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	Page	Table	Title	Base Description	Base
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●	252	20	Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package? This may be in the form of an email, text message or letter from your provider.	Base: All those on a package with a single bill	348
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Table 1

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	511	541	139	149	161	171	138	294	199	280	189	384	479	573
Weighted Base	1052	512	540	149	166	176	191	124	246	236	344	217	255	581	471
A mobile phone	940	458	482	140	157	165	182	114	182	224	316	194	207	539	401
	89%	89%	89%	94%	94%	93%	95%	92%	74%	95%	92%	89%	81%	93%	85%
		49%	51%	15%h	17%h	18%h	19%h	12%h	19%	24%l	34%l	21%l	22%	57%n	43%
A landline phone	914	439	474	113	122	154	169	117	238	228	304	193	189	532	382
	87%	86%	88%	76%	73%	88%	89%	94%	97%	96%	88%	89%	74%	92%	81%
		48%	52%	12%	13%	17%cd	19%cd	13%cd	26%codef	25%ijkl	33%l	21%l	21%	58%n	42%
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))	725	370	355	107	128	144	152	88	107	199	268	148	110	467	258
	69%	72%	66%	72%	77%	82%	80%	71%	43%	84%	78%	68%	43%	80%	55%
		51%b	49%	15%h	18%h	20%cgh	21%h	12%h	15%	27%kl	37%kl	20%l	15%	64%n	36%
TV services with additional channels that you pay to receive (Pay TV)	490	253	236	78	87	110	98	54	62	118	162	118	92	279	211
	47%	49%	44%	52%	53%	62%	51%	44%	25%	50%	47%	55%	36%	48%	45%
		52%	48%	16%h	18%h	22%lgh	20%h	11%h	13%	24%l	33%l	24%l	19%	57%	43%
None	5	2	3	3	1	-	1	1	-	-	1	-	4	1	4
	1%	*	1%	2%	1%	-	*	1%	-	-	*	-	2%	*	1%
		37%	63%	48%h	16%	-	14%	21%	-	-	27%	-	73%	27%	73%
Don't Know/Can't Remember	1	1	-	1	-	-	-	-	-	-	-	1	-	-	1
	*	*	-	*	-	-	-	-	-	-	-	*	-	-	*
		100%	-	100%	-	-	-	-	-	-	-	100%	-	-	100%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

CAPI OmniBus



Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	569	288	195	326	131	67	528	294	758
Weighted Base	1052	592	296	164	382	143	60*	467	321	731
A mobile phone	940	542	270	128	361	137	52	389	304	636
	89%	92%	91%	78%	95%	96%	87%	83%	95%	87%
		58% ^c	29% ^c	14%	38% ^f ^g	15% ^f ^g	6%	41%	32% ⁱ	68%
A landline phone	914	545	224	145	332	125	44	413	273	641
	87%	92%	76%	89%	87%	87%	72%	88%	85%	88%
		60% ^b	24%	16% ^b	36% ^f	14% ^f	5%	45% ^f	30%	70%
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))	725	461	189	75	330	112	28	255	263	462
	69%	78%	64%	46%	86%	78%	47%	55%	82%	63%
		64% ^b ^c	26% ^c	10%	45% ^e ^f ^g	15% ^f ^g	4%	35%	36% ⁱ	64%
TV services with additional channels that you pay to receive (Pay TV)	490	317	128	44	222	69	26	172	198	292
	47%	54%	43%	27%	58%	48%	43%	37%	62%	40%
		65% ^b ^c	26% ^c	9%	45% ^f ^g	14% ^g	5%	35%	40% ⁱ	60%
None	5	1	3	1	-	1	1	3	-	5
	1%	*	1%	1%	-	1%	1%	1%	-	1%
		10%	64% ^a	26%	-	21%	16% ^d	63%	-	100%
Don't Know/Can't Remember	1	-	1	-	-	-	-	1	1	-
	*	-	*	-	-	-	-	*	*	-
		-	100%	-	-	-	-	100%	100%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	299	487	164	81	21	256	334	193	175	94	780	272	760	161	221
Weighted Base	1052	261	506	171	92*	22**	223	323	214	194	98*	844	208	824	197	251
A mobile phone	940	218	456	155	90	22	182	282	198	189	90	793	147	774	191	245
	89%	83%	90%	90%	98%	100%	82%	87%	93%	97%	92%	94%	71%	94%	97%	97%
		23%	48%a	16%a	10%abc	2%	19%	30%	21%f	20%fg	10%f	84%l	16%	82%	20%	26%am
A landline phone	914	202	457	155	79	20	181	289	186	173	85	749	165	744	180	203
	87%	77%	90%	90%	86%	92%	81%	89%	87%	89%	86%	89%	79%	90%	91%	81%
		22%	50%a	17%a	9%	2%	20%	32%f	20%	19%f	9%	82%l	18%	81%o	20%o	22%
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)	725	121	372	137	75	20	102	206	175	161	82	718	7	718	179	206
	69%	46%	73%	80%	81%	92%	46%	64%	82%	83%	83%	85%	3%	87%	91%	82%
		17%	51%a	19%a	10%a	3%	14%	28%f	24%fg	22%fg	11%fg	99%l	1%	99%	25%o	28%
TV services with additional channels that you pay to receive (Pay TV)	490	76	245	104	50	14	58	123	127	130	51	448	42	442	120	125
	47%	29%	48%	61%	54%	63%	26%	38%	60%	67%	52%	53%	20%	54%	61%	50%
		16%	50%a	21%ab	10%a	3%	12%	25%f	26%fg	27%fgj	10%fg	91%l	9%	90%	24%o	25%
None	5	2	1	3	-	-	2	1	3	-	-	3	2	3	1	2
	1%	1%	*	1%	-	-	1%	*	1%	-	-	*	1%	*	1%	1%
		42%	10%	48%b	-	-	42%	10%	48%	-	-	64%	36%	64%	21%	43%
Don't Know/Can't Remember	1	-	-	1	-	-	-	-	-	1	-	1	-	1	-	-
	*	-	-	*	-	-	-	-	-	*	-	*	-	*	-	-
		-	-	100%	-	-	-	-	-	100%	-	100%	-	100%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Table 1

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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 (l)	Scotland (m)	Wales (n)
Unweighted Base	1052	56	130	94	85	102	80	120	147	91	60	87	905	87	60
Weighted Base	1052	59*	140	91*	82*	92*	80*	126	159	92*	54*	78*	920	78*	54
A mobile phone	940	57	123	76	76	82	74	117	144	78	49	64	827	64	49
	89%	96%	88%	83%	92%	90%	93%	93%	91%	85%	90%	82%	90%	82%	90%
		6%ck	13%	8%	8%	9%	8%	12%ck	15%	8%	5%	7%	88%am	7%	5%
A landline phone	914	50	126	81	74	82	69	101	141	81	43	65	805	65	43
	87%	85%	90%	89%	90%	90%	87%	80%	89%	88%	80%	84%	88%	84%	80%
		5%	14%g	9%	8%	9%	8%	11%	15%	9%	5%	7%	88%	7%	5%
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))	725	42	109	47	61	65	60	87	124	64	33	34	658	34	33
	69%	71%	78%	51%	75%	70%	76%	69%	78%	70%	60%	43%	72%	43%	60%
		6%ck	15%ckj	6%	8%ck	9%ck	8%ck	12%ck	17%ckj	9%ck	5%	5%	91%am	5%	5%
TV services with additional channels that you pay to receive (Pay TV)	490	34	74	30	36	35	46	38	84	47	32	34	424	34	32
	47%	57%	53%	33%	43%	38%	58%	30%	53%	51%	58%	44%	46%	44%	58%
		7%ceg	15%ceg	6%	7%	7%	9%ceg	8%	17%ceg	10%cg	6%ceg	7%	87%	7%	6%
None	5	-	1	-	-	1	-	-	3	-	-	1	4	1	-
	1%	-	*	-	-	1%	-	-	2%	-	-	1%	*	1%	-
		-	10%	-	-	11%	-	-	63%	-	-	16%	84%	16%	-
Don't Know/Can't Remember	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
A mobile phone	940	767	618	504	334	351	37	22	9	-	176	7	12	22	4	3	127	14
	89%	100%	88%	95%	94%	93%	93%	100%	100%	-	92%	78%	86%	100%	100%	100%	94%	100%
		82%bcd	66%	54%b	36%b	37%	4%	2%	1%	-	19%	1%	1%	2%	*	*	13%	2%
A landline phone	914	660	701	511	336	368	40	22	5	-	191	9	11	22	4	3	135	14
	87%	86%	100%	96%	95%	98%	100%	100%	54%	-	100%	100%	80%	100%	100%	84%	100%	100%
		72%	77%acd	56%a	37%a	40%	4%	2%	1%	-	21%	1%	1%	2%	*	*	15%	2%
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))	725	563	519	533	311	358	29	4	9	-	191	1	14	22	1	3	135	14
	69%	73%	74%	100%	88%	95%	72%	19%	100%	-	100%	9%	100%	100%	27%	100%	100%	100%
		78%	72%	74%abd	43%ab	49%f	4%	1%	1%	-	26%	*	2%	3%	*	*	19%	2%
TV services with additional channels that you pay to receive (Pay TV)	490	366	343	315	354	235	12	1	1	-	64	9	14	4	4	3	135	14
	47%	48%	49%	59%	100%	63%	30%	3%	13%	-	33%	100%	100%	19%	100%	100%	100%	100%
		75%	70%	64%ab	72%abc	48%f	2%	*	*	-	13%	2%	3%	1%	1%	1%	28%j	3%
None	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	103	234	34	103	106	241	146	130	74	87
Weighted Base	1052	112*	249	33**	99*	106*	228	155	125	81*	78*
A mobile phone	940	98	228	27	87	98	209	137	106	72	64
	89%	87%	92%	81%	88%	92%	92%	89%	85%	89%	82%
		10%	24%j	3%	9%	10%j	22%j	15%	11%	8%	7%
A landline phone	914	100	207	25	85	94	206	139	113	69	65
	87%	89%	83%	77%	86%	89%	90%	89%	91%	86%	84%
		11%	23%	3%	9%	10%	22%b	15%	12%	8%	7%
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)	725	88	179	16	69	81	173	119	71	60	34
	69%	78%	72%	47%	69%	77%	76%	77%	57%	75%	43%
		12%hj	25%hj	2%	9%j	11%hj	24%hj	16%hj	10%	8%hj	5%
TV services with additional channels that you pay to receive (Pay TV)	490	63	116	9	56	54	109	82	40	37	34
	47%	56%	47%	29%	57%	51%	48%	53%	32%	46%	44%
		13%h	24%h	2%	11%h	11%h	22%h	17%h	8%	8%	7%
None	5	3	3	-	-	-	1	1	-	-	1
	1%	3%	1%	-	-	-	*	*	-	-	1%
		63%f	63%	-	-	-	11%	10%	-	-	16%
Don't Know/Can't Remember	1	-	-	-	-	-	-	1	-	-	-
	*	-	-	-	-	-	-	*	-	-	-
		-	-	-	-	-	-	100%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscrip- tion (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	1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72
Weighted Base	1052	419	45*	133	213	4**	254	-.**	20**	-.**	12**	42*	25**	463	133	456	20**	12**	68*
A mobile phone	940	388	42	119	183	2	227	-	18	-	11	32	25	428	119	399	18	11	57
	89%	93%	93%	90%	86%	58%	89%	-	91%	-	92%	75%	100%	92%	90%	87%	91%	92%	85%
		41%dk	4%k	13%k	19%	*	24%k	-	2%	-	1%	3%	3%	46%or	13%	42%	2%	1%	6%
A landline phone	914	376	37	126	179	1	220	-	20	-	7	35	16	414	126	388	20	7	51
	87%	90%	83%	95%	84%	13%	87%	-	100%	-	56%	82%	63%	89%	95%	85%	100%	56%	76%
		41%dk	4%	14%bdfk	20%	*	24%	-	2%	-	1%	4%	2%	45%r	14%or	42%	2%	1%	6%
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))	725	333	31	119	118	2	158	-	19	-	7	12	19	363	119	267	19	7	32
	69%	79%	68%	90%	55%	42%	62%	-	94%	-	58%	27%	78%	78%	90%	59%	94%	58%	47%
		46%dk	4%k	16%abdfk	16%k	*	22%k	-	3%	-	1%	2%	3%	50%or	16%mor	37%	3%	1%	4%
TV services with additional channels that you pay to receive (Pay TV)	490	331	5	109	30	2	70	-	10	-	5	1	-	336	109	99	10	5	1
	47%	79%	11%	82%	14%	42%	28%	-	49%	-	43%	1%	-	73%	82%	22%	49%	43%	1%
		68%bdfk	1%	22%bdfk	6%k	*	14%bdk	-	2%	-	1%	*	-	69%or	22%mor	20%r	2%	1%	*
None	5	1	-	-	4	-	3	-	-	-	-	-	-	1	-	5	-	-	-
	1%	*	-	-	2%	-	1%	-	-	-	-	-	-	*	-	1%	-	-	-
		21%	-	-	68%	-	60%	-	-	-	-	-	-	21%	-	100%	-	-	-
Don't Know/Can't Remember	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Base: All adults in GB (half sample)

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notificat ion of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notificat ion of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
A mobile phone	940	95	6	65	-	95	174	15	94	117	46	5	252	441	22
	89%	96%	83%	89%	-	96%	94%	100%	100%	100%	100%	100%	100%	100%	100%
		10%	1%	7%	-	10%	19%	2%	10%	12%	5%	1%	27%	47%	2%
A landline phone	914	98	7	73	1	98	179	15	84	94	44	5	217	377	19
	87%	99%	100%	100%	100%	99%	97%	100%	89%	80%	94%	86%	86%	86%	85%
		11%	1%	8%	*	11%	20%	2%	9%	10%	5%	*	24%	41%	2%
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))	725	98	7	65	1	98	177	14	83	90	35	5	204	301	17
	69%	99%	100%	89%	100%	99%	96%	93%	88%	76%	75%	86%	81%	68%	77%
		14%c	1%	9%	*	14%c	24%c	2%	11%m	12%	5%	1%	28%m	41%	2%
TV services with additional channels that you pay to receive (Pay TV)	490	61	6	47	-	61	112	11	54	71	25	2	146	186	10
	47%	62%	82%	65%	-	62%	60%	69%	57%	61%	55%	29%	58%	42%	46%
		12%	1%	10%	-	12%	23%	2%	11%m	15%m	5%	*	30%m	38%	2%
None	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Base: All adults in GB (half sample)

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
A mobile phone	940	33	4	79	4	120	154	14	30	2	30	3	64	94	15
	89%	96%	100%	75%	100%	81%	84%	72%	100%	100%	91%	100%	95%	99%	91%
		4%	*	8%	*	13%	16%	1%	3%	*	3%	*	7%	10%	2%
A landline phone	914	35	4	105	4	147	182	19	27	2	32	3	63	87	14
	87%	100%	100%	100%	100%	100%	100%	100%	90%	100%	97%	100%	94%	92%	85%
		4%	*	11%	*	16%	20%	2%	3%	*	3%	*	7%	10%	2%
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)	725	29	4	42	4	78	95	11	30	2	33	3	67	95	16
	69%	84%	100%	40%	100%	53%	52%	57%	100%	100%	100%	100%	100%	100%	100%
		4%	1%	6%	1%	11% _c	13% _c	1%	4%	*	5%	*	9%	13%	2%
TV services with additional channels that you pay to receive (Pay TV)	490	19	2	38	2	61	59	6	13	1	22	3	37	50	5
	47%	54%	47%	37%	37%	41%	32%	33%	42%	47%	67%	100%	56%	52%	31%
		4%	*	8%	*	12%	12%	1%	3%	*	4%	1%	8%	10%	1%
None	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

Total	Q.7 PAY TV						
	Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	1052	12	1	35	1	48	108
Weighted Base	1052	14**	1**	35*	2**	51*	118*
A mobile phone	940	14	1	31	2	46	114
	89%	100%	100%	88%	100%	92%	94%
		1%	*	3%	*	5%	1%
A landline phone	914	13	1	35	2	49	109
	87%	90%	100%	99%	100%	96%	77%
		1%	*	4%	*	5%	12%
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)	725	13	1	27	2	42	99
	69%	93%	100%	77%	100%	82%	83%
		2%	*	4%	*	6%	14%
TV services with additional channels that you pay to receive (Pay TV)	490	14	1	35	2	51	118
	47%	100%	100%	100%	100%	100%	100%
		3%	*	7%	*	10%	24%
None	5	-	-	-	-	-	-
	1%	-	-	-	-	-	-
		-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	1052	148	154	5	24	168	188	38	278	182	148	4	12
Weighted Base	1052	158	171	4**	25**	181	212	39*	260	169	141	4**	13**
A mobile phone	940	149	157	4	24	181	212	39	260	142	116	2	12
	89%	94%	92%	100%	94%	100%	100%	100%	100%	84%	82%	49%	95%
		16%	17%	*	3%	19%	23%	4%	28%	15%	12%	*	1%
A landline phone	914	154	170	4	23	157	190	26	220	169	141	4	13
	87%	98%	99%	100%	91%	87%	89%	67%	85%	100%	100%	100%	100%
		17%	19%	*	3%	17%g	21%g	3%	24%g	19%	15%	*	1%
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)	725	153	162	4	23	145	178	25	155	87	75	1	8
	69%	97%	95%	100%	91%	80%	84%	64%	60%	51%	53%	19%	65%
		21%	22%	1%	3%	20%gh	25%gh	3%	21%	12%	10%	*	1%
TV services with additional channels that you pay to receive (Pay TV)	490	92	108	4	19	86	126	18	100	50	56	3	9
	47%	58%	63%	100%	76%	48%	59%	48%	38%	29%	40%	68%	70%
		19%	22%	1%	4%	18%	26%eh	4%	20%	10%	11%	1%	2%
None	5	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.67 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.67 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	1052	56	58	3	26	58	39	8	45
Weighted Base	1052	64*	64*	3**	27**	63*	44*	6**	50*
A mobile phone	940	62	62	2	27	61	42	4	48
	89%	98%	96%	75%	100%	96%	97%	64%	97%
		7%	7%	*	3%	6%	4%	+	5%
A landline phone	914	58	60	3	27	59	42	6	45
	87%	91%	93%	100%	98%	93%	96%	100%	90%
		6%	7%	*	3%	6%	5%	1%	5%
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)	725	64	64	3	27	54	37	5	39
	69%	100%	100%	100%	100%	85%	84%	78%	79%
		9%	9%	*	4%	7%	5%	1%	5%
TV services with additional channels that you pay to receive (Pay TV)	490	30	36	2	17	63	44	6	50
	47%	48%	56%	53%	61%	100%	100%	100%	100%
		6%	7%	*	3%	13%	9%	1%	10%
None	5	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Table 2

