	10	7	4	11	13	17	8	3	4	-	91	4	3	-
		31%	27%	46%	33%	36%	19%	45%	28%	30%	29%	18%	20%	-	33%	20%	18%	-
Fairly difficult	(2)	16	-	1	4	-	-	1	6	1	1	2	-	-	14	-	2	-
		5%	-	2%	14%	-	-	3%	12%	2%	4%	15%	-	-	5%	-	15%	-
Very difficult	(1)	6	-	-	-	1	-	-	2	-	1	1	1	-	4	1	1	-
		2%	-	-	-	4%	-	-	5%	-	3%	7%	4%	-	1%	4%	7%	-
SUMMARY CODES																		
EASY		278	10	37	26	19	19	24	35	54	25	12	14	3	249	14	12	3
		89%	91%	96%g	86%	96%	94%	97%	76%	96%g	85%	73%	75%	100%	90%	75%	73%	100%
DIFFICULT		22	-	1	4	1	-	1	8	1	2	4	1	-	18	1	4	-
		7%	-	2%	14%	4%	-	3%	17%bh	2%	7%	22%	4%	-	6%	4%	22%	-
Don't Know		14	1	1	-	-	1	-	3	1	2	1	4	-	9	4	1	-
		4%	9%	2%	-	-	6%	-	7%	2%	7%	5%	21%	-	3%	21%	5%	-
Mean Score		3.506	3.707	3.487	3.392	3.516	3.801	3.497	3.269	3.651g	3.497	3.266	3.592	4.000	3.509	3.592	3.266	4.000
Standard Deviation		0.692	0.479	0.547	0.730	0.722	0.411	0.563	0.901	0.522	0.751	1.012	0.765	0.000	0.669	0.765	1.012	0.000
Error Variance		0.002	0.023	0.007	0.020	0.026	0.010	0.014	0.020	0.005	0.020	0.068	0.045	0.000	0.002	0.045	0.068	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8_04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband****Base: All aware of separate fixed line broadband bill received**

		Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
	Total	A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	300	277	276	300	153	7	58	106	167	2	180	183	41	300	
Weighted Base	314	290	287	314	164	7**	61*	101*	186	2**	185	201	43*	314	
Very easy	(4)	180	167	168	180	104	5	31	58	106	2	98	124	22	180
	57%	58%	59%	57%	64%	68%	51%	58%	57%	100%	53%	62%	52%	57%	
Fairly easy	(3)	98	92	89	98	47	1	21	33	59	-	60	57	14	98
	31%	32%	31%	31%	28%	13%	34%	33%	32%	-	33%	28%	32%	31%	
Fairly difficult	(2)	16	12	12	16	2	1	7	3	9	-	11	8	4	16
	5%	4%	4%	5%	1%	9%	11%	3%	5%	-	6%	4%	9%	5%	
Very difficult	(1)	6	6	5	6	2	-	1	4	2	-	5	1	1	6
	2%	2%	2%	2%	1%	-	1%	4%	1%	-	3%	1%	2%	2%	
SUMMARY CODES															
EASY	278	260	258	278	151	6	52	91	165	2	158	181	36	278	
	89%	89%	90%	89%	92%	81%	84%	91%	89%	100%	86%	90%	84%	89%	
DIFFICULT	22	18	17	22	4	1	8	7	11	-	16	10	5	22	
	7%	6%	6%	7%	3%	9%	12%	7%	6%	-	9%	5%	11%	7%	
Don't Know	14	13	13	14	9	1	2	3	10	-	11	10	3	14	
	4%	4%	4%	4%	5%	10%	3%	3%	5%	-	6%	5%	6%	4%	
Mean Score	3.506	3.517	3.534	3.506	3.633	3.653	3.382	3.491	3.526	4.000	3.443	3.596]	3.418	3.506	
Standard Deviation	0.692	0.683	0.668	0.692	0.581	0.710	0.743	0.734	0.658	-	0.735	0.608	0.714	0.692	
Error Variance	0.002	0.002	0.002	0.002	0.002	0.084	0.010	0.005	0.003	-	0.003	0.002	0.049	0.002	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband****Base: All aware of separate fixed line broadband bill received**

		Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
			Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base		300	8	5	-	27	1	1	7	-	1	7	11
Weighted Base		314	9**	6**	..	28**	1**	1**	7**	..	1**	8**	12**
Very easy	(4)	180	5	4	-	12	-	-	4	-	1	5	7
		57%	58%	63%	-	44%	-	-	65%	-	100%	61%	57%
Fairly easy	(3)	98	2	1	-	10	-	-	2	-	-	3	4
		31%	23%	19%	-	38%	-	-	35%	-	-	39%	32%
Fairly difficult	(2)	16	2	-	-	4	-	1	-	-	-	-	1
		5%	20%	-	-	13%	-	100%	-	-	-	-	11%
Very difficult	(1)	6	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	3%	-	-	-	-	-	-	-
SUMMARY CODES													
EASY		278	7	5	-	23	-	-	7	-	1	8	10
		89%	80%	82%	-	82%	-	-	100%	-	100%	100%	89%
DIFFICULT		22	2	-	-	4	-	1	-	-	-	-	1
		7%	20%	-	-	15%	-	100%	-	-	-	-	11%
Don't Know		14	-	1	-	1	1	-	-	-	-	-	-
		4%	-	18%	-	3%	100%	-	-	-	-	-	-
Mean Score		3.506	3.377	3.765	-	3.271	-	2.000	3.648	-	4.000	3.606	3.457
Standard Deviation		0.692	0.845	0.476	-	0.803	-	-	0.519	-	-	0.524	0.718
Error Variance		0.002	0.089	0.057	-	0.025	-	-	0.038	-	-	0.039	0.047

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8_04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband****Base: All aware of separate fixed line broadband bill received**

		ITV OVERLAP REGIONS									
Total		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	300	34	80	15	22	24	51	48	30	16	15
Weighted Base	314	35*	86*	14**	23**	25**	54*	46*	34**	18**	18**
Very easy	(4) 180 57%	23 67%	48 55%	13 93%	13 56%	15 58%	34 63%	25 54%	18 53%	12 64%	10 55%
Fairly easy	(3) 98 31%	9 27%	26 31%	1 7%	6 24%	10 39%	15 29%	19 41%	12 35%	6 30%	4 20%
Fairly difficult	(2) 16 5%	1 3%	6 7%	- -	2 11%	1 3%	1 2%	1 2%	4 12%	- -	- -
Very difficult	(1) 6 2%	1 3%	2 3%	- -	1 5%	- -	1 1%	- -	- -	- -	1 4%
SUMMARY CODES											
EASY	278 89%	33 94%	74 86%	14 100%	19 80%	25 97%	49 92%	43 95%	29 88%	17 95%	14 75%
DIFFICULT	22 7%	2 6%	8 9%	- -	4 15%	1 3%	2 4%	1 2%	4 12%	- -	1 4%
Don't Know	14 4%	- -	4 5%	- -	1 5%	- -	2 4%	2 3%	- -	1 5%	4 21%
Mean Score	3.506	3.590	3.451	3.927	3.371	3.557	3.602	3.537	3.404	3.679	3.592
Standard Deviation	0.692	0.689	0.755	0.270	0.894	0.558	0.626	0.539	0.709	0.481	0.765
Error Variance	0.002	0.014	0.007	0.005	0.038	0.013	0.008	0.006	0.017	0.015	0.045

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8_04 How easy or difficult would it be for you to access the most recent bill for your - Fixed Line Broadband

Base: All aware of separate fixed line broadband bill received

		Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
			Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		300	129	15	37	68	1	61	-	-	1	3	20	5	142	37	122	1	3	26
Weighted Base		314	141	16**	38*	70*	1**	61*	-.**	-.**	1**	2**	19**	7**	155	38*	125	1**	2**	26**
Very easy	(4)	180 57%	87 62%	7 42%	22 56%	37 52%	1 100%	37 61%	-	-	-	1 68%	10 51%	5 82%	92 60%	22 56%	70 56%	-	1 68%	15 57%
Fairly easy	(3)	98 31%	41 29%	8 49%	15 38%	24 34%	-	16 26%	-	-	-	1 32%	6 34%	-	48 31%	15 38%	38 30%	-	1 32%	7 28%
Fairly difficult	(2)	16 5%	5 3%	1 9%	1 3%	4 6%	-	4 7%	-	-	1 100%	-	2 11%	1 18%	5 3%	1 3%	8 7%	1 100%	-	3 12%
Very difficult	(1)	6 2%	3 2%	-	-	2 3%	-	-	-	-	-	-	1 4%	-	3 2%	-	2 2%	-	-	1 3%
SUMMARY CODES																				
EASY		278 89%	127 90%	15 91%	36 95%	61 86%	1 100%	53 87%	-	-	-	2 100%	16 85%	5 82%	141 91%	36 95%	107 86%	-	2 100%	22 85%
DIFFICULT		22 7%	8 5%	1 9%	1 3%	7 9%	-	4 7%	-	-	1 100%	-	3 15%	1 18%	8 5%	1 3%	11 9%	1 100%	-	4 15%
Don't Know		14 4%	6 4%	-	1 2%	3 4%	-	4 7%	-	-	-	-	-	-	6 4%	1 2%	7 6%	-	-	-
Mean Score		3.506	3.564	3.329	3.540	3.412	4.000	3.584	-	-	2.000	3.683	3.322	3.639	3.550	3.540	3.482	2.000	3.683	3.388
Standard Deviation		0.692	0.672	0.651	0.571	0.761	-	0.624	-	-	-	-	0.852	0.836	0.659	0.571	0.714	-	-	0.829
Error Variance		0.002	0.004	0.028	0.009	0.009	-	0.007	-	-	-	-	0.036	0.140	0.003	0.009	0.004	-	-	0.026

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8.04 Ease of use by Q.10 Access time

Base: All aware of Fixed Line Broadband bill received

Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR FIXED LINE BROADBAND IF YOU NEEDED TO?										
	Total	Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access	Standard Deviation	Error Variance
Unweighted Base	300	171	79	14	5	8	3	5.887	6.694	0.160
Weighted Base	314	181	85*	13**	5**	8**	3**	5.796	6.543	0.153
Very easy	(4) 180 57%	135 75%b	32 38%	5 37%	- -	1 8%	1 37%	3.887	3.353	0.067
Fairly easy	(3) 98 31%	41 23%	47 55%a	5 38%	2 39%	1 13%	- -	6.486	5.393	0.327
Fairly difficult	(2) 16 5%	2 1%	5 6%a	2 15%	3 48%	3 40%	- -	17.037	12.508	12.035
Very difficult	(1) 6 2%	- -	- -	1 10%	1 14%	2 26%	2 63%	18.444	16.095	43.176
SUMMARY CODES										
EASY	278 89%	176 98%	79 93%	10 75%	2 39%	2 21%	1 37%	4.808	4.363	0.074
DIFFICULT	22 7%	2 1%	5 6%a	3 25%	3 61%	5 66%	2 63%	17.446	13.231	9.214
Don't Know	14 4%	2 1%	1 1%	- -	- -	1 13%	- -	11.825	15.619	60.987
Mean Score	3.506	3.747b	3.328	3.019	2.251	2.032	2.116	12.773	12.104	41.642
Standard Deviation	0.692	0.462	0.585	0.993	0.750	0.969	1.762	13.489	14.717	313.905
Error Variance	0.002	0.001	0.004	0.070	0.112	0.134	1.035	6.453	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .04 Ease of use by Q.10 Access time

Base: All aware of Fixed Line Broadband bill received

		Q.9 WHY IS IT DIFFICULT FOR YOU TO ACCESS YOUR FIXED LINE BROADBAND BILL?								
Total		Don't know online details/passw ord (a)	Cannot access internet at home (b)	Don't know how to access bill online (c)	Don't have a printer/print er broken (d)	Paper bill not kept at home (e)	Not sure where paper bill is (f)	Don't keep copies of bill\throw bill away (g)	Other reason (h)	Don't Know (i)
Unweighted Base	300	4	-	-	-	-	6	2	5	4
Weighted Base	314	4**	..**	..**	..**	..**	6**	2**	5**	4**
Very easy	(4) 180 57%	-	-	-	-	-	-	-	-	-
Fairly easy	(3) 98 31%	-	-	-	-	-	-	-	-	-
Fairly difficult	(2) 16 5%	4 100%	-	-	-	-	5 82%	-	2 44%	4 100%
Very difficult	(1) 6 2%	-	-	-	-	-	1 18%	2 100%	3 56%	-
SUMMARY CODES										
EASY	278 89%	-	-	-	-	-	-	-	-	-
DIFFICULT	22 7%	4 100%	-	-	-	-	6 100%	2 100%	5 100%	4 100%
Don't Know	14 4%	-	-	-	-	-	-	-	-	-
Mean Score	3.506	2.000	-	-	-	-	1.819	1.000	1.444	2.000
Standard Deviation	0.692	0.000	-	-	-	-	0.419	-	0.552	0.000
Error Variance	0.002	0.000	-	-	-	-	0.029	-	0.061	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV

Base: All aware of separate pay TV bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	241	128	113	9	57	47	50	32	46	59	74	52	56	133	108
Weighted Base	250	139	111	7**	68*	53*	55*	36*	33*	65*	84*	51*	51*	149	101
Very easy	(4) 128	72	56	3	35	25	26	18	20	33	43	22	30	76	52
	51%	52%	51%	48%	52%	48%	47%	51%	61%	51%	51%	44%	59%	51%	51%
Fairly easy	(3) 93	53	40	2	24	21	24	16	7	25	29	24	15	54	40
	37%	38%	36%	34%	35%	39%	44%h	44%h	20%	38%	35%	48%	30%	36%	39%
Fairly difficult	(2) 7	4	3	1	2	3	-	1	1	1	4	2	1	5	2
	3%	3%	3%	10%	4%	5%	-	3%	2%	2%	5%	3%	1%	3%	2%
Very difficult	(1) 12	5	7	1	3	1	4	-	4	3	4	1	4	7	5
	5%	3%	6%	9%	4%	2%	7%	-	11%g	4%	5%	2%	7%	5%	4%
SUMMARY CODES															
EASY	221	125	96	6	59	46	50	34	27	58	72	47	45	130	92
	88%	90%	86%	81%	88%	87%	91%	95%	82%	89%	86%	92%	89%	87%	90%
DIFFICULT	19	9	10	1	5	3	4	1	4	4	8	3	4	12	7
	7%	6%	9%	19%	8%	6%	7%	3%	12%	6%	10%	5%	8%	8%	7%
Don't Know	10	5	5	-	3	4	1	1	2	3	4	1	2	7	3
	4%	4%	5%	-	4%	7%	2%	2%	6%	5%	5%	3%	3%	5%	3%
Mean Score	3.407	3.436	3.372	3.206	3.419	3.430	3.344	3.490	3.406	3.438	3.378	3.376	3.447	3.404	3.412
Standard Deviation	0.770	0.723	0.827	1.019	0.773	0.674	0.811	0.562	0.995	0.741	0.814	0.661	0.848	0.781	0.757
Error Variance	0.003	0.004	0.006	0.115	0.011	0.010	0.013	0.010	0.023	0.010	0.009	0.009	0.013	0.005	0.006

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV**Base: All aware of separate pay TV bill received**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	241	170	36	35	120	27	10	84	88	153
Weighted Base	250	182	36*	32*	141	27**	9**	73*	97*	154
Very easy	(4) 128 51%	86 47%	19 53%	23 71%a	74 52%	11 43%	4 49%	39 53%	42 44%	86 56%
Fairly easy	(3) 93 37%	73 40%c	14 37%	7 21%	55 39%	10 39%	5 51%	23 32%	40 41%	53 35%
Fairly difficult	(2) 7 3%	5 3%	1 3%	1 2%	4 3%	- -	- -	3 5%	3 3%	4 3%
Very difficult	(1) 12 5%	10 5%	1 2%	1 4%	3 2%	4 14%	- -	5 7%	5 5%	6 4%
SUMMARY CODES										
EASY	221 88%	159 87%	33 91%	30 92%	128 91%	22 82%	9 100%	62 85%	82 85%	139 91%
DIFFICULT	19 7%	15 8%	2 5%	2 6%	7 5%	4 14%	- -	8 11%	8 9%	10 7%
Don't Know	10 4%	8 4%	1 4%	1 2%	6 5%	1 4%	- -	3 4%	6 6%	4 3%
Mean Score	3.407	3.351	3.485	3.630	3.475	3.143	3.490	3.364	3.315	3.463
Standard Deviation	0.770	0.791	0.667	0.727	0.658	1.032	0.530	0.869	0.802	0.747
Error Variance	0.003	0.004	0.013	0.016	0.004	0.041	0.028	0.009	0.008	0.004

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV

Base: All aware of separate pay TV bill received

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	241	48	144	33	13	3	40	80	58	41	22	203	38	198	61	47
Weighted Base	250	45*	152	36*	14**	3**	38*	79*	66*	44*	24**	219	31*	214	73*	55*
Very easy	(4) 128	29	78	10	8	2	25	46	25	22	10	109	19	108	38	31
	51%	65% ^c	51% ^c	28%	60%	67%	67% ^h	58% ^h	39%	50%	40%	50%	60%	51%	51%	55%
Fairly easy	(3) 93	12	52	24	4	1	9	25	29	18	12	87	7	82	25	16
	37%	26%	34%	68% ^{a,b}	30%	33%	25%	31%	44%	41%	50%	39% ^l	22%	38%	35%	30%
Fairly difficult	(2) 7	1	6	-	-	-	1	3	1	1	1	7	-	7	4	2
	3%	3%	4%	-	-	-	3%	4%	2%	2%	6%	3%	-	3%	5%	4%
Very difficult	(1) 12	2	8	-	1	-	1	3	4	2	1	8	3	8	1	2
	5%	4%	5%	-	10%	-	4%	4%	6%	5%	4%	4%	11%	4%	2%	4%
SUMMARY CODES																
EASY	221	41	130	34	13	3	35	70	54	40	21	196	26	190	63	47
	88%	91%	85%	96%	90%	100%	91%	89%	83%	91%	90%	89%	82%	89%	86%	85%
DIFFICULT	19	3	14	-	1	-	3	6	5	3	2	15	3	15	5	4
	7%	7%	9%	-	10%	-	7%	8%	7%	6%	10%	7%	11%	7%	7%	8%
Don't Know	10	1	8	1	-	-	1	2	6	1	-	8	2	8	5	4
	4%	2%	5%	4%	-	-	2%	3%	10%	2%	-	4%	7%	4%	7%	7%
Mean Score	3.407	3.546	3.387	3.292	3.393	3.672	3.575	3.468	3.285	3.404	3.258	3.406	3.413	3.412	3.452	3.460
Standard Deviation	0.770	0.762	0.815	0.461	0.954	0.558	0.735	0.776	0.791	0.755	0.764	0.737	0.990	0.743	0.703	0.791
Error Variance	0.003	0.012	0.005	0.007	0.070	0.104	0.014	0.008	0.012	0.014	0.027	0.003	0.028	0.003	0.009	0.014

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV

Base: All aware of separate pay TV bill received

		Total	GOVERNMENT REGIONS												COUNTRY			
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		241	12	38	5	13	20	26	36	45	19	9	15	3	214	15	9	3
Weighted Base		250	12**	38*	5**	13**	19**	30**	38*	46*	19**	10**	18**	2**	220	18**	10**	2**
Very easy	(4)	128	7	20	3	3	10	15	17	26	10	4	10	2	111	10	4	2
		51%	63%	51%	48%	26%	51%	52%	47%	56%	51%	46%	55%	100%	51%	55%	46%	100%
Fairly easy	(3)	93	4	15	1	6	6	11	17	15	8	4	7	-	83	7	4	-
		37%	30%	40%	19%	45%	31%	37%	45%	33%	41%	38%	37%	-	38%	37%	38%	-
Fairly difficult	(2)	7	-	1	2	1	-	1	-	2	-	-	-	-	7	-	-	-
		3%	-	3%	33%	10%	-	4%	-	4%	-	-	-	-	3%	-	-	-
Very difficult	(1)	12	1	1	-	2	1	2	1	2	1	-	-	-	12	-	-	-
		5%	7%	4%	-	12%	7%	6%	3%	4%	8%	-	-	-	5%	-	-	-
SUMMARY CODES																		
EASY		221	11	35	4	9	16	26	34	41	18	8	17	2	194	17	8	2
		88%	93%	92%	67%	70%	82%	89%	92%	89%	92%	84%	92%	100%	88%	92%	84%	100%
DIFFICULT		19	1	2	2	3	1	3	1	4	1	-	-	-	19	-	-	-
		7%	7%	6%	33%	22%	7%	11%	3%	8%	8%	-	-	-	9%	-	-	-
Don't Know		10	-	1	-	1	2	-	2	1	-	2	1	-	7	1	2	-
		4%	-	2%	-	8%	11%	-	6%	3%	-	16%	8%	-	3%	8%	16%	-
Mean Score		3.407	3.496	3.420	3.155	2.906	3.422	3.345	3.435	3.446	3.355	3.542	3.601	4.000	3.380	3.601	3.542	4.000
Standard Deviation		0.770	0.843	0.736	0.983	0.989	0.868	0.853	0.655	0.781	0.856	0.532	0.505	0.000	0.795	0.505	0.532	0.000
Error Variance		0.003	0.059	0.015	0.193	0.082	0.042	0.028	0.013	0.014	0.039	0.035	0.018	0.000	0.003	0.018	0.035	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.8 .05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV****Base: All aware of separate pay TV bill received**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	241	214	210	178	241	67	39	75	138	1	153	124	30	241
Weighted Base	250	224	218	193	250	73*	41*	70*	153	1**	153	140	32**	250
Very easy	(4) 128	119	110	98	128	28	23	33	85	1	72	74	14	128
	51%	53%	50%	51%	51%	38%	56%	47%	56%	100%	47%	53%	44%	51%
Fairly easy	(3) 93	84	82	76	93	36	13	27	56	-	62	50	14	93
	37%	37%	38%	39%	37%	50%	33%	39%	37%	-	41%	36%	43%	37%
Fairly difficult	(2) 7	7	7	7	7	4	1	2	5	-	2	6	2	7
	3%	3%	3%	3%	3%	5%	1%	4%	3%	-	1%	4%	5%	3%
Very difficult	(1) 12	7	9	5	12	-	2	3	4	-	11	4	1	12
	5%	3%	4%	2%	5%	-	6%e	4%	3%	-	7%	3%	4%	5%
SUMMARY CODES														
EASY	221	202	192	174	221	64	36	60	141	1	135	125	28	221
	88%	90%	88%	90%	88%	88%	89%	86%	93%	100%	88%	89%	87%	88%
DIFFICULT	19	14	16	11	19	4	3	5	9	-	13	10	3	19
	7%	6%	7%	6%	7%	5%	7%	7%	6%	-	8%	7%	9%	7%
Don't Know	10	7	10	8	10	5	2	5	2	-	6	5	1	10
	4%	3%	5%	4%	4%	7%	4%	7%h	2%	-	4%	4%	4%	4%
Mean Score	3.407	3.450	3.407	3.443	3.407	3.357	3.441	3.378	3.477	4.000	3.333	3.454	3.327	3.407
Standard Deviation	0.770	0.715	0.761	0.687	0.770	0.585	0.816	0.757	0.698	-	0.832	0.711	0.772	0.770
Error Variance	0.003	0.002	0.003	0.003	0.003	0.006	0.018	0.008	0.004	-	0.005	0.004	0.021	0.003

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.8 .05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV

Base: All aware of separate pay TV bill received

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base		241	6	6	1	68	2	1	3	1	1	10
Weighted Base		250	6**	6**	1**	74*	2**	1**	4**	1**	1**	11**
Very easy		(4) 128	4	2	-	30	1	-	1	1	5	7
		51%	66%	32%	-	41%	57%	-	28%	100%	52%	62%
Fairly easy		(3) 93	2	2	1	35	1	-	3	-	2	4
		37%	34%	27%	100%	48%	43%	-	72%	-	27%	38%
Fairly difficult		(2) 7	-	-	-	4	-	-	-	-	1	-
		3%	-	-	-	5%	-	-	-	-	6%	-
Very difficult		(1) 12	-	-	-	-	-	1	-	-	1	-
		5%	-	-	-	-	-	100%	-	-	16%	-
SUMMARY CODES												
EASY		221	6	4	1	66	2	-	4	1	7	11
		88%	100%	59%	100%	89%	100%	-	100%	100%	78%	100%
DIFFICULT		19	-	-	-	4	-	1	-	-	2	-
		7%	-	-	-	5%	-	100%	-	-	22%	-
Don't Know		10	-	3	-	4	-	-	-	-	-	-
		4%	-	41%	-	6%	-	-	-	-	-	-
Mean Score		3.407	3.655	3.549	3.000	3.385	3.565	1.000	3.282	4.000	3.144	3.618
Standard Deviation		0.770	0.521	0.581	-	0.589	-	-	0.532	-	1.152	0.510
Error Variance		0.003	0.045	0.084	-	0.005	-	-	0.094	-	0.166	0.026