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	511	541	139	149	161	171	138	294	199	280	189	384	479	573
Weighted Base	1052	512	540	149	166	176	191	124	246	236	344	217	255	581	471
Mobile phone only	78 7%	37 7%	41 8%	17 11%	26 16%	11 6%	16 9%	4 3%	5 2%	6 3%	21 6%	11 5%	40 16%	27 5%	52 11%
		48%	52%	22% ^{gh}	33% ^{egh}	14% ^h	21% ^h	5%	6%	8%	26%	15%	51% ^{ijk}	34%	66% ^m
Landline phone only	52 5%	24 5%	28 5%	-	-	1 1%	2 1%	3 3%	46 3%	5 2%	15 4%	7 3%	26 10%	20 3%	33 7%
		46%	54%	-	-	2%	3%	6% ^d	88% ^{cdefg}	9%	28%	13%	50% ^{ijk}	37%	63% ^m
Fixed line Broadband only	1 *	- *	1 *	-	-	1 1%	-	-	-	-	1 *	-	-	1 *	-
		-	100%	-	-	100%	-	-	-	-	100%	-	-	100%	-
TV services only	3 *	1 *	2 *	2 1%	-	-	-	1 *	1 *	-	-	-	3 1%	-	3 1%
		19%	81%	62%	-	-	-	19%	18%	-	-	-	100% ^j	-	100%
TWO RESPONSES	190 18%	87 17%	103 19%	20 13%	19 11%	23 13%	22 12%	23 12%	82 33%	28 12%	44 13%	51 24%	67 27%	71 12%	119 25%
		46%	54%	10%	10%	12%	12%	12%	43% ^{cdefg}	15%	23%	27% ^{ij}	36% ^{ij}	38%	62% ^m
Mobile and Landline	121 11%	47 9%	74 14%	9 6%	5 3%	12 7%	13 7%	18 14%	64 26%	19 8%	29 8%	32 15%	41 16%	48 8%	73 15%
		39%	61% ^a	7%	4%	10%	10%	15% ^{cdef}	53% ^{cdefg}	16%	24%	26% ^j	34% ^{ij}	40%	60% ^m
Mobile and Fixed BB	22 2%	13 3%	8 2%	4 3%	9 5%	5 3%	2 1%	-	2 1%	3 1%	9 3%	5 2%	5 2%	11 2%	10 2%
		61%	39%	17%	42% ^{lgh}	21%	10%	-	9%	12%	41%	23%	24%	52%	48%
Mobile and Pay TV	17 2%	11 2%	6 1%	6 4%	4 2%	3 2%	2 1%	1 1%	* *	-	1 *	6 3%	10 4%	1 *	15 3%
		63%	37%	36% ^h	24% ^h	17%	14%	6%	3%	-	8%	35% ^{ij}	57% ^{ij}	8%	92% ^m
Landline and Fixed BB	17 2%	7 1%	10 2%	1 1%	-	1 *	5 3%	3 2%	7 3%	6 2%	3 1%	5 2%	3 1%	9 2%	8 2%
		43%	57%	7%	-	3%	31%	18%	41% ^d	35%	20%	28%	17%	54%	46%
Landline and Pay TV	12 1%	7 1%	5 1%	-	-	2 1%	-	2 1%	8 3%	-	1 *	4 2%	7 3%	1 *	11 2%
		61%	39%	-	-	19%	-	13%	68% ^{cd}	-	11%	30%	60% ^{ij}	11%	89% ^m
Fixed BB and Pay TV	2 *	2 *	-	-	1 *	1 1%	-	-	-	-	-	-	2 1%	-	2 *
		100%	-	-	45%	55%	-	-	-	-	-	-	100%	-	100%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	511	541	139	149	161	171	138	294	199	280	189	384	479	573
Weighted Base	1052	512	540	149	166	176	191	124	246	236	344	217	255	581	471
THREE RESPONSES	332	158	174	50	51	46	60	48	76	90	124	56	62	214	118
	32%	31%	32%	34%	31%	26%	31%	39%	31%	38%	36%	26%	25%	37%	25%
		48%	52%	15%	15%	14%	18%	14%	23%	27%kl	37%kl	17%	19%	64% _n	36%
Mobile, Landline and Fixed BB	265	127	138	37	38	36	54	40	59	80	103	38	43	184	81
	25%	25%	26%	25%	23%	20%	28%	33%	24%	34%	30%	18%	17%	32%	17%
		48%	52%	14%	14%	14%	20%	15%	22%	30%kl	39%kl	14%	16%	69% _n	31%
Mobile, Landline and Pay TV	38	13	25	6	3	3	5	7	15	7	8	9	14	15	23
	4%	3%	5%	4%	2%	2%	3%	6%	6%	3%	2%	4%	6%	3%	5%
		34%	66%	15%	7%	9%	13%	18%	39% _{de}	18%	21%	23%	37% _j	39%	61%
Mobile, Fixed BB and Pay TV	10	7	3	4	3	1	-	1	-	-	6	1	2	6	3
	1%	1%	1%	3%	2%	1%	-	*	-	-	2%	1%	1%	1%	1%
		70%	30%	47% _{fh}	33% _h	15%	-	5%	-	-	67%	12%	21%	67%	33%
Landline, Fixed BB and Pay TV	19	11	8	3	8	6	1	-	2	2	6	8	3	9	11
	2%	2%	2%	2%	5%	3%	1%	-	1%	1%	2%	4%	1%	1%	2%
		57%	43%	13%	41% _{lgh}	29%	5%	-	12%	12%	33%	39%	16%	45%	55%
FOUR RESPONSES	389	203	187	57	69	94	90	44	36	108	138	91	52	246	143
	37%	40%	35%	39%	41%	53%	47%	35%	15%	46%	40%	42%	20%	42%	30%
		52%	48%	15% _h	18% _h	24% _{cdgh}	23% _h	11% _h	9%	28% _l	35% _l	23% _l	13%	63% _n	37%
Mobile, Landline, Fixed BB and Pay TV	389	203	187	57	69	94	90	44	36	108	138	91	52	246	143
	37%	40%	35%	39%	41%	53%	47%	35%	15%	46%	40%	42%	20%	42%	30%
		52%	48%	15% _h	18% _h	24% _{cdgh}	23% _h	11% _h	9%	28% _l	35% _l	23% _l	13%	63% _n	37%
None	5	2	3	3	1	-	1	1	-	-	1	-	4	1	4
	1%	*	1%	2%	1%	-	*	1%	-	-	*	-	2%	*	1%
		37%	63%	48% _h	16%	-	14%	21%	-	-	27%	-	73%	27%	73%
Don't Know/Can't Remember	1	1	-	1	-	-	-	-	-	-	-	1	-	-	1
	*	*	-	*	-	-	-	-	-	-	-	*	-	-	*
		100%	-	100%	-	-	-	-	-	-	-	100%	-	-	100%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	569	288	195	326	131	67	528	294	758
Weighted Base	1052	592	296	164	382	143	60*	467	321	731
Mobile phone only	78 7%	23 4% 29%	44 15% 56%ac	12 7% 15%	24 6% 31%	10 7% 13%	14 23% 17%deg	31 7% 39%	24 7% 30%	55 7% 70%
Landline phone only	52 5%	18 3% 34%	9 3% 17%	26 16% 49%ab	1 * 2%	2 2% 5%	1 1% 1%	48 10% 92%def	1 * 2%	51 7% 98%h
Fixed line Broadband only	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 100%	1 * 100%	- - -
TV services only	3 *	1 * 19%	2 1% 62%	1 * 18%	- - -	- - -	- - -	3 1% 100%	2 1% 62%	1 * 38%
TWO RESPONSES	190 18%	92 15% 48%	51 17% 27%	47 29% 25%ab	42 11% 22%	19 13% 10%	16 26% 8%de	113 24% 60%de	37 11% 19%	153 21% 81%h
Mobile and Landline	121 11%	58 10% 48%	29 10% 24%	34 21% 28%ab	13 4% 11%	12 8% 10%cd	11 18% 9%cd	85 18% 70%de	15 5% 13%	105 14% 87%h
Mobile and Fixed BB	22 2%	11 2% 49%	8 3% 37%	3 2% 14%	14 4% 64%g	4 3% 18%	1 1% 3%	3 1% 15%	8 3% 37%	14 2% 63%
Mobile and Pay TV	17 2%	8 1% 49%	7 2% 40%	2 1% 10%	6 1% 34%	2 2% 14%	2 3% 9%	7 2% 44%	8 2% 46%	9 1% 54%
Landline and Fixed BB	17 2%	13 2% 75%	2 1% 13%	2 1% 12%	7 2% 42%	1 1% 7%	1 1% 3%	8 2% 48%	4 1% 23%	13 2% 77%
Landline and Pay TV	12 1%	2 * 21%	3 1% 27%	6 4% 52%a	1 * 9%	- - -	2 4% 19%de	9 2% 72%cd	* * 4%	11 2% 96%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	569	288	195	326	131	67	528	294	758
Weighted Base	1052	592	296	164	382	143	60*	467	321	731
Fixed BB and Pay TV	2	-	2	-	1	-	-	1	1	1
	*	-	1%	-	*	-	-	*	*	*
		-	100%	-	55%	-	-	45%	55%	45%
THREE RESPONSES	332	192	88	52	122	49	13	148	90	242
	32%	32%	30%	32%	32%	34%	22%	32%	28%	33%
		58%	27%	16%	37%	15%	4%	45%	27%	73%
Mobile, Landline and Fixed BB	265	152	71	42	100	43	7	114	70	195
	25%	26%	24%	26%	26%	30%	12%	24%	22%	27%
		57%	27%	16%	38% ^f	16% ^f	3%	43% ^f	26%	74%
Mobile, Landline and Pay TV	38	22	8	8	7	4	2	25	8	30
	4%	4%	3%	5%	2%	2%	4%	5%	3%	4%
		57%	21%	22%	18%	9%	6%	66% ^d	22%	78%
Mobile, Fixed BB and Pay TV	10	3	6	1	5	1	-	4	5	5
	1%	1%	2%	*	1%	1%	-	1%	1%	1%
		36%	59%	5%	51%	9%	-	41%	48%	52%
Landline, Fixed BB and Pay TV	19	15	4	*	10	1	3	4	7	12
	2%	2%	1%	*	3%	1%	6%	1%	2%	2%
		77%	21%	2%	53%	6%	18% ^e ^g	23%	38%	62%
FOUR RESPONSES	389	266	97	26	192	62	16	119	167	223
	37%	45%	33%	16%	50%	43%	27%	26%	52%	31%
		68% ^b ^c	25% ^c	7%	49% ^f ^g	16% ^f ^g	4%	31%	43% ⁱ	57%
Mobile, Landline, Fixed BB and Pay TV	389	266	97	26	192	62	16	119	167	223
	37%	45%	33%	16%	50%	43%	27%	26%	52%	31%
		68% ^b ^c	25% ^c	7%	49% ^f ^g	16% ^f ^g	4%	31%	43% ⁱ	57%
None	5	1	3	1	-	1	1	3	-	5
	1%	*	1%	1%	-	1%	1%	1%	-	1%
		10%	64% ^a	26%	-	21%	16% ^d	63%	-	100%
Don't Know/Can't Remember	1	-	1	-	-	-	-	1	1	-
	*	-	*	-	-	-	-	*	*	-
		-	100%	-	-	-	-	100%	100%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	299	487	164	81	21	256	334	193	175	94	780	272	760	161	221
Weighted Base	1052	261	506	171	92*	22**	223	323	214	194	98*	844	208	824	197	251
Mobile phone only	78 7%	36 14% 46%bc	29 6% 37%	7 4% 9%	6 7% 8%	-	25 11% 32%l	25 8% 32%	15 7% 20%	8 4% 10%	5 5% 6%	45 5% 57%	33 16% 43%k	34 4% 44%	6 3% 8%	24 10% 31%mn
Landline phone only	52 5%	30 11% 57%bcd	21 4% 39%	2 1% 4%	- - -	-	30 13% 57%ghi	21 6% 39%hi	1 1% 2%	- - -	1 1% 2%	5 1% 10%	47 23% 90%k	4 * 8%	2 1% 5%	1 1% 2%
Fixed line Broadband only	1 *	- - -	- - -	1 1% 100%	- - -	-	- - -	- - -	- - -	- - 100%	1 1% 100%	1 * 100%	- - -	1 * 100%	- - -	- - -
TV services only	3 *	2 1% 81%	1 * 19%	- - -	- - -	-	1 * 18%	1 * 19%	2 1% 62%	- - -	- - -	2 * 62%	1 1% 38%	2 * 62%	- - -	- - -
TWO RESPONSES	190 18%	72 27% 38%bcd	85 17% 45%c	16 9% 8%	15 16% 8%	3 14% 2%	66 29% 34%ghi	67 21% 35%hi	18 9% 10%	25 13% 13%	14 14% 7%	92 11% 49%	98 47% 51%k	85 10% 45%	11 5% 6%	23 9% 12%
Mobile and Landline	121 11%	50 19% 41%bcd	53 11% 44%cd	9 5% 7%	8 8% 6%	1 5% 1%	47 21% 39%hij	49 15% 40%hi	8 4% 6%	10 5% 8%	7 8% 6%	40 5% 33%	81 39% 67%k	37 5% 31%	3 1% 2%	5 2% 4%
Mobile and Fixed BB	22 2%	7 3% 33%	8 2% 35%	1 * 2%	5 5% 21%bc	2 8% 8%	6 3% 27%	4 1% 19%	1 * 3%	5 3% 25%	6 6% 26%gh	22 3% 100%l	- - -	22 3% 100%	5 3% 23%	9 4% 40%
Mobile and Pay TV	17 2%	6 2% 34%	7 1% 41%	3 2% 17%	1 2% 8%	-	4 2% 26%	1 * 7%	4 2% 22%	7 4% 42%g	1 1% 4%	11 1% 65%	6 3% 35%	7 1% 41%	3 1% 17%	7 3% 41%lm
Landline and Fixed BB	17 2%	2 1% 10%	13 3% 78%	1 1% 6%	1 1% 7%	-	2 1% 10%	9 3% 54%	4 2% 22%	2 1% 14%	-	17 2% 100%l	- - -	17 2% 100%	- - -	2 1% 14%
Landline and Pay TV	12 1%	5 2% 45%	4 1% 31%	3 2% 23%	- - -	-	5 2% 45%	3 1% 28%	3 1% 23%	* - 4%	-	12 * 14%	10 5% 86%k	2 * 14%	- - -	- - -

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	299	487	164	81	21	256	334	193	175	94	780	272	760	161	221
Weighted Base	1052	261	506	171	92*	22**	223	323	214	194	98*	844	208	824	197	251
Fixed BB and Pay TV	2	2	-	-	-	-	1	1	-	-	-	1	1	1	-	-
	*	1%	-	-	-	-	*	*	-	-	-	*	*	*	-	-
		100%	-	-	-	-	45%	55%	-	-	-	55%	45%	55%	-	-
THREE RESPONSES	332	72	171	57	26	6	62	117	68	50	36	308	24	307	68	94
	32%	28%	34%	33%	29%	26%	28%	36%	32%	26%	36%	36%	12%	37%	34%	37%
		22%	51%	17%	8%	2%	19%	35% ^{fi}	21%	15%	11%	93% ^{li}	7%	92%	20%	28%
Mobile, Landline and Fixed BB	265	58	136	43	23	5	52	92	56	38	27	262	3	262	60	83
	25%	22%	27%	25%	24%	2%	24%	28%	26%	20%	27%	31%	1%	32%	30%	33%
		22%	51%	16%	9%	2%	20%	35% ^{li}	21%	14%	10%	99% ^{li}	1%	99%	23%	31%
Mobile, Landline and Pay TV	38	9	19	7	2	1	6	17	4	8	2	17	21	16	3	5
	4%	4%	4%	4%	2%	3%	3%	5%	2%	4%	2%	2%	10%	2%	2%	2%
		24%	50%	18%	6%	2%	16%	45%	11%	22%	6%	45%	55% ^{kl}	42%	8%	14%
Mobile, Fixed BB and Pay TV	10	4	3	2	1	-	3	1	4	1	1	10	-	10	2	6
	1%	2%	1%	1%	1%	-	1%	*	2%	*	1%	1%	-	1%	1%	2%
		41%	36%	17%	6%	-	29%	12%	44%	6%	9%	100%	-	100%	24%	59%
Landline, Fixed BB and Pay TV	19	*	12	6	1	-	*	7	4	2	6	19	-	19	2	1
	2%	*	2%	4%	1%	-	*	2%	2%	1%	6%	2%	-	2%	1%	*
		2%	61% ^a	31% ^a	5%	-	2%	34%	21%	13%	30% ^{li}	100% ^{li}	-	100% ^{lo}	12%	3%
FOUR RESPONSES	389	48	200	84	45	13	38	92	107	111	42	386	3	386	109	106
	37%	18%	39%	49%	49%	60%	17%	28%	50%	57%	42%	46%	1%	47%	55%	42%
		12%	51% ^a	22% ^{ab}	11% ^a	3%	10%	24% ^f	27% ^{fg}	29% ^{fgj}	11% ^{fg}	99% ^{li}	1%	99%	28% ^o	27%
Mobile, Landline, Fixed BB and Pay TV	389	48	200	84	45	13	38	92	107	111	42	386	3	386	109	106
	37%	18%	39%	49%	49%	60%	17%	28%	50%	57%	42%	46%	1%	47%	55%	42%
		12%	51% ^a	22% ^{ab}	11% ^a	3%	10%	24% ^f	27% ^{fg}	29% ^{fgj}	11% ^{fg}	99% ^{li}	1%	99%	28% ^o	27%
None	5	2	1	3	-	-	2	1	3	-	-	3	2	3	1	2
	1%	1%	*	1%	-	-	1%	*	1%	-	-	*	1%	*	1%	1%
		42%	10%	48% ^b	-	-	42%	10%	48%	-	-	64%	36%	64%	21%	43%
Don't Know/Can't Remember	1	-	-	1	-	-	-	-	-	1	-	1	-	1	-	-
	*	-	-	*	-	-	-	-	-	*	-	*	-	*	-	-
		-	-	100%	-	-	-	-	-	100%	-	100%	-	100%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Table 2