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV

Base: All aware of separate pay TV bill received

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		241	26	74	7	16	22	44	44	10	13	15
Weighted Base		250	27**	79*	7**	17**	26**	43*	44*	9**	13**	18**
Very easy	(4)	128	16	42	5	8	13	20	24	4	7	10
		51%	57%	53%	69%	45%	52%	46%	55%	43%	59%	55%
Fairly easy	(3)	93	7	33	2	7	9	15	17	4	4	7
		37%	26%	43%	31%	41%	36%	36%	38%	38%	35%	37%
Fairly difficult	(2)	7	1	1	-	-	1	1	1	2	-	-
		3%	4%	1%	-	-	5%	3%	2%	19%	-	-
Very difficult	(1)	12	2	1	-	1	2	4	1	-	1	-
		5%	7%	1%	-	4%	7%	8%	3%	-	6%	-
SUMMARY CODES												
EASY		221	23	75	7	15	23	35	41	8	12	17
		88%	84%	95% ^f	100%	86%	87%	81%	93%	81%	94%	92%
DIFFICULT		19	3	2	-	1	3	5	2	2	1	-
		7%	12%	2%	-	4%	13%	11% ^b	6%	19%	6%	-
Don't Know		10	1	2	-	2	-	3	1	-	-	1
		4%	5%	3%	-	9%	-	7%	2%	-	-	8%
Mean Score		3.407	3.403	3.509	3.695	3.399	3.318	3.279	3.471	3.239	3.464	3.601
Standard Deviation		0.770	0.908	0.590	0.498	0.754	0.893	0.912	0.711	0.796	0.823	0.505
Error Variance		0.003	0.034	0.005	0.035	0.038	0.036	0.020	0.012	0.063	0.052	0.018

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

Fieldwork: 09/03/2011 - 13/03/2011 (Week 10)

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

CAPi OmniBus



Billing (QS7751 - 640210)

Q.8 .05 How easy or difficult would it be for you to access the most recent bill for your - Pay TV

Base: All aware of separate pay TV bill received

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	241	175	3	42	23	-	21	-	1	-	1	4	-	176	42	43	1	1	4
Weighted Base	250	185	3**	42*	23**	-**	21**	-**	1**	-**	1**	4**	-**	186	42*	42*	1**	1**	4**
Very easy	(4)	128	95	1	22	13	-	14	-	-	-	3	-	95	22	26	-	-	3
	51%	51%	26%	51%	58%	-	69%	-	-	-	-	82%	-	51%	51%	62%	-	-	82%
Fairly easy	(3)	93	65	2	18	6	-	5	-	1	-	1	-	66	18	11	1	1	1
	37%	35%	74%	42%	27%	-	25%	-	100%	-	100%	18%	-	36%	42%	27%	100%	100%	18%
Fairly difficult	(2)	7	7	-	1	2	-	-	-	-	-	-	-	7	1	2	-	-	-
	3%	4%	-	1%	7%	-	-	-	-	-	-	-	-	4%	1%	4%	-	-	-
Very difficult	(1)	12	10	-	1	-	-	-	-	-	-	-	-	10	1	-	-	-	-
	5%	6%	-	3%	-	-	-	-	-	-	-	-	-	5%	3%	-	-	-	-
SUMMARY CODES																			
EASY	221	160	3	40	19	-	20	-	1	-	1	4	-	161	40	38	1	1	4
	88%	87%	100%	94%	85%	-	94%	-	100%	-	100%	100%	-	87%	94%	89%	100%	100%	100%
DIFFICULT	19	17	-	2	2	-	-	-	-	-	-	-	-	17	2	2	-	-	-
	7%	9%	-	4%	7%	-	-	-	-	-	-	-	-	9%	4%	4%	-	-	-
Don't Know	10	8	-	1	2	-	1	-	-	-	-	-	-	8	1	3	-	-	-
	4%	4%	-	2%	8%	-	6%	-	-	-	-	-	-	4%	2%	7%	-	-	-
Mean Score	3.407	3.384	3.260	3.446	3.548	-	3.735	-	3.000	-	3.000	3.819	-	3.381	3.446	3.629	3.000	3.000	3.819
Standard Deviation	0.770	0.813	0.530	0.691	0.654	-	0.453	-	-	-	-	0.448	-	0.811	0.691	0.571	-	-	0.448
Error Variance	0.003	0.004	0.094	0.012	0.020	-	0.010	-	-	-	-	0.050	-	0.004	0.012	0.008	-	-	0.050

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .05 Ease of use by Q.10 Access time

Base: All aware of separate pay TV bill received

Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR PAY TV IF YOU NEEDED TO?										
	Total	Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access	Standard Deviation	Error Variance
Unweighted Base	241	139	51	7	2	9	11	5.521	7.228	0.239
Weighted Base	250	146	56*	7**	2**	8**	11**	5.336	6.771	0.209
Very easy	(4) 128 51%	106 73%b	13 23%	2 29%	- -	1 8%	1 10%	3.385	3.180	0.086
Fairly easy	(3) 93 37%	37 26%	40 72%a	5 71%	1 53%	3 44%	- -	7.155	7.075	0.618
Fairly difficult	(2) 7 3%	- -	2 3%a	- -	1 47%	2 31%	- -	23.800	13.916	38.729
Very difficult	(1) 12 5%	1 1%	- -	- -	- -	1 17%	7 64%	5.268	12.962	16.801
SUMMARY CODES										
EASY	221 88%	143 98%	53 95%	7 100%	1 53%	4 51%	1 10%	4.953	5.480	0.151
DIFFICULT	19 7%	1 1%	2 3%	- -	1 47%	4 49%	7 64%	11.854	15.755	16.548
Don't Know	10 4%	1 1%	1 2%	- -	- -	- -	3 26%	2.067	3.152	1.988
Mean Score	3.407	3.719b	3.203	3.287	2.531	2.418	1.411	14.161	12.320	44.190
Standard Deviation	0.770	0.496	0.483	0.488	0.688	0.921	1.099	15.012	16.019	338.243
Error Variance	0.003	0.002	0.005	0.034	0.237	0.094	0.151	19.050	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.8 .05 Ease of use by Q.10 Access time

Base: All aware of separate pay TV bill received

		Q.9 WHY IS IT DIFFICULT FOR YOU TO ACCESS YOUR PAY TV BILL?								
Total		Don't know online details/passw ord (a)	Cannot access internet at home (b)	Don't know how to access bill online (c)	Don't have a printer/print er broken (d)	Paper bill not kept at home (e)	Not sure where paper bill is (f)	Don't keep copies of bill\throw bill away (g)	Other reason (h)	Don't Know (i)
Unweighted Base	241	3	-	2	-	-	2	5	5	2
Weighted Base	250	3**	-.**	1**	-.**	-.**	2**	4**	5**	3**
Very easy	(4) 128 51%	-	-	-	-	-	-	-	-	-
Fairly easy	(3) 93 37%	-	-	-	-	-	-	-	-	-
Fairly difficult	(2) 7 3%	2 71%	-	1 49%	-	-	1 64%	2 35%	1 28%	-
Very difficult	(1) 12 5%	1 29%	-	1 51%	-	-	1 36%	3 65%	3 72%	3 100%
SUMMARY CODES										
EASY	221 88%	-	-	-	-	-	-	-	-	-
DIFFICULT	19 7%	3 100%	-	1 100%	-	-	2 100%	4 100%	5 100%	3 100%
Don't Know	10 4%	-	-	-	-	-	-	-	-	-
Mean Score	3.407	1.708	-	1.488	-	-	1.644	1.347	1.279	1.000
Standard Deviation	0.770	0.539	-	-	-	-	-	0.542	0.505	0.000
Error Variance	0.003	0.097	-	-	-	-	-	0.059	0.051	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 Why is it difficult for you to access your ... bill? - Summary Table**Base: All who had difficulty accessing their ... bill**

	Package	Mobile Phone	Landline Phone	Fixed Line Broadband	Pay TV
Unweighted Base	50	45	77	21	19
Weighted Base	53	47	71	22	19
Don't know online details/password	9 16%	11 23%	3 5%	4 20%	3 19%
Cannot access internet at home	1 2%	3 6%	8 12%	- -	- -
Don't know how to access bill online	3 5%	4 8%	2 3%	- -	1 7%
Don't have a printer/printer broken	1 2%	- -	1 1%	- -	- -
Paper bill not kept at home	2 4%	1 2%	2 3%	- -	- -
Not sure where paper bill is	15 28%	7 15%	23 32%	6 29%	2 10%
Don't keep copies of bill/throw bill away	10 19%	11 23%	18 25%	2 9%	4 23%
Other reason	13 24%	8 17%	13 18%	5 24%	5 25%
Don't Know	2 5%	4 9%	6 8%	4 19%	3 15%

Billing (QS7751 - 640210)

Q.9_01 Why is it difficult for you to access your Package bill?

Base: All who had difficulty accessing their single package bill

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	50	21	29	-	12	15	13	4	6	12	9	20	9	21	29
Weighted Base	53*	22**	31**	..	13**	16**	15**	5**	4**	13**	11**	21**	8**	24**	29**
Don't know online details/password	9 16%	1 5%	7 24%	-	3 24%	3 22%	1 8%	-	1 20%	2 17%	3 25%	2 9%	2 24%	5 21%	4 13%
Cannot access internet at home	1 2%	-	1 3%	-	1 8%	-	-	-	-	-	-	1 5%	-	-	1 4%
Don't know how to access bill online	3 5%	-	3 9%	-	1 8%	1 7%	1 6%	-	-	1 8%	1 10%	-	1 10%	2 9%	1 3%
Don't have a printer/printer broken	1 2%	-	1 3%	-	-	-	1 7%	-	-	-	1 9%	-	-	1 4%	-
Paper bill not kept at home	2 4%	1 4%	1 3%	-	-	1 6%	-	1 20%	-	-	-	2 9%	-	-	2 6%
Not sure where paper bill is	15 28%	10 43%	5 18%	-	3 26%	1 7%	6 41%	3 58%	2 37%	5 39%	2 20%	6 29%	2 20%	7 30%	8 27%
Don't keep copies of bill/throw bill away	10 19%	3 14%	7 23%	-	3 25%	4 24%	3 22%	-	-	2 17%	1 10%	4 19%	3 37%	3 13%	7 24%
Other reason	13 24%	7 29%	6 20%	-	1 10%	6 35%	2 14%	1 22%	3 63%	3 27%	4 36%	5 21%	1 9%	7 31%	5 18%
Don't Know	2 5%	1 4%	2 5%	-	1 7%	-	2 10%	-	-	-	-	2 12%	-	-	2 8%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_01 Why is it difficult for you to access your Package bill?**Base: All who had difficulty accessing their single package bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	50	32	10	8	24	7	3	16	26	24
Weighted Base	53*	35*	10**	8**	26**	8**	3**	16**	29**	24**
Don't know online details/password	9 16%	5 15%	3 25%	1 10%	3 12%	2 28%	- -	3 19%	5 16%	4 16%
Cannot access internet at home	1 2%	1 3%	- -	- -	- -	1 13%	- -	- -	1 4%	- -
Don't know how to access bill online	3 5%	1 3%	2 18%	- -	2 8%	- -	- -	1 5%	- -	3 12%
Don't have a printer/printer broken	1 2%	- -	1 10%	- -	1 4%	- -	- -	- -	- -	1 4%
Paper bill not kept at home	2 4%	1 3%	1 10%	- -	2 7%	- -	- -	- -	1 3%	1 4%
Not sure where paper bill is	15 28%	14 41%	- -	1 8%	8 30%	1 16%	- -	6 38%	6 21%	9 37%
Don't keep copies of bill/throw bill away	10 19%	4 11%	3 30%	3 42%	6 24%	- -	- -	4 26%	8 28%	2 8%
Other reason	13 24%	7 20%	2 17%	4 50%	4 16%	3 32%	3 100%	3 17%	7 24%	6 24%
Don't Know	2 5%	2 7%	- -	- -	2 6%	1 11%	- -	- -	1 3%	2 6%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_01 Why is it difficult for you to access your Package bill?

Base: All who had difficulty accessing their single package bill

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	50	11	27	7	5	-	5	15	9	15	6	48	2	48	9	9
Weighted Base	53*	12**	28**	8**	5**	-**	5**	16**	10**	16**	6**	51*	2**	51*	10**	10**
Don't know online details/password	9 16%	3 29%	4 14%	-	1 19%	-	2 41%	3 17%	2 21%	2 11%	-	9 17%	-	9 17%	2 21%	1 11%
Cannot access internet at home	1 2%	-	1 4%	-	-	-	-	-	-	-	1 18%	1 2%	-	1 2%	1 11%	1 11%
Don't know how to access bill online	3 5%	1 9%	2 7%	-	-	-	1 23%	2 12%	-	-	-	3 6%	-	3 6%	1 10%	1 11%
Don't have a printer/printer broken	1 2%	-	1 3%	-	-	-	-	1 6%	-	-	-	1 2%	-	1 2%	-	-
Paper bill not kept at home	2 4%	1 9%	1 3%	-	-	-	1 22%	-	-	1 6%	-	2 4%	-	2 4%	-	1 9%
Not sure where paper bill is	15 28%	-	9 33%	2 29%	3 63%	-	-	4 26%	3 28%	6 36%	2 36%	14 27%	2 76%	14 27%	1 11%	1 12%
Don't keep copies of bill/throw bill away	10 19%	3 28%	4 15%	3 38%	-	-	-	3 20%	2 20%	3 20%	2 30%	10 20%	-	10 20%	2 21%	3 32%
Other reason	13 24%	4 32%	7 25%	1 13%	1 18%	-	1 33%	5 31%	2 17%	4 22%	1 17%	12 24%	* 24%	12 24%	1 11%	2 25%
Don't Know	2 5%	-	1 3%	2 20%	-	-	-	-	2 14%	1 6%	-	2 5%	-	2 5%	2 25%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_01 Why is it difficult for you to access your Package bill?

Base: All who had difficulty accessing their single package bill

	Total	GOVERNMENT REGIONS											COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	50	3	10	6	4	4	3	5	3	3	2	6	1	41	6	2	1
Weighted Base	53*	3**	12**	6**	5**	5**	3**	5**	2**	3**	2**	6**	1**	45*	6**	2**	1**
Don't know online details/password	9 16%	-	1 9%	2 31%	-	2 32%	-	2 39%	1 49%	-	-	1 14%	-	8 17%	1 14%	-	-
Cannot access internet at home	1 2%	-	-	-	1 20%	-	-	-	-	-	-	-	-	1 2%	-	-	-
Don't know how to access bill online	3 5%	-	-	-	-	1 17%	-	2 39%	-	-	-	-	-	3 6%	-	-	-
Don't have a printer/printer broken	1 2%	-	1 9%	-	-	-	-	-	-	-	-	-	-	1 2%	-	-	-
Paper bill not kept at home	2 4%	-	-	-	-	-	-	1 17%	-	-	-	1 18%	-	1 2%	1 18%	-	-
Not sure where paper bill is	15 28%	-	3 25%	3 53%	1 25%	1 24%	2 78%	1 24%	-	2 65%	-	1 12%	-	14 32%	1 12%	-	-
Don't keep copies of bill/throw bill away	10 19%	2 69%	3 27%	-	-	-	-	-	-	1 35%	-	3 56%	1 100%	6 14%	3 56%	-	1 100%
Other reason	13 24%	1 31%	2 17%	2 29%	3 55%	1 27%	1 22%	-	1 51%	-	2 100%	-	-	11 24%	-	2 100%	-
Don't Know	2 5%	-	2 21%	-	-	-	-	-	-	-	-	-	-	2 6%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_01 Why is it difficult for you to access your Package bill?

Base: All who had difficulty accessing their single package bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	50	44	49	46	32	50	-	20	23	1	36	23	5	50
Weighted Base	53*	48*	52*	49*	35*	53*	..*	22**	25**	1**	37*	25**	6**	53*
Don't know online details/password	9 16%	8 16%	8 15%	7 15%	8 22%	9 16%	-	4 18%	4 15%	-	3 8%	6 22%	1 14%	9 16%
Cannot access internet at home	1 2%	1 2%	1 2%	1 2%	1 3%	1 2%	-	-	1 4%	-	-	1 4%	-	1 2%
Don't know how to access bill online	3 5%	3 6%	3 6%	2 4%	1 3%	3 5%	-	-	3 12%	-	2 5%	1 4%	-	3 5%
Don't have a printer/printer broken	1 2%	1 2%	1 2%	1 2%	1 3%	1 2%	-	1 4%	-	-	-	1 4%	-	1 2%
Paper bill not kept at home	2 4%	2 4%	2 4%	2 4%	2 6%	2 4%	-	-	2 8%	-	2 5%	2 8%	-	2 4%
Not sure where paper bill is	15 28%	14 30%	15 29%	14 28%	10 29%	15 28%	-	9 41%	5 22%	-	14 38%	3 12%	3 43%	15 28%
Don't keep copies of bill/throw bill away	10 19%	8 18%	10 20%	10 21%	5 16%	10 19%	-	5 24%	3 13%	-	10 28%	3 13%	1 18%	10 19%
Other reason	13 24%	11 23%	13 24%	12 25%	7 20%	13 24%	-	3 15%	7 28%	1 100%	4 10%	10 40%	2 26%	13 24%
Don't Know	2 5%	2 5%	2 5%	2 5%	2 7%	2 5%	-	2 7%	1 4%	-	2 7%	1 4%	-	2 5%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_01 Why is it difficult for you to access your Package bill?**Base: All who had difficulty accessing their single package bill**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	50	3	1	-	22	2	2	-	1	-	19	-
Weighted Base	53*	2**	1**	..	24**	2**	2**	..	1**	..	21**	..
Don't know online details/password	9 16%	-	-	-	4 16%	-	1 51%	-	1 100%	-	3 13%	-
Cannot access internet at home	1 2%	-	-	-	-	-	-	-	-	-	1 5%	-
Don't know how to access bill online	3 5%	1 34%	-	-	1 4%	-	-	-	-	-	1 5%	-
Don't have a printer/printer broken	1 2%	-	-	-	-	-	-	-	-	-	1 5%	-
Paper bill not kept at home	2 4%	-	-	-	-	-	-	-	-	-	2 9%	-
Not sure where paper bill is	15 28%	-	-	-	7 30%	2 76%	-	-	-	-	6 31%	-
Don't keep copies of bill/throw bill away	10 19%	-	1 100%	-	4 16%	-	-	-	-	-	5 26%	-
Other reason	13 24%	1 27%	-	-	7 31%	* 24%	1 49%	-	-	-	3 16%	-
Don't Know	2 5%	1 39%	-	-	2 6%	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.9_01 Why is it difficult for you to access your Package bill?****Base: All who had difficulty accessing their single package bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	50	4	7	1	3	2	9	10	7	6	6
Weighted Base	53*	3**	7**	1**	3**	2**	11**	12**	8**	6**	6**
Don't know online details/password	9 16%	1 33%	2 30%	- -	- -	- -	2 14%	1 9%	2 25%	2 30%	1 14%
Cannot access internet at home	1 2%	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -
Don't know how to access bill online	3 5%	- -	2 29%	- -	- -	- -	1 8%	- -	- -	- -	- -
Don't have a printer/printer broken	1 2%	- -	- -	- -	- -	- -	- 9%	1 -	- -	- -	- -
Paper bill not kept at home	2 4%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	1 18%
Not sure where paper bill is	15 28%	1 32%	2 33%	- -	- -	1 67%	3 30%	3 25%	5 61%	1 14%	1 12%
Don't keep copies of bill/throw bill away	10 19%	- -	- -	1 100%	1 36%	- -	- 27%	3 -	- -	2 38%	3 56%
Other reason	13 24%	1 35%	1 10%	- -	2 64%	1 33%	4 38%	2 17%	2 24%	2 32%	- -
Don't Know	2 5%	- -	- -	- -	- -	- -	- 21%	2 -	- -	- -	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_01 Why is it difficult for you to access your Package bill?

Base: All who had difficulty accessing their single package bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	50	20	2	16	7	-	6	-	1	-	-	2	-	22	16	12	1	-	2
Weighted Base	53*	23**	2**	16**	7**	..	6**	..	1**	2**	..	24**	16**	13**	1**	..	2**
Don't know online details/password	9 16%	5 21%	1 60%	2 10%	-	-	-	-	-	-	-	1 53%	-	6 24%	2 10%	-	-	-	1 53%
Cannot access internet at home	1 2%	-	-	1 7%	-	-	-	-	-	-	-	-	-	-	1 7%	-	-	-	-
Don't know how to access bill online	3 5%	2 8%	-	-	1 15%	-	-	-	-	-	-	-	-	2 8%	-	1 8%	-	-	-
Don't have a printer/printer broken	1 2%	-	-	1 6%	-	-	-	-	-	-	-	-	-	-	1 6%	-	-	-	-
Paper bill not kept at home	2 4%	1 4%	-	1 6%	-	-	-	-	-	-	-	-	-	1 4%	1 6%	-	-	-	-
Not sure where paper bill is	15 28%	7 33%	-	7 41%	1 15%	-	2 35%	-	-	-	-	-	-	7 30%	7 41%	3 26%	-	-	-
Don't keep copies of bill/throw bill away	10 19%	1 5%	-	4 24%	1 15%	-	2 31%	-	1 100%	-	-	1 47%	-	1 5%	4 24%	3 25%	1 100%	-	1 47%
Other reason	13 24%	6 25%	1 40%	2 14%	4 56%	-	2 34%	-	-	-	-	-	-	6 26%	2 14%	5 41%	-	-	-
Don't Know	2 5%	2 11%	-	-	-	-	-	-	-	-	-	-	-	2 10%	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 .01 Reason for difficulty by Q.10 Access time**Base: All who had difficulty accessing their single package bill**

	Total	Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR PACKAGE IF YOU NEEDED TO?							Standard Deviation	Error Variance
		Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access		
Unweighted Base	50	8	9	4	3	9	12	12.122	13.649	4.140
Weighted Base	53*	8**	11**	4**	3**	10**	12**	12.775	13.761	4.208
Don't know online details/password	9 16%	3 39%	2 15%	- -	2 61%	2 19%	- -	16.443	14.468	26.167
Cannot access internet at home	1 2%	- -	1 10%	- -	- -	- -	- -	7.500	-	-
Don't know how to access bill online	3 5%	- -	1 10%	- -	1 31%	1 8%	- -	21.907	14.153	66.768
Don't have a printer/printer broken	1 2%	- -	1 9%	- -	- -	- -	- -	7.500	-	-
Paper bill not kept at home	2 4%	- -	1 8%	- -	- -	- -	1 8%	3.576	-	-
Not sure where paper bill is	15 28%	1 17%	3 26%	2 58%	1 39%	2 19%	2 15%	14.210	12.705	16.142
Don't keep copies of bill/throw bill away	10 19%	- -	- -	1 25%	- -	- -	8 68%	1.780	5.234	3.044
Other reason	13 24%	2 31%	3 31%	1 17%	- -	5 47%	1 9%	17.479	15.639	20.382
Don't Know	2 5%	1 13%	- -	- -	- -	2 15%	- -	22.639	20.848	217.321

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 .02 Why is it difficult for you to access your Mobile Phone bill?**Base: All who had difficulty accessing their separate mobile bill**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	45	14	31	6	12	8	8	6	5	10	13	13	9	23	22
Weighted Base	47*	16**	31*	6**	13**	9**	9**	6**	4**	10**	15**	14**	8**	25**	22**
Don't know online details/password	11 23%	3 16%	8 27%	1 15%	3 26%	2 25%	3 35%	1 23%	-	3 30%	6 40%	2 14%	-	9 36%	2 9%
Cannot access internet at home	3 6%	-	3 9%	1 11%	1 9%	-	-	-	1 22%	-	1 8%	-	2 20%	1 5%	2 7%
Don't know how to access bill online	4 8%	-	4 12%	-	2 14%	1 12%	1 11%	-	-	1 10%	1 7%	1 7%	1 10%	2 8%	2 8%
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	1 2%	1 7%	-	-	1 8%	-	-	-	-	-	1 7%	-	-	1 4%	-
Not sure where paper bill is	7 15%	2 14%	5 16%	-	-	1 14%	3 29%	2 29%	2 39%	2 18%	-	5 32%	1 9%	2 8%	5 24%
Don't keep copies of bill/throw bill away	11 23%	6 36%	5 16%	3 46%	3 26%	1 12%	-	2 32%	1 34%	2 21%	2 15%	3 24%	3 36%	4 17%	6 29%
Other reason	8 17%	2 14%	6 18%	2 28%	1 8%	2 26%	1 11%	1 16%	1 22%	2 21%	1 7%	2 16%	3 33%	3 12%	5 22%
Don't Know	4 9%	2 13%	2 8%	-	1 8%	1 12%	2 25%	-	-	1 10%	2 16%	1 7%	-	3 14%	1 4%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_02 Why is it difficult for you to access your Mobile Phone bill?**Base: All who had difficulty accessing their separate mobile bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	45	24	16	5	23	3	5	14	16	29
Weighted Base	47*	25**	17**	5**	25**	3**	5**	13**	17**	30**
Don't know online details/password	11 23%	8 31%	3 20%	- -	8 31%	2 62%	1 20%	- -	2 12%	9 30%
Cannot access internet at home	3 6%	1 5%	1 4%	1 17%	1 5%	- -	1 14%	1 7%	2 11%	1 3%
Don't know how to access bill online	4 8%	1 4%	3 17%	- -	2 8%	1 29%	- -	1 6%	2 10%	2 7%
Don't have a printer/printer broken	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Paper bill not kept at home	1 2%	- -	1 6%	- -	- -	- -	- -	1 8%	- -	1 4%
Not sure where paper bill is	7 15%	4 14%	2 13%	2 28%	2 9%	- -	2 32%	3 25%	2 9%	6 19%
Don't keep copies of bill/throw bill away	11 23%	3 11%	5 30%	3 54%	5 18%	- -	1 22%	5 37%	5 27%	6 20%
Other reason	8 17%	6 25%	2 10%	- -	5 21%	- -	1 12%	2 15%	5 30%	3 10%
Don't Know	4 9%	4 17%	- -	- -	2 8%	1 38%	- -	1 8%	1 6%	3 11%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_02 Why is it difficult for you to access your Mobile Phone bill?