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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 (l)	Scotland (m)	Wales (n)
Unweighted Base	1052	56	130	94	85	102	80	120	147	91	60	87	905	87	60
Weighted Base	1052	59*	140	91*	82*	92*	80*	126	159	92*	54*	78*	920	78*	54*
Mobile phone only	78	6	6	6	5	3	3	18	7	7	7	10	61	10	7
	7%	10%	4%	6%	6%	3%	4%	14%	5%	8%	12%	13%	7%	13%	12%
		8%	7%	7%	6%	4%	4%	23% ^{befh}	9%	10%	8% ^{be}	13% ^{beh}	78%	13% ^l	8%
Landline phone only	52	*	6	5	3	6	5	4	5	7	2	9	42	9	2
	5%	1%	4%	6%	3%	7%	6%	3%	3%	8%	4%	11%	5%	11%	4%
		1%	11%	10%	5%	12%	9%	7%	10%	14%	4%	17% ^{agh}	79%	17% ^l	4%
Fixed line Broadband only	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	*	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-
TV services only	3	2	-	-	-	-	-	-	-	1	1	-	2	-	1
	*	3%	-	-	-	-	-	-	-	1%	1%	-	*	-	1%
		62%	-	-	-	-	-	-	-	18%	19%	-	81%	-	19%
TWO RESPONSES	190	7	20	35	14	18	10	29	17	14	10	15	165	15	10
	18%	12%	14%	39%	17%	20%	13%	23%	11%	16%	19%	19%	18%	19%	19%
		4%	10%	18% ^{abdefg}	7%	10%	5%	15% ^h	9%	8%	5%	8%	87%	8%	5%
				hijk											
Mobile and Landline	121	6	14	24	11	12	6	17	8	8	4	11	106	11	4
	11%	10%	10%	27%	13%	13%	7%	13%	5%	9%	7%	13%	12%	13%	7%
		5%	11%	20% ^{abdefg}	9% ^h	10% ^h	5%	14% ^h	7%	7%	3%	9% ^h	88%	9%	3%
				hijk											
Mobile and Fixed BB	22	-	4	1	1	2	2	6	3	3	-	-	22	-	-
	2%	-	3%	1%	1%	2%	3%	5%	2%	3%	-	-	2%	-	-
		-	18%	5%	5%	7%	10%	28%	13%	14%	-	-	100%	-	-
Mobile and Pay TV	17	1	1	2	-	3	1	3	-	-	4	1	12	1	4
	2%	2%	1%	2%	-	3%	2%	1%	2%	-	7%	1%	1%	1%	7%
		7%	8%	11%	-	17%	7%	5%	18%	-	22% ^{bdgi}	5%	73%	5%	22% ^l
Landline and Fixed BB	17	-	-	6	2	1	-	5	-	2	1	-	16	-	1
	2%	-	-	6%	2%	1%	-	4%	-	2%	2%	-	2%	-	2%
		-	-	34% ^{bfhk}	12%	6%	-	30% ^{bh}	-	13%	5%	-	95%	-	5%
Landline and Pay TV	12	-	1	2	-	1	1	-	2	1	2	2	7	2	2
	1%	-	1%	2%	-	1%	2%	-	1%	1%	4%	3%	1%	3%	4%
		-	9%	15%	-	5%	10%	-	19%	5%	16% ^g	21%	63%	21% ^l	16% ^l

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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 (l)	Scotland (m)	Wales (n)
Unweighted Base	1052	56	130	94	85	102	80	120	147	91	60	87	905	87	60
Weighted Base	1052	59*	140	91*	82*	92*	80*	126	159	92*	54*	78*	920	78*	54*
Fixed BB and Pay TV	2	-	-	-	-	-	-	-	1	-	-	1	1	1	-
	*	-	-	-	-	-	-	-	*	-	-	1%	*	1%	-
		-	-	-	-	-	-	-	45%	-	-	55%	45%	55%l	-
THREE RESPONSES	332	14	49	23	31	36	25	39	56	23	11	25	295	25	11
	32%	25%	35%	25%	38%	39%	31%	31%	35%	25%	21%	32%	32%	32%	21%
		4%	15%	7%	9%j	11%cij	7%	12%	17%	7%	3%	8%	89%	8%	3%
Mobile, Landline and Fixed BB	265	13	36	17	25	32	18	39	47	16	9	13	243	13	9
	25%	22%	26%	19%	30%	35%	22%	31%	30%	18%	17%	17%	26%	17%	17%
		5%	14%	6%	9%	12%cijk	7%	15%ik	18%ik	6%	3%	5%	92%	5%	3%
Mobile, Landline and Pay TV	38	2	2	5	2	2	3	-	6	4	3	11	25	11	3
	4%	3%	2%	5%	3%	2%	4%	-	4%	4%	5%	14%	3%	14%	5%
		4%	6%	12%g	6%	4%	8%g	-	15%g	9%g	7%g	28%abde fghi	65%	28%l	7%
Mobile, Fixed BB and Pay TV	10	-	2	-	2	1	4	-	1	-	-	-	10	-	-
	1%	-	1%	-	2%	2%	5%	-	*	-	-	-	1%	-	-
		-	21%	-	21%	14%	39%ghi	-	5%	-	-	-	100%	-	-
Landline, Fixed BB and Pay TV	19	-	9	1	2	1	-	-	3	3	-	1	18	1	-
	2%	-	6%	1%	2%	1%	-	-	2%	3%	-	1%	2%	1%	-
		-	47%fg	5%	9%	5%	-	-	14%	15%	-	5%	95%	5%	-
FOUR RESPONSES	389	29	58	21	30	28	37	37	69	40	23	19	348	19	23
	37%	49%	41%	23%	36%	30%	46%	29%	44%	43%	42%	24%	38%	24%	42%
		7%ceg	15%ck	5%	8%	7%	9%cegk	9%	18%ceg	10%cgk	6%ck	5%	89%cm	5%	6%cm
		k						k							
Mobile, Landline, Fixed BB and Pay TV	389	29	58	21	30	28	37	37	69	40	23	19	348	19	23
	37%	49%	41%	23%	36%	30%	46%	29%	44%	43%	42%	24%	38%	24%	42%
		7%ceg	15%ck	5%	8%	7%	9%cegk	9%	18%ceg	10%cgk	6%ck	5%	89%cm	5%	6%cm
		k						k							
None	5	-	1	-	-	1	-	-	3	-	-	1	4	1	-
	1%	-	*	-	-	1%	-	-	2%	-	-	1%	*	1%	-
		-	10%	-	-	11%	-	-	63%	-	-	16%	84%	16%	-
Don't Know/Can't Remember	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
Mobile phone only	78 7%	72 9% 92%bcd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline phone only	52 5%	-	48 7% 92%acd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed line Broadband only	1 *	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	3 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	38%	-	-	-	-	-	-	-	-	-	-	-	-	-
TWO RESPONSES	190	122	118	29	14	27	10	17	4	-	13	2	1	-	-	-	-	-
	18%	16% 64%cd	17% 62%cd	5% 15%	4% 7%	7% 14%	26% 5%e	81% 9%	46% 2%	-	7% 7%p	22% 1%	5% *	-	-	-	-	-
Mobile and Landline	121 11%	95 12% 78%cd	97 14% 80%cd	-	-	8 2% 7%	9 24% 8%e	17 81% 14%	-	-	-	-	-	-	-	-	-	-
Mobile and Fixed BB	22 2%	16 2% 72%bd	-	14 3% 63%bd	-	4 1% 18%	-	-	4 46% 18%	-	-	-	-	-	-	-	-	-
Mobile and Pay TV	17 2%	11 1% 65%bc	-	-	8 2% 48%bc	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
Landline and Fixed BB	17	-	15	14	-	13	-	-	-	-	13	-	-	-	-	-	-	-
	2%	-	2%	3%	-	3%	-	-	-	-	7%	-	-	-	-	-	-	-
		-	88%ad	83%ad	-	75%	-	-	-	-	75%p	-	-	-	-	-	-	-
Landline and Pay TV	12	-	6	-	5	1	1	-	-	-	-	2	-	-	-	-	-	-
	1%	-	1%	-	1%	*	2%	-	-	-	-	22%	-	-	-	-	-	-
		-	51%ac	-	41%ac	10%	7%	-	-	-	-	17%	-	-	-	-	-	-
Fixed BB and Pay TV	2	-	-	1	1	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	*	*	-	-	-	-	-	-	5%	-	-	-	-	-
		-	-	45%	45%	45%	-	-	-	-	-	-	45%	-	-	-	-	-
THREE RESPONSES	332	254	242	209	50	137	21	3	4	-	116	6	3	18	3	1	9	-
	32%	33%	35%	39%	14%	36%	54%	16%	42%	-	61%	68%	23%	81%	73%	16%	6%	-
		77%d	73%d	63%ad	15%	41%	6%e	1%	1%	-	35%p	2%	1%	5%	1%	*	3%	-
Mobile, Landline and Fixed BB	265	219	198	189	-	116	19	3	4	-	114	-	-	18	-	-	-	-
	25%	29%	28%	36%	-	31%	47%	16%	42%	-	60%	-	-	81%	-	-	-	-
		83%d	75%d	72%abd	-	44%	7%	1%	1%	-	43%p	-	-	7%	-	-	-	-
Mobile, Landline and Pay TV	38	27	30	-	29	8	1	-	-	-	-	6	-	-	3	-	-	-
	4%	3%	4%	-	8%	2%	2%	-	-	-	-	68%	-	-	73%	-	-	-
		70%c	79%c	-	77%abc	22%	2%	-	-	-	-	16%	-	-	8%	-	-	-
Mobile, Fixed BB and Pay TV	10	8	-	6	3	3	-	-	-	-	-	-	2	-	-	1	-	-
	1%	1%	-	1%	2%	1%	-	-	-	-	-	-	15%	-	-	16%	-	-
		88%b	-	67%b	81%b	26%	-	-	-	-	-	-	21%	-	-	5%	-	-
Landline, Fixed BB and Pay TV	19	-	14	13	13	10	2	-	-	-	2	-	1	-	-	-	9	-
	2%	-	2%	2%	4%	3%	5%	-	-	-	1%	-	8%	-	-	-	6%	-
		-	74%a	68%a	68%a	53%	9%	-	-	-	11%	-	6%	-	-	-	45%j	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
FOUR RESPONSES	389	320	292	295	289	212	8	1	1	-	62	1	10	4	1	3	127	14
	37%	42%	42%	55%	82%	56%	21%	3%	13%	-	32%	9%	71%	19%	27%	84%	94%	100%
		82%	75%	76%ab	74%abc	54%f	2%	*	*	-	16%	*	3%	1%	*	1%	33%j	4%
Mobile, Landline, Fixed BB and Pay TV	389	320	292	295	289	212	8	1	1	-	62	1	10	4	1	3	127	14
	37%	42%	42%	55%	82%	56%	21%	3%	13%	-	32%	9%	71%	19%	27%	84%	94%	100%
		82%	75%	76%ab	74%abc	54%f	2%	*	*	-	16%	*	3%	1%	*	1%	33%j	4%
None	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	103	234	34	103	106	241	146	130	74	87
Weighted Base	1052	112*	249	33**	99*	106*	228	155	125	81*	78*
Mobile phone only	78 7%	3 2% 3%	25 10% 32%af	6 19% 8%	8 8% 10%	6 6% 8%	9 4% 12%	7 5% 9%	7 6% 9%	6 8% 8%	10 13% 13%afg
Landline phone only	52 5%	5 5% 10%	8 3% 16%	5 15% 10%	4 4% 8%	6 6% 12%	10 5% 20%	7 4% 12%	6 5% 12%	* 1% 1%	9 11% 17%bfi
Fixed line Broadband only	1 *	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 100%	1 1% 100%	- - -
TV services only	3 *	- - -	- - -	- - -	1 1% 19%	- - -	1 * 18%	- - -	- - -	2 2% 62%b	- - -
TWO RESPONSES	190 18%	12 11% 6%	40 16% 21%	7 20% 3%	18 18% 10%	13 12% 7%	36 16% 19%	22 14% 12%	44 35% 23%abdefgj	17 21% 9%	15 19% 8%
Mobile and Landline	121 11%	4 3% 3%	25 10% 20%	4 12% 3%	8 8% 7%	8 8% 7%	23 10% 19%	15 10% 12%	32 25% 26%abdefgj	9 11% 8%	11 13% 9%a
Mobile and Fixed BB	22 2%	3 3% 13%	7 3% 31%	1 4% 6%	2 2% 8%	3 2% 12%	5 2% 22%	4 2% 18%	1 1% 5%	1 1% 5%	- - -
Mobile and Pay TV	17 2%	2 2% 15%	2 1% 13%	- - -	4 4% 22%	1 1% 4%	4 2% 24%	2 1% 14%	2 2% 11%	1 1% 7%	1 1% 5%
Landline and Fixed BB	17 2%	- - -	5 2% 30%	1 3% 7%	2 2% 12%	- - -	3 1% 15%	- - -	8 6% 46%aefgj	6 7% 34%abefgj	- - -
Landline and Pay TV	12 1%	2 2% 19%	1 * 5%	- - -	3 3% 22%b	1 1% 10%	2 1% 15%	1 1% 9%	2 1% 15%	- - -	2 3% 21%b

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	103	234	34	103	106	241	146	130	74	87
Weighted Base	1052	112*	249	33**	99*	106*	228	155	125	81*	78*
Fixed BB and Pay TV	2	1	1	-	-	-	-	-	-	-	1
	*	1%	*	-	-	-	-	-	-	-	1%
		45%	45%	-	-	-	-	-	-	-	55%
THREE RESPONSES	332	40	70	8	25	35	81	53	36	21	25
	32%	35%	28%	23%	25%	33%	36%	34%	29%	26%	32%
		12%	21%	2%	7%	11%	25%	16%	11%	6%	8%
Mobile, Landline and Fixed BB	265	32	59	6	19	29	69	40	29	20	13
	25%	28%	24%	17%	19%	27%	30%	26%	24%	24%	17%
		12%	22%	2%	7%	11%	26%dj	15%	11%	7%	5%
Mobile, Landline and Pay TV	38	5	5	2	3	3	6	3	5	2	11
	4%	4%	2%	6%	3%	2%	3%	2%	4%	2%	14%
		12%	13%	5%	8%	7%	16%	7%	14%	4%	28%abdefghi
Mobile, Fixed BB and Pay TV	10	1	3	-	-	2	3	2	-	-	-
	1%	*	1%	-	-	2%	1%	1%	-	-	-
		5%	32%	-	-	24%	35%	21%	-	-	-
Landline, Fixed BB and Pay TV	19	3	3	-	3	1	3	9	2	-	1
	2%	2%	1%	-	3%	1%	1%	6%	1%	-	1%
		14%	14%	-	15%	5%	14%	47%bfi	9%	-	5%
FOUR RESPONSES	389	49	101	7	43	46	90	65	30	33	19
	37%	44%	41%	22%	44%	44%	39%	42%	24%	41%	24%
		13%hj	26%hj	2%	11%hj	12%hj	23%hj	17%hj	8%	8%hj	5%
Mobile, Landline, Fixed BB and Pay TV	389	49	101	7	43	46	90	65	30	33	19
	37%	44%	41%	22%	44%	44%	39%	42%	24%	41%	24%
		13%hj	26%hj	2%	11%hj	12%hj	23%hj	17%hj	8%	8%hj	5%
None	5	3	3	-	-	-	1	1	-	-	1
	1%	3%	1%	-	-	-	*	*	-	-	1%
		63%l	63%	-	-	-	11%	10%	-	-	16%
Don't Know/Can't Remember	1	-	-	-	-	-	-	1	-	-	-
	*	-	-	-	-	-	-	*	-	-	-
		-	-	-	-	-	-	100%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED						
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscrip tion (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	1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72	
Weighted Base	1052	419	45*	133	213	4**	254	..	20**	..	12**	42*	25**	463	133	456	20**	12**	68*	
Mobile phone only	78 7%	13 3%	7 15%	-	26 12%	1 16%	20 8%	-	-	-	4 31%	7 16%	5 20%	18 4%	-	46 10%	-	4 31%	12 17%	
		16%	9%ac	-	34%ac	1%	25%ac	-	-	-	5%	9%ac	6%	24%ac	-	58%ac	-	5%	15%ac	
Landline phone only	52 5%	4 1%	2 4%	-	19 9%	-	21 8%	-	-	-	-	9 22%	-	6 1%	-	40 9%	-	-	9 13%	
		8%	4%ac	-	36%ac	-	40%ac	-	-	-	-	17%ac	-	11%	-	76%ac	-	-	17%ac	
Fixed line Broadband only	1 *	1 *	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-	
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	
TV services only	3 *	2 1%	-	-	-	2 42%	1 *	-	-	-	-	-	-	2 *	-	2 *	-	-	-	
		82%	-	-	-	62%	18%	-	-	-	-	-	-	82%	-	81%	-	-	-	
TWO RESPONSES	190 18%	46 11%	7 16%	12 9%	54 25%	1 28%	57 23%	-	2 9%	-	2 19%	16 37%	5 20%	52 11%	12 9%	108 24%	2 9%	2 19%	21 30%	
		24%	4%	7%	28%ac	1%	30%ac	-	1%	-	1%	8%ac	3%	27%	7%	57%ac	1%	1%	11%ac	
Mobile and Landline	121 11%	17 4%	5 11%	3 2%	44 20%	-	46 18%	-	-	-	1 6%	14 33%	1 3%	22 5%	3 2%	87 19%	-	1 6%	15 21%	
		14%	4%ac	2%	36%ac	-	38%ac	-	-	-	1%	12%ac	1%	18%	2%	72%ac	-	1%	12%ac	
Mobile and Fixed BB	22 2%	4 1%	1 2%	2 2%	4 20%	1 28%	8 3%	-	-	-	-	-	4 17%	4 1%	2 2%	12 3%	-	-	4 6%	
		19%	5%	10%	20%	5%	36%	-	-	-	-	-	19%	19%	10%	55%	-	-	19%ac	
Mobile and Pay TV	17 2%	14 3%	-	1 1%	-	-	1 1%	-	-	-	1 5%	1 1%	-	14 3%	1 1%	1 *	-	1 5%	1 1%	
		84%df	-	4%	-	-	8%	-	-	-	4%	3%	-	84%df	4%	8%	-	4%	3%	
Landline and Fixed BB	17 2%	2 1%	-	4 3%	6 3%	-	2 1%	-	2 9%	-	-	1 3%	-	2 1%	4 3%	8 2%	2 9%	-	1 2%	
		14%	-	21%	35%a	-	12%	-	10%	-	-	7%	-	14%	21%ac	47%	10%	-	7%	

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	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	1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72
Weighted Base	1052	419	45*	133	213	4**	254	..	20**	..	12**	42*	25**	463	133	456	20**	12**	68*
Landline and Pay TV	12	8	1	2	-	-	*	-	-	-	-	-	-	9	2	*	-	-	-
	1%	2%	2%	2%	-	-	*	-	-	-	-	-	-	2%	2%	*	-	-	-
		68%	9% ^d	20%	-	-	4%	-	-	-	-	-	-	76% ^o	20% ^o	4%	-	-	-
Fixed BB and Pay TV	2	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-
	*	-	-	1%	-	-	-	-	-	-	8%	-	-	-	1%	-	-	8%	-
		-	-	45%	-	-	-	-	-	-	55%	-	-	-	45%	-	-	55%	-
THREE RESPONSES	332	93	26	29	84	1	91	-	10	-	2	10	15	119	29	169	10	2	26
	32%	22%	58%	22%	40%	13%	36%	-	48%	-	19%	25%	60%	26%	22%	37%	48%	19%	39%
		28%	8% ^{acdf}	9%	25% ^{ac}	*	27% ^{ac}	-	3%	-	1%	3%	5%	36%	9%	51% ^{mn}	3%	1%	8% ^{mn}
Mobile, Landline and Fixed BB	265	46	26	14	80	1	85	-	8	-	2	10	15	72	14	159	8	2	26
	25%	11%	57%	11%	38%	13%	33%	-	42%	-	19%	25%	60%	16%	11%	35%	42%	19%	39%
		17%	10% ^{acdf}	5%	30% ^{ac}	*	32% ^{ac}	-	3%	-	1%	4% ^{ac}	6%	27%	5%	60% ^{mn}	3%	1%	10% ^{mn}
			k																
Mobile, Landline and Pay TV	38	27	-	7	3	-	5	-	1	-	-	-	-	27	7	7	1	-	-
	4%	6%	-	5%	1%	-	2%	-	6%	-	-	-	-	6%	5%	2%	6%	-	-
		71% ^{df}	-	17%	7%	-	12%	-	3%	-	-	-	-	71% ^o	17% ^o	19%	3%	-	-
Mobile, Fixed BB and Pay TV	10	8	-	2	-	-	1	-	-	-	-	-	-	8	2	1	-	-	-
	1%	2%	-	1%	-	-	*	-	-	-	-	-	-	2%	1%	*	-	-	-
		80%	-	20%	-	-	12%	-	-	-	-	-	-	80% ^o	20%	12%	-	-	-
Landline, Fixed BB and Pay TV	19	12	*	7	1	-	-	-	-	-	-	-	-	13	7	1	-	-	-
	2%	3%	1%	5%	1%	-	-	-	-	-	-	-	-	3%	5%	*	-	-	-
		63% ^f	2%	34% ^{df}	7%	-	-	-	-	-	-	-	-	66% ^o	34% ^o	7%	-	-	-
FOUR RESPONSES	389	259	3	90	26	-	62	-	9	-	4	-	-	263	90	85	9	4	-
	37%	62%	8%	68%	12%	-	24%	-	43%	-	31%	-	-	57%	68%	19%	43%	31%	-
		67% ^{bdfk}	1%	23% ^{bdfk}	7% ^k	-	16% ^{bdk}	-	2%	-	1%	-	-	67% ^{or}	23% ^{mor}	22% ^r	2%	1%	-
Mobile, Landline, Fixed BB and Pay TV	389	259	3	90	26	-	62	-	9	-	4	-	-	263	90	85	9	4	-
	37%	62%	8%	68%	12%	-	24%	-	43%	-	31%	-	-	57%	68%	19%	43%	31%	-
		67% ^{bdfk}	1%	23% ^{bdfk}	7% ^k	-	16% ^{bdk}	-	2%	-	1%	-	-	67% ^{or}	23% ^{mor}	22% ^r	2%	1%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
		Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscrip tion (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	1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72
Weighted Base	1052	419	45*	133	213	4**	254	-.**	20**	-.**	12**	42*	25**	463	133	456	20**	12**	68*
None	5	1	-	-	4	-	3	-	-	-	-	-	-	1	-	5	-	-	-
	1%	*	-	-	2%	-	1%	-	-	-	-	-	-	*	-	1%	-	-	-
		21%	-	-	68%	-	60%	-	-	-	-	-	-	21%	-	100%	-	-	-
Don't Know/Can't Remember	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Base: All adults in GB (half sample)

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
Mobile phone only	78	-	-	-	-	-	-	-	8	17	2	1	25	45	1
	7%	-	-	-	-	-	-	-	8%	14%	4%	14%	10%	10%	6%
		-	-	-	-	-	-	-	10%	21%	2%	1%	32%	58%	2%
Landline phone only	52	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed line Broadband only	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
TWO RESPONSES	190	4	-	9	1	4	12	1	2	9	9	-	20	87	3
	18%	4%	-	12%	100%	4%	6%	7%	2%	8%	20%	-	8%	20%	12%
		2%	-	5%	1%	2%	6%	1%	1%	5%	5%hil	-	11%	46%hil	1%
Mobile and Landline	121	-	-	3	-	-	4	1	1	4	8	-	13	72	2
	11%	-	-	4%	-	-	2%	7%	1%	4%	17%	-	5%	16%	9%
		-	-	3%	-	-	3%	1%	*	4%	7%hil	-	11%	59%hil	2%
Mobile and Fixed BB	22	1	-	-	-	1	3	-	2	1	-	-	2	10	-
	2%	1%	-	-	-	1%	2%	-	2%	1%	-	-	1%	2%	-
		5%	-	-	-	5%	13%	-	7%	3%	-	-	10%	44%	-
Mobile and Pay TV	17	-	-	-	-	-	-	-	-	4	1	-	5	5	1
	2%	-	-	-	-	-	-	-	-	3%	2%	-	2%	1%	3%
		-	-	-	-	-	-	-	-	22%	7%	-	29%	33%	4%
Landline and Fixed BB	17	3	-	4	1	3	4	-	-	-	-	-	-	-	-
	2%	3%	-	6%	100%	3%	2%	-	-	-	-	-	-	-	-
		15%	-	27%	7%	15%	26%	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Base: All adults in GB (half sample)

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
Landline and Pay TV	12	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
Fixed BB and Pay TV	2	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	45%	-	-	-	-	-	-	-	-
THREE RESPONSES	332	36	2	24	-	36	74	4	35	29	12	3	75	150	11
	32%	37%	35%	33%	-	37%	40%	24%	37%	25%	27%	58%	30%	34%	51%
		11%	1%	7%	-	11%	22%	1%	11%	9%	4%	1%	23%	45%	3%
Mobile, Landline and Fixed BB	265	34	1	18	-	34	62	4	31	24	11	3	66	129	9
	25%	34%	18%	25%	-	34%	34%	24%	32%	21%	25%	58%	26%	29%	39%
		13%	*	7%	-	13%	24%	1%	12%	9%	4%	1%	25%	49%	3%
Mobile, Landline and Pay TV	38	1	-	4	-	1	4	-	3	3	1	-	5	18	1
	4%	1%	-	5%	-	1%	2%	-	3%	3%	2%	-	2%	4%	6%
		2%	-	10%	-	2%	10%	-	8%	8%	2%	-	14%	47%	3%
Mobile, Fixed BB and Pay TV	10	-	-	-	-	-	3	-	1	2	-	-	3	3	1
	1%	-	-	-	-	-	1%	-	2%	2%	-	-	1%	1%	6%
		-	-	-	-	-	26%	-	15%	19%	-	-	33%	35%	14%
Landline, Fixed BB and Pay TV	19	2	1	2	-	2	5	-	-	-	-	-	-	-	-
	2%	2%	17%	3%	-	2%	3%	-	-	-	-	-	-	-	-
		8%	6%	11%	-	8%	28%	-	-	-	-	-	-	-	-
FOUR RESPONSES	389	59	5	40	-	59	99	11	49	63	23	2	132	159	7
	37%	60%	65%	55%	-	60%	54%	69%	53%	54%	50%	29%	52%	36%	31%
		15%	1%	10%	-	15%	25%	3%	13% _m	16% _m	6%	*	34% _m	41%	2%
Mobile, Landline, Fixed BB and Pay TV	389	59	5	40	-	59	99	11	49	63	23	2	132	159	7
	37%	60%	65%	55%	-	60%	54%	69%	53%	54%	50%	29%	52%	36%	31%
		15%	1%	10%	-	15%	25%	3%	13% _m	16% _m	6%	*	34% _m	41%	2%
None	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Base: All adults in GB (half sample)

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
Don't Know/Can't Remember	1*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
Mobile phone only	78	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline phone only	52	1	-	19	-	20	24	4	-	-	-	-	-	-	-
	5%	4%	-	18%	-	14%	13%	24%	-	-	-	-	-	-	-
		2%	-	36%	-	39%	45%	8%	-	-	-	-	-	-	-
Fixed line Broadband only	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	-	-	-	-	-	-	-	-	-	-	-	100%	-
TV services only	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
TWO RESPONSES	190	1	-	36	-	37	57	3	3	-	1	-	4	6	1
	18%	1%	-	35%	-	25%	31%	13%	10%	-	3%	-	6%	6%	9%
		*	-	19%	-	19%	30%	1%	2%	-	1%	-	2%	3%	1%
Mobile and Landline	121	1	-	34	-	34	54	2	-	-	-	-	-	-	-
	11%	1%	-	32%	-	23%	29%	9%	-	-	-	-	-	-	-
	*	-	-	28%	-	28%	44%	1%	-	-	-	-	-	-	-
Mobile and Fixed BB	22	-	-	-	-	-	-	-	3	-	1	-	4	6	-
	2%	-	-	-	-	-	-	-	10%	-	3%	-	6%	6%	-
		-	-	-	-	-	-	-	14%	-	5%	-	19%	25%	-
Mobile and Pay TV	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	17	-	-	1	-	1	1	-	-	-	-	-	-	-	1
	2%	-	-	1%	-	1%	1%	-	-	-	-	-	-	-	9%
		-	-	8%	-	8%	6%	-	-	-	-	-	-	-	8%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Base: All adults in GB (half sample)

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
Landline and Pay TV	12	-	-	2	-	2	2	1	-	-	-	-	-	-	-
	1%	-	-	2%	-	1%	1%	4%	-	-	-	-	-	-	-
		-	-	14%	-	14%	20%	7%	-	-	-	-	-	-	-
Fixed BB and Pay TV	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	332	18	2	26	3	48	54	8	14	1	13	-	29	40	12
	32%	51%	53%	25%	63%	32%	29%	41%	48%	53%	39%	-	43%	42%	76%
		5%	1%	8%	1%	14%	16%	2%	4%	*	4%	-	9%	12%	4%
Mobile, Landline and Fixed BB	265	14	2	13	3	31	45	6	14	1	10	-	26	39	10
	25%	40%	53%	12%	63%	21%	25%	34%	48%	53%	30%	-	38%	41%	60%
		5%	1%	5%	1%	12%	17% ^c	2%	5%	*	4%	-	10%	15%	4%
Mobile, Landline and Pay TV	38	4	-	9	-	13	7	1	-	-	-	-	-	-	-
	4%	10%	-	9%	-	9%	4%	7%	-	-	-	-	-	-	-
		10%	-	25%	-	34%	20%	3%	-	-	-	-	-	-	-
Mobile, Fixed BB and Pay TV	10	-	-	-	-	-	-	-	-	-	-	-	-	1	3
	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	15%
		-	-	-	-	-	-	-	-	-	-	-	-	14%	26%
Landline, Fixed BB and Pay TV	19	-	-	4	-	4	1	-	-	-	3	-	3	-	-
	2%	-	-	4%	-	3%	1%	-	-	-	9%	-	5%	-	-
		-	-	21% ^f	-	21%	6%	-	-	-	16%	-	16%	-	-
FOUR RESPONSES	389	15	2	23	2	42	48	4	13	1	19	3	34	48	3
	37%	44%	47%	22%	37%	29%	26%	22%	42%	47%	58%	100%	51%	51%	16%
		4%	1%	6%	*	11%	12%	1%	3%	*	5%	1%	9%	12%	1%
Mobile, Landline, Fixed BB and Pay TV	389	15	2	23	2	42	48	4	13	1	19	3	34	48	3
	37%	44%	47%	22%	37%	29%	26%	22%	42%	47%	58%	100%	51%	51%	16%
		4%	1%	6%	*	11%	12%	1%	3%	*	5%	1%	9%	12%	1%
None	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Base: All adults in GB (half sample)

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
Don't Know/Can't Remember	1*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	1052	12	1	35	1	48	108	13
Weighted Base	1052	14**	1**	35*	2**	51*	118*	13**
Mobile phone only	78 7%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Landline phone only	52 5%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Fixed line Broadband only	1 *	- - -	- - -	- - -	- - -	- - -	- - -	- - -
TV services only	3 *	- - -	- - -	- - -	- - -	- - -	1 1% 38%	- - -
TWO RESPONSES	190 18%	- -	- -	2 6% 1%	- -	2 4% 1%	7 6% 4%	3 19% 1%
Mobile and Landline	121 11%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Mobile and Fixed BB	22 2%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Mobile and Pay TV	17 2%	- - -	- - -	1 1% 3%	- - -	1 1% 3%	6 5% 34%	2 13% 11%
Landline and Fixed BB	17 2%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Landline and Pay TV	12 1%	- - -	- - -	2 5% 14%	- - -	2 3% 14%	1 1% 10%	1 6% 7%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	1052	12	1	35	1	48	108	13
Weighted Base	1052	14**	1**	35*	2**	51*	118*	13**
Fixed BB and Pay TV	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
THREE RESPONSES	332	2	-	8	-	11	16	4
	32%	17%	-	24%	-	21%	13%	30%
		1%	-	3%	-	3%	5%	1%
Mobile, Landline and Fixed BB	265	-	-	-	-	-	-	-
25%	25%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
Mobile, Landline and Pay TV	38	1	-	6	-	7	12	3
4%	4%	7%	-	16%	-	13%	10%	20%
		3%	-	15%	-	18%	31%	7%
Mobile, Fixed BB and Pay TV	10	1	-	-	-	1	2	1
1%	1%	10%	-	-	-	3%	2%	10%
		15%	-	-	-	15%	26%	14%
Landline, Fixed BB and Pay TV	19	-	-	3	-	3	2	-
2%	2%	-	-	7%	-	5%	1%	-
		-	-	13%	-	13%	9%	-
FOUR RESPONSES	389	12	1	25	2	38	94	7
	37%	83%	100%	70%	100%	75%	80%	50%
		3%	*	6%	*	10%	24%	2%
Mobile, Landline, Fixed BB and Pay TV	389	12	1	25	2	38	94	7
37%	37%	83%	100%	70%	100%	75%	80%	50%
		3%	-	6%	*	10%	24%	2%
None	5	-	-	-	-	-	-	-
1%	1%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
		-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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 GB (half sample)

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	1052	148	154	5	24	168	188	38	278	182	148	4	12
Weighted Base	1052	158	171	4**	25**	181	212	39*	260	169	141	4**	13**
Mobile phone only	78 7%	- -	- -	- -	- -	14 8% 18%	15 7% 20%	10 25% 12%efh	31 12% 40%	- -	- -	- -	- -
Landline phone only	52 5%	- -	- -	- -	- -	- -	- -	- -	- -	23 14% 44%	19 13% 36%	1 32% 2%	1 5% 1%
Fixed line Broadband only	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TV services only	3 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TWO RESPONSES	190 18%	10 6% 5%	14 8% 7%	- -	2 7% 1%	28 15% 15% ^f	17 8% 9%	4 9% 2%	59 23% 31% ^f	54 32% 28%	37 26% 19%	- -	3 25% 2%
Mobile and Landline	121 11%	4 2% 3%	3 2% 3%	- -	- -	19 10% 15%	12 6% 10%	1 1% *	53 20% 44%efg	50 30% 42%	34 24% 28%	- -	3 25% 3%
Mobile and Fixed BB	22 2%	1 1% 5%	1 1% 5%	- -	2 7% 8%	7 4% 34% ^h	2 1% 10%	- -	2 1% 10%	- -	- -	- -	- -
Mobile and Pay TV	17 2%	- -	- -	- -	- -	1 1% 8%	2 1% 11%	3 8% 18%efh	4 2% 24%	- -	- -	- -	- -
Landline and Fixed BB	17 2%	4 3% 26%	8 5% 49%	- -	- -	- -	- -	- -	- -	1 1% 6%	1 1% 8%	- -	- -
Landline and Pay TV	12 1%	- -	1 1% 10%	- -	- -	- -	- -	- -	- -	2 1% 20%	2 1% 14%	- -	- -

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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 GB (half sample)