Base: All who had difficulty accessing their separate mobile bill

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	45	16	18	7	4	-	9	16	10	6	4	38	7	38	9	13
Weighted Base	47*	15**	19**	8**	4**	-**	9**	16**	11**	6**	5**	40*	7**	40*	10**	15**
Don't know online details/password	11 23%	2 15%	4 21%	5 54%	-	-	1 13%	4 26%	5 41%	-	1 22%	10 25%	1 15%	10 25%	5 45%	5 32%
Cannot access internet at home	3 6%	2 10%	1 6%	-	-	-	1 10%	1 4%	1 11%	-	-	-	3 41%	-	-	-
Don't know how to access bill online	4 8%	3 19%	1 5%	-	-	-	2 23%	-	1 7%	-	1 22%	4 10%	-	4 10%	1 10%	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	1 2%	-	1 5%	-	-	-	-	1 6%	-	-	-	1 3%	-	1 3%	-	-
Not sure where paper bill is	7 15%	3 20%	2 12%	-	2 46%	-	3 34%	1 5%	2 14%	2 29%	-	7 18%	-	7 18%	1 12%	2 17%
Don't keep copies of bill/throw bill away	11 23%	5 33%	2 10%	3 34%	1 18%	-	2 20%	4 26%	2 22%	1 12%	1 32%	10 24%	1 15%	10 24%	1 11%	3 18%
Other reason	8 17%	1 4%	4 22%	1 12%	2 54%	-	-	2 12%	1 5%	3 54%	2 46%	6 15%	2 29%	6 15%	2 22%	3 20%
Don't Know	4 9%	-	4 23%	-	-	-	-	3 20%	-	1 17%	-	4 11%	-	4 11%	-	2 14%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_02 Why is it difficult for you to access your Mobile Phone bill?

Base: All who had difficulty accessing their separate mobile bill

	Total	GOVERNMENT REGIONS										COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	45	2	8	3	4	1	4	8	4	4	3	4	38	4	3	-
Weighted Base	47*	2**	8**	3**	4**	1**	4**	8**	5**	4**	3**	4**	39*	4**	3**	-**
Don't know online details/password	11 23%	-	3 30%	-	1 23%	-	1 25%	3 39%	1 22%	1 28%	-	1 26%	10 25%	1 26%	-	-
Cannot access internet at home	3 6%	-	-	-	-	-	1 23%	1 8%	-	-	-	1 26%	2 4%	1 26%	-	-
Don't know how to access bill online	4 8%	-	2 21%	-	-	-	1 25%	1 13%	-	-	-	-	4 10%	-	-	-
Don't have a printer/printer broken	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	1 2%	-	-	-	-	-	-	1 13%	-	-	-	-	1 3%	-	-	-
Not sure where paper bill is	7 15%	-	1 8%	2 72%	2 41%	-	-	-	1 26%	1 27%	-	-	7 18%	-	-	-
Don't keep copies of bill/throw bill away	11 23%	1 54%	2 25%	-	1 35%	-	-	-	-	2 44%	2 61%	2 48%	6 16%	2 48%	2 61%	-
Other reason	8 17%	1 46%	2 23%	-	-	1 100%	2 52%	1 13%	-	-	1 39%	-	7 17%	-	1 39%	-
Don't Know	4 9%	-	-	1 28%	-	-	-	1 13%	2 52%	-	-	-	4 11%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_02 Why is it difficult for you to access your Mobile Phone bill?

Base: All who had difficulty accessing their separate mobile bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	45	45	33	30	20	18	5	5	40	-	30	20	6	45
Weighted Base	47*	47*	34*	31**	21**	19**	6**	5**	42*	..*	31**	20**	7**	47*
Don't know online details/password	11 23%	11 23%	9 26%	9 29%	7 31%	5 24%	2 38%	- -	11 26%	- -	5 15%	5 26%	3 48%	11 23%
Cannot access internet at home	3 6%	3 6%	1 3%	- -	- -	- -	- -	1 18%	2 4%	- -	1 3%	2 9%	- -	3 6%
Don't know how to access bill online	4 8%	4 8%	2 5%	3 9%	1 5%	2 11%	- -	- -	4 9%	- -	2 6%	2 10%	- -	4 8%
Don't have a printer/printer broken	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Paper bill not kept at home	1 2%	1 2%	- -	- -	1 5%	- -	1 18%	- -	1 3%	- -	1 3%	- -	- -	1 2%
Not sure where paper bill is	7 15%	7 15%	7 21%	7 23%	3 14%	3 16%	2 27%	1 22%	6 15%	- -	6 19%	3 14%	- -	7 15%
Don't keep copies of bill/throw bill away	11 23%	11 23%	7 19%	6 18%	3 15%	4 22%	- -	2 42%	8 20%	- -	11 34%	3 14%	1 15%	11 23%
Other reason	8 17%	8 17%	5 15%	4 14%	4 19%	3 15%	- -	1 18%	7 17%	- -	4 13%	6 29%	1 18%	8 17%
Don't Know	4 9%	4 9%	4 13%	3 10%	2 11%	2 11%	1 17%	- -	4 10%	- -	3 11%	1 5%	1 18%	4 9%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 .02 Why is it difficult for you to access your Mobile Phone bill?**Base: All who had difficulty accessing their separate mobile bill**

Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
	Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	45	-	1	1	14	-	2	-	-	-	-
Weighted Base	47*	..	1**	1**	15**	..	2**
Don't know online details/password	11	-	1	-	3	-	-	-	-	3	-
	23%	-	100%	-	17%	-	-	-	-	52%	-
Cannot access internet at home	3	-	-	-	-	-	-	-	-	-	-
	6%	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	4	-	-	-	1	-	1	-	-	-	-
	8%	-	-	-	7%	-	51%	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	1	-	-	1	-	-	-	-	-	-	-
	2%	-	-	100%	-	-	-	-	-	-	-
Not sure where paper bill is	7	-	-	-	5	-	-	-	-	1	-
	15%	-	-	-	30%	-	-	-	-	14%	-
Don't keep copies of bill/throw bill away	11	-	-	-	4	-	-	-	-	1	-
	23%	-	-	-	25%	-	-	-	-	18%	-
Other reason	8	-	-	-	2	-	1	-	-	-	-
	17%	-	-	-	13%	-	49%	-	-	-	-
Don't Know	4	-	-	-	2	-	-	-	-	1	-
	9%	-	-	-	13%	-	-	-	-	17%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_02 Why is it difficult for you to access your Mobile Phone bill?

Base: All who had difficulty accessing their separate mobile bill

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	45	4	9	3	3	5	5	8	4	2	4
Weighted Base	47*	5**	9**	3**	3**	5**	5**	8**	5**	2**	4**
Don't know online details/password	11 23%	- -	4 46%	1 39%	- -	2 40%	1 20%	3 30%	- -	- -	1 26%
Cannot access internet at home	3 6%	- -	1 7%	- -	- -	1 19%	- -	- -	- -	- -	1 26%
Don't know how to access bill online	4 8%	- -	1 12%	- -	- -	1 20%	- -	2 21%	- -	- -	- -
Don't have a printer/printer broken	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Paper bill not kept at home	1 2%	- -	1 12%	- -	- -	- -	- -	- -	- -	- -	- -
Not sure where paper bill is	7 15%	2 49%	- -	- -	- -	- -	2 36%	1 8%	2 52%	- -	- -
Don't keep copies of bill/throw bill away	11 23%	- -	- -	2 61%	2 61%	- -	1 31%	2 25%	1 29%	1 54%	2 48%
Other reason	8 17%	- -	1 12%	- -	1 39%	2 42%	1 13%	2 23%	- -	1 46%	- -
Don't Know	4 9%	2 51%	1 12%	- -	- -	- -	- -	- -	1 20%	- -	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_02 Why is it difficult for you to access your Mobile Phone bill?

Base: All who had difficulty accessing their separate mobile bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	45	23	1	3	7	-	10	-	2	-	-	2	1	24	3	17	2	-	3
Weighted Base	47*	25**	1**	3**	7**	..	11**	..	2**	2**	1**	26**	3**	18**	2**	..	3**
Don't know online details/password	11 23%	4 18%	-	2 69%	1 15%	-	2 23%	-	1 47%	-	-	-	-	4 17%	2 69%	3 20%	1 47%	-	-
Cannot access internet at home	3 6%	-	-	-	1 17%	-	1 8%	-	-	-	-	1 41%	-	-	-	2 12%	-	-	1 26%
Don't know how to access bill online	4 8%	1 4%	-	-	1 15%	-	1 7%	-	1 47%	-	-	-	-	1 4%	-	2 10%	1 47%	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	1 2%	1 4%	-	-	-	-	-	-	-	-	-	-	-	1 4%	-	-	-	-	-
Not sure where paper bill is	7 15%	4 17%	-	1 31%	-	-	3 24%	-	-	-	-	-	1 100%	4 16%	1 31%	3 15%	-	-	1 38%
Don't keep copies of bill/throw bill away	11 23%	6 22%	-	-	2 30%	-	4 38%	-	1 53%	-	-	-	-	6 21%	-	6 35%	1 53%	-	-
Other reason	8 17%	6 24%	1 100%	-	2 23%	-	-	-	-	-	-	-	-	7 27%	-	2 9%	-	-	-
Don't Know	4 9%	3 14%	-	-	-	-	-	-	-	-	-	1 59%	-	3 13%	-	-	-	-	1 37%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_02 Reason for difficulty by Q.10 Access time

Base: All who had difficulty accessing their separate mobile bill

	Total	Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR MOBILE PHONE IF YOU NEEDED TO?						Mean Score inc Can't access	Standard Deviation	Error Variance
		Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)			
Unweighted Base	45	2	6	6	3	9	14	13.475	14.162	5.014
Weighted Base	47*	2**	6**	6**	3**	10**	14**	13.800	14.301	5.113
Don't know online details/password	11 23%	1 50%	-	4 58%	1 33%	3 30%	1 8%	19.361	13.465	20.146
Cannot access internet at home	3 6%	-	-	-	-	1 12%	2 11%	15.089	22.003	161.382
Don't know how to access bill online	4 8%	-	1 18%	-	1 32%	1 10%	-	22.625	14.143	66.675
Don't have a printer/printer broken	- -	- -	-	-	-	-	-	-	-	-
Paper bill not kept at home	1 2%	-	1 18%	-	-	-	-	7.500	-	-
Not sure where paper bill is	7 15%	-	1 12%	-	-	3 34%	1 8%	24.043	17.500	61.251
Don't keep copies of bill/throw bill away	11 23%	-	1 12%	1 17%	-	1 14%	7 51%	6.715	12.786	16.347
Other reason	8 17%	-	2 34%	2 25%	1 35%	-	3 22%	8.606	9.560	11.425
Don't Know	4 9%	1 50%	1 18%	-	-	1 10%	-	14.598	17.452	101.526

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_03 Why is it difficult for you to access your Landline Phone bill?**Base: All who had difficulty accessing their separate Landline Phone bill**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	77	27	50	3	7	6	15	11	35	15	11	16	35	26	51
Weighted Base	71*	25**	45*	3**	7**	6**	16**	12**	25*	14**	12**	15**	30*	26**	45*
Don't know online details/password	3 5%	2 6%	2 4%	-	1 11%	-	-	1 10%	2 6%	-	-	-	3 12%	-	3 8%
Cannot access internet at home	8 12%	1 3%	7 16%	-	-	-	-	2 12%	7 27%	1 10%	-	2 10%	5 18%	1 5%	7 15%
Don't know how to access bill online	2 3%	1 3%	1 2%	-	-	1 17%	-	-	1 3%	-	-	-	2 6%	-	2 4%
Don't have a printer/printer broken	1 1%	1 3%	-	-	-	-	-	-	1 3%	-	-	-	1 3%	-	1 2%
Paper bill not kept at home	2 3%	1 4%	1 2%	-	-	-	2 12%	-	-	-	1 9%	1 5%	-	1 4%	1 2%
Not sure where paper bill is	23 32%	8 34%	14 31%	1 47%	-	2 30%	8 50%	2 17%	9 35%	5 37%	6 49%	4 28%	7 25%	11 43%	12 26%
Don't keep copies of bill/throw bill away	18 25%	6 23%	12 27%	-	3 43%	1 18%	2 13%	5 45%	6 24%	5 40%	2 15%	4 24%	7 24%	7 29%	11 24%
Other reason	13 18%	5 18%	8 18%	1 20%	2 27%	2 35%	1 6%	2 16%	5 20%	1 10%	2 15%	3 21%	7 22%	3 12%	10 22%
Don't Know	6 8%	5 18%	1 2%	1 33%	1 19%	-	3 19%	-	-	1 8%	1 12%	2 13%	1 3%	3 10%	3 7%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_03 Why is it difficult for you to access your Landline Phone bill?**Base: All who had difficulty accessing their separate Landline Phone bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	77	40	10	27	16	10	2	49	17	60
Weighted Base	71*	39*	8**	23**	17**	10**	2**	40*	18**	52*
Don't know online details/password	3 5%	2 5%	1 10%	1 4%	-	1 12%	-	2 6%	1 4%	3 5%
Cannot access internet at home	8 12%	3 8%	1 9%	5 20%	-	-	-	8 20%	-	8 16%
Don't know how to access bill online	2 3%	-	-	2 8%	-	-	-	2 5%	1 6%	1 2%
Don't have a printer/printer broken	1 1%	-	-	1 4%	-	-	-	1 2%	-	1 2%
Paper bill not kept at home	2 3%	1 2%	-	1 5%	1 6%	1 8%	-	-	-	2 4%
Not sure where paper bill is	23 32%	12 31%	1 10%	10 42%	7 40%	3 33%	2 100%	10 24%	8 44%	15 28%
Don't keep copies of bill/throw bill away	18 25%	10 26%	3 32%	5 22%	2 9%	3 29%	-	13 33%	2 12%	16 30%
Other reason	13 18%	8 19%	2 28%	3 13%	3 19%	2 19%	-	8 19%	4 20%	9 17%
Don't Know	6 8%	5 11%	1 12%	-	5 26%	-	-	1 3%	2 13%	3 6%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_03 Why is it difficult for you to access your Landline Phone bill?

Base: All who had difficulty accessing their separate Landline Phone bill

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	77	31	39	6	1	-	26	30	14	7	-	39	38	39	4	5
Weighted Base	71*	25**	38*	6**	1**	-**	20**	28**	15**	7**	-**	40*	30*	40*	4**	6**
Don't know online details/password	3 5%	2 9%	1 3%	-	-	-	2 7%	1 4%	1 5%	-	-	1 4%	2 7%	1 4%	-	-
Cannot access internet at home	8 12%	5 21%	3 8%	-	-	-	5 26%	3 11%	-	-	-	-	8 27%k	-	-	-
Don't know how to access bill online	2 3%	2 8%	-	-	-	-	1 4%	-	1 7%	-	-	1 3%	1 3%	1 3%	-	-
Don't have a printer/printer broken	1 1%	1 3%	-	-	-	-	1 4%	-	-	-	-	-	1 3%	-	-	-
Paper bill not kept at home	2 3%	-	2 5%	-	-	-	-	2 7%	-	-	-	2 5%	-	2 5%	-	-
Not sure where paper bill is	23 32%	8 33%	10 26%	4 67%	-	-	7 35%	6 23%	6 38%	3 45%	-	14 34%	9 29%	14 34%	4 100%	4 67%
Don't keep copies of bill/throw bill away	18 25%	6 25%	12 31%	-	-	-	6 30%	10 35%	2 15%	-	-	10 25%	8 27%	10 25%	-	1 17%
Other reason	13 18%	4 17%	8 20%	-	1 100%	-	3 13%	5 19%	2 14%	3 35%	-	8 19%	5 17%	8 19%	-	-
Don't Know	6 8%	-	3 9%	2 33%	-	-	-	1 3%	3 21%	1 20%	-	5 11%	1 3%	5 11%	-	1 16%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_03 Why is it difficult for you to access your Landline Phone bill?

Base: All who had difficulty accessing their separate Landline Phone bill

	Total	GOVERNMENT REGIONS												COUNTRY			
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	77	2	9	11	2	1	12	6	6	11	7	9	1	60	9	7	1
Weighted Base	71*	2**	8**	11**	2**	1**	9**	6**	6**	10**	7**	8**	1**	55*	8**	7**	1**
Don't know online	3	-	3	-	-	-	-	-	-	1	-	-	-	3	-	-	-
details/password	5%	-	33%	-	-	-	-	-	-	8%	-	-	-	6%	-	-	-
Cannot access internet	8	-	1	3	-	-	1	1	-	1	-	1	-	7	1	-	-
at home	12%	-	8%	27%	-	-	11%	25%	-	8%	-	19%	-	12%	19%	-	-
Don't know how to access	2	-	-	-	-	-	-	1	-	1	-	-	-	2	-	-	-
bill online	3%	-	-	-	-	-	-	18%	-	8%	-	-	-	3%	-	-	-
Don't have a	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-
printer/printer broken	1%	-	-	-	-	-	-	-	-	8%	-	-	-	2%	-	-	-
Paper bill not kept at	2	-	-	-	-	1	-	-	1	-	-	-	-	2	-	-	-
home	3%	-	-	-	-	100%	-	-	18%	-	-	-	-	4%	-	-	-
Not sure where paper	23	-	1	6	1	-	3	1	-	3	3	3	-	17	3	3	-
bill is	32%	-	18%	58%	45%	-	39%	22%	-	32%	47%	32%	-	30%	32%	47%	-
Don't keep copies of	18	2	1	1	1	-	1	-	3	3	3	3	1	11	3	3	1
bill/throw bill away	25%	100%	12%	7%	55%	-	8%	-	46%	30%	38%	40%	100%	21%	40%	38%	100%
Other reason	13	-	2	1	-	-	4	-	1	4	1	1	-	11	1	1	-
	18%	-	20%	6%	-	-	43%	-	19%	38%	14%	9%	-	20%	9%	14%	-
Don't Know	6	-	1	1	-	-	-	2	1	-	-	-	-	6	-	-	-
	8%	-	17%	9%	-	-	-	36%	16%	-	-	-	-	10%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_03 Why is it difficult for you to access your Landline Phone bill?

Base: All who had difficulty accessing their separate Landline Phone bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	77	52	77	29	22	1	6	33	19	-	71	12	5	77
Weighted Base	71*	51*	71*	31**	20**	1**	7**	30*	21**	-.**	64*	12**	6**	71*
Don't know online details/password	3	3	3	1	1	1	-	2	1	-	2	2	-	3
	5%	5%	5%	5%	3%	100%	-	6%	4%	-	3%	15%	-	5%
Cannot access internet at home	8	5	8	-	1	-	-	5	-	-	8	-	-	8
	12%	9%	12%	-	4%	-	-	15%	-	-	13%	-	-	12%
Don't know how to access bill online	2	-	2	-	-	-	-	-	-	-	2	-	-	2
	3%	-	3%	-	-	-	-	-	-	-	3%	-	-	3%
Don't have a printer/printer broken	1	-	1	-	-	-	-	-	-	-	1	-	-	1
	1%	-	1%	-	-	-	-	-	-	-	1%	-	-	1%
Paper bill not kept at home	2	1	2	-	-	-	-	1	-	-	2	-	-	2
	3%	2%	3%	-	-	-	-	3%	-	-	3%	-	-	3%
Not sure where paper bill is	23	17	23	13	6	-	3	10	8	-	21	4	3	23
	32%	34%	32%	41%	29%	-	43%	33%	37%	-	32%	32%	46%	32%
Don't keep copies of bill/throw bill away	18	11	18	8	8	-	1	7	4	-	17	3	1	18
	25%	22%	25%	24%	38%	-	17%	24%	19%	-	26%	26%	17%	25%
Other reason	13	11	13	6	6	-	2	6	4	-	12	3	2	13
	18%	21%	18%	20%	30%	-	26%	21%	21%	-	18%	26%	38%	18%
Don't Know	6	4	6	3	-	-	1	-	4	-	6	-	-	6
	8%	8%	8%	10%	-	-	14%	-	20%	-	9%	-	-	8%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 .03 Why is it difficult for you to access your Landline Phone bill?**Base: All who had difficulty accessing their separate Landline Phone bill**

Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
	Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	77	1	1	-	4	-	1	-	-	-	-
Weighted Base	71*	1**	1**	..	5**	..	1**
Don't know online details/password	3 5%	-	-	-	-	-	1 100%	-	-	-	-
Cannot access internet at home	8 12%	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	2 3%	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	1 1%	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	2 3%	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	23 32%	-	-	-	3 63%	-	-	-	-	-	-
Don't keep copies of bill/throw bill away	18 25%	-	1 100%	-	-	-	-	-	-	-	-
Other reason	13 18%	1 100%	-	-	1 16%	-	-	-	-	-	-
Don't Know	6 8%	-	-	-	1 21%	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_03 Why is it difficult for you to access your Landline Phone bill?

Base: All who had difficulty accessing their separate Landline Phone bill

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	77	5	11	5	10	12	4	9	11	3	9
Weighted Base	71*	5**	10**	4**	10**	9**	4**	8**	11**	3**	8**
Don't know online details/password	3 5%	- -	- -	1 19%	- -	- -	- -	3 33%	- -	- -	- -
Cannot access internet at home	8 12%	- -	1 14%	1 19%	- -	1 10%	- -	1 8%	3 27%	- -	1 19%
Don't know how to access bill online	2 3%	- -	1 10%	1 19%	- -	- -	- -	- -	- -	- -	- -
Don't have a printer/printer broken	1 1%	- -	- -	1 19%	- -	- -	- -	- -	- -	- -	- -
Paper bill not kept at home	2 3%	1 21%	- -	- -	- -	- -	1 23%	- -	- -	- -	- -
Not sure where paper bill is	23 32%	1 25%	2 19%	2 45%	3 34%	4 48%	1 26%	1 18%	6 58%	- -	3 32%
Don't keep copies of bill/throw bill away	18 25%	1 14%	2 20%	2 55%	3 27%	1 7%	2 52%	1 12%	1 7%	2 75%	3 40%
Other reason	13 18%	2 40%	1 6%	- -	4 39%	3 34%	- -	2 20%	1 6%	1 25%	1 9%
Don't Know	6 8%	- -	3 30%	- -	- -	- -	- -	1 17%	1 9%	- -	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_03 Why is it difficult for you to access your Landline Phone bill?

Base: All who had difficulty accessing their separate Landline Phone bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	77	30	3	-	15	-	25	-	-	-	-	9	-	33	-	39	-	-	9
Weighted Base	71*	28**	3**	..	15**	..	23**	7**	..	31*	..	37*	7**
Don't know online details/password	3	1	-	-	1	-	3	-	-	-	-	-	-	1	-	3	-	-	-
	5%	2%	-	-	8%	-	12%	-	-	-	-	-	-	2%	-	8%	-	-	-
Cannot access internet at home	8	1	1	-	2	-	3	-	-	-	-	1	-	2	-	5	-	-	1
	12%	5%	29%	-	15%	-	14%	-	-	-	-	10%	-	7%	-	15%	-	-	10%
Don't know how to access bill online	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-
	3%	-	-	-	-	-	8%	-	-	-	-	-	-	-	-	5%	-	-	-
Don't have a printer/printer broken	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-
	1%	-	-	-	-	-	4%	-	-	-	-	-	-	-	-	2%	-	-	-
Paper bill not kept at home	2	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1
	3%	-	-	-	5%	-	-	-	-	-	-	16%	-	-	-	2%	-	-	16%
Not sure where paper bill is	23	9	1	-	2	-	11	-	-	-	-	2	-	10	-	13	-	-	2
	32%	33%	35%	-	12%	-	48%	-	-	-	-	27%	-	33%	-	35%	-	-	27%
Don't keep copies of bill/throw bill away	18	10	-	-	3	-	5	-	-	-	-	2	-	10	-	8	-	-	2
	25%	34%	-	-	21%	-	21%	-	-	-	-	33%	-	31%	-	22%	-	-	33%
Other reason	13	6	1	-	4	-	1	-	-	-	-	-	-	7	-	6	-	-	-
	18%	21%	35%	-	29%	-	7%	-	-	-	-	-	-	23%	-	16%	-	-	-
Don't Know	6	2	-	-	1	-	1	-	-	-	-	1	-	2	-	2	-	-	1
	8%	8%	-	-	9%	-	4%	-	-	-	-	13%	-	7%	-	7%	-	-	13%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 Reason for difficulty by Q.10 Access time

Base: All who had difficulty accessing their separate Landline Phone bill

	Total	Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR LANDLINE PHONE IF YOU NEEDED TO?							Standard Deviation	Error Variance
		Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access		
Unweighted Base	77	3	11	2	3	18	32	12.123	15.152	3.327
Weighted Base	71*	3**	11**	2**	3**	18**	27*	13.022	15.327	3.405
Don't know online details/password	3 5%	-	1 6%	-	-	2 11%	-	28.559	15.222	77.239
Cannot access internet at home	8 12%	-	2 14%	-	-	1 5%	5 16%	5.995	12.366	19.114
Don't know how to access bill online	2 3%	-	-	1 50%	-	1 5%	-	24.319	-	-
Don't have a printer/printer broken	1 1%	-	-	-	-	1 5%	-	35.500	-	-
Paper bill not kept at home	2 3%	1 39%	-	-	1 27%	-	-	12.115	-	-
Not sure where paper bill is	23 32%	1 23%	4 38%	-	2 73%	9 49%	4 16%	19.734	15.827	11.928
Don't keep copies of bill/throw bill away	18 25%	-	1 6%	-	-	2 11%	15 56%	4.230	11.502	6.615
Other reason	13 18%	1 39%	2 17%	1 50%	-	4 21%	4 14%	14.325	15.962	19.599
Don't Know	6 8%	-	2 19%	-	-	2 13%	-	22.241	15.852	62.822

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?**Base: All who had difficulty accessing their separate fixed line broadband bill**

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	21	8	13	1	4	3	6	3	4	7	6	5	3	13	8
Weighted Base	22*	9**	13**	1**	4**	4**	7**	4**	3**	8**	7**	5**	3**	15**	7**
Don't know online details/password	4	3	2	-	2	3	-	-	-	1	1	-	2	2	2
	20%	29%	14%	-	47%	71%	-	-	-	17%	16%	-	73%	17%	26%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6	3	3	1	1	-	1	1	1	2	5	-	-	6	-
	29%	36%	24%	100%	29%	-	20%	32%	42%	22%	68%	-	-	43%	-
Don't keep copies of bill/throw bill away	2	1	1	-	-	-	1	1	-	1	-	1	-	1	1
	9%	12%	6%	-	-	-	12%	31%	-	14%	-	17%	-	8%	11%
Other reason	5	-	5	-	1	1	1	1	1	3	-	2	1	3	3
	24%	-	40%	-	23%	29%	20%	37%	23%	32%	-	41%	27%	18%	36%
Don't Know	4	2	2	-	-	-	3	-	1	1	1	2	-	2	2
	19%	23%	16%	-	-	-	48%	-	35%	14%	16%	42%	-	15%	27%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?**Base: All who had difficulty accessing their separate fixed line broadband bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	21	15	3	3	10	5	-	6	9	12
Weighted Base	22*	17**	2**	3**	12**	5**	-**	5**	9**	13**
Don't know online details/password	4 20%	4 21%	1 32%	-	2 21%	1 22%	-	1 15%	3 36%	1 8%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6 29%	6 33%	-	1 24%	4 33%	1 22%	-	1 25%	2 24%	4 32%
Don't keep copies of bill/throw bill away	2 9%	1 7%	-	1 29%	2 17%	-	-	-	2 20%	-
Other reason	5 24%	2 14%	2 68%	1 47%	1 11%	2 37%	-	2 39%	1 10%	4 35%
Don't Know	4 19%	4 25%	-	-	2 18%	1 19%	-	1 21%	1 11%	3 25%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?

Base: All who had difficulty accessing their separate fixed line broadband bill

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	21	4	13	3	1	-	2	8	3	7	1	21	-	21	5	5
Weighted Base	22*	3**	14**	4**	1**	-**	1**	9**	3**	8**	1**	22**	-**	22**	6**	6**
Don't know online details/password	4 20%	1 26%	4 25%	-	-	-	-	1 12%	1 27%	3 33%	-	4 20%	-	4 20%	2 39%	2 42%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6 29%	1 21%	5 31%	1 32%	-	-	1 47%	3 38%	-	2 29%	-	6 29%	-	6 29%	3 40%	1 24%
Don't keep copies of bill/throw bill away	2 9%	-	1 6%	1 31%	-	-	-	-	1 28%	1 14%	-	2 9%	-	2 9%	-	-
Other reason	5 24%	2 53%	1 9%	1 37%	1 100%	-	1 53%	1 15%	1 45%	2 25%	-	5 24%	-	5 24%	1 21%	-
Don't Know	4 19%	-	4 29%	-	-	-	-	3 36%	-	-	1 100%	4 19%	-	4 19%	-	2 34%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?

Base: All who had difficulty accessing their separate fixed line broadband bill

	Total	GOVERNMENT REGIONS										COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	21	-	1	4	1	-	1	7	1	2	3	1	17	1	3	-
Weighted Base	22*	..	1**	4**	1**	..	1**	8**	1**	2**	4**	1**	18**	1**	4**	..
Don't know online details/password	4	-	1	1	-	-	-	2	-	-	-	-	4	-	-	-
	20%	-	100%	34%	-	-	-	27%	-	-	-	-	25%	-	-	-
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6	-	-	2	-	-	1	1	-	-	3	-	4	-	3	-
	29%	-	-	43%	-	-	100%	16%	-	-	71%	-	21%	-	71%	-
Don't keep copies of bill/throw bill away	2	-	-	-	1	-	-	1	-	-	-	-	2	-	-	-
	9%	-	-	-	100%	-	-	14%	-	-	-	-	11%	-	-	-
Other reason	5	-	-	-	-	-	-	1	-	2	1	1	4	1	1	-
	24%	-	-	-	-	-	-	16%	-	100%	29%	100%	20%	100%	29%	-
Don't Know	4	-	-	1	-	-	-	2	1	-	-	-	4	-	-	-
	19%	-	-	23%	-	-	-	26%	100%	-	-	-	24%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?**Base: All who had difficulty accessing their separate fixed line broadband bill**

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	21	17	16	21	4	1	7	7	10	-	16	8	4	21
Weighted Base	22*	18**	17**	22**	4**	1**	8**	7**	11**	..*	16**	10**	5**	22**
Don't know online details/password	4	3	3	4	-	-	-	-	3	-	2	4	-	4
	20%	18%	19%	20%	-	-	-	-	29%	-	12%	38%	-	20%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6	6	6	6	1	1	3	3	3	-	6	1	3	6
	29%	36%	33%	29%	27%	100%	33%	44%	31%	-	40%	12%	60%	29%
Don't keep copies of bill/throw bill away	2	2	1	2	-	-	-	1	1	-	2	-	1	2
	9%	11%	5%	9%	-	-	-	12%	10%	-	12%	-	18%	9%
Other reason	5	5	5	5	2	-	3	3	2	-	3	4	1	5
	24%	30%	31%	24%	49%	-	41%	44%	21%	-	17%	39%	23%	24%
Don't Know	4	1	2	4	1	-	2	-	1	-	3	1	-	4
	19%	5%	12%	19%	24%	-	26%	-	9%	-	19%	12%	-	19%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?**Base: All who had difficulty accessing their separate fixed line broadband bill**

	Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	21	2	-	-	4	-	1	-	-	-	-	1
Weighted Base	22*	2**	-.**	-.**	4**	-.**	1**	-.**	-.**	-.**	-.**	1**
Don't know online details/password	4 20%	-	-	-	-	-	-	-	-	-	-	-
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6 29%	1 39%	-	-	3 60%	-	-	-	-	-	-	-
Don't keep copies of bill/throw bill away	2 9%	-	-	-	-	-	-	-	-	-	-	-
Other reason	5 24%	1 61%	-	-	1 17%	-	-	-	-	-	-	1 100%
Don't Know	4 19%	-	-	-	1 23%	-	1 100%	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?****Base: All who had difficulty accessing their separate fixed line broadband bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	21	2	7	-	3	1	2	1	4	-	1
Weighted Base	22*	2**	8**	..	4**	1**	2**	1**	4**	..	1**
Don't know online details/password	4 20%	-	2 27%	-	-	-	-	1 100%	1 34%	-	-
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6 29%	-	1 16%	-	3 71%	1 100%	-	-	2 43%	-	-
Don't keep copies of bill/throw bill away	2 9%	-	1 14%	-	-	-	1 38%	-	-	-	-
Other reason	5 24%	1 45%	1 16%	-	1 29%	-	1 62%	-	-	-	1 100%
Don't Know	4 19%	1 55%	2 26%	-	-	-	-	-	1 23%	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_04 Why is it difficult for you to access your Fixed Line Broadband bill?

Base: All who had difficulty accessing their separate fixed line broadband bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	21	7	1	1	6	-	4	-	-	1	-	3	1	7	1	10	1	-	4
Weighted Base	22*	8**	1**	1**	7**	.**	4**	.**	.**	1**	.**	3**	1**	8**	1**	11**	1**	.**	4**
Don't know online details/password	4	1	1	-	1	-	1	-	-	-	-	1	1	1	-	2	-	-	2
	20%	18%	100%	-	21%	-	20%	-	-	-	-	37%	100%	18%	-	21%	-	-	56%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	6	2	-	-	2	-	3	-	-	-	-	-	-	2	-	5	-	-	-
	29%	30%	-	-	30%	-	80%	-	-	-	-	-	-	30%	-	49%	-	-	-
Don't keep copies of bill/throw bill away	2	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
	9%	15%	-	-	-	-	-	-	-	-	-	29%	-	15%	-	-	-	-	20%
Other reason	5	1	-	1	3	-	-	-	-	-	-	-	-	1	1	3	-	-	-
	24%	10%	-	100%	49%	-	-	-	-	-	-	-	-	10%	100%	31%	-	-	-
Don't Know	4	2	-	-	-	-	-	-	-	1	-	1	-	2	-	-	1	-	1
	19%	28%	-	-	-	-	-	-	-	100%	-	34%	-	28%	-	-	100%	-	24%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_04 Reason for difficulty by Q.10 Access time

Base: All who had difficulty accessing their separate fixed line broadband bill

	Total	Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR FIXED LINE BROADBAND IF YOU NEEDED TO?						Mean Score inc Can't access	Standard Deviation	Error Variance
		Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)			
Unweighted Base	21	2	4	3	3	5	2	17.658	13.511	9.608
Weighted Base	22*	2**	5**	3**	3**	5**	2**	17.446	13.231	9.214
Don't know online details/password	4 20%	1 51%	1 29%	- -	1 35%	- -	- -	11.909	11.324	42.743
Cannot access internet at home	- -	- -	- -	- -	- -	- -	- -	-	-	-
Don't know how to access bill online	- -	- -	- -	- -	- -	- -	- -	-	-	-
Don't have a printer/printer broken	- -	- -	- -	- -	- -	- -	- -	-	-	-
Paper bill not kept at home	- -	- -	- -	- -	- -	- -	- -	-	-	-
Not sure where paper bill is	6 29%	-	1 27%	1 20%	1 43%	1 22%	1 59%	17.019	14.183	40.230
Don't keep copies of bill/throw bill away	2 9%	-	-	-	-	1 22%	1 41%	20.659	-	-
Other reason	5 24%	-	-	3 80%	1 22%	2 38%	-	24.264	10.208	20.840
Don't Know	4 19%	1 49%	2 45%	-	-	1 19%	-	12.704	14.435	52.095

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_05 Why is it difficult for you to access your Pay TV bill?

Base: All who had difficulty accessing their separate pay TV bill

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	19	8	11	2	4	3	3	1	6	4	6	3	6	10	9
Weighted Base	19*	9**	10**	1**	5**	3**	4**	1**	4**	4**	8**	3**	4**	12**	7**
Don't know online details/password	3 19%	1 15%	2 21%	-	2 46%	-	1 27%	-	-	-	2 30%	1 37%	-	2 21%	1 15%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1 7%	1 8%	1 7%	1 53%	-	-	-	-	1 17%	1 19%	-	-	1 16%	1 6%	1 10%
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2 10%	2 21%	-	-	-	1 36%	-	-	1 16%	1 18%	-	1 44%	-	1 6%	1 17%
Don't keep copies of bill/throw bill away	4 23%	1 15%	3 30%	-	1 25%	1 24%	-	1 100%	1 32%	2 63%	-	1 19%	2 37%	2 20%	2 30%
Other reason	5 25%	3 40%	1 13%	1 47%	-	1 40%	1 38%	-	1 35%	-	3 34%	-	2 48%	3 24%	2 29%
Don't Know	3 15%	-	3 28%	-	2 29%	-	1 35%	-	-	-	3 35%	-	-	3 24%	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 .05 Why is it difficult for you to access your Pay TV bill?**Base: All who had difficulty accessing their separate pay TV bill**

	Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	19	14	2	3	5	3	-	11	8	11
Weighted Base	19*	15**	2**	2**	7**	4**	-**	8**	8**	10**
Don't know online details/password	3 19%	3 23%	-	-	1 20%	1 26%	-	1 14%	3 41%	-
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1 7%	1 4%	-	1 38%	-	-	-	1 17%	1 8%	1 7%
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2 10%	1 4%	1 64%	-	1 18%	-	-	1 8%	-	2 18%
Don't keep copies of bill/throw bill away	4 23%	4 26%	-	1 29%	1 20%	-	-	3 37%	2 25%	2 22%
Other reason	5 25%	4 23%	1 36%	1 33%	3 42%	-	-	2 24%	1 7%	4 41%
Don't Know	3 15%	3 19%	-	-	-	3 74%	-	-	2 19%	1 13%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_05 Why is it difficult for you to access your Pay TV bill?

Base: All who had difficulty accessing their separate pay TV bill

	Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base	19	4	14	-	1	-	3	7	4	3	2	14	5	14	4	4
Weighted Base	19*	3**	14**	..	1**	..	3**	6**	5**	3**	2**	15**	3**	15**	5**	4**
Don't know online details/password	3 19%	-	3 25%	-	-	-	-	-	1 23%	-	2 100%	3 23%	-	3 23%	1 25%	2 53%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1 7%	1 22%	1 5%	-	-	-	1 27%	-	-	1 25%	-	1 9%	-	1 9%	-	1 15%
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2 10%	1 38%	1 5%	-	-	-	1 47%	1 10%	-	-	-	1 8%	1 19%	1 8%	1 23%	-
Don't keep copies of bill/throw bill away	4 23%	-	4 31%	-	-	-	-	2 36%	2 44%	-	-	4 24%	1 22%	4 24%	-	-
Other reason	5 25%	1 40%	2 15%	-	1 100%	-	1 26%	2 33%	-	2 75%	-	3 18%	2 59%	3 18%	3 52%	1 32%
Don't Know	3 15%	-	3 20%	-	-	-	-	1 21%	2 32%	-	-	3 19%	-	3 19%	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_05 Why is it difficult for you to access your Pay TV bill?

Base: All who had difficulty accessing their separate pay TV bill

	Total	GOVERNMENT REGIONS										COUNTRY				
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base	19	1	2	2	2	1	4	1	4	2	-	-	19	-	-	-
Weighted Base	19*	1**	2**	2**	3**	1**	3**	1**	4**	1**	..**	..**	19**	..**	..**	..**
Don't know online details/password	3 19%	-	-	1 63%	-	-	1 41%	1 100%	-	-	-	-	3 19%	-	-	-
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1 7%	-	-	1 37%	-	-	-	-	1 19%	-	-	-	1 7%	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2 10%	-	-	-	-	-	1 20%	-	1 32%	-	-	-	2 10%	-	-	-
Don't keep copies of bill/throw bill away	4 23%	1 100%	1 41%	-	-	1 100%	-	-	1 14%	1 50%	-	-	4 23%	-	-	-
Other reason	5 25%	-	1 59%	-	1 46%	-	1 39%	-	-	1 50%	-	-	5 25%	-	-	-
Don't Know	3 15%	-	-	-	2 54%	-	-	-	1 35%	-	-	-	3 15%	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_05 Why is it difficult for you to access your Pay TV bill?

Base: All who had difficulty accessing their separate pay TV bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	19	14	16	10	19	3	3	6	8	-	13	8	3	19
Weighted Base	19*	14**	16**	11**	19**	4**	3**	5**	9**	..*	13**	10**	3**	19**
Don't know online details/password	3	2	3	3	3	1	1	2	-	-	1	2	-	3
	19%	17%	22%	31%	19%	31%	34%	47%	-	-	8%	25%	-	19%
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1	1	1	1	1	-	-	1	1	-	1	1	-	1
	7%	10%	4%	6%	7%	-	-	13%	7%	-	5%	7%	-	7%
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2	2	2	1	2	1	-	1	1	-	1	1	-	2
	10%	13%	12%	11%	10%	33%	-	13%	13%	-	5%	12%	-	10%
Don't keep copies of bill/throw bill away	4	2	2	2	4	-	1	1	2	-	4	1	2	4
	23%	16%	14%	14%	23%	-	18%	15%	17%	-	31%	10%	54%	23%
Other reason	5	3	5	3	5	1	1	1	3	-	3	3	-	5
	25%	24%	30%	25%	25%	37%	48%	11%	31%	-	28%	29%	-	25%
Don't Know	3	3	3	2	3	-	-	-	3	-	3	2	1	3
	15%	20%	18%	14%	15%	-	-	-	32%	-	23%	16%	46%	15%

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Q.9 .05 Why is it difficult for you to access your Pay TV bill?**Base: All who had difficulty accessing their separate pay TV bill**

Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
	Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	19	-	-	-	3	-	1	-	-	-	-
Weighted Base	19*	4**	..	1**
Don't know online details/password	3	-	-	-	1	-	1	-	-	-	-
	19%	-	-	-	31%	-	100%	-	-	-	-
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1	-	-	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2	-	-	-	1	-	-	-	-	-	-
	10%	-	-	-	33%	-	-	-	-	-	-
Don't keep copies of bill/throw bill away	4	-	-	-	-	-	-	-	-	1	-
	23%	-	-	-	-	-	-	-	-	27%	-
Other reason	5	-	-	-	1	-	-	-	-	1	-
	25%	-	-	-	37%	-	-	-	-	73%	-
Don't Know	3	-	-	-	-	-	-	-	-	-	-
	15%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.9_05 Why is it difficult for you to access your Pay TV bill?****Base: All who had difficulty accessing their separate pay TV bill**

	Total	ITV OVERLAP REGIONS									
		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base	19	3	2	-	1	4	4	2	2	1	-
Weighted Base	19*	3**	2**	..	1**	3**	5**	2**	2**	1**	..
Don't know online details/password	3 19%	- -	1 65%	- -	- -	1 41%	- -	- -	1 63%	- -	- -
Cannot access internet at home	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know how to access bill online	1 7%	1 22%	- -	- -	- -	- -	- -	- -	1 37%	- -	- -
Don't have a printer/printer broken	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Paper bill not kept at home	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not sure where paper bill is	2 10%	1 37%	- -	- -	- -	1 20%	- -	- -	- -	- -	- -
Don't keep copies of bill/throw bill away	4 23%	- -	1 35%	- -	- -	- -	2 42%	1 41%	- -	1 100%	- -
Other reason	5 25%	- -	- -	- -	1 100%	1 39%	1 27%	1 59%	- -	- -	- -
Don't Know	3 15%	1 41%	- -	- -	- -	- -	2 31%	- -	- -	- -	- -

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9_05 Why is it difficult for you to access your Pay TV bill?

Base: All who had difficulty accessing their separate pay TV bill

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	19	17	-	2	2	-	-	-	-	-	-	-	-	17	2	2	-	-	-
Weighted Base	19*	17**	..**	2**	2**	..**	..**	..**	..**	..**	..**	..**	..**	17**	2**	2**	..**	..**	..**
Don't know online details/password	3	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-
	19%	21%	-	-	-	-	-	-	-	-	-	-	-	21%	-	-	-	-	-
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-
	7%	8%	-	-	40%	-	-	-	-	-	-	-	-	8%	-	40%	-	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	10%	11%	-	-	-	-	-	-	-	-	-	-	-	11%	-	-	-	-	-
Don't keep copies of bill/throw bill away	4	3	-	2	1	-	-	-	-	-	-	-	-	3	2	1	-	-	-
	23%	15%	-	100%	60%	-	-	-	-	-	-	-	-	15%	100%	60%	-	-	-
Other reason	5	5	-	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-
	25%	28%	-	-	-	-	-	-	-	-	-	-	-	28%	-	-	-	-	-
Don't Know	3	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-
	15%	17%	-	-	-	-	-	-	-	-	-	-	-	17%	-	-	-	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.9 05 Reason for difficulty by Q.10 Access time

Base: All who had difficulty accessing their separate pay TV bill

	Total	Q.10 HOW LONG DO YOU THINK IT WOULD TAKE YOU TO ACCESS THE MOST RECENT BILL FOR YOUR PAY TV IF YOU NEEDED TO?							Standard Deviation	Error Variance
		Less than 5 minutes (2.5) (a)	5-10 minutes (7.5) (b)	11-20 minutes (15.5) (c)	21-30 minutes (25.5) (d)	More than 30 minutes (35.5) (e)	Can't access (0) (f)	Mean Score inc Can't access		
Unweighted Base	19	1	2	-	1	4	7	12.333	15.875	16.802
Weighted Base	19*	1**	2**	-**	1**	4**	7**	11.854	15.755	16.548
Don't know online details/password	3 19%	1 100%	-	-	-	2 64%	-	25.870	17.778	105.350
Cannot access internet at home	-	-	-	-	-	-	-	-	-	-
Don't know how to access bill online	1 7%	-	-	-	-	1 18%	-	35.500	-	-
Don't have a printer/printer broken	-	-	-	-	-	-	-	-	-	-
Paper bill not kept at home	-	-	-	-	-	-	-	-	-	-
Not sure where paper bill is	2 10%	-	-	-	-	1 17%	-	35.500	-	-
Don't keep copies of bill/throw bill away	4 23%	-	1 29%	-	1 100%	-	3 39%	6.655	11.880	28.226
Other reason	5 25%	-	1 71%	-	-	-	3 39%	2.396	4.010	4.019
Don't Know	3 15%	-	-	-	-	-	2 21%	0.000	-	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10 How long do you think it would take you to access the most recent bill for your ... if you needed to? - Summary Table****Base: All aware of ... bill received**

		Package	Mobile Phone	Landline Phone	Fixed Line Broadband	Pay TV
Unweighted Base		626	725	709	300	241
Weighted Base		654	800	654	314	250
Less than 5 minutes		426	499	374	181	146
		65%	62%	57%	57%	58%
5-10 minutes		150	187	143	85	56
		23%	23%	22%	27%	22%
11-20 minutes		21	26	21	13	7
		3%	3%	3%	4%	3%
21-30 minutes		6	9	7	5	2
		1%	1%	1%	2%	1%
More than 30 minutes		11	15	25	8	8
		2%	2%	4%	2%	3%
Can't access		16	24	39	3	11
		2%	3%	6%	1%	5%
Don't Know		22	40	46	19	20
		3%	5%	7%	6%	8%
Mean Score inc Can't access		4.885	5.014	5.569	5.796	5.336
Standard Deviation		5.572	5.774	7.285	6.543	6.771
Error Variance		0.051	0.049	0.081	0.153	0.209
Mean Score Exc Can't access		5.014	5.178	5.947	5.857	5.612
Standard Deviation		5.588	5.795	7.378	6.550	6.832
Error Variance		0.053	0.051	0.089	0.155	0.224

Billing (QS7751 - 640210)

Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?

Base: All aware of single package bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	626	313	313	23	119	148	121	94	121	145	208	139	134	353	273
Weighted Base	654	330	324	27**	134	167	133	107*	86	153	238	137	125	391	263
Less than 5 minutes	(2.5) 426	219	207	18	85	105	85	75	59	107	158	86	76	265	162
		65%	64%	66%	64%	63%	64%	70%	68%	70%	66%	63%	60%	68%	62%
5-10 minutes	(7.5) 150	73	78	6	33	42	26	24	19	34	57	28	32	91	60
		23%	24%	24%	24%	25%	20%	22%	22%	22%	24%	20%	25%	23%	23%
11-20 minutes	(15.5) 21	10	11	2	4	5	5	4	2	1	7	4	8	8	13
		3%	3%	6%	3%	3%	4%	3%	3%	1%	3%	3%	7% ^l	2%	5%
21-30 minutes	(25.5) 6	1	5	-	3	1	1	-	1	1	2	3	-	3	3
		1%	2%	-	3%	1%	1%	-	1%	1%	1%	2%	-	1%	1%
More than 30 minutes	(35.5) 11	5	7	-	3	2	5	1	1	3	3	4	2	6	5
		2%	2%	-	2%	1%	3%	1%	1%	2%	1%	3%	1%	2%	2%
Can't access	(0) 16	7	9	-	2	6	5	1	1	2	4	6	4	6	10
		2%	3%	-	2%	4%	4%	1%	2%	1%	2%	4%	3%	2%	4%
Don't Know	22	14	8	1	4	6	6	2	3	5	7	6	4	12	10
		3%	2%	4%	3%	3%	5%	2%	3%	3%	3%	4%	3%	3%	4%
Mean Score inc Can't access	4.885	4.608	5.161	4.568	5.477	4.610	5.305	4.428	4.524	4.647	4.661	5.391	5.054	4.655	5.229
Standard Deviation	5.572	5.058	6.037	3.622	6.564	4.697	6.955	4.476	4.788	5.630	4.896	6.872	5.155	5.189	6.098
Error Variance	0.051	0.086	0.119	0.596	0.371	0.154	0.421	0.218	0.196	0.225	0.119	0.355	0.204	0.079	0.141
Mean Score Exc Can't access	5.014	4.712	5.318	4.568	5.570	4.800	5.538	4.470	4.601	4.704	4.750	5.656	5.229	4.732	5.449
Standard Deviation	5.588	5.067	6.060	3.622	6.581	4.696	7.015	4.477	4.791	5.641	4.899	6.932	5.155	5.197	6.128
Error Variance	0.053	0.088	0.124	0.596	0.380	0.161	0.447	0.220	0.200	0.229	0.122	0.378	0.211	0.080	0.148

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?