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notification n (b)	Notificatio n only (c)	No bill or notification n (d)	Bill only (e)	Bill and notification n (f)	Notificatio n only (g)	No bill or notification n (h)	Bill only (i)	Bill and notification n (j)	Notificatio n only (k)	No bill or notification n (l)
Unweighted Base	1052	148	154	5	24	168	188	38	278	182	148	4	12
Weighted Base	1052	158	171	4**	25**	181	212	39*	260	169	141	4**	13**
Fixed BB and Pay TV	2	1	-	-	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	-	-
		45%	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	332	65	59	-	9	58	64	11	92	53	45	3	1
	32%	41%	35%	-	35%	32%	30%	27%	35%	31%	32%	68%	5%
		19%	18%	-	3%	17%	19%	3%	28%	16%	14%	1%	*
Mobile, Landline and Fixed BB	265	57	50	-	4	55	56	10	74	45	31	-	-
	25%	36%	29%	-	17%	30%	27%	26%	28%	27%	22%	-	-
		22%	19%	-	2%	21%	21%	4%	28%	17%	12%	-	-
Mobile, Landline and Pay TV	38	2	4	-	2	2	5	1	16	7	11	2	1
	4%	1%	3%	-	9%	1%	2%	2%	6%	4%	8%	49%	5%
		4%	12%	-	6%	5%	12%	2%	42%e	18%	29%	5%	2%
Mobile, Fixed BB and Pay TV	10	2	-	-	1	1	3	-	2	-	-	-	-
	1%	1%	-	-	2%	1%	2%	-	1%	-	-	-	-
		21%	-	-	5%	12%	33%	-	23%	-	-	-	-
Landline, Fixed BB and Pay TV	19	4	5	-	1	-	-	-	-	1	3	1	-
	2%	2%	3%	-	6%	-	-	-	-	1%	2%	19%	-
		20%	25%	-	8%	-	-	-	-	6%	17%	4%	-
FOUR RESPONSES	389	84	98	4	15	82	116	15	77	39	40	-	8
	37%	53%	57%	100%	58%	45%	55%	38%	30%	23%	28%	-	65%
		22%	25%	1%	4%	21%h	30%h	4%	20%	10%	10%	-	2%
Mobile, Landline, Fixed BB and Pay TV	389	84	98	4	15	82	116	15	77	39	40	-	8
	37%	53%	57%	100%	58%	45%	55%	38%	30%	23%	28%	-	65%
		22%	25%	1%	4%	21%h	30%h	4%	20%	10%	10%	-	2%
None	5	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	1052	56	58	3	26	58	39	8	45
Weighted Base	1052	64*	64*	3**	27**	63*	44*	6**	50*
Mobile phone only	78	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-
Landline phone only	52	-	-	-	-	-	-	-	-
	5%	-	-	-	-	-	-	-	-
Fixed line Broadband only	1	1	-	-	-	-	-	-	-
	*	2%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-
TV services only	3	-	-	-	-	1	-	-	1
	*	-	-	-	-	1%	-	-	1%
		-	-	-	-	19%	-	-	18%
TWO RESPONSES	190	3	4	-	1	2	1	1	5
	18%	5%	7%	-	2%	3%	3%	8%	10%
		2%	2%	-	*	1%	1%	*	3%
Mobile and Landline	121	-	-	-	-	-	-	-	-
	11%	-	-	-	-	-	-	-	-
Mobile and Fixed BB	22	3	4	-	1	-	-	-	-
	2%	5%	7%	-	2%	-	-	-	-
		15%	19%	-	3%	-	-	-	-
Mobile and Pay TV	17	-	-	-	-	1	1	-	4
	2%	-	-	-	-	2%	1%	-	9%
		-	-	-	-	8%	3%	-	26%
Landline and Fixed BB	17	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-
Landline and Pay TV	12	-	-	-	-	1	1	1	1
	1%	-	-	-	-	1%	1%	8%	1%
		-	-	-	-	5%	5%	5%	5%
Fixed BB and Pay TV	2	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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

Base: All adults in GB (half sample)

	Total	Q.67 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.67 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	1052	56	58	3	26	58	39	8	45
Weighted Base	1052	64*	64*	3**	27**	63*	44*	6**	50*
THREE RESPONSES	332	30	26	2	10	11	8	3	5
	32%	48%	41%	73%	36%	17%	18%	41%	11%
		9%	8%	1%	3%	3%	2%	1%	2%
Mobile, Landline and Fixed BB	265	29	24	1	10	-	-	-	-
	25%	45%	38%	47%	36%	-	-	-	-
		11%	9%	1%	4%	-	-	-	-
Mobile, Landline and Pay TV	38	-	-	-	-	7	6	1	5
	4%	-	-	-	-	11%	13%	14%	10%
		-	-	-	-	18%	15%	2%	13%
Mobile, Fixed BB and Pay TV	10	1	-	-	-	2	1	-	-
	1%	2%	-	-	-	4%	3%	-	-
		14%	-	-	-	26%	15%	-	-
Landline, Fixed BB and Pay TV	19	-	2	1	-	1	1	2	*
	2%	-	4%	25%	-	2%	2%	27%	1%
		-	12%	4%	-	6%	4%	9%	2%
FOUR RESPONSES	389	29	33	1	17	50	34	3	39
	37%	45%	52%	27%	61%	79%	79%	50%	78%
		7%	9%	*	4%	13%	9%	1%	10%
Mobile, Landline, Fixed BB and Pay TV	389	29	33	1	17	50	34	3	39
	37%	45%	52%	27%	61%	79%	79%	50%	78%
		7%	9%	*	4%	13%	9%	1%	10%
None	5	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Don't Know/Can't Remember	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	511	541	139	149	161	171	138	294	199	280	189	384	479	573
Weighted Base	1052	512	540	149	166	176	191	124	246	236	344	217	255	581	471
A mobile phone	767	385	382	90	133	143	156	91	154	185	260	159	163	445	322
	73%	75%	71%	61%	80%	81%	82%	74%	63%	78%	76%	73%	64%	77%	68%
		50%	50%	12%	17%ch	19%ch	20%ch	12%ch	20%	24%l	34%l	21%l	21%	58%n	42%
A landline phone	701	340	361	14	98	133	148	97	213	175	230	149	147	405	296
	67%	66%	67%	10%	59%	75%	77%	78%	87%	74%	67%	69%	58%	70%	63%
		49%	51%	2%	14%c	19%cd	21%cd	14%cd	30%cdelfg	25%l	33%l	21%l	21%	58%n	42%
Fixed line broadband	533	279	254	17	101	124	129	72	89	146	197	116	75	343	191
	51%	55%	47%	11%	61%	71%	67%	59%	36%	62%	57%	53%	30%	59%	40%
		52%b	48%	3%	19%ch	23%cgh	24%ch	14%ch	17%c	27%l	37%l	22%l	14%	64%n	36%
Pay TV	354	186	168	14	65	96	85	44	50	94	113	87	60	207	147
	34%	36%	31%	9%	39%	54%	45%	36%	20%	40%	33%	40%	24%	36%	31%
		53%	47%	4%	18%ch	27%cdgh	24%ch	12%ch	14%c	27%l	32%l	25%l	17%	58%	42%
None	143	59	85	53	18	15	17	18	22	28	42	31	43	69	74
	14%	11%	16%	36%	11%	9%	9%	14%	9%	12%	12%	14%	17%	12%	16%
		41%	59%	37%defgh	13%	11%	12%	12%	15%	19%	29%	22%	30%	48%	52%

Billing (QS7901 - 640224)**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 GB (half sample)**

	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	1052	569	288	195	326	131	67	528	294	758
Weighted Base	1052	592	296	164	382	143	60*	467	321	731
A mobile phone	767	444	204	119	320	112	38	297	247	521
	73%	75%	69%	72%	84%	78%	63%	64%	77%	71%
		58%	27%	15%	42%fg	15%fg	5%	39%	32%	68%
A landline phone	701	454	109	139	286	87	24	305	209	493
	67%	77%	37%	85%	75%	61%	40%	65%	65%	67%
		65%b	15%	20%ab	41%efg	12%f	3%	43%f	30%	70%
Fixed line broadband	533	382	84	68	276	77	14	167	202	331
	51%	65%	28%	41%	72%	54%	23%	36%	63%	45%
		72%bc	16%	13%b	52%efg	14%fg	3%	31%	38%i	62%
Pay TV	354	261	53	40	188	48	12	106	149	205
	34%	44%	18%	24%	49%	34%	20%	23%	46%	28%
		74%bc	15%	11%	53%efg	14%g	3%	30%	42%i	58%
None	143	70	66	7	22	21	15	85	45	98
	14%	12%	22%	4%	6%	14%	25%	18%	14%	13%
		49%c	46%ac	5%	16%	14%cd	11%cd	59%cd	31%	69%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	299	487	164	81	21	256	334	193	175	94	780	272	760	161	221
Weighted Base	1052	261	506	171	92*	22**	223	323	214	194	98*	844	208	824	197	251
A mobile phone	767	199	369	113	69	17	171	221	161	141	74	645	123	628	163	202
	73%	76%	73%	66%	75%	76%	77%	68%	75%	72%	75%	76%	59%	76%	82%	80%
		26% ^c	48%	15%	9%	2%	22% ^g	29%	21%	18%	10%	84% ^l	16%	82%	21%	26%
A landline phone	701	193	379	85	40	5	172	240	127	113	50	556	145	555	151	137
	67%	74%	75%	49%	43%	22%	77%	74%	59%	58%	51%	66%	70%	67%	76%	54%
		28% ^{cd}	54% ^{cd}	12%	6%	1%	25% ^{hij}	34% ^{hij}	18%	16%	7%	79%	21%	79% ^o	22% ^{mo}	19%
Fixed line broadband	533	107	306	76	38	6	89	168	119	106	51	528	6	528	147	140
	51%	41%	61%	45%	42%	25%	40%	52%	55%	55%	52%	63%	3%	64%	75%	56%
		20%	57% ^{acd}	14%	7%	1%	17%	31% ^f	22% ^f	20% ^f	10%	99% ^l	1%	99% ^o	28% ^{mo}	26%
Pay TV	354	70	199	59	22	3	55	99	85	83	32	324	30	321	97	81
	34%	27%	39%	35%	24%	13%	25%	31%	40%	43%	32%	38%	14%	39%	49%	32%
		20%	56% ^{ad}	17%	6%	1%	16%	28%	24% ^{fg}	23% ^{fg}	9%	92% ^l	8%	91%	27% ^{mo}	23%
None	143	16	65	40	18	4	11	43	38	38	13	120	23	118	18	37
	14%	6%	13%	23%	20%	19%	5%	13%	18%	20%	13%	14%	11%	14%	9%	15%
		11%	45% ^a	28% ^{ab}	13% ^a	3%	8%	30% ^f	26% ^f	27% ^f	9% ^f	84%	16%	82%	12%	26%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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 (l)	Scotland (m)	Wales (n)
Unweighted Base	1052	56	130	94	85	102	80	120	147	91	60	87	905	87	60
Weighted Base	1052	59*	140	91*	82*	92*	80*	126	159	92*	54*	78*	920	78*	54*
A mobile phone	767	48	106	66	65	67	61	104	100	62	48	41	678	41	48
	73%	81% 6%hk	76% 14%hk	72% 9%k	79% 8%hk	72% 9%k	76% 8%k	83% 14%hik	63% 13%	68% 8%	88% 6%cehik	53% 5%	74% 88% m	53% 5%	88% 6%lm
A landline phone	701	36	95	62	59	63	57	81	101	66	32	48	620	48	32
	67%	62% 5%	68% 14%	69% 9%	72% 8%	68% 9%	72% 8%	64% 12%	64% 14%	72% 9%	60% 5%	62% 7%	67% 88%	62% 7%	60% 5%
Fixed line broadband	533	29	79	36	46	49	49	64	84	47	25	26	483	26	25
	51%	49% 5%	56% 15%ck	40% 7%	56% 9%ck	53% 9%k	62% 9%ck	51% 12%k	53% 16%k	51% 9%k	45% 5%	33% 5%	53% 91% m	33% 5%	45% 5%
Pay TV	354	20	51	21	29	29	35	29	57	35	25	24	306	24	25
	34%	34% 6%	37% 14%cg	23% 6%	36% 8%	31% 8%	44% 10%cg	23% 8%	36% 16%cg	38% 10%cg	46% 7%cg	30% 7%	33% 86%	30% 7%	46% 7%
None	143	9	20	12	8	9	10	10	34	10	1	21	122	21	1
	14%	15% 6%j	14% 14%j	13% 8%j	9% 5%	10% 6%	13% 7%j	8% 7%	22% 24% degi	10% 7%	2% 1%	26% 14% abcde fgij	13% 85% n	26% 14% ln	2% 1%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
A mobile phone	767	767	568	469	310	326	37	22	9	-	169	5	12	22	4	3	111	14
	73%	100%	81%	88%	87%	87%	92%	100%	100%	-	89%	56%	86%	100%	100%	100%	82%	100%
		100%bcd	74%	61%b	40%b	43%	5%	3%	1%	-	22%	1%	2%	3%	1%	*	14%	2%
A landline phone	701	568	701	504	331	366	40	22	5	-	191	9	9	22	4	3	135	14
	67%	74%	100%	95%	94%	97%	100%	100%	54%	-	100%	100%	64%	100%	100%	84%	100%	100%
		81%	100%acd	72%a	47%a	52%	6%	3%	1%	-	27%	1%	1%	3%	1%	*	19%	2%
Fixed line broadband	533	469	504	533	305	356	26	1	9	-	191	1	14	22	-	3	135	14
	51%	61%	72%	100%	86%	95%	65%	3%	100%	-	100%	9%	100%	100%	-	100%	100%	100%
		88%	95%a	100%abd	57%ab	67%f	5%	*	2%	-	36%	*	3%	4%	-	1%	25%	3%
Pay TV	354	310	331	305	354	229	11	1	1	-	58	9	14	4	4	3	135	14
	34%	40%	47%	57%	100%	61%	28%	3%	13%	-	30%	100%	100%	19%	100%	100%	100%	100%
		87%	94%a	86%ab	100%abc	65%f	3%	*	*	-	16%	3%	4%	1%	1%	1%	38%j	4%
None	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

CAPI OmniBus



Billing (QS7901 - 640224)**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 GB (half sample)**

	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	1052	103	234	34	103	106	241	146	130	74	87
Weighted Base	1052	112*	249	33**	99*	106*	228	155	125	81*	78*
A mobile phone	767	61	185	24	75	77	176	120	95	62	41
	73%	54%	75%	74%	76%	72%	77%	78%	76%	77%	53%
		8%	24%aj	3%	10%aj	10%aj	23%aj	16%aj	12%aj	8%aj	5%
A landline phone	701	72	156	23	64	73	163	104	92	53	48
	67%	64%	63%	70%	65%	69%	71%	67%	74%	65%	62%
		10%	22%	3%	9%	10%	23%	15%	13%b	7%	7%
Fixed line broadband	533	61	130	13	49	62	131	85	58	43	26
	51%	54%	52%	39%	49%	59%	58%	55%	46%	53%	33%
		11%j	24%j	2%	9%j	12%j	25%hj	16%j	11%	8%j	5%
Pay TV	354	44	87	8	41	40	86	58	30	23	24
	34%	39%	35%	24%	41%	38%	38%	37%	24%	28%	30%
		12%h	25%h	2%	12%h	11%h	24%h	16%h	8%	6%	7%
None	143	28	37	1	8	16	22	20	13	10	21
	14%	25%	15%	4%	8%	15%	9%	13%	11%	12%	26%
		19%bdfgh	26%	1%	6%	11%	15%	14%	9%	7%	14%bdfghi

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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)
Total																		
1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72
1052	419	45*	133	213	4**	254	..	20**	..	12**	42*	25**	463	133	456	20**	12**	68*
767	326	35	92	153	2	172	-	13	-	9	27	22	359	92	315	13	9	50
73%	78%	78%	70%	72%	58%	68%	-	66%	-	77%	63%	89%	78%	70%	69%	66%	77%	73%
	42%fk	5%	12%	20%	*	22%	-	2%	-	1%	3%	3%	47%o	12%	41%	2%	1%	6%
701	280	30	91	144	1	168	-	12	-	5	29	12	310	91	303	12	5	43
67%	67%	67%	69%	68%	13%	66%	-	60%	-	43%	70%	49%	67%	69%	67%	60%	43%	63%
	40%	4%	13%	21%	*	24%	-	2%	-	1%	4%	2%	44%	13%	43%	2%	1%	6%
533	251	28	85	79	2	112	-	12	-	5	9	15	277	85	186	12	5	25
51%	60%	62%	64%	37%	42%	44%	-	60%	-	43%	21%	60%	60%	64%	41%	60%	43%	36%
	47%dfk	5%dfk	16%dfk	15%k	*	21%k	-	2%	-	1%	2%	3%	52%or	16%or	35%	2%	1%	5%
354	242	4	82	18	-	49	-	5	-	3	-	-	246	82	64	5	3	-
34%	58%	9%	62%	8%	-	19%	-	25%	-	26%	-	-	53%	62%	14%	25%	26%	-
	68%bdfk	1%	23%bdfk	5%	-	14%dk	-	1%	-	1%	-	-	69%or	23%or	18%r	1%	1%	-
143	55	4	21	26	2	42	-	6	-	1	5	3	59	21	68	6	1	8
14%	13%	10%	16%	12%	42%	16%	-	29%	-	8%	12%	11%	13%	16%	15%	29%	8%	12%
	38%	3%	15%	18%	1%	29%	-	4%	-	1%	4%	2%	41%	15%	48%	4%	1%	5%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
A mobile phone	767	82	6	59	-	82	168	15	94	117	46	5	252	441	22
	73%	83%	83%	81%	-	83%	91%	100%	100%	100%	100%	100%	100%	100%	100%
		11%	1%	8%	-	11%	22%	2%	12%	15%	6%	1%	33%	57%	3%
A landline phone	701	97	7	73	1	97	177	15	68	67	41	3	170	334	15
	67%	98%	100%	100%	100%	98%	96%	100%	72%	58%	88%	63%	68%	76%	70%
		14%	1%	10%	*	14%	25%	2%	10%	10%	6%ll	*	24%	48%ll	2%
Fixed line broadband	533	98	7	65	1	98	177	13	67	64	32	3	158	258	13
	51%	99%	100%	89%	100%	99%	95%	85%	71%	54%	69%	63%	63%	59%	59%
		18%c	1%	12%	*	18%c	33%	2%	13%i	12%	6%	1%	30%	48%	2%
Pay TV	354	58	6	47	-	58	109	11	46	54	24	2	119	156	9
	34%	59%	82%	64%	-	59%	59%	69%	49%	46%	52%	29%	47%	35%	43%
		17%	2%	13%	-	17%	31%	3%	13% <i>m</i>	15%	7% <i>m</i>	*	34% <i>m</i>	44%	3%
None	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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 GB (half sample)**