Base: All aware of single package bill received

		Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
			Married/ Living as married (a)	Single (b)	Widow divorced separated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base		626	419	103	104	309	73	24	220	222	404
Weighted Base		654	443	111*	99*	355	77*	24**	198	247	407
Less than 5 minutes	(2.5)	426 65%	296 67%	64 58%	66 66%	241 68%	48 63%	12 51%	125 63%	157 64%	269 66%
5-10 minutes	(7.5)	150 23%	105 24%	28 25%	18 18%	76 21%	23 29%	7 27%	45 23%	62 25%	88 22%
11-20 minutes	(15.5)	21 3%	9 2%	8 7%a	4 4%	7 2%	1 1%	1 3%	12 6% ^d	6 2%	15 4%
21-30 minutes	(25.5)	6 1%	4 1%	1 1%	1 1%	5 1%	- -	- -	1 1%	3 1%	3 1%
More than 30 minutes	(35.5)	11 2%	8 2%	1 1%	2 2%	5 1%	3 4%	1 6%	3 1%	6 2%	5 1%
Can't access	(0)	16 2%	7 1%	4 3%	6 6%a	9 2%	- -	2 8%	5 3%	8 3%	8 2%
Don't Know		22 3%	14 3%	6 5%	3 3%	12 3%	2 3%	1 5%	6 3%	4 2%	18 4%
Mean Score inc Can't access		4.885	4.834	5.207	4.757	4.619	5.397	6.031	5.025	5.144	4.723
Standard Deviation		5.572	5.544	5.125	6.184	5.265	6.453	8.160	5.381	6.160	5.173
Error Variance		0.051	0.076	0.268	0.379	0.093	0.586	2.895	0.136	0.174	0.069
Mean Score Exc Can't access		5.014	4.909	5.389	5.084	4.742	5.397	6.618	5.171	5.322	4.825
Standard Deviation		5.588	5.554	5.119	6.262	5.280	6.453	8.326	5.389	6.190	5.182
Error Variance		0.053	0.077	0.276	0.413	0.096	0.586	3.301	0.140	0.182	0.071

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?****Base: All aware of single package bill received**

		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS			
		Total	1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base		626	152	375	66	27	6	116	231	122	111	46	591	35	591	141	114
Weighted Base		654	154	396	66*	29**	8**	117	230	131	125	51*	624	30*	624	165	132
Less than 5 minutes	(2.5)	426 65%	101 65%	261 66%	42 64%	16 56%	6 74%	77 66%	150 65%	88 68%	80 65%	30 59%	406 65%	20 67%	406 65%	110 67%	91 69%
5-10 minutes	(7.5)	150 23%	33 21%	98 25%	12 19%	5 17%	2 26%	25 21%	54 24%	30 23%	25 20%	15 30%	142 23%	8 28%	142 23%	40 24%	29 22%
11-20 minutes	(15.5)	21 3%	8 5%	9 2%	1 1%	4 12%	-	6 5%	6 3%	5 4%	5 4%	-	20 3%	1 4%	20 3%	1 1%	3 2%
21-30 minutes	(25.5)	6 1%	1 1%	3 1%	1 2%	1 4%	-	1 1%	2 1%	-	2 2%	1 2%	6 1%	-	6 1%	3 2%	1 1%
More than 30 minutes	(35.5)	11 2%	2 2%	6 1%	3 5%b	-	-	1 1%	5 2%	3 2%	2 2%	1 2%	11 2%	-	11 2%	3 2%	2 2%
Can't access	(0)	16 2%	5 3%	8 2%	2 3%	2 7%	-	3 2%	6 2%	1 1%	5 4%	2 3%	16 3%	-	16 3%	2 1%	3 2%
Don't Know		22 3%	4 3%	12 3%	4 7%	1 4%	-	4 4%	8 3%	3 3%	4 3%	2 5%	21 3%	*	21 3%	6 4%	2 2%
Mean Score inc Can't access		4.885	4.909	4.694	5.787	5.706	3.811	4.664	4.895	4.856	5.054	5.003	4.908	4.417	4.908	4.799	4.661
Standard Deviation		5.572	5.497	5.082	8.172	6.119	2.347	4.747	5.716	5.450	6.181	5.609	5.663	3.218	5.663	5.523	5.465
Error Variance		0.051	0.204	0.071	1.077	1.440	0.918	0.201	0.147	0.250	0.357	0.715	0.056	0.305	0.056	0.224	0.267
Mean Score Exc Can't access		5.014	5.068	4.789	5.970	6.167	3.811	4.773	5.023	4.895	5.287	5.190	5.044	4.417	5.044	4.863	4.776
Standard Deviation		5.588	5.513	5.089	8.235	6.135	2.347	4.747	5.735	5.455	6.224	5.628	5.681	3.218	5.681	5.532	5.482
Error Variance		0.053	0.211	0.073	1.130	1.568	0.918	0.205	0.152	0.252	0.380	0.754	0.058	0.305	0.058	0.228	0.276

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?

Base: All aware of single package bill received

		Total	GOVERNMENT REGIONS												COUNTRY			
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		626	27	79	53	41	45	74	59	98	56	25	48	21	532	48	25	21
Weighted Base		654	27**	83*	50*	44*	47*	81*	62*	104*	58*	27**	51*	18**	557	51*	27**	18**
Less than 5 minutes	(2.5)	426 65%	19 72%	52 62%	28 56%	25 56%	23 50%	49 60%	36 59%	79 76% code fg	47 81% bcd efg	17 65%	37 72% e	14 76%	358 64%	37 72%	17 65%	14 76%
5-10 minutes	(7.5)	150 23%	4 14%	15 18%	16 32% i	12 28% i	16 35% bhi	26 32% hi	20 33% bhi	19 18%	6 11%	5 19%	10 19%	2 10%	134 24%	10 19%	5 19%	2 10%
11-20 minutes	(15.5)	21 3%	1 4%	2 2%	1 3%	3 7%	- -	4 4%	2 4%	3 3%	1 2%	1 3%	1 2%	2 11%	17 3%	1 2%	1 3%	2 11%
21-30 minutes	(25.5)	6 1%	- -	1 1%	- -	- -	1 2%	3 4%	1 2%	- -	- -	- -	- -	- -	6 1%	- -	- -	- -
More than 30 minutes	(35.5)	11 2%	- -	2 2%	3 5% fh	2 4%	4 10% fghik	- -	- -	- -	- -	1 4%	- -	- -	10 2%	- -	1 4%	- -
Can't access	(0)	16 2%	1 4%	3 4%	1 2%	3 6% fh	1 2%	- -	- -	- -	3 5% h	- -	4 7% fgh	1 4%	12 2%	4 7% m	- -	1 4%
Don't Know		22 3%	2 6%	9 11% dfik	1 2%	- -	1 2%	- -	2 3%	4 4%	1 1%	2 9%	- -	- -	19 3%	- -	2 9%	- -
Mean Score inc Can't access		4.885	3.718	4.729	6.292hik	5.801hik	7.868bhik	5.602hik	5.088hik	3.790	3.160	5.465	3.520	4.266	5.010	3.520	5.465	4.266
Standard Deviation		5.572	3.238	5.904	7.788	6.904	9.916	5.282	4.197	2.778	2.408	7.421	2.784	4.296	5.706	2.784	7.421	4.296
Error Variance		0.051	0.419	0.491	1.167	1.163	2.235	0.377	0.309	0.082	0.105	2.394	0.162	0.879	0.063	0.162	2.394	0.879
Mean Score Exc Can't access		5.014	3.891	4.941	6.425hik	6.173hik	8.043hik	5.602hik	5.088hik	3.790	3.325	5.465	3.802	4.435	5.122	3.802	5.465	4.435
Standard Deviation		5.588	3.208	5.948	7.816	6.960	9.956	5.282	4.197	2.778	2.356	7.421	2.700	4.294	5.719	2.700	7.421	4.294
Error Variance		0.053	0.429	0.520	1.198	1.242	2.305	0.377	0.309	0.082	0.107	2.394	0.166	0.922	0.065	0.166	2.394	0.922

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?

Base: All aware of single package bill received

		Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
			A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base		626	566	617	585	399	626	-	231	333	2	343	326	61	626
Weighted Base		654	597	643	618	421	654	-**	226	370	2**	348	352	70*	654
Less than 5 minutes	(2.5)	426	394	420	402	270	426	-	150	242	1	212	240	45	426
		65%	66%	65%	65%	64%	65%	-	67%	66%	46%	61%	68%	65%	65%
5-10 minutes	(7.5)	150	135	147	142	104	150	-	47	88	-	84	77	16	150
		23%	23%	23%	23%	25%	23%	-	21%	24%	-	24%	22%	24%	23%
11-20 minutes	(15.5)	21	17	21	19	11	21	-	6	11	-	14	9	4	21
		3%	3%	3%	3%	3%	3%	-	3%	3%	-	4%	3%	6%	3%
21-30 minutes	(25.5)	6	6	5	6	3	6	-	3	3	-	2	4	-	6
		1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%
More than 30 minutes	(35.5)	11	11	11	11	9	11	-	5	6	1	5	7	2	11
		2%	2%	2%	2%	2%	2%	-	2%	2%	54%	2%	2%	2%	2%
Can't access	(0)	16	13	16	16	7	16	-	10	3	-	15	5	-	16
		2%	2%	3%	3%	2%	2%	-	4%h	1%	-	4%k	1%	-	2%
Don't Know		22	21	22	21	16	22	-	5	16	-	15	9	2	22
		3%	3%	3%	3%	4%	3%	-	2%	4%	-	4%	3%	3%	3%
Mean Score inc Can't access		4.885	4.911	4.862	4.869	5.036	4.885	-	4.839	4.864	20.448	4.891	4.859	5.298	4.885
Standard Deviation		5.572	5.712	5.549	5.558	5.847	5.572	-	5.951	5.303	22.700	5.444	5.696	5.878	5.572
Error Variance		0.051	0.060	0.052	0.055	0.089	0.051	-	0.156	0.088	257.654	0.090	0.102	0.586	0.051
Mean Score Exc Can't access		5.014	5.023	4.994	5.006	5.127	5.014	-	5.061	4.908	20.448	5.127	4.934	5.298	5.014
Standard Deviation		5.588	5.728	5.565	5.574	5.860	5.588	-	5.993	5.307	22.700	5.464	5.707	5.878	5.588
Error Variance		0.053	0.061	0.053	0.056	0.091	0.053	-	0.165	0.089	257.654	0.095	0.104	0.586	0.053

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?

Base: All aware of single package bill received

		Total	Q.4 SERVICES RECEIVED AS A PACKAGE										
			Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base Weighted Base		626 654	12 12**	6 6**	- -**	298 309	34 29*	16 19**	9 8**	2 2**	1 1**	241 259	7 8**
Less than 5 minutes	(2.5)	426 65%	9 79%	3 56%	- -	206 67%	19 68%	11 61%	5 55%	1 49%	1 100%	163 63%	6 73%
5-10 minutes	(7.5)	150 23%	- -	1 17%	- -	66 21%	7 24%	6 34%	2 20%	1 51%	- -	65 25%	2 27%
11-20 minutes	(15.5)	21 3%	2 14%	1 11%	- -	11 3%	1 4%	- -	- -	- -	- -	7 3%	- -
21-30 minutes	(25.5)	6 1%	- -	- -	- -	2 1%	- -	1 5%	1 12%	- -	- -	2 1%	- -
More than 30 minutes	(35.5)	11 2%	1 7%	- -	- -	7 2%	- -	- -	- -	- -	- -	4 1%	- -
Can't access	(0)	16 2%	- -	- -	- -	9 3%	- -	- -	- -	- -	- -	7 3%	- -
Don't Know		22 3%	- -	1 16%	- -	8 3%	1 4%	- -	1 13%	- -	- -	10 4%	- -
Mean Score inc Can't access		4.885	6.615	5.205	-	4.877	4.310	5.447	6.809	5.065	2.500	4.815	3.840
Standard Deviation		5.572	9.460	4.963	-	5.849	3.240	5.502	8.325	3.326	-	5.259	2.361
Error Variance		0.051	7.457	4.927	-	0.118	0.328	1.892	8.664	5.532	-	0.119	0.796
Mean Score Exc Can't access		5.014	6.615	5.205	-	5.030	4.310	5.447	6.809	5.065	2.500	4.957	3.840
Standard Deviation		5.588	9.460	4.963	-	5.875	3.240	5.502	8.325	3.326	-	5.270	2.361
Error Variance		0.053	7.457	4.927	-	0.123	0.328	1.892	8.664	5.532	-	0.123	0.796

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?

Base: All aware of single package bill received

		Total	ITV OVERLAP REGIONS									
			Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		626	51	148	36	39	51	104	85	67	42	48
Weighted Base		654	54*	159	37*	41*	57*	111*	89*	65*	40*	51*
Less than 5 minutes	(2.5)	426 65%	44 82%bfg	96 61%	28 77%h	28 69%	44 77%bth	65 58%	54 61%	37 57%	26 64%	37 72%
5-10 minutes	(7.5)	150 23%	5 9%	49 31%a	6 17%	7 18%	10 17%	32 28%a	17 19%	17 27%a	9 22%	10 19%
11-20 minutes	(15.5)	21 3%	2 3%	7 4%	1 3%	1 2%	1 1%	2 2%	2 2%	3 5%	1 3%	1 2%
21-30 minutes	(25.5)	6 1%	- -	2 1%	- -	- -	2 4%	1 1%	1 1%	- -	- -	- -
More than 30 minutes	(35.5)	11 2%	- -	- -	- -	1 3%b	- -	6 5%b	2 2%	3 4%b	2 4%b	- -
Can't access	(0)	16 2%	2 3%b	- -	1 3%b	1 3%	- -	4 3%b	3 4%b	4 6%b	1 3%b	4 7%b
Don't Know		22 3%	2 3%	4 3%	- -	2 6%	- -	2 2%	10 11%bcefhj	1 2%	2 4%	- -
Mean Score inc Can't access		4.885	3.283	4.977aj	3.650	4.607	4.509	6.123aj	4.748	5.761aj	5.348	3.520
Standard Deviation		5.572	2.693	4.063	2.855	6.074	5.009	7.899	5.757	7.233	7.080	2.784
Error Variance		0.051	0.148	0.115	0.226	0.997	0.492	0.612	0.436	0.793	1.253	0.162
Mean Score Exc Can't access		5.014	3.398	4.977a	3.757	4.736	4.509	6.334aj	4.947	6.114a	5.511	3.802
Standard Deviation		5.588	2.667	4.063	2.825	6.110	5.009	7.951	5.793	7.306	7.126	2.700
Error Variance		0.053	0.151	0.115	0.228	1.037	0.492	0.639	0.460	0.847	1.302	0.166

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.10_01 How long do you think it would take you to access the most recent bill for your Package if you needed to?

Base: All aware of single package bill received

		Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
			Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		626	266	22	161	92	-	94	1	16	1	1	17	8	286	161	177	18	1	26
Weighted Base		654	292	22**	163	97*	-**	90*	1**	15**	1**	1**	16**	9**	313	163	179	17**	1**	26**
Less than 5 minutes	(2.5)	426	192	16	105	60	-	51	1	11	-	-	10	7	206	105	105	11	-	18
		65%	66%	70%	64%	62%	-	57%	100%	71%	-	-	65%	74%	66%	64%	59%	69%	-	70%
5-10 minutes	(7.5)	150	63	7	41	22	-	28	-	3	1	1	1	2	69	41	50	4	1	4
		23%	22%	30%	25%	23%	-	31%	-	22%	100%	100%	8%	26%	22%	25%	28%	24%	100%	14%
11-20 minutes	(15.5)	21	8	-	5	7	-	2	-	-	-	-	3	-	8	5	9	-	-	3
		3%	3%	-	3%	7%a	-	2%	-	-	-	-	17%	-	3%	3%	5%	-	-	10%
21-30 minutes	(25.5)	6	5	-	-	1	-	1	-	-	-	-	-	-	5	-	1	-	-	-
		1%	2%	-	-	1%	-	1%	-	-	-	-	-	-	2%	-	*	-	-	-
More than 30 minutes	(35.5)	11	8	-	2	-	-	1	-	-	-	-	-	-	8	2	1	-	-	-
		2%	3%	-	1%	-	-	1%	-	-	-	-	-	-	3%	1%	1%	-	-	-
Can't access	(0)	16	3	-	5	5	-	4	-	1	-	-	-	-	3	5	8	1	-	-
		2%	1%	-	3%	6%a	-	5%a	-	7%	-	-	-	-	1%	3%	5%a	7%	-	-
Don't Know		22	13	-	5	1	-	3	-	-	-	-	2	-	13	5	4	-	-	2
		3%	4%	-	3%	1%	-	4%	-	-	-	-	10%	-	4%	3%	2%	-	-	6%
Mean Score inc Can't access		4.885	5.357	4.025	4.631	4.717	-	4.908	2.500	3.401	7.500	7.500	5.370	3.792	5.262	4.631	4.800	3.529	7.500	4.633
Standard Deviation		5.572	6.621	2.355	4.869	4.367	-	5.066	-	2.332	-	-	5.224	2.314	6.423	4.869	4.544	2.389	-	4.218
Error Variance		0.051	0.172	0.252	0.153	0.210	-	0.282	-	0.340	-	-	1.819	0.670	0.150	0.153	0.119	0.317	-	0.741
Mean Score Exc Can't access		5.014	5.420	4.025	4.767	4.997	-	5.152	2.500	3.673	7.500	7.500	5.370	3.792	5.319	4.767	5.045	3.787	7.500	4.633
Standard Deviation		5.588	6.634	2.355	4.874	4.336	-	5.068	-	2.198	-	-	5.224	2.314	6.434	4.874	4.524	2.261	-	4.218
Error Variance		0.053	0.175	0.252	0.158	0.219	-	0.295	-	0.322	-	-	1.819	0.670	0.152	0.158	0.124	0.301	-	0.741

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?

Base: All aware of separate mobile bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	725	363	362	93	180	165	134	92	61	164	240	163	158	404	321
Weighted Base	800	414	386	111*	205	186	149	104*	45*	193	286	172	150	478	322
Less than 5 minutes	(2.5) 499 62%	278 67%b	221 57%	74 67%h	133 65%h	116 62%h	92 61%h	67 65%h	17 38%	126 66%	183 64%	103 60%	87 58%	309 65%	190 59%
5-10 minutes	(7.5) 187 23%	87 21%	100 26%	21 19%	52 26%	49 26%	31 21%	26 25%	8 18%	48 25%	70 25%	41 24%	28 19%	118 25%	69 22%
11-20 minutes	(15.5) 26 3%	8 2%	18 5%a	9 8%d	2 1%	6 3%	5 4%	2 2%	2 4%	4 2%	9 3%	7 4%	6 4%	13 3%	13 4%
21-30 minutes	(25.5) 9 1%	3 1%	6 2%	1 1%	2 1%	1 1%	1 1%	2 2%	2 4%e	4 2%	2 1%	3 2%	1 1%	5 1%	4 1%
More than 30 minutes	(35.5) 15 2%	3 1%	11 3%a	3 3%	1 1%	1 1%	4 3%	3 3%	2 5%de	4 2%	3 1%	7 4%l	1 *	8 2%	7 2%
Can't access	(0) 24 3%	13 3%	11 3%	2 2%	4 2%	3 2%	4 3%	4 4%	6 13%cddefg	3 2%	5 2%	4 2%	11 7%ijk	9 2%	15 5%m
Don't Know	40 5%	22 5%	18 5%	1 1%	10 5%g	9 5%g	12 8%cg	-	8 18%cddefg	3 1%	13 5%	7 4%	16 11%ijk	16 3%	24 7%m
Mean Score inc Can't access	5.014	4.257	5.819a	5.544	4.371	4.637	5.257	5.309	6.881de	5.174	4.708	5.964jl	4.236	4.900	5.190
Standard Deviation	5.774	4.442	6.830	6.606	4.172	4.306	6.608	6.607	9.390	6.130	4.905	7.390	4.340	5.440	6.262
Error Variance	0.049	0.058	0.136	0.474	0.102	0.119	0.352	0.474	1.763	0.233	0.105	0.355	0.134	0.076	0.133
Mean Score Exc Can't access	5.178	4.401	6.001a	5.652	4.471	4.728	5.432	5.512	8.190def	5.270	4.804	6.112j	4.622	4.996	5.468
Standard Deviation	5.795	4.446	6.857	6.625	4.166	4.298	6.646	6.649	9.718	6.145	4.908	7.421	4.332	5.449	6.308
Error Variance	0.051	0.060	0.142	0.488	0.104	0.121	0.368	0.502	2.248	0.241	0.108	0.367	0.145	0.078	0.143

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?****Base: All aware of separate mobile bill received**

		Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
			Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base		725	438	199	88	406	99	33	187	264	461
Weighted Base		800	486	226	89*	475	110*	33*	183	294	507
Less than 5 minutes	(2.5)	499 62%	300 62%	148 66%	51 58%	309 65%g	72 66%	20 60%	98 54%	191 65%	308 61%
5-10 minutes	(7.5)	187 23%	125 26%	44 19%	18 21%	110 23%	29 26%	5 15%	43 24%	67 23%	121 24%
11-20 minutes	(15.5)	26 3%	14 3%	9 4%	2 3%	15 3%	1 1%	1 2%	9 5%	11 4%	15 3%
21-30 minutes	(25.5)	9 1%	6 1%	2 1%	1 1%	4 1%	1 1%	- 2%	4 2%	1 *	8 2%
More than 30 minutes	(35.5)	15 2%	8 2%	3 1%	4 4%	6 1%	1 1%	2 8%de	6 3%	7 2%	8 2%
Can't access	(0)	24 3%	10 2%	9 4%	5 6%	12 2%	1 1%	3 8%e	9 5%	6 2%	18 4%
Don't Know		40 5%	22 4%	11 5%	7 8%	19 4%	4 4%	2 7%	15 8%	12 4%	28 6%
Mean Score inc Can't access		5.014	5.090	4.659	5.520	4.706	4.518	6.008	5.977d	4.992	5.026
Standard Deviation		5.774	5.643	5.309	7.476	5.051	4.511	9.311	7.239	5.810	5.759
Error Variance		0.049	0.076	0.150	0.707	0.065	0.214	2.797	0.310	0.134	0.077
Mean Score Exc Can't access		5.178	5.206	4.853	5.887	4.829	4.564	6.608	6.297de	5.094	5.228
Standard Deviation		5.795	5.654	5.331	7.581	5.059	4.511	9.569	7.294	5.824	5.783
Error Variance		0.051	0.079	0.158	0.787	0.068	0.216	3.270	0.335	0.137	0.081

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)**Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?****Base: All aware of separate mobile bill received**

		Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
			1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base		725	153	390	111	56	15	111	236	165	140	73	668	57	655	194	188
Weighted Base		800	162	432	125	63*	19**	119	254	187	160	80*	746	55*	732	229	220
Less than 5 minutes	(2.5)	499 62%	102 63%	272 63%	72 58%	42 67%	11 60%	77 64%	143 56%	122 65%	107 67%	51 63%	474 64%	25 47%	465 64%	154 67%	145 66%
5-10 minutes	(7.5)	187 23%	27 17%	109 25%a	31 25%	13 20%	8 40%	21 18%	68 27%	40 21%	40 25%	18 23%	179 24%	8 15%	175 24%	58 25%	50 23%
11-20 minutes	(15.5)	26 3%	9 5%	10 2%	6 5%	2 3%	-	3 2%	9 3%	9 5%	2 1%	4 4%	23 3%	3 6%	23 3%	5 2%	8 4%
21-30 minutes	(25.5)	9 1%	2 1%	3 1%	2 2%	2 3%	-	2 1%	3 1%	2 1%	1 1%	1 1%	9 1%	-	9 1%	1 *	1 *
More than 30 minutes	(35.5)	15 2%	2 1%	7 2%	6 4%	1 1%	-	2 2%	2 1%	7 4%g	1 1%	3 3%	13 2%	2 4%	13 2%	-	4 2%
Can't access	(0)	24 3%	8 5%	11 3%	3 2%	2 4%	-	6 5%h	12 5%h	1 1%	4 2%	1 2%	18 2%	6 11%k	17 2%	6 2%	8 4%
Don't Know		40 5%	12 7%	21 5%	6 5%	1 2%	-	9 8%	17 7%	6 3%	6 4%	2 3%	30 4%	9 17%k	30 4%	6 2%	4 2%
Mean Score inc Can't access		5.014	4.714	4.774	6.317b	4.985	4.524	4.648	4.837	5.797i	4.275	5.700	4.981	5.525	5.005n	4.105	4.734
Standard Deviation		5.774	5.534	5.221	7.786	5.871	2.520	5.805	4.868	7.213	4.117	7.039	5.624	7.837	5.664	3.163	5.426
Error Variance		0.049	0.219	0.074	0.577	0.627	0.424	0.334	0.108	0.327	0.126	0.698	0.050	1.307	0.051	0.053	0.160
Mean Score Exc Can't access		5.178	4.994	4.904	6.453b	5.174	4.524	4.895	5.106	5.831i	4.376	5.807	5.108	6.415	5.127n	4.212	4.918
Standard Deviation		5.795	5.572	5.232	7.814	5.899	2.520	5.856	4.863	7.221	4.112	7.061	5.638	8.107	5.678	3.133	5.448
Error Variance		0.051	0.237	0.076	0.593	0.657	0.424	0.361	0.115	0.330	0.129	0.712	0.051	1.685	0.053	0.053	0.168

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?