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
A mobile phone	767	31	4	67	4	105	143	14	26	1	24	3	54	91	15
	73%	89%	100%	64%	100%	72%	78%	72%	88%	53%	73%	100%	81%	96%	91%
		4%	1%	9%	1%	14%	19% ^c	2%	3%	*	3%	*	7%	12% ^l	2%
A landline phone	701	35	4	105	4	147	182	19	26	2	31	3	60	87	13
	67%	100%	100%	100%	100%	100%	100%	100%	85%	100%	93%	100%	90%	91%	76%
		5%	1%	15%	1%	21%	26%	3%	4%	*	4%	*	9%	12%	2%
Fixed line broadband	533	27	4	38	3	70	91	10	30	2	33	3	67	95	16
	51%	77%	100%	36%	69%	48%	50%	51%	100%	100%	100%	100%	100%	100%	100%
		5%	1%	7%	1%	13%	17% ^c	2%	6%	*	6%	*	13%	18%	3%
Pay TV	354	19	2	35	2	58	56	6	12	1	20	3	34	49	5
	34%	54%	47%	34%	37%	39%	31%	33%	38%	47%	62%	100%	51%	51%	31%
		5%	1%	10%	*	16%	16%	2%	3%	*	6%	1%	10%	14%	1%
None	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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 GB (half sample)**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	1052	12	1	35	1	48	108	13
Weighted Base	1052	14**	1**	35*	2**	51*	118*	13**
A mobile phone	767	12	1	28	2	41	113	13
	73%	85%	100%	79%	100%	81%	96%	94%
		2%	*	4%	*	5%	15%ce	2%
A landline phone	701	13	1	35	2	49	106	10
	67%	90%	100%	99%	100%	96%	90%	77%
		2%	*	5%	*	7%	15%	1%
Fixed line broadband	533	13	1	27	2	42	96	7
	51%	93%	100%	77%	100%	82%	81%	50%
		2%	*	5%	*	8%	18%	1%
Pay TV	354	14	1	35	2	51	118	13
	34%	100%	100%	100%	100%	100%	100%	100%
		4%	*	10%	*	14%	33%	4%
None	143	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notification n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	1052	148	154	5	24	168	188	38	278	182	148	4	12
Weighted Base	1052	158	171	4**	25**	181	212	39*	260	169	141	4**	13**
A mobile phone	767	144	140	3	22	181	212	39	260	131	101	2	11
	73%	91%	82%	70%	89%	100%	100%	100%	100%	77%	72%	49%	88%
		19%b	18%	*	3%	24%	28%	5%	34%	17%	13%	*	1%
A landline phone	701	154	169	4	21	139	147	23	195	169	141	4	13
	67%	98%	99%	100%	85%	77%	69%	58%	75%	100%	100%	100%	100%
		22%	24%	1%	3%	20%g	21%	3%	28%g	24%	20%	1%	2%
Fixed line broadband	533	153	162	4	23	128	136	20	130	82	67	1	8
	51%	97%	95%	100%	91%	71%	64%	52%	50%	49%	48%	19%	65%
		29%	30%	1%	4%	24%gh	26%h	4%	24%	15%	13%	*	2%
Pay TV	354	90	105	4	18	73	102	16	83	47	53	3	9
	34%	57%	62%	100%	73%	40%	48%	41%	32%	28%	38%	68%	70%
		26%	30%	1%	5%	21%	29%h	4%	23%	13%	15%	1%	3%
None	143	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.617 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.617 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	1052	56	58	3	26	58	39	8	45
Weighted Base	1052	64*	64*	3**	27**	63*	44*	6**	50*
A mobile phone	767	61	52	2	26	59	37	4	48
	73%	96%	81%	75%	95%	94%	85%	64%	97%
		8%b	7%	*	3%	8%	5%	1%	6%
A landline phone	701	58	57	3	26	57	42	6	44
	67%	91%	89%	100%	95%	90%	96%	100%	88%
		8%	8%	*	4%	8%	6%	1%	6%
Fixed line broadband	533	64	64	3	27	52	37	5	39
	51%	100%	100%	100%	100%	83%	84%	78%	78%
		12%	12%	1%	5%	10%	7%	1%	7%
Pay TV	354	29	33	2	17	63	44	6	50
	34%	46%	51%	53%	61%	100%	100%	100%	100%
		8%	9%	*	5%	18%	12%	2%	14%
None	143	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	511	541	139	149	161	171	138	294	199	280	189	384	479	573
Weighted Base	1052	512	540	149	166	176	191	124	246	236	344	217	255	581	471
Mobile phone only	165	86	80	72	38	19	21	7	8	30	52	30	53	82	83
	16%	17%	15%	48%	23%	11%	11%	6%	3%	13%	15%	14%	21%	14%	18%
		52%	48%	44%defgh	23%efgh	11%h	13%h	4%	5%	18%	32%	18%	32%ik	50%	50%
Landline phone only	67	31	36	1	-	4	3	4	55	9	19	9	30	28	39
	6%	6%	7%	1%	-	2%	2%	3%	22%	4%	6%	4%	12%	5%	8%
		47%	53%	2%	-	6%	5%	6%cd	82%defg	14%	29%	13%	45%ijk	42%	58%mn
Fixed line Broadband only	5	2	4	-	3	1	-	-	1	-	4	1	-	4	1
	1%	*	1%	-	2%	1%	-	-	1	-	1%	1%	-	1%	*
		30%	70%	-	52%	22%	-	-	26%	-	74%	26%	-	74%	26%
TV services only	2	1	1	1	-	-	-	1	1	-	-	-	2	-	2
	*	*	*	*	-	-	-	*	*	-	-	-	1%	-	*
		69%	31%	37%	-	-	-	32%	31%	-	-	-	100%	-	100%
2 OR MORE SERVICES	669	334	336	22	107	137	149	95	160	169	227	146	127	397	273
	64%	65%	62%	15%	64%	78%	78%	77%	65%	72%	66%	67%	50%	68%	58%
		50%	50%	3%	16%cd	20%cdh	22%cdh	14%cdh	24%cd	25%l	34%l	22%l	19%	59%mn	41%
TWO RESPONSES	154	67	87	9	17	18	23	21	66	26	43	32	53	69	85
	15%	13%	16%	6%	10%	10%	12%	17%	27%	11%	13%	15%	21%	12%	18%
		44%	56%	6%	11%	12%	15%	13%cd	43%defg	17%	28%	21%	34%ij	45%	55%mn
Mobile and Landline	95	36	59	2	4	9	12	13	54	16	26	20	33	42	53
	9%	7%	11%	1%	3%	5%	6%	11%	22%	7%	7%	9%	13%	7%	11%
		38%	62%a	2%	4%	9%	13%cd	14%cd	57%defg	17%	27%	21%	35%ij	44%	56%mn
Mobile and Fixed BB	14	10	4	3	5	4	1	-	1	2	9	-	3	11	3
	1%	2%	1%	2%	3%	2%	1%	-	1%	1%	3%	-	1%	2%	1%
		69%	31%	17%	34%	28%	10%	-	10%	16%	60%k	-	24%	76%	24%
Mobile and Pay TV	11	7	4	3	2	1	3	1	*	1	1	5	4	2	9
	1%	1%	1%	2%	1%	1%	2%	1%	*	*	*	2%	2%	*	2%
		62%	38%	28%	16%	11%	29%	12%	4%	7%	12%	44%	37%	20%	80%mn
Landline and Fixed BB	25	10	14	2	4	3	6	5	5	7	8	6	4	14	10
	2%	2%	3%	1%	3%	2%	3%	4%	2%	3%	2%	3%	1%	2%	2%
		42%	58%	7%	17%	11%	25%	21%	19%	28%	31%	26%	15%	59%	41%
Landline and Pay TV	9	3	5	-	1	1	-	1	5	-	-	1	8	-	9
	1%	1%	1%	-	1%	1%	-	1%	2%	-	-	*	3%	-	2%
		37%	63%	-	11%	17%	-	13%	59%	-	-	10%	90%ijk	-	100%mn

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

CAPI OmniBus



Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	511	541	139	149	161	171	138	294	199	280	189	384	479	573
Weighted Base	1052	512	540	149	166	176	191	124	246	236	344	217	255	581	471
Fixed BB and Pay TV	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*
		100%	-	-	100%	-	-	-	-	-	-	-	100%	-	100%
THREE RESPONSES	252	129	124	8	39	39	57	43	66	65	98	47	42	163	90
	24%	25%	23%	5%	23%	22%	30%	35%	27%	27%	28%	22%	17%	28%	19%
		51%	49%	3%	15% ^c	15% ^c	23% ^c	17% ^{cde}	26% ^c	26% ^l	39% ^l	19%	17%	64% ⁿ	36%
Mobile, Landline and Fixed BB	183	92	91	3	29	25	44	33	50	50	72	32	29	123	61
	17%	18%	17%	2%	17%	14%	23%	26%	20%	21%	21%	15%	11%	21%	13%
		50%	50%	1%	16% ^c	14% ^c	24% ^c	18% ^{ce}	27% ^c	27% ^l	39% ^l	17%	16%	67% ⁿ	33%
Mobile, Landline and Pay TV	27	10	17	-	2	2	5	6	12	7	7	6	7	14	13
	3%	2%	3%	-	1%	1%	3%	5%	5%	3%	2%	3%	3%	2%	3%
		35%	65%	-	6%	7%	18%	24% ^{cde}	45% ^{cde}	26%	26%	21%	27%	52%	48%
Mobile, Fixed BB and Pay TV	9	7	2	3	2	3	-	1	-	-	7	1	1	7	2
	1%	1%	*	2%	1%	2%	-	*	-	-	2%	*	1%	1%	*
		81%	19%	37% ^h	23%	33%	-	6%	-	-	76%	9%	16%	76%	24%
Landline, Fixed BB and Pay TV	33	20	13	2	6	9	9	4	4	7	12	9	5	19	14
	3%	4%	2%	1%	4%	5%	4%	3%	1%	3%	3%	4%	2%	3%	3%
		60%	40%	6%	19%	26% ^h	26%	12%	11%	22%	36%	27%	15%	58%	42%
FOUR RESPONSES	263	137	125	5	51	80	69	30	28	79	86	66	32	165	98
	25%	27%	23%	3%	31%	45%	36%	25%	11%	33%	25%	30%	13%	28%	21%
		52%	48%	2%	19% ^{ch}	30% ^{cdgh}	26% ^{cgh}	12% ^{ch}	11% ^c	30% ^l	33% ^l	25% ^l	12%	63% ⁿ	37%
Mobile, Landline, Fixed BB and Pay TV	263	137	125	5	51	80	69	30	28	79	86	66	32	165	98
	25%	27%	23%	3%	31%	45%	36%	25%	11%	33%	25%	30%	13%	28%	21%
		52%	48%	2%	19% ^{ch}	30% ^{cdgh}	26% ^{cgh}	12% ^{ch}	11% ^c	30% ^l	33% ^l	25% ^l	12%	63% ⁿ	37%
None	143	59	85	53	18	15	17	18	22	28	42	31	43	69	74
	14%	11%	16%	36%	11%	9%	9%	14%	9%	12%	12%	14%	17%	12%	16%
		41%	59%	37% ^{defgh}	13%	11%	12%	12%	15%	19%	29%	22%	30%	48%	52%

Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	569	288	195	326	131	67	528	294	758
Weighted Base	1052	592	296	164	382	143	60*	467	321	731
Mobile phone only	165 16%	46 8% 28%	106 36% 64%ac	13 8% 8%	52 13% 31%	31 22% 19%edg	21 35% 13%edg	61 13% 37%	50 15% 30%	115 16% 70%
Landline phone only	67 6%	28 5% 41%	12 4% 17%	28 17% 42%ab	5 1% 7%	3 2% 5%	2 4% 3%	57 12% 85%de	3 1% 5%	64 9% 95%h
Fixed line Broadband only	5 1%	4 1% 70%	2 1% 30%	- - -	2 * 30%	- - -	- - -	4 1% 70%	2 1% 44%	3 * 56%
TV services only	2 *	1 * 32%	1 * 37%	1 * 31%	- - -	- - -	- - -	2 * 100%	1 * 37%	1 * 63%
2 OR MORE SERVICES	669 64%	444 75% 66%b	110 37% 16%	116 70% 17%b	302 79% 45%efg	88 62% 13%f	22 36% 3%	258 55% 38%ef	221 69% 33%i	449 61% 67%
TWO RESPONSES	154 15%	73 12% 47%	37 13% 24%	45 27% 29%ab	45 12% 29%	13 9% 9%	10 16% 6%	86 18% 56%de	29 9% 19%	125 17% 81%h
Mobile and Landline	95 9%	42 7% 44%	19 6% 20%	34 21% 36%ab	16 4% 17%	7 5% 8%	6 10% 6%	66 14% 69%de	11 3% 12%	84 11% 88%h
Mobile and Fixed BB	14 1%	8 1% 55%	3 1% 23%	3 2% 21%	9 2% 64%g	4 3% 26%g	- - -	1 * 10%	8 2% 52%	7 1% 48%
Mobile and Pay TV	11 1%	5 1% 46%	5 2% 43%	1 1% 11%	6 1% 50%	- - -	- - -	6 1% 50%	4 1% 37%	7 1% 63%
Landline and Fixed BB	25 2%	16 3% 65%	8 3% 32%	1 * 3%	14 4% 57%g	2 1% 9%	2 4% 10%	6 1% 25%	4 1% 17%	20 3% 83%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	569	288	195	326	131	67	528	294	758
Weighted Base	1052	592	296	164	382	143	60*	467	321	731
Landline and Pay TV	9	2	1	6	1	-	2	6	2	6
	1%	*	*	3%	*	-	3%	1%	1%	1%
		21%	14%	65%ab	9%	-	19%cd	72%	28%	72%
Fixed BB and Pay TV	1	-	1	-	-	-	-	1	-	1
	*	-	*	-	-	-	-	*	-	*
		-	100%	-	-	-	-	100%	-	100%
THREE RESPONSES	252	168	35	49	105	36	3	109	74	178
	24%	28%	12%	30%	27%	25%	5%	23%	23%	24%
		67%b	14%	20%b	41%f	14%f	1%	43%f	29%	71%
Mobile, Landline and Fixed BB	183	118	27	38	75	27	1	80	50	133
	17%	20%	9%	23%	20%	19%	2%	17%	16%	18%
		65%b	15%	21%b	41%f	15%f	1%	44%f	27%	73%
Mobile, Landline and Pay TV	27	17	3	7	5	3	1	17	4	23
	3%	3%	1%	4%	1%	2%	1%	4%	1%	3%
		64%	9%	27%b	20%	13%	2%	64%	13%	87%
Mobile, Fixed BB and Pay TV	9	5	4	1	6	1	-	2	3	5
	1%	1%	1%	*	2%	1%	-	*	1%	1%
		52%	42%	6%	68%	10%	-	22%	40%	60%
Landline, Fixed BB and Pay TV	33	28	2	3	18	5	1	9	17	16
	3%	5%	1%	2%	5%	4%	1%	2%	5%	2%
		84%b	6%	10%	54%g	15%	2%	28%	51%i	49%
FOUR RESPONSES	263	203	38	22	152	39	9	63	117	145
	25%	34%	13%	13%	40%	27%	15%	13%	37%	20%
		77%bc	14%	8%	58%efg	15%g	3%	24%	45%i	55%
Mobile, Landline, Fixed BB and Pay TV	263	203	38	22	152	39	9	63	117	145
	25%	34%	13%	13%	40%	27%	15%	13%	37%	20%
		77%bc	14%	8%	58%efg	15%g	3%	24%	45%i	55%
None	143	70	66	7	22	21	15	85	45	98
	14%	12%	22%	4%	6%	14%	25%	18%	14%	13%
		49%c	46%ac	5%	16%	14%cd	11%cd	59%cd	31%	69%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	299	487	164	81	21	256	334	193	175	94	780	272	760	161	221
Weighted Base	1052	261	506	171	92*	22**	223	323	214	194	98*	844	208	824	197	251
Mobile phone only	165 16%	38 14% 23%b	45 9% 27%	39 23% 24%ab	31 33% 19%ab	12 55% 7%	28 13% 17%	31 9% 19%	44 21% 27%fg	38 19% 23%g	25 25% 15%fg	130 15% 79%	35 17% 21%	117 14% 71%	20 10% 12%	61 24% 37%mn
Landline phone only	67 6%	32 12% 47%bcd	32 6% 48%cd	3 2% 5%	- - -	- - -	31 14% 46%hij	31 10% 47%hij	2 1% 3%	1 1% 2%	1 1% 2%	14 2% 21%	53 26% 79%k	13 2% 19%	5 3% 7%	1 1% 2%
Fixed line Broadband only	5 1%	- - -	3 1% 56%	2 1% 44%	- - -	- - -	- - -	3 1% 56%	- - -	- - -	2 2% 44%lhi	5 1% 100%	- - -	5 1% 100%	- - -	2 1% 30%
TV services only	2 *	1 *	1 *	1 *	- -	- -	1 *	1 *	- -	1 *	- -	1 *	1 1%	1 *	- -	1 *
2 OR MORE SERVICES	669 64%	175 67% 26%cd	360 71% 54%cd	85 50% 13%	43 47% 6%	6 25% 1%	151 68% 23%	215 66% 32%	130 61% 19%	116 60% 17%	57 58% 9%	574 68% 86%l	95 46% 14%	571 69% 85%o	155 78% 23%mo	151 60% 22%
TWO RESPONSES	154 15%	69 26% 45%bcd	64 13% 41%cd	11 7% 7%	9 10% 6%	1 4% 1%	62 28% 40%ghi	52 16% 34%hi	14 6% 9%	14 7% 9%	13 13% 8%	80 10% 52%	74 36% 48%k	77 9% 50%	14 7% 9%	21 8% 14%
Mobile and Landline	95 9%	48 19% 51%bcd	36 7% 39%	5 3% 5%	5 5% 5%	- - -	47 21% 49%ghi	33 10% 35%hi	5 2% 5%	6 3% 6%	4 4% 5%	31 4% 33%	64 31% 67%k	31 4% 33%	3 2% 3%	3 1% 3%
Mobile and Fixed BB	14 1%	5 2% 32%	6 1% 43%	- - -	4 4% 25%cd	- -	3 2% 24%	2 1% 14%	1 * 4%	4 2% 26%	5 5% 33%gh	14 2% 100%l	- - -	14 2% 100%	4 2% 28%	7 3% 46%
Mobile and Pay TV	11 1%	6 2% 54%b	3 1% 24%	3 1% 22%	- - -	- -	5 2% 46%g	1 * 10%	2 1% 16%	1 * 8%	2 2% 20%	9 1% 76%	3 1% 24%	5 1% 48%	1 1% 11%	6 2% 54%mn
Landline and Fixed BB	25 2%	3 1% 10%	18 4% 74%a	2 1% 7%	1 1% 5%	1 4% 4%	2 1% 7%	16 5% 64%fi	4 2% 16%	2 1% 9%	1 1% 4%	25 3% 100%l	- - -	25 3% 100%	5 3% 21%	5 2% 21%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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	1052	299	487	164	81	21	256	334	193	175	94	780	272	760	161	221
Weighted Base	1052	261	506	171	92*	22**	223	323	214	194	98*	844	208	824	197	251
Landline and Pay TV	9	7	-	2	-	-	5	-	2	1	1	2	7	2	-	-
	1%	3%	-	1%	-	-	2%	-	1%	*	1%	*	3%	*	-	-
		78%b	-	22%b	-	-	57%g	-	26%	9%	8%	19%	81%k	19%	-	-
Fixed BB and Pay TV	1	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-
	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	100%	-	-	-
THREE RESPONSES	252	63	139	32	16	2	53	92	48	35	25	233	19	233	58	64
	24%	24%	28%	19%	17%	11%	24%	29%	22%	18%	25%	28%	9%	28%	30%	25%
		25%	55% ^c	13%	6%	1%	21%	37% ⁱ	19%	14%	10%	92% ^l	8%	92%	23%	25%
Mobile, Landline and Fixed BB	183	50	100	20	12	2	45	65	36	22	16	180	3	180	45	55
	17%	19%	20%	12%	13%	8%	20%	20%	17%	11%	16%	21%	1%	22%	23%	22%
		27% ^c	55% ^c	11%	7%	1%	24% ⁱ	36% ⁱ	19%	12%	9%	98% ^l	2%	98%	24%	30%
Mobile, Landline and Pay TV	27	7	18	2	-	-	5	16	2	3	1	10	17	10	3	2
	3%	3%	4%	1%	-	-	2%	5%	1%	1%	1%	1%	8%	1%	2%	1%
		26%	66%	8%	-	-	20%	59% ^{hi}	8%	9%	4%	38%	62% ^k	38%	11%	9%
Mobile, Fixed BB and Pay TV	9	3	4	2	-	1	1	3	3	-	2	9	-	9	3	2
	1%	1%	1%	1%	-	3%	1%	1%	1%	-	2%	1%	-	1%	2%	1%
		29%	43%	19%	-	9%	16%	31%	35%	-	18%	100%	-	100%	39%	29%
Landline, Fixed BB and Pay TV	33	3	18	9	4	-	1	9	7	10	6	33	-	33	7	4
	3%	1%	3%	5%	4%	-	1%	3%	3%	5%	7%	4%	-	4%	4%	2%
		10%	53%	26% ^a	12%	-	4%	26%	21%	31% ^f	19% ^f	100% ^l	-	100%	21%	12%
FOUR RESPONSES	263	43	157	42	18	2	36	70	69	68	20	261	2	261	83	65
	25%	17%	31%	25%	19%	10%	16%	22%	32%	35%	20%	31%	1%	32%	42%	26%
		17%	60% ^{ad}	16%	7%	1%	14%	27%	26% ^l ^{gj}	26% ^f ^{gj}	7%	99% ^l	1%	99%	32% ^{mo}	25%
Mobile, Landline, Fixed BB and Pay TV	263	43	157	42	18	2	36	70	69	68	20	261	2	261	83	65
	25%	17%	31%	25%	19%	10%	16%	22%	32%	35%	20%	31%	1%	32%	42%	26%
		17%	60% ^{ad}	16%	7%	1%	14%	27%	26% ^f ^{gj}	26% ^f ^{gj}	7%	99% ^l	1%	99%	32% ^{mo}	25%
None	143	16	65	40	18	4	11	43	38	38	13	120	23	118	18	37
	14%	6%	13%	23%	20%	19%	5%	13%	18%	20%	13%	14%	11%	14%	9%	15%
		11%	45% ^a	28% ^{ab}	13% ^a	3%	8%	30% ^f	26% ^f	27% ^f	9% ^f	84%	16%	82%	12%	26%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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 (l)	Scotland (m)	Wales (n)
Unweighted Base	1052	56	130	94	85	102	80	120	147	91	60	87	905	87	60
Weighted Base	1052	59*	140	91*	82*	92*	80*	126	159	92*	54*	78*	920	78*	54*
Mobile phone only	165	12	20	12	13	14	6	29	20	14	17	9	139	9	17
	16%	21% 8% ^f	14% 12%	14% 7%	15% 8%	15% 8%	7% 3%	23% 18% ^{fh}	12% 12%	15% 9%	31% 10% ^{bcd^{efh}ik}	12% 6%	15% 84%	12% 6%	31% 10% ^{lm}
Landline phone only	67	1	8	5	3	8	7	6	5	11	2	11	54	11	2
	6%	2% 2%	6% 11%	6% 8%	3% 4%	9% 12% ^h	9% 11%	5% 9%	3% 7%	12% 16% ^{ah}	4% 3%	14% 16% ^{abdg^h}	6% 81%	14% 16% ^l	4% 3%
Fixed line Broadband only	5	-	-	1	-	2	-	3	-	-	-	-	5	-	-
	1%	-	-	1%	-	2%	-	2%	-	-	-	-	1%	-	-
		-	-	22%	-	30%	-	48%	-	-	-	-	100%	-	-
TV services only	2	-	-	-	-	1	-	-	-	1	1	-	1	-	1
	*	-	-	-	-	1%	-	-	-	1%	1%	-	*	-	1%
		-	-	-	-	37%	-	-	-	31%	32%	-	68%	-	32%
2 OR MORE SERVICES	669	36	93	60	59	59	56	78	100	57	33	38	598	38	33
	64%	62% 5%	66% 14% ^k	66% 9% ^k	72% 9% ^k	64% 9% ^k	71% 8% ^k	62% 12%	63% 15% ^k	62% 8%	62% 5%	48% 6%	65% 89% ^m	48% 6%	62% 5%
TWO RESPONSES	154	7	15	30	16	13	6	21	20	10	8	9	137	9	8
	15%	11% 4%	11% 10%	33% 19% ^{abefg^{hijk}}	19% 10% ^f	14% 8%	7% 4%	17% 14%	13% 13%	11% 6%	15% 5%	11% 6%	15% 89%	11% 6%	15% 5%
Mobile and Landline	95	5	12	21	10	7	2	16	10	5	2	4	88	4	2
	9%	9% 6%	8% 12%	23% 22% ^{befhi^{jk}}	12% 10% ^f	8% 8%	2% 2%	13% 17% ^f	6% 11%	6% 6%	4% 2%	5% 4%	10% 93%	5% 4%	4% 2%
Mobile and Fixed BB	14	-	3	3	1	-	2	3	1	2	-	-	14	-	-
	1%	-	2% 18%	3% 18%	2% 9%	-	3% 15%	3% 23%	* 4%	2% 12%	-	-	2% 100%	-	-
Mobile and Pay TV	11	1	-	*	1	2	1	-	2	-	3	-	8	-	3
	1%	2% 10%	-	1% 4%	2% 12%	2% 19%	1% 6%	-	1% 19%	-	6% 28% ^{baik}	-	1% 72%	-	6% 28% ^{lm}

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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 GB (half sample)

	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 (l)	Scotland (m)	Wales (n)
Unweighted Base	1052	56	130	94	85	102	80	120	147	91	60	87	905	87	60
Weighted Base	1052	59*	140	91*	82*	92*	80*	126	159	92*	54*	78*	920	78*	54*
Landline and Fixed BB	25	-	1	6	4	2	-	2	5	2	1	3	21	3	1
	2%	-	*	6%	4%	2%	-	1%	3%	2%	2%	4%	2%	4%	2%
Landline and Pay TV	9	-	-	1	-	1	1	-	1	1	2	2	5	2	2
	1%	-	-	1%	-	1%	2%	-	1%	1%	4%	2%	1%	2%	4%
Fixed BB and Pay TV	1	-	-	6%	-	13%	14%	-	17%	8%	23%bg	19%	58%	19%	23%l
	*	-	-	-	-	-	-	-	100%	-	-	-	100%	-	-
THREE RESPONSES	252	13	37	15	20	27	24	29	43	23	8	14	231	14	8
	24%	22%	26%	16%	25%	29%	30%	23%	27%	25%	14%	18%	25%	18%	14%
Mobile, Landline and Fixed BB	183	11	27	11	15	21	17	28	27	13	6	7	170	7	6
	17%	19%	19%	12%	18%	23%	22%	22%	17%	15%	11%	9%	19%	9%	11%
Mobile, Landline and Pay TV	27	1	2	4	2	1	3	-	2	4	2	6	19	6	2
	3%	2%	2%	4%	3%	1%	4%	-	1%	4%	3%	8%	2%	8%	3%
Mobile, Fixed BB and Pay TV	9	-	2	-	-	2	4	-	1	-	-	-	9	-	-
	1%	-	2%	-	-	2%	5%	-	*	-	-	-	1%	-	-
Landline, Fixed BB and Pay TV	33	1	6	*	3	3	-	1	13	6	-	1	33	1	-
	3%	2%	4%	1%	4%	3%	-	1%	8%	6%	-	1%	4%	1%	-
FOUR RESPONSES	263	17	41	16	23	19	26	28	37	24	18	15	230	15	18
	25%	29%	29%	17%	28%	21%	33%	22%	24%	26%	32%	19%	25%	19%	32%
Mobile, Landline, Fixed BB and Pay TV	263	17	41	16	23	19	26	28	37	24	18	15	230	15	18
	25%	29%	29%	17%	28%	21%	33%	22%	24%	26%	32%	19%	25%	19%	32%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)**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 GB (half sample)**

	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 (l)	Scotland (m)	Wales (n)
Unweighted Base	1052	56	130	94	85	102	80	120	147	91	60	87	905	87	60
Weighted Base	1052	59*	140	91*	82*	92*	80*	126	159	92*	54*	78*	920	78*	54*
None	143	9	20	12	8	9	10	10	34	10	1	21	122	21	1
	14%	15%	14%	13%	9%	10%	13%	8%	22%	10%	2%	26%	13%	26%	2%
		6%j	14%j	8%j	5%	6%	7%j	7%	24%degij	7%	1%	14%abcdegij	85%n	14%ln	1%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
Mobile phone only	165	165	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	16%	22%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline phone only	67	-	67	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%acd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed line Broadband only	5	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
2 OR MORE SERVICES	669	602	634	528	352	375	40	22	9	-	191	9	14	22	4	3	135	14
	64%	78%	90%	99%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%
		90%	95%a	79%ab	53%ab	56%	6%	3%	1%	-	28%	1%	2%	3%	1%	*	20%	2%
TWO RESPONSES	154	120	128	40	21	36	13	21	4	-	20	4	1	-	-	-	-	-
	15%	16%	18%	7%	6%	10%	34%	97%	46%	-	10%	44%	5%	-	-	-	-	-
		78%cd	83%cd	26%	13%	23%	9%e	14%	3%	-	13%p	3%	*	-	-	-	-	-
Mobile and Landline	95	95	95	-	-	9	12	21	-	-	-	-	-	-	-	-	-	-
	9%	12%	14%	-	-	2%	30%	97%	-	-	-	-	-	-	-	-	-	-
		100%cd	100%cd	-	-	9%	13%e	22%	-	-	-	-	-	-	-	-	-	-
Mobile and Fixed BB	14	14	-	14	-	4	-	-	4	-	-	-	-	-	-	-	-	-
	1%	2%	-	3%	-	1%	-	-	46%	-	-	-	-	-	-	-	-	-
		100%bd	-	100%bd	-	28%	-	-	28%	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	**	191	9**	14**	22**	4**	3**	135	14**
Mobile and Pay TV	11	11	-	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%bc	-	-	100%bc	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	25	-	25	25	-	19	1	-	-	-	20	-	1	-	-	-	-	-
	2%	-	4%	5%	-	5%	1%	-	-	-	10%	-	-	-	-	-	-	-
		-	100%ad	100%ad	-	77%	2%	-	-	-	79%p	-	-	-	-	-	-	-
Landline and Pay TV	9	-	9	-	9	3	1	-	-	-	-	4	-	-	-	-	-	-
	1%	-	1%	-	2%	1%	2%	-	-	-	-	44%	-	-	-	-	-	-
		-	100%ac	-	100%ac	36%	10%	-	-	-	-	46%	-	-	-	-	-	-
Fixed BB and Pay TV	1	-	-	1	1	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	*	*	-	-	-	-	-	-	5%	-	-	-	-	-
		-	-	100%	100%	100%	-	-	-	-	-	-	100%	-	-	-	-	-
THREE RESPONSES	252	219	244	226	69	153	19	-	4	-	115	4	5	18	4	1	25	-
	24%	29%	35%	42%	20%	41%	47%	-	42%	-	61%	47%	39%	81%	100%	16%	18%	-
		87% ^d	97% ^{ad}	89% ^{abd}	27%	60%	7%	-	1%	-	46% ^p	2%	2%	7%	2%	*	10%	-
Mobile, Landline and Fixed BB	183	183	183	183	-	114	16	-	4	-	113	-	-	18	-	-	-	-
	17%	24%	26%	34%	-	30%	40%	-	42%	-	59%	-	-	81%	-	-	-	-
		100% ^d	100% ^d	100% ^{abd}	-	62%	9%	-	2%	-	62% ^p	-	-	10%	-	-	-	-
Mobile, Landline and Pay TV	27	27	27	-	27	8	1	-	-	-	-	4	-	-	4	-	-	-
	3%	4%	4%	-	8%	2%	2%	-	-	-	-	47%	-	-	100%	-	-	-
		100% ^c	100% ^c	-	100% ^{abc}	28%	3%	-	-	-	-	16%	-	-	16%	-	-	-
Mobile, Fixed BB and Pay TV	9	9	-	9	9	5	-	-	-	-	-	-	4	-	-	1	-	-
	1%	1%	-	2%	2%	1%	-	-	-	-	-	-	31%	-	-	16%	-	-
		100% ^b	-	100% ^b	100% ^b	55%	-	-	-	-	-	-	49%	-	-	6%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	1052	750	695	484	329	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	1052	767	701	533	354	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
Landline, Fixed BB and Pay TV	33	-	33	33	33	26	2	-	-	-	2	-	1	-	-	-	25	-
	3%	-	5%	6%	9%	7%	5%	-	-	-	1%	-	8%	-	-	-	18%	-
		-	100%a	100%a	100%ab	78%	5%	-	-	-	6%	-	3%	-	-	-	74%j	-
FOUR RESPONSES	263	263	263	263	263	187	8	1	1	-	56	1	8	4	-	3	111	14
	25%	34%	37%	49%	74%	50%	19%	3%	13%	-	29%	9%	55%	19%	-	84%	82%	100%
		100%	100%	100%ab	100%abc	71%f	3%	*	*	-	21%	*	3%	2%	-	1%	42%j	6%
Mobile, Landline, Fixed BB and Pay TV	263	263	263	263	263	187	8	1	1	-	56	1	8	4	-	3	111	14
	25%	34%	37%	49%	74%	50%	19%	3%	13%	-	29%	9%	55%	19%	-	84%	82%	100%
		100%	100%	100%ab	100%abc	71%f	3%	*	*	-	21%	*	3%	2%	-	1%	42%j	6%
None	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	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	1052	103	234	34	103	106	241	146	130	74	87
Weighted Base	1052	112*	249	33**	99*	106*	228	155	125	81*	78*
Mobile phone only	165	11	43	8	21	12	32	24	15	15	9
	16%	10%	17%	25%	22%	11%	14%	16%	12%	18%	12%
		7%	26%	5%	13%a	7%	19%	15%	9%	9%	6%
Landline phone only	67	5	10	6	7	9	13	9	6	1	11
	6%	4%	4%	19%	7%	8%	6%	6%	5%	1%	14%
		7%	15%	9%	10%	13%	20%	13%	9%	2%	16%abfghi
Fixed line Broadband only	5	-	3	-	-	-	2	-	1	1	-
	1%	-	1%	-	-	-	1%	-	1%	1%	-
		-	48%	-	-	-	30%	-	22%	22%	-
TV services only	2	-	-	-	1	-	1	-	-	-	-
	*	-	-	-	1%	-	*	-	-	-	-
		-	-	-	32%	-	68%	-	-	-	-
2 OR MORE SERVICES	669	69	155	17	62	70	159	102	89	54	38
	64%	61%	62%	52%	63%	66%	70%	66%	72%	67%	48%
		10%	23%j	3%	9%	10%j	24%j	15%j	13%j	8%j	6%
TWO RESPONSES	154	12	32	3	15	11	32	18	40	18	9
	15%	11%	13%	10%	15%	10%	14%	12%	32%	22%	11%
		8%	21%	2%	10%	7%	21%	12%	26%abdefgj	12%eg	6%
Mobile and Landline	95	5	22	2	5	4	17	13	28	10	4
	9%	4%	9%	7%	5%	4%	7%	8%	22%	12%	5%
		5%	23%	2%	6%	5%	18%	14%	29%abdefgj	11%	4%
Mobile and Fixed BB	14	1	4	-	2	3	3	3	3	1	-
	1%	1%	2%	-	2%	2%	1%	2%	3%	1%	-
		4%	28%	-	12%	18%	18%	18%	24%	8%	-
Mobile and Pay TV	11	-	2	-	3	1	5	2	*	1	-
	1%	-	1%	-	3%	1%	2%	1%	*	1%	-
		-	15%	-	28%	6%	42%	15%	4%	10%	-
Landline and Fixed BB	25	5	3	1	2	2	5	1	8	6	3
	2%	4%	1%	3%	2%	2%	2%	*	6%	7%	4%
		20%g	12%	5%	8%	7%	20%	2%	31%bg	23%bg	12%g