Base: All aware of separate mobile bill received

		Total	GOVERNMENT REGIONS												COUNTRY			
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		725	26	84	61	44	49	70	127	117	53	33	48	13	631	48	33	13
Weighted Base		800	29**	91*	70*	48*	53*	83*	136	128	57*	35*	58*	13**	694	58*	35*	13**
Less than 5 minutes	(2.5)	499 62%	20 71%	50 55%	35 50%	27 55%	35 66%	50 60%	77 57%	96 75%bcd fgj	37 65%	19 55%	43 75%bcg	9 71%	427 62%	43 75%	19 55%	9 71%
5-10 minutes	(7.5)	187 23%	5 16%	21 23%	25 35%hk	12 26%	13 25%	20 24%	40 29%hk	20 16%	13 22%	9 24%	8 14%	2 16%	169 24%	8 14%	9 24%	2 16%
11-20 minutes	(15.5)	26 3%	1 4%	6 6%	3 5%	2 5%	1 1%	3 4%	4 3%	2 2%	1 2%	1 2%	2 3%	-	24 3%	2 3%	1 2%	-
21-30 minutes	(25.5)	9 1%	- 3%	3 3%	1 2%	- 4%	1 1%	1 1%	1 1%	1 1%	- 3%	1 3%	-	-	8 1%	-	1 3%	-
More than 30 minutes	(35.5)	15 2%	- 2%	1 2%	5 7%	2 4%	1 1%	1 1%	2 2%	2 2%	- -	- 2%	1 -	-	14 2%	1 2%	-	-
Can't access	(0)	24 3%	1 4%	3 3%	-	3 6%h	2 3%	2 2%	3 2%	-	4 8%ch	3 9%ch	3 6%h	-	17 3%	3 6%	3 9%h	-
Don't Know		40 5%	1 5%	8 8%k	1 1%	2 4%	1 2%	6 7%	9 7%	6 5%	2 3%	2 7%	-	2 13%	36 5%	-	2 7%	2 13%
Mean Score inc Can't access		5.014	3.778	5.816i	7.522ghi k	5.645	4.586	5.091	5.181	4.317	3.713	4.521	4.134	3.410	5.143	4.134	4.521	3.410
Standard Deviation		5.774	3.197	6.476	8.632	6.994	5.078	5.444	5.445	5.240	2.885	4.871	5.385	2.019	5.887	5.385	4.871	2.019
Error Variance		0.049	0.409	0.552	1.242	1.165	0.537	0.463	0.253	0.245	0.163	0.765	0.604	0.370	0.058	0.604	0.765	0.370
Mean Score Exc Can't access		5.178	3.941	6.012	7.522ghi k	6.018	4.754	5.214	5.301	4.317	4.027	5.028	4.383	3.410	5.283	4.383	5.028	3.410
Standard Deviation		5.795	3.164	6.494	8.632	7.065	5.092	5.450	5.450	5.240	2.784	4.882	5.447	2.019	5.904	5.447	4.882	2.019
Error Variance		0.051	0.417	0.578	1.242	1.280	0.564	0.479	0.261	0.245	0.169	0.851	0.659	0.370	0.061	0.659	0.851	0.370

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?

Base: All aware of separate mobile bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	725	725	551	502	374	322	57	78	643	3	401	432	89	725
Weighted Base	800	800	603	557	415	358	61*	76*	720	3**	433	486	101*	800
Less than 5 minutes	(2.5)	499	499	384	357	239	36	38	460	1	254	324	66	499
	62%	62%	64%	64%	64%	67%	59%	49%	64%g	39%	59%	67%j	65%	62%
5-10 minutes	(7.5)	187	187	137	131	77	17	16	170	1	100	112	22	187
	23%	23%	23%	24%	23%	21%	28%	21%	24%	40%	23%	23%	22%	23%
11-20 minutes	(15.5)	26	26	19	18	11	-	2	24	-	16	16	4	26
	3%	3%	3%	3%	3%	3%	-	2%	3%	-	4%	3%	4%	3%
21-30 minutes	(25.5)	9	9	6	7	1	3	1	7	1	4	7	4	9
	1%	1%	1%	1%	1%	*	4%e	1%	1%	21%	1%	2%	4%	1%
More than 30 minutes	(35.5)	15	15	7	7	1	2	-	15	-	9	5	1	15
	2%	2%	1%	1%	*	*	4%e	-	2%	-	2%	1%	1%	2%
Can't access	(0)	24	24	20	15	11	-	9	15	-	20	8	1	24
	3%	3%	3%	3%	3%	3%	-	11%h	2%	-	5%k	2%	1%	3%
Don't Know		40	40	29	22	18	3	11	29	-	29	13	3	40
	5%	5%	5%	4%	5%	5%	5%	15%h	4%	-	7%k	3%	3%	5%
Mean Score inc Can't access	5.014	5.014	4.702	4.855	4.503	4.156	6.434e	4.137	5.069	9.369	5.163	4.810	5.301	5.014
Standard Deviation	5.774	5.774	5.159	5.355	4.511	3.718	7.983	4.273	5.865	10.774	6.137	5.200	5.941	5.774
Error Variance	0.049	0.049	0.051	0.060	0.057	0.045	1.180	0.281	0.056	38.690	0.102	0.065	0.410	0.049
Mean Score Exc Can't access	5.178	5.178	4.871	4.994	4.657	4.292	6.434e	4.769	5.185	9.369	5.435	4.895	5.373	5.178
Standard Deviation	5.795	5.795	5.172	5.367	4.509	3.700	7.983	4.246	5.881	10.774	6.178	5.205	5.949	5.795
Error Variance	0.051	0.051	0.053	0.062	0.060	0.047	1.180	0.328	0.058	38.690	0.109	0.066	0.416	0.051

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?

Base: All aware of separate mobile bill received

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	725	8	4	1	171	11	13	5	1	1	154	11
Weighted Base	800	8**	4**	1**	187	11**	15**	4**	1**	1**	174	12**
Less than 5 minutes	(2.5) 499 62%	6 73%	2 50%	- -	127 68%	7 67%	8 54%	3 74%	1 100%	1 100%	111 63%	8 68%
5-10 minutes	(7.5) 187 23%	- -	1 26%	1 100%	38 20%	1 7%	6 39%	- -	- -	- -	44 25%	4 32%
11-20 minutes	(15.5) 26 3%	- -	- -	- -	6 3%	- -	- -	- -	- -	- -	5 3%	- -
21-30 minutes	(25.5) 9 1%	1 13%	1 24%	- -	- -	- -	1 7%	1 14%	- -	- -	- -	- -
More than 30 minutes	(35.5) 15 2%	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	1 1%	- -
Can't access	(0) 24 3%	- -	- -	- -	5 3%	1 8%	- -	- -	- -	- -	5 3%	- -
Don't Know	40 5%	1 14%	- -	- -	8 4%	2 19%	- -	1 12%	- -	- -	9 5%	- -
Mean Score inc Can't access	5.014	5.903	9.313	7.500	4.413	2.663	6.022	6.111	2.500	2.500	4.352	4.097
Standard Deviation	5.774	8.810	10.606	-	4.789	1.704	6.004	9.749	-	-	3.960	2.438
Error Variance	0.049	11.089	28.121	-	0.141	0.323	2.773	23.759	-	-	0.108	0.540
Mean Score Exc Can't access	5.178	5.903	9.313	7.500	4.536	2.943	6.022	6.111	2.500	2.500	4.490	4.097
Standard Deviation	5.795	8.810	10.606	-	4.797	1.520	6.004	9.749	-	-	3.945	2.438
Error Variance	0.051	11.089	28.121	-	0.146	0.289	2.773	23.759	-	-	0.111	0.540

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?****Base: All aware of separate mobile bill received**

		ITV OVERLAP REGIONS										
Total		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)	
Unweighted Base		725	59	232	26	47	51	123	96	73	41	48
Weighted Base		800	65*	257	27**	51*	60*	133	103*	82*	46*	58*
Less than 5 minutes	(2.5)	499 62%	52 80%bdfgh	160 62%	21 78%	29 58%	43 72%h	82 62%	56 55%	40 49%	31 66%	43 75%gh
5-10 minutes	(7.5)	187 23%	8 12%	63 25%a	3 11%	13 26%	10 17%	35 26%a	25 24%	28 34%aej	12 26%	8 14%
11-20 minutes	(15.5)	26 3%	- -	9 4%	1 4%	1 1%	- -	3 2%	6 5%	4 5%	1 2%	2 3%
21-30 minutes	(25.5)	9 1%	- -	2 1%	- -	1 2%	1 2%	1 3%	3 3%	1 2%	- -	- -
More than 30 minutes	(35.5)	15 2%	- -	4 2%	- -	- -	2 3%	2 2%	1 1%	6 7%ab	- -	1 2%
Can't access	(0)	24 3%	3 4%	3 1%	2 6%	3 7%b	2 3%	5 3%	3 3%	1 2%	1 2%	3 6%b
Don't Know		40 5%	3 4%	15 6%	- -	3 6%	2 4%	5 4%	9 8%hj	1 1%	1 3%	- -
Mean Score inc Can't access		5.014	3.015	5.076a	3.442	4.390a	4.834	4.840a	5.640a	7.625abdfi	4.108a	4.134
Standard Deviation		5.774	1.767	5.554	3.113	4.238	6.835	5.407	6.182	8.955	2.952	5.385
Error Variance		0.049	0.055	0.143	0.373	0.408	0.953	0.248	0.439	1.114	0.218	0.604
Mean Score Exc Can't access		5.178	3.143	5.137a	3.681	4.718a	4.991	5.023a	5.850a	7.759abfij	4.213a	4.383
Standard Deviation		5.795	1.688	5.559	3.079	4.213	6.890	5.424	6.198	8.976	2.914	5.447
Error Variance		0.051	0.053	0.145	0.395	0.433	1.010	0.260	0.463	1.151	0.218	0.659

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_02 How long do you think it would take you to access the most recent bill for your Mobile Phone if you needed to?

Base: All aware of separate mobile bill received

		CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED							
		Total	Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)	
Unweighted Base		725	337	31	131	122	-	114	-	10	-	4	33	17	366	131	230	10	4	51	
Weighted Base		800	385	34**	144	131	-**	128	-**	10**	-**	3**	32*	19**	417	144	252	10**	3**	52*	
Less than 5 minutes		(2.5)	499	255	23	90	72	-	80	-	4	-	1	18	13	275	90	148	4	1	32
			62%	66% ^d	66%	62%	55%	-	62%	-	41%	-	29%	55%	70%	66%	62%	59%	41%	29%	61%
5-10 minutes		(7.5)	187	85	9	37	36	-	26	-	2	-	1	8	2	95	37	60	2	1	9
			23%	22%	27%	26%	28%	-	20%	-	21%	-	32%	23%	10%	23%	26%	24%	21%	32%	18%
11-20 minutes		(15.5)	26	9	-	5	6	-	5	-	-	-	1	2	-	9	5	11	-	1	2
			3%	2%	-	4%	5%	-	4%	-	-	-	39%	5%	-	2%	4%	4%	-	39%	3%
21-30 minutes		(25.5)	9	5	1	1	4	-	1	-	-	-	-	-	-	6	1	4	-	-	-
			1%	1%	2%	1%	3%	-	*	-	-	-	-	-	-	1%	1%	1%	-	-	-
More than 30 minutes		(35.5)	15	5	-	2	2	-	5	-	1	-	-	2	1	5	2	7	1	-	3
			2%	1%	-	1%	2%	-	4%	-	10%	-	-	5%	5%	1%	1%	3%	10%	-	5%
Can't access		(0)	24	10	1	2	4	-	7	-	2	-	-	1	-	11	2	10	2	-	1
			3%	3%	3%	2%	3%	-	5%	-	22%	-	-	2%	-	3%	2%	4%	22%	-	1%
Don't Know			40	15	1	7	7	-	5	-	1	-	-	3	3	16	7	12	1	-	6
			5%	4%	3%	5%	5%	-	4%	-	7%	-	-	9%	15%	4%	5%	5%	7%	-	11% ^m
Mean Score inc Can't access			5.014	4.662	4.241	4.942	5.799	-	5.389	-	6.532	-	9.116	6.246	5.156	4.640	4.942	5.580	6.532	9.116	5.787
Standard Deviation			5.774	5.233	3.735	5.188	6.375	-	7.169	-	10.897	-	6.604	7.913	8.282	5.135	5.188	6.779	10.897	6.604	7.890
Error Variance			0.049	0.085	0.465	0.217	0.353	-	0.472	-	13.195	-	10.902	2.159	4.899	0.075	0.217	0.211	13.195	10.902	1.415
Mean Score Exc Can't access			5.178	4.797	4.359	5.023	5.969	-	5.710	-	8.485	-	9.116	6.393	5.156	4.774	5.023	5.833 ^m	8.485	9.116	5.873
Standard Deviation			5.795	5.247	3.717	5.192	6.389	-	7.255	-	11.863	-	6.604	7.947	8.282	5.147	5.192	6.824	11.863	6.604	7.917
Error Variance			0.051	0.088	0.477	0.223	0.368	-	0.516	-	20.105	-	10.902	2.256	4.899	0.078	0.223	0.225	20.105	10.902	1.458

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?

Base: All aware of separate Landline Phone bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	709	335	374	15	65	79	104	111	335	141	167	156	245	308	401
Weighted Base	654	309	346	18**	74*	86*	113	123	241	139	172	132	210	312	343
Less than 5 minutes	(2.5) 374 57%	184 60%	189 55%	12 64%	39 52%	55 65%	68 60%	70 57%	130 54%	90 65%l	107 62%l	73 55%	104 49%	197 63%n	177 52%
5-10 minutes	(7.5) 143 22%	61 20%	82 24%	5 25%	20 27%	20 23%	23 20%	28 23%	47 20%	30 21%	36 21%	33 25%	44 21%	65 21%	77 23%
11-20 minutes	(15.5) 21 3%	9 3%	12 4%	- -	2 3%	1 1%	3 3%	7 6%	8 3%	3 2%	7 4%	5 4%	7 3%	9 3%	12 3%
21-30 minutes	(25.5) 7 1%	3 1%	4 1%	1 8%	- -	- -	1 1%	1 1%	3 1%	- -	4 2%	1 1%	2 1%	4 1%	2 1%
More than 30 minutes	(35.5) 25 4%	12 4%	13 4%	- -	3 4%	3 3%	7 6%	5 4%	7 3%	3 2%	5 3%	8 6%	9 4%	8 3%	17 5%
Can't access	(0) 39 6%	16 5%	23 7%	1 3%	5 7%	3 4%	6 5%	7 6%	17 7%	10 7%	4 3%	5 4%	20 9%jk	14 5%	24 7%
Don't Know	46 7%	23 8%	23 7%	- -	4 5%	4 4%	5 5%	4 4%	29 12%efg	4 3%	10 6%	8 6%	25 12%ij	14 4%	33 10%m
Mean Score inc Can't access	5.569	5.475	5.651	5.460	5.721	4.907	6.106	5.806	5.378	4.472	5.608	6.510i	5.704	5.091	6.028
Standard Deviation	7.285	7.316	7.268	6.434	7.352	6.365	8.499	7.279	7.052	5.659	6.949	8.411	7.754	6.409	8.021
Error Variance	0.081	0.176	0.152	2.760	0.886	0.533	0.730	0.495	0.169	0.235	0.310	0.488	0.280	0.141	0.179
Mean Score Exc Can't access	5.947	5.792	6.086	5.645	6.197	5.099	6.461	6.179	5.833	4.821	5.766	6.766i	6.380	5.347	6.542
Standard Deviation	7.378	7.402	7.365	6.463	7.459	6.413	8.611	7.354	7.162	5.731	6.982	8.474	7.935	6.463	8.153
Error Variance	0.089	0.190	0.170	2.984	0.976	0.563	0.789	0.541	0.189	0.261	0.321	0.517	0.328	0.150	0.201

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?****Base: All aware of separate Landline Phone bill received**

		Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
			Married/ Living as married (a)	Single (b)	Widow divorced separated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base		709	400	92	217	210	62	18	419	113	596
Weighted Base		654	381	92*	182	237	63*	18**	336	120	534
Less than 5 minutes	(2.5)	374 57%	222 58%	57 63%	94 52%	147 62%	30 48%	14 78%	183 54%	68 57%	306 57%
5-10 minutes	(7.5)	143 22%	94 25%b	12 13%	37 20%	55 23%	18 28%	1 4%	69 21%	28 24%	114 21%
11-20 minutes	(15.5)	21 3%	13 3%	2 2%	7 4%	8 3%	- -	- -	13 4%	3 3%	18 3%
21-30 minutes	(25.5)	7 1%	3 1%	- -	3 2%	3 1%	1 1%	- -	3 1%	- -	7 1%
More than 30 minutes	(35.5)	25 4%	11 3%	6 6%	8 5%	7 3%	4 7%	2 8%	11 3%	6 5%	19 3%
Can't access	(0)	39 6%	21 5%	5 6%	13 7%	8 3%	6 9% ^d	1 4%	24 7% ^d	7 6%	31 6%
Don't Know		46 7%	17 5%	9 10% ^a	19 11% ^a	9 4%	4 6%	1 6%	32 10% ^d	7 6%	40 7%
Mean Score inc Can't access		5.569	5.294	5.634	6.151	5.433	6.542	5.486	5.485	5.762	5.524
Standard Deviation		7.285	6.494	8.596	8.196	6.753	9.081	9.625	7.155	7.774	7.176
Error Variance		0.081	0.112	0.901	0.350	0.227	1.422	5.449	0.136	0.570	0.094
Mean Score Exc Can't access		5.947	5.613	6.021	6.671	5.620	7.274	5.749	5.963	6.161	5.898
Standard Deviation		7.378	6.552	8.757	8.331	6.791	9.298	9.785	7.267	7.885	7.264
Error Variance		0.089	0.120	1.009	0.394	0.238	1.631	5.984	0.153	0.628	0.103

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?****Base: All aware of separate Landline Phone bill received**

		Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
			1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base		709	253	352	68	29	7	234	280	100	67	28	411	298	398	108	85
Weighted Base		654	216	330	70*	30**	8**	199	249	105*	71*	30**	421	234	409	122	92*
Less than 5 minutes	(2.5)	374 57%	115 53%	196 59%	43 61%	15 51%	5 62%	109 55%	145 58%	59 56%	43 60%	19 64%	250 59%	124 53%	244 60%	80 66%	56 61%
5-10 minutes	(7.5)	143 22%	36 17%	80 24%a	16 23%	8 27%	2 24%	32 16%	61 25%f	28 26%f	14 20%	7 25%	102 24%l	40 17%	97 24%	25 21%	16 18%
11-20 minutes	(15.5)	21 3%	9 4%	9 3%	1 1%	2 7%	1 14%	8 4%	7 3%	2 2%	1 1%	3 11%	13 3%	8 4%	13 3%	4 4%	4 4%
21-30 minutes	(25.5)	7 1%	2 1%	2 1%	2 3%	- -	- -	2 1%	2 1%	2 2%	- -	- -	5 1%	2 1%	5 1%	1 1%	1 2%
More than 30 minutes	(35.5)	25 4%	12 5%	10 3%	2 3%	1 4%	- -	11 5%	6 2%	4 3%	5 7%	- -	15 4%	9 4%	15 4%	2 2%	5 5%
Can't access	(0)	39 6%	14 7%	20 6%	2 3%	3 9%	- -	12 6%	15 6%	4 4%	7 9%	- -	18 4%	21 9%k	18 4%	5 4%	7 7%
Don't Know		46 7%	28 13%b	14 4%	3 4%	1 3%	- -	25 13%gi	12 5%	6 6%	3 4%	- -	17 4%	29 13%k	17 4%	4 3%	3 3%
Mean Score inc Can't access		5.569	6.186	5.133	5.804	5.769	5.529	6.138	5.059	5.794	5.706	5.221	5.622	5.464	5.641	4.813	5.939
Standard Deviation		7.285	8.574	6.443	7.464	7.058	4.861	8.579	6.092	7.237	8.535	4.331	7.112	7.632	7.201	5.682	8.291
Error Variance		0.081	0.336	0.124	0.871	1.779	3.376	0.363	0.141	0.563	1.138	0.670	0.129	0.224	0.137	0.308	0.838
Mean Score Exc Can't access		5.947	6.691	5.479	5.976	6.339	5.529	6.612	5.404	6.067	6.310	5.221	5.882	6.082	5.910	5.008	6.426
Standard Deviation		7.378	8.726	6.513	7.507	7.154	4.861	8.727	6.147	7.294	8.764	4.331	7.169	7.816	7.263	5.712	8.442
Error Variance		0.089	0.379	0.136	0.909	1.968	3.376	0.407	0.153	0.598	1.324	0.670	0.137	0.262	0.145	0.320	0.926

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?

Base: All aware of separate Landline Phone bill received

		Total	GOVERNMENT REGIONS												COUNTRY			
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		709	29	76	70	47	47	68	72	110	70	40	63	17	589	63	40	17
Weighted Base		654	25**	69*	66*	41*	42*	60*	72*	107	65*	36*	57*	13**	547	57*	36*	13**
Less than 5 minutes	(2.5)	374 57%	16 62%	26 38%	35 53%	21 52%	25 58%b	33 54%	35 49%	68 63%b	43 66%b	22 60%b	40 69%bg	12 87%	301 55%	40 69% _m	22 60%	12 87%
5-10 minutes	(7.5)	143 22%	3 13%	18 26% _k	20 30% _{ik}	13 31% _{ik}	11 26% _k	15 26% _k	23 32% _{hik}	18 17%	9 13%	7 20%	4 7%	2 13%	130 24% _n	4 7%	2 20%	2 13%
11-20 minutes	(15.5)	21 3%	2 8%	3 5%	2 3%	2 5%	1 2%	3 5%	3 4%	4 4%	1 2%	- -	1 2%	- -	20 4%	1 2%	- -	- -
21-30 minutes	(25.5)	7 1%	- -	- -	1 2%	1 2%	1 2%	- -	1 2%	1 1%	- -	1 4%	- -	- -	5 1%	- -	1 4%	- -
More than 30 minutes	(35.5)	25 4%	- -	4 5%	4 6% _g	2 5%	1 2%	2 3%	- -	5 5%	4 6% _g	1 3%	3 4%	- -	21 4%	3 4%	1 3%	- -
Can't access	(0)	39 6%	2 8%	4 6%	3 4%	1 1%	3 6%	5 8%	3 4%	4 4%	5 8%	4 11%	7 12% _h	- -	28 5%	7 12% _m	4 11%	- -
Don't Know		46 7%	2 9%	14 21% _{cdefhijk}	1 2%	2 4%	2 6%	3 5%	7 10%	7 7%	3 5%	1 3%	- 5%	- -	42 8%	3 5%	1 3%	- -
Mean Score inc Can't access		5.569	4.173	6.947	6.833	6.904	4.970	5.325	5.114	5.681	5.426	5.163	4.350	3.172	5.791	4.350	5.163	3.172
Standard Deviation		7.285	4.171	8.533	8.642	8.125	5.899	6.530	4.337	7.778	8.517	7.368	7.348	1.773	7.353	7.348	7.368	1.773
Error Variance		0.081	0.669	1.234	1.098	1.467	0.791	0.666	0.294	0.599	1.099	1.392	0.915	0.185	0.101	0.915	1.392	0.185
Mean Score Exc Can't access		5.947	4.571	7.477	7.109	7.006	5.301	5.787	5.333	5.914	5.935	5.813	4.973	3.172	6.130	4.973	5.813	3.172
Standard Deviation		7.378	4.151	8.627	8.703	8.142	5.948	6.610	4.295	7.849	8.740	7.579	7.663	1.773	7.427	7.663	7.579	1.773
Error Variance		0.089	0.718	1.353	1.165	1.507	0.842	0.753	0.302	0.635	1.295	1.641	1.129	0.185	0.109	1.129	1.641	0.185

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?

Base: All aware of separate Landline Phone bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	709	535	709	336	242	16	72	308	221	3	574	203	50	709	
Weighted Base	654	516	654	348	244	17**	75*	270	241	3**	514	219	52*	654	
Less than 5 minutes	(2.5)	374 57%	306 59%	374 57%	206 59%	140 57%	11 67%	41 55%	156 58%	147 61%	1 39%	287 56%	146 67% _{jm}	29 55%	374 57%
5-10 minutes	(7.5)	143 22%	115 22%	143 22%	87 25%	60 25%	3 17%	21 27%	60 22%	54 22%	1 40%	105 20%	46 21%	15 29%	143 22%
11-20 minutes	(15.5)	21 3%	16 3%	21 3%	11 3%	8 3%	1 4%	- -	8 3%	8 3%	- -	14 3%	8 4%	1 1%	21 3%
21-30 minutes	(25.5)	7 1%	5 1%	7 1%	3 1%	2 1%	- -	2 3%	2 1%	3 1%	1 21%	6 1%	1 *	2 4% _k	7 1%
More than 30 minutes	(35.5)	25 4%	20 4%	25 4%	12 3%	6 2%	- -	4 6%	13 5%	8 3%	- -	22 4%	3 2%	1 2%	25 4%
Can't access	(0)	39 6%	26 5%	39 6%	17 5%	16 7%	- -	3 3%	13 5%	12 5%	- -	37 7%	11 5%	2 5%	39 6%
Don't Know		46 7%	27 5%	46 7% _c	13 4%	12 5%	2 12%	4 6%	18 7%	9 4%	- -	42 8% _{kl}	4 2%	2 4%	46 7% _k
Mean Score inc Can't access	5.569	5.578	5.569	5.498	5.041	4.017	6.498	5.796	5.312	9.369	5.687	4.525	5.682	5.569	
Standard Deviation	7.285	7.277	7.285	6.899	6.041	3.247	8.540	7.708	6.786	10.774	7.738	5.162	6.723	7.285	
Error Variance	0.081	0.105	0.081	0.148	0.160	0.753	1.089	0.208	0.217	38.690	0.115	0.134	0.942	0.081	
Mean Score Exc Can't access	5.947	5.889	5.947	5.783	5.420	4.017	6.743	6.122	5.612	9.369	6.164 _k	4.763	5.976	5.947 _k	
Standard Deviation	7.378	7.353	7.378	6.959	6.098	3.247	8.605	7.795	6.854	10.774	7.872	5.189	6.767	7.378	
Error Variance	0.089	0.113	0.089	0.158	0.176	0.753	1.139	0.225	0.234	38.690	0.129	0.142	0.996	0.089	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?

Base: All aware of separate Landline Phone bill received

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	709	9	8	-	31	3	13	6	1	1	8	11
Weighted Base	654	9**	8**	..	32**	2**	14**	6**	1**	1**	9**	12**
Less than 5 minutes	(2.5) 374 57%	7 76%	4 51%	-	15 46%	1 40%	10 73%	5 89%	1 100%	1 100%	3 29%	7 57%
5-10 minutes	(7.5) 143 22%	-	2 27%	-	10 32%	-	2 13%	-	-	-	5 55%	5 43%
11-20 minutes	(15.5) 21 3%	-	1 8%	-	-	-	-	-	-	-	-	-
21-30 minutes	(25.5) 7 1%	-	-	-	1 4%	-	-	1 11%	-	-	-	-
More than 30 minutes	(35.5) 25 4%	1 11%	-	-	3 10%	-	-	-	-	-	-	-
Can't access	(0) 39 6%	-	1 14%	-	-	-	-	-	-	-	1 16%	-
Don't Know	46 7%	1 13%	-	-	2 7%	1 60%	2 14%	-	-	-	-	-
Mean Score inc Can't access	5.569	6.717	4.535	-	8.931	2.500	3.232	4.989	2.500	2.500	4.882	4.668
Standard Deviation	7.285	11.756	4.414	-	10.702	-	1.844	7.897	-	-	3.210	2.591
Error Variance	0.081	17.276	2.435	-	4.090	-	0.309	10.395	-	-	1.288	0.610
Mean Score Exc Can't access	5.947	6.717	5.279	-	8.931	2.500	3.232	4.989	2.500	2.500	5.792	4.668
Standard Deviation	7.378	11.756	4.316	-	10.702	-	1.844	7.897	-	-	2.542	2.591
Error Variance	0.089	17.276	2.661	-	4.090	-	0.309	10.395	-	-	0.923	0.610

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?****Base: All aware of separate Landline Phone bill received**

		ITV OVERLAP REGIONS									
Total		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		709	64	159	43	58	54	116	87	48	63
Weighted Base		654	60*	155	40*	53*	49*	106	79*	80*	57*
Less than 5 minutes		(2.5) 374	44	87	29	32	22	61	32	45	28
		57%	74% ^{belgh}	56% ^g	73% ^{eg}	60% ^g	44%	57% ^g	40%	57% ^g	65% ^{eg}
5-10 minutes		(7.5) 143	6	39	4	8	14	29	21	23	8
		22%	11%	25% ^{acj}	10%	16%	29% ^{acj}	28% ^{acj}	27% ^{acj}	29% ^{acj}	19%
11-20 minutes		(15.5) 21	1	6	-	1	3	3	4	2	2
		3%	1%	4%	-	2%	6%	2%	5%	2%	5%
21-30 minutes		(25.5) 7	-	2	-	1	-	2	-	1	-
		1%	-	1%	-	3%	-	2%	-	2%	-
More than 30 minutes		(35.5) 25	3	5	2	1	2	3	4	4	-
		4%	4%	3%	5%	2%	4%	3%	5%	5%	-
Can't access		(0) 39	1	6	2	5	5	4	4	3	2
		6%	2%	4%	6%	10%	9%	4%	5%	4%	5%
Don't Know		46	4	10	3	4	4	5	14	1	3
		7%	7%	7%	6%	8%	9%	5%	18% ^{bifhj}	2%	7%
Mean Score inc Can't access		5.569	4.769	5.731	4.622	4.716	5.943	5.467	6.679	6.262	4.046
Standard Deviation		7.285	7.314	6.932	7.587	6.555	7.190	6.473	7.999	7.988	3.463
Error Variance		0.081	0.922	0.327	1.439	0.811	1.055	0.381	0.914	0.751	0.273
Mean Score Exc Can't access		5.947	4.900	5.970	4.937	5.297	6.610	5.683	7.106i	6.518	4.259
Standard Deviation		7.378	7.371	6.974	7.746	6.726	7.289	6.507	8.066	8.047	3.422
Error Variance		0.089	0.970	0.345	1.622	0.962	1.236	0.399	0.986	0.799	0.279

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

* small base

Billing (QS7751 - 640210)

Q.10_03 How long do you think it would take you to access the most recent bill for your Landline Phone if you needed to?

Base: All aware of separate Landline Phone bill received

		Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
			Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homechoice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		709	239	34	50	187	2	177	-	2	-	7	84	3	271	50	350	2	7	90
	Weighted Base	654	241	33*	48*	169	2**	157	-**	2**	-**	4**	69*	4**	272	48*	314	2**	4**	75*
Less than 5 minutes	(2.5)	374 57%	141 58%	19 57%	28 58%	97 57%	2 100%	99 63%	-	2 100%	-	2 47%	36 52%	2 55%	157 58%	28 58%	186 59%	2 100%	2 47%	41 54%
5-10 minutes	(7.5)	143 22%	52 21%	7 22%	14 29%	36 21%	-	23 15%	-	-	-	2 39%	16 23%	-	59 22%	14 29%	58 19%	-	2 39%	16 21%
11-20 minutes	(15.5)	21 3%	9 4%	2 6%	4 7%	5 3%	-	3 2%	-	-	-	-	2 3%	-	11 4%	4 7%	7 2%	-	-	2 2%
21-30 minutes	(25.5)	7 1%	1 *	1 2%	-	2 1%	-	3 2%	-	-	-	-	1 1%	-	2 1%	-	5 1%	-	-	1 1%
More than 30 minutes	(35.5)	25 4%	8 3%	* 1%	-	8 5%	-	6 4%	-	-	-	-	7 9%ac	-	8 3%	-	13 4%	-	-	7 9%mn
Can't access	(0)	39 6%	18 8%k	2 5%	1 2%	7 4%	-	11 7%	-	-	-	-	1 1%	2 45%	20 7%	1 2%	18 6%	-	-	2 3%
Don't Know		46 7%	12 5%	2 7%	2 4%	14 8%	-	13 8%	-	-	-	1 13%	7 10%	-	14 5%	2 4%	27 9%	-	1 13%	7 9%
Mean Score inc Can't access		5.569	5.206	5.347	4.947	5.948	2.500	5.233	-	2.500	-	4.771	7.970af	1.365	5.248	4.947	5.537	2.500	4.771	7.409m
Standard Deviation		7.285	6.785	6.125	3.849	7.906	-	7.604	-	-	-	2.892	10.302	1.454	6.727	3.849	7.604	-	2.892	9.981
Error Variance		0.081	0.204	1.172	0.315	0.370	-	0.359	-	-	-	1.393	1.434	0.704	0.177	0.315	0.183	-	1.393	1.245
Mean Score Exc Can't access		5.947	5.655	5.652	5.035	6.232	2.500	5.645	-	2.500	-	4.771	8.056a	2.500	5.687	5.035	5.898	2.500	4.771	7.674
Standard Deviation		7.378	6.891	6.160	3.825	7.983	-	7.750	-	-	-	2.892	10.324	0.000	6.822	3.825	7.711	-	2.892	10.058
Error Variance		0.089	0.229	1.265	0.318	0.396	-	0.406	-	-	-	1.393	1.460	0.000	0.198	0.318	0.202	-	1.393	1.297

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?

Base: All aware of separate fixed line broadband bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	
Unweighted Base	300	165	135	15	57	54	64	55	55	96	83	58	63	179	121	
Weighted Base	314	176	138	19**	66*	59*	71*	61*	39*	102*	93*	58*	61*	195	120	
Less than 5 minutes	(2.5)	181 57%	111 63%b	70 51%	11 61%	30 45%	37 63%	41 58%	42 69%dh	19 49%	63 61%	54 58%	33 57%	31 51%	117 60%	64 54%
5-10 minutes	(7.5)	85 27%	46 26%	39 28%	3 19%	27 41%gh	16 28%	18 26%	11 18%	9 23%	26 26%	21 23%	18 30%	20 32%	47 24%	38 31%
11-20 minutes	(15.5)	13 4%	4 2%	10 7%a	- -	1 2%	- -	5 8%e	3 6%	3 9%e	4 4%	6 6%	* 1%	3 5%	10 5%	3 3%
21-30 minutes	(25.5)	5 2%	4 2%	2 1%	1 8%	- -	1 2%	- -	2 3%	1 2%	1 1%	3 3%	- -	2 3%	4 2%	2 2%
More than 30 minutes	(35.5)	8 2%	4 2%	4 3%	- -	3 5%	2 4%	1 1%	1 2%	1 2%	3 3%	2 2%	3 5%	- -	5 3%	3 2%
Can't access	(0)	3 1%	2 1%	1 1%	- -	- -	- -	2 3%	1 2%	- -	1 1%	- -	1 1%	1 2%	1 1%	2 2%
Don't Know	19 6%	7 4%	12 9%	2 13%	5 8%g	2 4%	3 4%	- -	6 17%efg	4 4%	7 8%	3 6%	4 7%	11 6%	8 6%	6 6%
Mean Score inc Can't access	5.796	5.316	6.444	5.609	6.604	5.635	5.272	5.479	6.325	5.506	6.133	5.938	5.645	5.800	5.789	
Standard Deviation	6.543	6.179	6.977	6.722	7.254	7.041	5.337	6.654	6.536	6.415	6.950	7.516	5.100	6.659	6.377	
Error Variance	0.153	0.243	0.396	3.227	1.012	0.953	0.467	0.805	0.929	0.447	0.653	1.009	0.449	0.267	0.357	
Mean Score Exc Can't access	5.857	5.389	6.485	5.609	6.604	5.635	5.429	5.583	6.325	5.572	6.133	6.026	5.762	5.836	5.892	
Standard Deviation	6.550	6.190	6.980	6.722	7.254	7.041	5.336	6.674	6.536	6.425	6.950	7.537	5.087	6.664	6.386	
Error Variance	0.155	0.247	0.399	3.227	1.012	0.953	0.483	0.825	0.929	0.454	0.653	1.033	0.454	0.269	0.364	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?****Base: All aware of separate fixed line broadband bill received**

		Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
			Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base		300	203	52	45	149	39	16	96	79	221
Weighted Base		314	215	57*	42*	173	40*	17**	84*	86*	229
Less than 5 minutes	(2.5)	181 57%	127 59%	34 59%	20 49%	97 56%	24 59%	13 78%	47 56%	49 57%	132 58%
5-10 minutes	(7.5)	85 27%	57 27%	16 28%	12 29%	51 30%	11 27%	3 16%	20 24%	21 25%	64 28%
11-20 minutes	(15.5)	13 4%	7 3%	- -	6 15%ab	7 4%	- -	- -	7 8%	3 3%	10 5%
21-30 minutes	(25.5)	5 2%	5 2%	1 1%	- -	3 1%	1 3%	- -	2 2%	1 1%	4 2%
More than 30 minutes	(35.5)	8 2%	7 3%	1 2%	- -	5 3%	2 5%	- -	1 1%	3 4%	5 2%
Can't access	(0)	3 1%	2 1%	- -	1 2%	2 1%	1 3%	- -	- -	2 2%	1 1%
Don't Know		19 6%	11 5%	6 10%	3 6%	9 5%	1 3%	1 6%	8 9%	7 8%	12 5%
Mean Score inc Can't access		5.796	5.960	4.968	6.012	5.964	6.182	3.363	5.738	5.908	5.755
Standard Deviation		6.543	7.083	5.413	4.742	6.791	8.108	1.953	5.651	7.309	6.258
Error Variance		0.153	0.263	0.623	0.535	0.325	1.777	0.254	0.371	0.742	0.188
Mean Score Exc Can't access		5.857	6.027	4.968	6.137	6.035	6.368	3.363	5.738	6.058	5.786
Standard Deviation		6.550	7.095	5.413	4.709	6.800	8.158	1.953	5.651	7.339	6.260
Error Variance		0.155	0.266	0.623	0.541	0.330	1.849	0.254	0.371	0.770	0.189

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?

Base: All aware of separate fixed line broadband bill received

		Total	ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
			1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base		300	66	165	43	21	5	54	112	63	50	21	293	7	293	80	58
Weighted Base		314	65*	174	47*	22**	6**	54*	113	70*	54*	23**	309	6**	309	90*	66*
Less than 5 minutes	(2.5)	181	31	103	29	12	5	27	67	41	31	15	179	2	179	58	47
		57%	48%	59%	61%	55%	80%	50%	59%	58%	56%	66%	58%	27%	58%	64%	71%
5-10 minutes	(7.5)	85	18	49	10	6	1	16	33	18	12	6	83	2	83	20	12
		27%	28%	28%	22%	26%	20%	29%	29%	26%	22%	27%	27%	28%	27%	22%	18%
11-20 minutes	(15.5)	13	5	4	2	2	-	4	3	3	2	1	12	1	12	4	1
		4%	8%	2%	5%	9%	-	8%	3%	5%	4%	4%	4%	15%	4%	5%	2%
21-30 minutes	(25.5)	5	1	4	1	-	-	1	2	1	1	-	5	-	5	1	1
		2%	1%	2%	2%	-	-	1%	2%	2%	2%	-	2%	-	2%	2%	2%
More than 30 minutes	(35.5)	8	2	4	1	1	-	1	3	-	4	-	8	-	8	2	2
		2%	3%	2%	2%	5%	-	2%	2%	-	8%h	-	3%	-	3%	2%	3%
Can't access	(0)	3	-	1	1	1	-	-	-	1	2	-	3	-	3	-	-
		1%	-	*	2%	5%	-	-	-	1%	4%g	-	1%	-	1%	-	-
Don't Know		19	7	9	3	-	-	6	5	6	2	1	17	2	17	5	3
		6%	12%	5%	6%	-	-	10%	4%	8%	4%	3%	6%	30%	6%	5%	4%
Mean Score inc Can't access		5.796	6.651	5.543	5.667	6.365	3.479	6.288	5.692	4.930	7.201	4.441	5.776	7.221	5.776	5.565	5.297
Standard Deviation		6.543	7.094	6.219	6.803	7.768	2.169	6.371	6.365	4.373	9.563	3.317	6.561	5.569	6.561	6.503	6.902
Error Variance		0.153	0.853	0.250	1.157	2.873	0.941	0.828	0.382	0.335	1.905	0.550	0.157	6.204	0.157	0.556	0.851
Mean Score Exc Can't access		5.857	6.651	5.570	5.816	6.709	3.479	6.288	5.692	4.992	7.532	4.441	5.839	7.221	5.839	5.565	5.297
Standard Deviation		6.550	7.094	6.222	6.829	7.832	2.169	6.371	6.365	4.365	9.654	3.317	6.569	5.569	6.569	6.503	6.902
Error Variance		0.155	0.853	0.251	1.196	3.067	0.941	0.828	0.382	0.340	2.026	0.550	0.159	6.204	0.159	0.556	0.851

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?

Base: All aware of separate fixed line broadband bill received

		Total	GOVERNMENT REGIONS												COUNTRY			
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		300	11	41	26	20	18	23	43	53	30	16	15	4	265	15	16	4
Weighted Base		314	11**	39*	30**	20**	20**	24**	47*	56*	30**	16**	18**	3**	276	18**	16**	3**
Less than 5 minutes	(2.5)	181 57%	10 91%	21 53%	13 43%	10 52%	12 63%	13 54%	22 48%	38 68%	22 73%	6 39%	11 57%	3 75%	161 58%	11 57%	6 39%	3 75%
5-10 minutes	(7.5)	85 27%	- -	11 29%	14 46%	8 39%	5 27%	8 32%	15 32%	11 20%	5 16%	5 29%	2 12%	1 25%	77 28%	2 12%	5 29%	1 25%
11-20 minutes	(15.5)	13 4%	- -	2 6%	1 2%	1 5%	1 4%	3 11%	3 6%	1 1%	1 4%	- -	1 6%	- -	12 4%	1 6%	- -	- -
21-30 minutes	(25.5)	5 2%	- -	1 3%	- -	- -	- -	- -	1 3%	1 2%	- -	1 9%	1 4%	- -	3 1%	1 4%	1 9%	- -
More than 30 minutes	(35.5)	8 2%	- -	1 2%	2 7%	- -	- -	- -	2 5%	1 2%	1 3%	1 6%	- -	- -	7 2%	- -	1 6%	- -
Can't access	(0)	3 1%	- -	- -	- 4%	1 4%	- -	- -	1 2%	- -	- -	1 7%	- -	- -	2 1%	- -	1 7%	- -
Don't Know		19 6%	1 9%	3 8%	1 2%	- -	1 6%	1 3%	2 5%	4 7%	1 4%	2 10%	4 21%	- -	14 5%	4 21%	2 10%	- -
Mean Score inc Can't access		5.796	2.500	6.061	7.467	4.998	4.534	5.639	7.152	4.929	4.966	8.489	5.361	3.734	5.695	5.361	8.489	3.734
Standard Deviation		6.543	0.000	6.294	8.370	3.596	3.352	4.302	8.128	5.995	6.463	10.408	6.080	2.559	6.324	6.080	10.408	2.559
Error Variance		0.153	0.000	1.101	2.802	0.647	0.661	0.841	1.611	0.733	1.440	7.738	2.843	1.637	0.161	2.843	7.738	1.637
Mean Score Exc Can't access		5.857	2.500	6.061	7.467	5.211	4.534	5.639	7.343	4.929	4.966	9.200	5.361	3.734	5.738	5.361	9.200	3.734
Standard Deviation		6.550	0.000	6.294	8.370	3.513	3.352	4.302	8.151	5.995	6.463	10.539	6.080	2.559	6.329	6.080	10.539	2.559
Error Variance		0.155	0.000	1.101	2.802	0.650	0.661	0.841	1.661	0.733	1.440	8.543	2.843	1.637	0.162	2.843	8.543	1.637

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?

Base: All aware of separate fixed line broadband bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?				
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)	
Unweighted Base	300	277	276	300	153	7	58	106	167	2	180	183	41	300	
Weighted Base	314	290	287	314	164	7**	61*	101*	186	2**	185	201	43*	314	
Less than 5 minutes	(2.5)	181	170	170	181	93	5	33	58	111	-	106	125	22	181
	57%	58%	59%	57%	57%	67%	55%	57%	60%	-	58%	62%	51%	57%	
5-10 minutes	(7.5)	85	76	72	85	46	-	17	27	47	1	45	47	14	85
	27%	26%	25%	27%	28%	-	28%	27%	25%	65%	24%	23%	32%	27%	
11-20 minutes	(15.5)	13	12	13	13	8	2	2	4	7	1	5	10	1	13
	4%	4%	5%	4%	5%	23%	3%	4%	4%	35%	3%	5%	1%	4%	
21-30 minutes	(25.5)	5	4	4	5	3	-	2	2	2	-	4	2	2	5
	2%	1%	1%	2%	2%	-	4%	2%	1%	-	2%	1%	6%	2%	
More than 30 minutes	(35.5)	8	8	7	8	2	-	4	2	6	-	7	3	2	8
	2%	3%	2%	2%	1%	-	7%	2%	3%	-	4%	2%	5%	2%	
Can't access	(0)	3	3	3	3	2	-	-	2	1	-	3	-	1	3
	1%	1%	1%	1%	1%	-	-	2%	1%	-	2%	-	2%	1%	
Don't Know	19	18	17	19	11	1	2	6	12	-	14	13	1	19	
	6%	6%	6%	6%	6%	10%	3%	6%	6%	-	8%	7%	3%	6%	
Mean Score inc Can't access	5.796	5.750	5.635	5.796	5.384	5.855	7.565	5.645	5.776	10.271	6.056	5.287	7.286	5.796	
Standard Deviation	6.543	6.617	6.394	6.543	5.416	6.176	9.219	6.276	6.845	-	7.497	5.711	8.654	6.543	
Error Variance	0.153	0.169	0.158	0.153	0.205	6.358	1.545	0.402	0.298	-	0.341	0.191	1.872	0.153	
Mean Score Exc Can't access	5.857	5.816	5.701	5.857	5.466	5.855	7.565	5.763	5.814	10.271	6.168	5.287	7.429	5.857	
Standard Deviation	6.550	6.626	6.402	6.550	5.416	6.176	9.219	6.287	6.851	-	7.520	5.711	8.678	6.550	
Error Variance	0.155	0.172	0.161	0.155	0.208	6.358	1.545	0.412	0.301	-	0.349	0.191	1.931	0.155	

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?****Base: All aware of separate fixed line broadband bill received**

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	300	8	5	-	27	1	1	7	-	1	7	11
Weighted Base	314	9**	6**	..	28**	1**	1**	7**	..	1**	8**	12**
Less than 5 minutes	(2.5) 181 57%	6 68%	2 37%	- -	14 49%	- -	1 100%	6 91%	- -	1 100%	4 49%	7 57%
5-10 minutes	(7.5) 85 27%	- -	3 46%	- -	7 25%	- -	- -	- -	- -	- -	4 51%	4 32%
11-20 minutes	(15.5) 13 4%	2 20%	- -	- -	- -	- -	- -	1 9%	- -	- -	- -	1 11%
21-30 minutes	(25.5) 5 2%	- -	- -	- -	2 8%	- -	- -	- -	- -	- -	- -	- -
More than 30 minutes	(35.5) 8 2%	1 12%	1 18%	- -	2 7%	- -	- -	- -	- -	- -	- -	- -
Can't access	(0) 3 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't Know	19 6%	- -	- -	- -	3 11%	1 100%	- -	- -	- -	- -	- -	- -
Mean Score inc Can't access	5.796	9.072	10.603	-	8.700	-	2.500	3.688	-	2.500	5.044	5.561
Standard Deviation	6.543	11.768	12.888	-	10.544	-	-	4.071	-	-	2.679	4.380
Error Variance	0.153	17.311	33.222	-	4.834	-	-	2.368	-	-	1.025	1.744
Mean Score Exc Can't access	5.857	9.072	10.603	-	8.700	-	2.500	3.688	-	2.500	5.044	5.561
Standard Deviation	6.550	11.768	12.888	-	10.544	-	-	4.071	-	-	2.679	4.380
Error Variance	0.155	17.311	33.222	-	4.834	-	-	2.368	-	-	1.025	1.744

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?****Base: All aware of separate fixed line broadband bill received**

		ITV OVERLAP REGIONS									
Total		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		34	80	15	22	24	51	48	30	16	15
Weighted Base		35*	86*	14**	23**	25**	54*	46*	34**	18**	18**
Less than 5 minutes	(2.5)	181	28	46	13	13	29	24	15	14	11
		57%	81%bfg	54%	92%	55%	44%	54%	43%	74%	57%
5-10 minutes	(7.5)	85	3	25	1	6	11	18	13	4	2
		27%	8%	29%a	8%	26%	43%	33%a	29%a	47%	12%
11-20 minutes	(15.5)	13	1	3	-	-	3	3	2	1	1
		4%	2%	3%	-	-	11%	6%	5%	2%	6%
21-30 minutes	(25.5)	5	-	2	-	1	-	1	-	-	1
		2%	-	3%	-	6%	-	2%	-	-	4%
More than 30 minutes	(35.5)	8	1	3	-	1	-	1	2	-	-
		2%	3%	4%	-	4%	-	1%	6%	-	-
Can't access	(0)	3	-	1	-	1	-	1	-	-	-
		1%	-	1%	-	5%	-	1%	-	-	-
Don't Know		19	2	5	-	1	3	5	1	1	4
		6%	6%	6%	-	3%	3%	5%	2%	5%	21%
Mean Score inc Can't access		5.796	4.121	6.421	2.881	6.693	6.144	5.000	5.863	7.199	5.361
Standard Deviation		6.543	5.872	7.561	1.375	8.750	4.145	3.634	5.949	7.979	6.080
Error Variance		0.153	1.078	0.762	0.126	3.646	0.747	0.275	0.863	2.195	2.843
Mean Score Exc Can't access		5.857	4.121	6.514	2.881	7.049	6.144	5.080	5.863	7.199	5.361
Standard Deviation		6.550	5.872	7.576	1.375	8.843	4.145	3.607	5.949	7.979	6.080
Error Variance		0.155	1.078	0.776	0.126	3.910	0.747	0.277	0.863	2.195	2.843

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_04 How long do you think it would take you to access the most recent bill for your Fixed Line Broadband if you needed to?

Base: All aware of separate fixed line broadband bill received

		CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
Total		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali / Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base	300	129	15	37	68	1	61	-	-	1	3	20	5	142	37	122	1	3	26
Weighted Base	314	141	16**	38*	70*	1**	61*	-**	-**	1**	2**	19**	7**	155	38*	125	1**	2**	26**
Less than 5 minutes	(2.5)	181	83	11	19	41	1	41	-	-	1	9	5	93	19	76	-	1	15
	57%	59%	68%	51%	58%	100%	66%	-	-	-	37%	48%	82%	60%	51%	61%	-	37%	59%
5-10 minutes	(7.5)	85	40	5	13	19	-	8	-	1	1	5	-	43	13	26	1	1	5
	27%	28%f	28%	33%f	27%	-	12%	-	-	100%	63%	29%	-	28%	33%	21%	100%	63%	21%
11-20 minutes	(15.5)	13	3	1	4	5	-	3	-	-	-	*	-	3	4	7	-	-	*
	4%	2%	4%	11%a	7%	-	4%	-	-	-	-	3%	-	2%	11%m	5%	-	-	2%
21-30 minutes	(25.5)	5	3	-	-	1	-	1	-	-	-	-	1	3	-	2	-	-	1
	2%	2%	-	-	1%	-	2%	-	-	-	-	-	18%	2%	-	2%	-	-	4%
More than 30 minutes	(35.5)	8	3	-	-	3	-	1	-	-	-	2	-	3	-	4	-	-	2
	2%	2%	-	-	4%	-	2%	-	-	-	-	11%	-	2%	-	3%	-	-	8%
Can't access	(0)	3	2	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	1
	1%	2%	-	-	-	-	-	-	-	-	-	4%	-	1%	-	-	-	-	3%
Don't Know	19	7	-	2	2	-	8	-	-	-	-	1	-	7	2	10	-	-	1
	6%	5%	-	5%	3%	-	13%cd	-	-	-	-	6%	-	5%	5%	8%	-	-	4%
Mean Score inc Can't access	5.796	5.411	4.397	5.793	6.537	2.500	5.168	-	-	7.500	5.650	7.992	6.648	5.302	5.793	6.047	7.500	5.650	7.418
Standard Deviation	6.543	6.101	3.229	4.300	7.637	-	6.534	-	-	-	-	10.572	9.609	5.903	4.300	7.291	-	-	9.969
Error Variance	0.153	0.303	0.695	0.544	0.897	-	0.821	-	-	-	-	5.882	18.466	0.256	0.544	0.479	-	-	3.975
Mean Score Exc Can't access	5.857	5.506	4.397	5.793	6.537	2.500	5.168	-	-	7.500	5.650	8.371	6.648	5.386	5.793	6.047	7.500	5.650	7.661
Standard Deviation	6.550	6.112	3.229	4.300	7.637	-	6.534	-	-	-	-	10.678	9.609	5.912	4.300	7.291	-	-	10.041
Error Variance	0.155	0.309	0.695	0.544	0.897	-	0.821	-	-	-	-	6.335	18.466	0.261	0.544	0.479	-	-	4.201

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?

Base: All aware of separate pay TV bill received

	Total	GENDER		AGE						SOCIAL CLASS				SOCIAL CLASS	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)
Unweighted Base	241	128	113	9	57	47	50	32	46	59	74	52	56	133	108
Weighted Base	250	139	111	7**	68*	53*	55*	36*	33*	65*	84*	51*	51*	149	101
Less than 5 minutes	(2.5)	146	88	58	4	34	34	23	16	45	43	26	31	89	57
		58%	63%	52%	63%	50%	65%	62%	49%	69% _j	52%	51%	62%	59%	56%
5-10 minutes	(7.5)	56	31	25	-	23	12	9	5	10	23	18	6	32	24
		22%	23%	22%	-	33%	23%	16%	20%	15%	27%	35% _{il}	12%	22%	23%
11-20 minutes	(15.5)	7	1	6	1	1	-	5	-	-	3	2	2	3	4
		3%	*	6% _a	10%	2%	-	9% _e	-	-	4%	4%	4%	2%	4%
21-30 minutes	(25.5)	2	1	1	-	-	-	2	-	1	1	-	-	2	-
		1%	1%	1%	-	-	-	6%	-	2%	1%	-	-	1%	-
More than 30 minutes	(35.5)	8	5	3	1	4	-	1	3	2	2	2	1	4	3
		3%	3%	3%	9%	6%	-	2%	8% _{ef}	3%	3%	4%	3%	3%	3%
Can't access	(0)	11	6	6	-	3	3	1	2	2	4	1	4	6	5
		5%	4%	5%	-	4%	5%	2%	7%	4%	5%	2%	8%	4%	5%
Don't Know		20	8	13	1	3	3	5	1	5	7	2	6	12	8
		8%	5%	11%	19%	5%	7%	9%	19% _{dg}	7%	9%	4%	12%	8%	8%
Mean Score inc Can't access	5.336	5.006	5.774	7.626	6.285 _e	3.601	4.493	5.671	6.920 _e	4.661	5.752	6.296	4.498	5.271	5.431
Standard Deviation	6.771	6.622	6.973	11.657	7.896	2.346	4.131	7.405	10.190	6.659	6.865	7.146	6.363	6.772	6.804
Error Variance	0.209	0.369	0.486	19.414	1.154	0.125	0.371	1.769	2.806	0.806	0.703	1.042	0.843	0.376	0.477
Mean Score Exc Can't access	5.612	5.231	6.126	7.626	6.581 _e	3.825	4.738	5.807	7.525 _e	4.853	6.073	6.402	4.949	5.531	5.732
Standard Deviation	6.832	6.682	7.032	11.657	7.959	2.231	4.102	7.441	10.419	6.727	6.915	7.159	6.509	6.833	6.867
Error Variance	0.224	0.392	0.526	19.414	1.218	0.121	0.382	1.846	3.193	0.854	0.747	1.068	0.985	0.399	0.518

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?

Base: All aware of separate pay TV bill received

		Total	MARITAL STATUS			WORKING STATUS				CHILDREN	
			Married/ Living as married (a)	Single (b)	Widow divorced seperated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base		241	170	36	35	120	27	10	84	88	153
Weighted Base		250	182	36*	32*	141	27**	9**	73*	97*	154
Less than 5 minutes	(2.5)	146 58%	105 58%	22 61%	18 56%	84 60%	14 52%	7 73%	41 56%	55 57%	91 59%
5-10 minutes	(7.5)	56 22%	44 24%	6 17%	6 18%	34 24%	7 26%	1 13%	14 19%	24 25%	32 21%
11-20 minutes	(15.5)	7 3%	5 2%	1 2%	2 6%	5 3%	- -	1 7%	2 3%	2 2%	5 3%
21-30 minutes	(25.5)	2 1%	2 1%	- -	- -	1 1%	- -	- -	1 1%	- -	2 1%
More than 30 minutes	(35.5)	8 3%	6 3%	1 4%	1 2%	3 2%	- -	1 7%	5 6%	4 5%	3 2%
Can't access	(0)	11 5%	11 6%	1 2%	- -	5 4%	3 10%	4 -	6 5%	6 6%	6 4%
Don't Know		20 8%	9 5%	5 15%a	6 19%a	10 7%	3 12%	- -	7 10%	5 5%	15 10%
Mean Score inc Can't access		5.336	5.361	5.150	5.388	5.008	3.716	6.288	6.440	5.538	5.203
Standard Deviation		6.771	6.823	7.092	6.275	5.743	2.637	9.058	8.961	7.369	6.371
Error Variance		0.209	0.291	1.623	1.406	0.294	0.302	8.205	1.085	0.662	0.296
Mean Score Exc Can't access		5.612	5.714	5.262	5.388	5.205	4.174	6.288	6.827	5.912	5.419
Standard Deviation		6.832	6.900	7.129	6.275	5.767	2.418	9.058	9.084	7.468	6.412
Error Variance		0.224	0.317	1.694	1.406	0.308	0.278	8.205	1.196	0.724	0.314

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?****Base: All aware of separate pay TV bill received**

		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE					INTERNET ACCESS		INTERNET ACCESS		
Total		1 (a)	2 (b)	3 (c)	4 (d)	5+ (e)	1 (f)	2 (g)	3 (h)	4 (i)	5+ (j)	Any (k)	None (l)	Any Home Access (m)	Any Work Access (n)	Any Other Access (o)
Unweighted Base		241	48	144	33	13	40	80	58	41	22	203	38	198	61	47
Weighted Base		250	45*	152	36*	14**	38*	79*	66*	44*	24**	219	31*	214	73*	55*
Less than 5 minutes	(2.5)	146	25	90	18	9	22	48	33	26	16	126	20	125	49	33
		58%	57%	59%	50%	60%	57%	61%	51%	60%	68%	57%	63%	58%	67%	60%
5-10 minutes	(7.5)	56	7	36	12	1	5	19	17	10	5	53	3	50	11	10
		22%	15%	24%	34%	8%	13%	25%	26%	23%	19%	24%	10%	24%	15%	18%
11-20 minutes	(15.5)	7	3	1	2	2	3	-	2	2	1	7	-	6	3	1
		3%	6% ^{ab}	1%	4%	14%	7% ^g	-	2%	5%	4%	3%	-	3%	3%	1%
21-30 minutes	(25.5)	2	-	1	1	-	-	1	1	-	-	2	-	2	-	-
		1%	-	1%	3%	-	-	1%	2%	-	-	1%	-	1%	-	-
More than 30 minutes	(35.5)	8	2	6	-	-	1	2	3	-	1	7	1	6	1	3
		3%	5%	4%	-	-	4%	3%	5%	-	6%	3%	2%	3%	2%	6%
Can't access	(0)	11	1	8	-	3	1	2	5	4	-	8	3	8	2	2
		5%	1%	5%	-	18%	2%	3%	7%	8%	-	4%	9%	4%	3%	5%
Don't Know		20	7	10	3	-	7	6	5	2	1	16	5	16	7	6
		8%	17% ^{ab}	6%	9%	-	18%	7%	8%	4%	3%	7%	15%	7%	10%	10%
Mean Score inc Can't access		5.336	6.033	5.229	5.766	4.261	5.820	5.001	6.109	4.105	5.957	5.557	3.648	5.315	4.379	5.711
Standard Deviation		6.771	8.019	7.012	5.040	5.039	7.648	6.254	8.006	3.516	8.134	6.897	5.534	6.513	5.445	8.371
Error Variance		0.209	1.649	0.367	0.847	1.953	1.828	0.529	1.187	0.325	3.151	0.253	0.988	0.232	0.539	1.668
Mean Score Exc Can't access		5.612	6.141	5.543	5.766	5.210	5.945	5.163	6.626	4.492	5.957	5.795	4.103	5.549	4.551	6.013
Standard Deviation		6.832	8.050	7.098	5.040	5.115	7.683	6.289	8.132	3.432	8.134	6.945	5.716	6.557	5.481	8.486
Error Variance		0.224	1.705	0.400	0.847	2.379	1.904	0.557	1.323	0.336	3.151	0.266	1.210	0.244	0.567	1.800

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?

Base: All aware of separate pay TV bill received

		Total	GOVERNMENT REGIONS												COUNTRY			
			North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	England (m)	Scotland (n)	Wales (o)	Northern Ireland (p)
Unweighted Base		241	12	38	5	13	20	26	36	45	19	9	15	3	214	15	9	3
Weighted Base		250	12**	38*	5**	13**	19**	30**	38*	46*	19**	10**	18**	2**	220	18**	10**	2**
Less than 5 minutes	(2.5)	146 58%	7 63%	21 56%	1 21%	5 39%	11 58%	16 54%	21 57%	30 65%	12 64%	5 53%	13 68%	2 75%	126 57%	13 68%	5 53%	2 75%
5-10 minutes	(7.5)	56 22%	3 22%	7 18%	3 46%	4 31%	4 21%	10 35%	10 27%	7 15%	4 22%	1 12%	4 20%	-	51 23%	4 20%	1 12%	-
11-20 minutes	(15.5)	7 3%	- -	4 11%h	- -	1 8%	- -	- -	2 5%	- -	- -	- -	- -	- -	7 3%	- -	- -	- -
21-30 minutes	(25.5)	2 1%	- -	1 3%	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	2 1%	- -	- -	- -
More than 30 minutes	(35.5)	8 3%	- -	1 2%	1 21%	1 6%	2 10%	2 7%	- -	1 2%	- -	- -	1 4%	- -	7 3%	1 4%	- -	- -
Can't access	(0)	11 5%	1 7%	1 4%	- -	2 12%	2 11%	1 2%	3 9%	- -	1 8%	- -	- -	- -	11 5%	- -	- -	- -
Don't Know		20 8%	1 8%	3 7%	1 12%	1 4%	- -	1 2%	1 3%	7 16%	1 6%	3 35%	1 8%	1 25%	15 7%	1 8%	3 35%	1 25%
Mean Score inc Can't access		5.336	3.518	6.128	12.911	6.975	6.527	6.477	4.267	4.651	3.472	3.414	5.028	2.500	5.444	5.028	3.414	2.500
Standard Deviation		6.771	2.444	6.844	14.270	8.891	10.137	8.382	3.551	5.980	2.404	2.108	7.024	-	6.876	7.024	2.108	-
Error Variance		0.209	0.543	1.378	50.912	6.587	5.138	2.811	0.360	0.941	0.321	0.741	3.524	-	0.240	3.524	0.741	-
Mean Score Exc Can't access		5.612	3.795	6.387	12.911	7.975	7.338	6.628	4.683	4.651	3.784	3.414	5.028	2.500	5.762	5.028	3.414	2.500
Standard Deviation		6.832	2.308	6.868	14.270	9.096	10.488	8.422	3.445	5.980	2.253	2.108	7.024	-	6.944	7.024	2.108	-
Error Variance		0.224	0.533	1.430	50.912	7.521	6.111	2.955	0.371	0.941	0.317	0.741	3.524	-	0.259	3.524	0.741	-

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?

Base: All aware of separate pay TV bill received

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU RECEIVE ONE BILL OR MORE THAN ONE BILL FOR THIS PACKAGE OF SERVICES?		Q.3 WHICH MOBILE PHONE PACKAGE ARE YOU RESPONSIBLE FOR?			Q.6 WHAT TYPE OF BILL DO YOU RECEIVE?			
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	One bill (e)	More than one bill (f)	Pre-pay (g)	Monthly contract (h)	Other type of package (i)	Paper bill (j)	Online bill (k)	Both (l)	Any bill (m)
Unweighted Base	241	214	210	178	241	67	39	75	138	1	153	124	30	241
Weighted Base	250	224	218	193	250	73*	41*	70*	153	1**	153	140	32**	250
Less than 5 minutes	(2.5)	146	134	130	115	46	23	39	93	1	90	86	24	146
		58%	60%	59%	59%	63%	57%	56%	61%	100%	58%	62%	75%	58%
5-10 minutes	(7.5)	56	50	46	45	15	13	11	39	-	28	33	5	56
		22%	22%	21%	23%	20%	31%	16%	26%	-	18%	24%	16%	22%
11-20 minutes	(15.5)	7	7	6	6	3	-	2	5	-	4	3	1	7
		3%	3%	3%	3%	4%	-	3%	3%	-	3%	2%	2%	3%
21-30 minutes	(25.5)	2	2	2	2	-	-	1	1	-	2	1	1	2
		1%	1%	1%	1%	-	-	2%	1%	-	1%	1%	3%	1%
More than 30 minutes	(35.5)	8	7	6	5	1	1	5	2	-	4	4	-	8
		3%	3%	3%	3%	2%	2%	7%h	1%	-	3%	3%	-	3%
Can't access	(0)	11	7	9	6	2	1	2	5	-	11	3	-	11
		5%	3%	4%	3%	3%	4%	3%	3%	-	7%	2%	-	5%
Don't Know		20	17	19	14	6	3	10	7	-	14	10	1	20
		8%	8%	9%	7%	8%	7%	14%h	5%	-	9%	7%	4%	8%
Mean Score inc Can't access	5.336	5.356	5.189	5.370	5.336	4.694	4.698	6.750	4.799	2.500	5.015	5.165	4.340	5.336
Standard Deviation	6.771	6.636	6.527	6.545	6.771	5.244	5.054	9.296	5.105	-	6.693	6.273	4.705	6.771
Error Variance	0.209	0.226	0.224	0.260	0.209	0.443	0.709	1.372	0.199	-	0.329	0.339	0.763	0.209
Mean Score Exc Can't access	5.612	5.544	5.440	5.564	5.612	4.844	4.884	6.961	4.977	2.500	5.459	5.287	4.340	5.612
Standard Deviation	6.832	6.674	6.580	6.581	6.832	5.258	5.064	9.364	5.113	-	6.808	6.295	4.705	6.832
Error Variance	0.224	0.236	0.239	0.271	0.224	0.461	0.733	1.437	0.206	-	0.371	0.348	0.763	0.224

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?

Base: All aware of separate pay TV bill received

		Q.4 SERVICES RECEIVED AS A PACKAGE										
Total		Mobile and Landline (a)	Mobile and Fixed BB (b)	Mobile and Pay TV (c)	Landline and Fixed BB (d)	Landline and Pay TV (e)	Fixed BB and Pay TV (f)	Mobile, Landline and Fixed BB (g)	Mobile, Landline and Pay TV (h)	Mobile, Fixed BB and Pay TV (i)	Landline, Fixed BB and Pay TV (j)	Mobile, Landline, Fixed BB and Pay TV (k)
Unweighted Base	241	6	6	1	68	2	1	3	1	1	8	10
Weighted Base	250	6**	6**	1**	74*	2**	1**	4**	1**	1**	9**	11**
Less than 5 minutes	(2.5) 146 58%	5 83%	3 49%	- -	46 62%	1 57%	1 100%	2 56%	1 100%	1 100%	4 41%	7 65%
5-10 minutes	(7.5) 56 22%	- -	- -	1 100%	17 23%	- -	- -	2 44%	- -	- -	4 43%	4 35%
11-20 minutes	(15.5) 7 3%	1 17%	1 10%	- -	2 2%	- -	- -	- -	- -	- -	- -	- -
21-30 minutes	(25.5) 2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More than 30 minutes	(35.5) 8 3%	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	- -
Can't access	(0) 11 5%	- -	1 17%	- -	1 1%	- -	- -	- -	- -	- -	1 16%	- -
Don't Know	20 8%	- -	2 24%	- -	6 9%	1 43%	- -	- -	- -	- -	- -	- -
Mean Score inc Can't access	5.336	4.774	3.726	7.500	4.944	2.500	2.500	4.723	2.500	2.500	4.252	4.260
Standard Deviation	6.771	5.415	5.376	-	5.919	-	-	2.939	-	-	3.113	2.509
Error Variance	0.209	4.887	5.781	-	0.565	-	-	2.879	-	-	1.212	0.630
Mean Score Exc Can't access	5.612	4.774	4.767	7.500	5.021	2.500	2.500	4.723	2.500	2.500	5.044	4.260
Standard Deviation	6.832	5.415	5.757	-	5.932	-	-	2.939	-	-	2.679	2.509
Error Variance	0.224	4.887	8.286	-	0.577	-	-	2.879	-	-	1.025	0.630

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)**Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?****Base: All aware of separate pay TV bill received**

		ITV OVERLAP REGIONS									
Total		Meridian (Southern) (a)	LWT/ Carlton (London) (b)	TSW (South West) (c)	HTV (Wales & West) (d)	Anglia (East) (e)	Central (Midlands) (f)	Granada (North West) (g)	Yorks (h)	Tyne Tees (North East) (i)	STV/ Grampian/ Border (Scotland) (j)
Unweighted Base		241	26	74	7	16	22	44	10	13	15
Weighted Base		250	27**	79*	7**	17**	26**	43*	9**	13**	18**
Less than 5 minutes	(2.5)	146 58%	20 72%	48 61%	6 84%	10 62%	14 54%	22 51%	3 35%	8 65%	13 68%
5-10 minutes	(7.5)	56 22%	1 4%	21 26%	- -	1 7%	9 33%	12 28%	4 46%	3 21%	4 20%
11-20 minutes	(15.5)	7 3%	- -	2 2%	- -	- -	- -	1 2%	4 10%	- -	- -
21-30 minutes	(25.5)	2 1%	- -	1 1%	- -	- -	- -	1 2%	- -	- -	- -
More than 30 minutes	(35.5)	8 3%	1 3%	- -	- -	- -	2 8%	3 6%b	1 12%	- -	1 4%
Can't access	(0)	11 5%	- -	3 4%	- -	1 4%	1 3%	4 10%	1 3%	1 6%	- -
Don't Know		20 8%	6 21%	4 5%	1 16%	4 27%	1 2%	5 1%	1 7%	1 8%	1 8%
Mean Score inc Can't access		5.336	3.822	4.420	2.500	2.813	6.763	6.081	9.275	3.446	5.028
Standard Deviation		6.771	6.038	3.936	0.000	1.680	8.946	8.360	11.046	2.364	7.024
Error Variance		0.209	1.823	0.218	0.000	0.235	3.811	1.625	13.557	0.466	3.524
Mean Score Exc Can't access		5.612	3.822	4.620	2.500	2.993	6.945	6.786	9.275	3.697	5.028
Standard Deviation		6.832	6.038	3.907	0.000	1.559	8.997	8.561	11.046	2.239	7.024
Error Variance		0.224	1.823	0.225	0.000	0.221	4.048	1.879	13.557	0.456	3.524

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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

Billing (QS7751 - 640210)

Q.10_05 How long do you think it would take you to access the most recent bill for your Pay TV if you needed to?

Base: All aware of separate pay TV bill received

		Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
			Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscription (set-top box) (d)	Top-Up TV (set-top box) (e)	IDTV (built in TV) (f)	Tiscali \ Homecho ice (g)	BT Vision (h)	Talk Talk (i)	Other Multi channel (j)	No Multi channel (k)	No TV (l)	Satellite (m)	Cable (n)	Freeview / IDTV (o)	Tiscali / BT / Talk Talk (p)	Other (q)	No multi channel (r)
Unweighted Base		241	175	3	42	23	-	21	-	1	-	1	4	-	176	42	43	1	1	4
Weighted Base		250	185	3**	42*	23**	-**	21**	-**	1**	-**	1**	4**	-**	186	42*	42*	1**	1**	4**
Less than 5 minutes	(2.5)	146 58%	111 60%	1 26%	24 56%	14 64%	-	14 66%	-	-	-	-	2 54%	-	111 60%	24 56%	27 64%	-	-	2 54%
5-10 minutes	(7.5)	56 22%	38 21%	2 74%	11 27%	2 7%	-	5 24%	-	1 100%	-	1 100%	-	-	39 21%	11 27%	7 16%	1 100%	1 100%	-
11-20 minutes	(15.5)	7 3%	3 2%	-	3 7%	2 9%	-	-	-	-	-	-	-	-	3 2%	3 7%	2 5%	-	-	-
21-30 minutes	(25.5)	2 1%	2 1%	-	-	1 4%	-	-	-	-	-	-	-	-	2 1%	-	1 2%	-	-	-
More than 30 minutes	(35.5)	8 3%	8 4%	-	-	1 3%	-	-	-	-	-	-	-	-	8 4%	-	1 1%	-	-	-
Can't access	(0)	11 5%	8 4%	-	2 5%	1 5%	-	-	-	-	-	-	-	-	8 4%	2 5%	1 2%	-	-	-
Don't Know		20 8%	15 8%	-	2 6%	2 9%	-	2 9%	-	-	-	-	2 46%	-	15 8%	2 6%	4 9%	-	-	2 46%
Mean Score inc Can't access		5.336	5.552	6.199	4.719	6.104	-	3.839	-	7.500	-	7.500	2.500	-	5.567	4.719	5.085	7.500	7.500	2.500
Standard Deviation		6.771	7.551	2.649	3.868	8.141	-	2.275	-	-	-	-	0.000	-	7.523	3.868	6.184	-	-	0.000
Error Variance		0.209	0.354	2.339	0.394	3.314	-	0.272	-	-	-	-	0.000	-	0.349	0.394	1.006	-	-	0.000
Mean Score Exc Can't access		5.612	5.831	6.199	4.985	6.430	-	3.839	-	7.500	-	7.500	2.500	-	5.844	4.985	5.226	7.500	7.500	2.500
Standard Deviation		6.832	7.633	2.649	3.804	8.234	-	2.275	-	-	-	-	0.000	-	7.603	3.804	6.211	-	-	0.000
Error Variance		0.224	0.381	2.339	0.402	3.569	-	0.272	-	-	-	-	0.000	-	0.375	0.402	1.042	-	-	0.000

Fieldwork : 09/03/2011 - 13/03/2011 (Week 10)

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

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