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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	1052	103	234	34	103	106	241	146	130	74	87
Weighted Base	1052	112*	249	33**	99*	106*	228	155	125	81*	78*
Landline and Pay TV	9	1	1	-	3	1	2	-	1	-	2
	1%	1%	*	-	3%	1%	1%	-	*	-	2%
		17%	9%	-	31%	14%	27%	-	6%	-	19%
Fixed BB and Pay TV	1	1	1	-	-	-	-	-	-	-	-
	*	1%	*	-	-	-	-	-	-	-	-
		100%	100%	-	-	-	-	-	-	-	-
THREE RESPONSES	252	30	54	8	19	27	64	39	26	16	14
	24%	27%	22%	23%	20%	25%	28%	25%	21%	20%	18%
		12%	21%	3%	8%	11%	25%	16%	10%	6%	6%
Mobile, Landline and Fixed BB	183	15	39	6	13	21	50	28	21	14	7
	17%	14%	16%	17%	13%	20%	22%	18%	17%	18%	9%
		8%	21%	3%	7%	11%j	27%j	16%	11%	8%	4%
Mobile, Landline and Pay TV	27	2	3	2	2	1	5	3	4	1	6
	3%	2%	1%	6%	2%	1%	2%	2%	3%	1%	8%
		8%	13%	8%	8%	5%	18%	11%	15%	4%	24%bdefg
Mobile, Fixed BB and Pay TV	9	1	3	-	-	2	2	2	-	-	-
	1%	*	1%	-	-	2%	1%	2%	-	-	-
		6%	36%	-	-	26%	25%	27%	-	-	-
Landline, Fixed BB and Pay TV	33	12	9	-	4	2	7	6	1	1	1
	3%	11%	4%	-	4%	2%	3%	4%	1%	1%	1%
		36%bdefgh	26%	-	12%	6%	22%	17%	4%	3%	3%
		ij									
FOUR RESPONSES	263	27	69	6	28	33	63	45	23	19	15
	25%	24%	28%	18%	28%	31%	28%	29%	19%	24%	19%
		10%	26%	2%	11%	12%h	24%	17%	9%	7%	6%
Mobile, Landline, Fixed BB and Pay TV	263	27	69	6	28	33	63	45	23	19	15
	25%	24%	28%	18%	28%	31%	28%	29%	19%	24%	19%
		10%	26%	2%	11%	12%h	24%	17%	9%	7%	6%
None	143	28	37	1	8	16	22	20	13	10	21
	14%	25%	15%	4%	8%	15%	9%	13%	11%	12%	26%
		19%bdfgh	26%	1%	6%	11%	15%	14%	9%	7%	14%bdfghi

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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	1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72
Weighted Base	1052	419	45*	133	213	4**	254	..	20**	..	12**	42*	25**	463	133	456	20**	12**	68*
Mobile phone only	165	62	8	12	41	1	38	-	2	-	5	7	6	69	12	76	2	5	14
	16%	15%	17%	9%	19%	16%	15%	-	11%	-	44%	18%	26%	15%	9%	17%	11%	44%	21%
		38%	5%	8%	25% _c	*	23%	-	1%	-	3%	5%	4%	42%	8%	46%	1%	3%	8% _{mn}
Landline phone only	67	6	1	-	24	-	28	-	-	-	-	9	-	8	-	52	-	-	9
	6%	2%	3%	-	11%	-	11%	-	-	-	-	22%	-	2%	-	11%	-	-	13%
		9%	2%	-	36% _{ac}	-	41% _{ac}	-	-	-	-	14% _{abc}	-	11%	-	78% _{mn}	-	-	14% _{mn}
Fixed line Broadband only	5	2	-	1	-	-	2	-	-	-	-	-	-	2	1	2	-	-	-
	1%	1%	-	1%	-	-	1%	-	-	-	-	-	-	1%	1%	*	-	-	-
		44%	-	26%	-	-	30%	-	-	-	-	-	-	44%	26%	30%	-	-	-
TV services only	2	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-	1	-
	*	*	-	-	-	-	*	-	-	-	5%	-	-	*	-	*	-	5%	-
		32%	-	-	-	-	68%	-	-	-	37%	-	-	32%	-	68%	-	37%	-
2 OR MORE SERVICES	669	293	32	98	122	2	144	-	12	-	5	20	16	324	98	256	12	5	37
	64%	70%	70%	74%	57%	42%	57%	-	60%	-	43%	48%	63%	70%	74%	56%	60%	43%	54%
		44% _{dfk}	5% _k	15% _{dfk}	18%	*	21%	-	2%	-	1%	3%	2%	48% _{or}	15% _{or}	38%	2%	1%	6%
TWO RESPONSES	154	35	7	15	50	1	38	-	1	-	1	13	4	41	15	83	1	1	17
	15%	8%	17%	11%	23%	28%	15%	-	6%	-	10%	31%	16%	9%	11%	18%	6%	10%	25%
		23%	5%	10%	32% _{acf}	1%	24% _a	-	1%	-	1%	8% _{acf}	3%	27%	10%	54% _{mn}	1%	1%	11% _{mn}
Mobile and Landline	95	13	4	3	40	-	29	-	-	-	-	12	1	17	3	66	-	-	12
	9%	3%	8%	2%	19%	-	12%	-	-	-	-	28%	3%	4%	2%	14%	-	-	18%
		14%	4%	3%	42% _{acf}	-	31% _{ac}	-	-	-	-	12% _{abcf}	1%	18%	3%	69% _{mn}	-	-	13% _{mn}
Mobile and Fixed BB	14	3	3	3	2	1	3	-	-	-	-	-	3	4	3	5	-	-	3
	1%	1%	6%	2%	1%	28%	1%	-	-	-	-	-	14%	1%	2%	1%	-	-	5%
		20%	17% _{ad}	20%	15%	8%	24%	-	-	-	-	-	23%	30%	20%	37%	-	-	23% _{mo}
Mobile and Pay TV	11	9	-	2	-	-	-	-	-	-	-	-	-	9	2	-	-	-	-
	1%	2%	-	2%	-	-	-	-	-	-	-	-	-	2%	2%	-	-	-	-
		81% _{df}	-	19%	-	-	-	-	-	-	-	-	-	81% _o	19% _o	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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	1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72
Weighted Base	1052	419	45*	133	213	4**	254	..	20**	..	12**	42*	25**	463	133	456	20**	12**	68*
Landline and Fixed BB	25	4	1	3	8	-	5	-	1	-	1	1	-	6	3	12	1	1	1
	2%	1%	3%	2%	4%	-	2%	-	6%	-	10%	3%	-	1%	2%	3%	6%	10%	2%
Landline and Pay TV	9	5	-	3	-	-	-	-	-	-	-	-	-	5	3	-	-	-	-
	1%	1%	-	2%	-	-	-	-	-	-	-	-	-	1%	2%	-	-	-	-
Fixed BB and Pay TV	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
THREE RESPONSES	252	75	23	25	58	1	68	-	6	-	2	7	12	99	25	123	6	2	20
	24%	18%	52%	19%	27%	13%	27%	-	29%	-	13%	18%	47%	21%	19%	27%	29%	13%	30%
Mobile, Landline and Fixed BB	183	32	20	7	54	1	59	-	6	-	2	7	12	52	7	111	6	2	20
	17%	8%	45%	5%	25%	13%	23%	-	29%	-	13%	18%	47%	11%	5%	24%	29%	13%	30%
Mobile, Landline and Pay TV	27	17	-	6	2	-	4	-	-	-	-	-	-	17	6	6	-	-	-
	3%	4%	-	5%	1%	-	2%	-	-	-	-	-	-	4%	5%	1%	-	-	-
Mobile, Fixed BB and Pay TV	9	7	-	1	-	-	-	-	-	-	-	-	-	63%o	24%o	24%	-	-	-
	1%	2%	-	1%	-	-	-	-	-	-	-	-	-	2%	1%	-	-	-	-
Landline, Fixed BB and Pay TV	33	19	3	11	2	-	5	-	-	-	-	-	-	22	11	6	-	-	-
	3%	5%	7%	8%	1%	-	2%	-	-	-	-	-	-	5%	8%	1%	-	-	-
FOUR RESPONSES	263	183	1	58	14	-	39	-	5	-	2	-	-	184	58	50	5	2	-
	25%	44%	2%	44%	7%	-	15%	-	25%	-	21%	-	-	40%	44%	11%	25%	21%	-
		70%bdfk	*	22%bdfk	5%	-	15%bdk	-	2%	-	1%	-	-	70%or	22%or	19%or	2%	1%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	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	1052	396	45	127	226	4	262	-	17	-	13	46	25	439	127	478	17	13	72
Weighted Base	1052	419	45*	133	213	4**	254	-**	20**	-**	12**	42*	25**	463	133	456	20**	12**	68*
Mobile, Landline, Fixed BB and Pay TV	263	183	1	58	14	-	39	-	5	-	2	-	-	184	58	50	5	2	-
	25%	44%	2%	44%	7%	-	15%	-	25%	-	21%	-	-	40%	44%	11%	25%	21%	-
		70%bdfk	*	22%bdfk	5%	-	15%bdk	-	2%	-	1%	-	-	70%or	22%or	19%r	2%	1%	-
None	143	55	4	21	26	2	42	-	6	-	1	5	3	59	21	68	6	1	8
	14%	13%	10%	16%	12%	42%	16%	-	29%	-	8%	12%	11%	13%	16%	15%	29%	8%	12%
		38%	3%	15%	18%	1%	29%	-	4%	-	1%	4%	2%	41%	15%	48%	4%	1%	5%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
Mobile phone only	165	-	-	-	-	-	-	-	22	43	4	2	70	91	5
	16%	-	-	-	-	-	-	-	23%	37%	9%	37%	28%	21%	21%
		-	-	-	-	-	-	-	13%	26%jm	3%	1%	42%jm	55%	3%
Landline phone only	67	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed line Broadband only	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
TV services only	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
2 OR MORE SERVICES	669	99	7	73	1	99	185	15	72	74	42	3	182	350	17
	64%	100%	100%	100%	100%	100%	100%	100%	77%	63%	91%	63%	72%	79%	79%
		15%	1%	11%	*	15%	28%	2%	11%	11%	6%il	*	27%	52%il	3%
TWO RESPONSES	154	7	-	10	1	7	17	1	6	8	9	-	23	81	3
	15%	7%	-	14%	100%	7%	9%	7%	6%	7%	20%	-	9%	18%	15%
		5%	-	7%	1%	5%	11%	1%	4%	5%	6%hi	-	15%	53%hil	2%
Mobile and Landline	95	-	-	3	-	-	4	1	3	4	8	-	14	70	1
	9%	-	-	4%	-	-	2%	7%	3%	3%	17%	-	6%	16%	6%
		-	-	3%	-	-	5%	1%	3%	4%	8%hil	-	15%	74%hil	1%
Mobile and Fixed BB	14	1	-	-	-	1	3	-	3	1	-	-	4	7	-
	1%	1%	-	-	-	1%	2%	-	3%	1%	-	-	1%	2%	-
		8%	-	-	-	8%	20%	-	20%	5%	-	-	25%	47%	-
Mobile and Pay TV	11	-	-	-	-	-	-	-	-	4	1	-	5	4	2
	1%	-	-	-	-	-	-	-	-	3%	2%	-	2%	1%	9%
		-	-	-	-	-	-	-	-	33%	10%	-	43%	39%	18%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
Landline and Fixed BB	25	6	-	6	1	6	7	-	-	-	-	-	-	-	-
	2%	6%	-	8%	100%	6%	4%	-	-	-	-	-	-	-	-
		25%	-	24%	5%	25%	27%	-	-	-	-	-	-	-	-
Landline and Pay TV	9	-	-	1	-	-	2	-	-	-	-	-	-	-	-
	1%	-	-	2%	-	-	1%	-	-	-	-	-	-	-	-
		-	-	14%	-	-	22%	-	-	-	-	-	-	-	-
Fixed BB and Pay TV	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	-	-
THREE RESPONSES	252	45	2	27	-	45	75	5	25	21	11	2	54	139	8
	24%	46%	35%	38%	-	46%	41%	31%	27%	18%	23%	35%	21%	32%	36%
		18%	1%	11%	-	18%	30%	2%	10%	8%	4%	1%	21%	55%il	3%
Mobile, Landline and Fixed BB	183	33	1	17	-	33	61	4	21	16	10	2	45	117	7
	17%	33%	18%	24%	-	33%	33%	24%	22%	13%	21%	35%	18%	27%	30%
		18%	1%	9%	-	18%	34%	2%	11%	9%	5%	1%	25%	64%il	4%
Mobile, Landline and Pay TV	27	1	-	4	-	1	2	1	3	3	1	-	5	17	1
	3%	1%	-	5%	-	1%	1%	7%	3%	3%	2%	-	2%	4%	6%
		2%	-	14%	-	2%	7%	4%	11%	11%	3%	-	20%	63%	5%
Mobile, Fixed BB and Pay TV	9	1	-	-	-	1	4	-	1	2	-	-	3	5	-
	1%	1%	-	-	-	1%	2%	-	2%	2%	-	-	1%	1%	-
		9%	-	-	-	9%	46%	-	16%	22%	-	-	38%	56%	-
Landline, Fixed BB and Pay TV	33	11	1	6	-	11	8	-	-	-	-	-	-	-	-
	3%	11%	17%	9%	-	11%	4%	-	-	-	-	-	-	-	-
		32%	3%	19%	-	32%	23%	-	-	-	-	-	-	-	-
FOUR RESPONSES	263	46	5	35	-	46	93	9	42	45	22	2	106	130	6
	25%	47%	65%	48%	-	47%	50%	62%	44%	38%	48%	29%	42%	29%	29%
		18%	2%	13%	-	18%	35%	4%	16% _m	17%	8% _m	1%	40% _m	49%	2%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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 GB (half sample)**

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notificat ion of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notificat ion of charges (m)	Don't know (n)
Unweighted Base	1052	82	6	74	1	82	174	15	79	109	43	5	227	446	24
Weighted Base	1052	99*	7**	73*	1**	99*	185	15**	94*	117*	46*	5**	252	441	22**
Mobile, Landline, Fixed BB and Pay TV	263	46	5	35	-	46	93	9	42	45	22	2	106	130	6
	25%	47%	65%	48%	-	47%	50%	62%	44%	38%	48%	29%	42%	29%	29%
		18%	2%	13%	-	18%	35%	4%	16% _m	17%	8% _m	1%	40% _m	49%	2%
None	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
Mobile phone only	165	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	16%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline phone only	67	1	-	26	-	28	35	4	-	-	-	-	-	-	-
	6%	4%	-	25%	-	19%	19%	24%	-	-	-	-	-	-	-
		2%	-	39%	-	41%	52%	7%	-	-	-	-	-	-	-
Fixed line Broadband only	5	-	-	-	-	-	-	-	2	-	1	-	3	1	1
	1%	-	-	-	-	-	-	-	5%	-	4%	-	4%	1%	9%
		-	-	-	-	-	-	-	30%	-	22%	-	52%	22%	26%
TV services only	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2 OR MORE SERVICES	669	33	4	79	4	119	147	14	29	2	32	3	64	94	15
	64%	96%	100%	75%	100%	81%	81%	76%	95%	100%	96%	100%	96%	99%	91%
		5%	1%	12%	1%	18%	22%	2%	4%	*	5%	*	10%	14%	2%
TWO RESPONSES	154	6	-	35	1	42	51	4	4	-	3	-	7	9	-
	15%	16%	-	33%	31%	29%	28%	19%	13%	-	9%	-	10%	10%	-
		4%	-	23%	1%	27%	33%	2%	3%	-	2%	-	4%	6%	-
Mobile and Landline	95	3	-	31	1	35	48	3	-	-	-	-	-	-	-
	9%	9%	-	29%	31%	24%	26%	15%	-	-	-	-	-	-	-
		3%	-	32%	1%	37%	51%	3%	-	-	-	-	-	-	-
Mobile and Fixed BB	14	-	-	-	-	-	-	-	3	-	1	-	4	6	-
	1%	-	-	-	-	-	-	-	10%	-	3%	-	6%	7%	-
		-	-	-	-	-	-	-	20%	-	8%	-	28%	44%	-
Mobile and Pay TV	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
Landline and Fixed BB	25	2	-	3	-	4	1	-	1	-	2	-	3	3	-
	2%	4%	-	3%	-	3%	1%	-	3%	-	5%	-	4%	3%	-
		6%	-	11%	-	17%	6%	-	4%	-	7%	-	11%	12%	-
Landline and Pay TV	9	1	-	2	-	3	2	1	-	-	-	-	-	-	-
	1%	3%	-	2%	-	2%	1%	4%	-	-	-	-	-	-	-
		11%	-	20%	-	31%	23%	10%	-	-	-	-	-	-	-
Fixed BB and Pay TV	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	252	12	2	26	1	41	49	7	14	2	15	-	30	38	12
	24%	36%	53%	25%	32%	28%	27%	35%	47%	100%	45%	-	45%	40%	76%
		5%	1%	10%	1%	16%	20%	3%	6%	1%	6%	-	12%	15%	5%
Mobile, Landline and Fixed BB	183	10	2	10	1	22	42	5	13	1	9	-	23	36	10
	17%	28%	53%	10%	32%	15%	23%	28%	43%	53%	26%	-	34%	38%	60%
		5%	1%	5%	1%	12%	23% ^c	3%	7%	1%	5%	-	13%	20%	5%
Mobile, Landline and Pay TV	27	3	-	9	-	11	7	1	-	-	-	-	-	-	-
	3%	8%	-	8%	-	8%	4%	7%	-	-	-	-	-	-	-
		10%	-	33%	-	43%	25%	5%	-	-	-	-	-	-	-
Mobile, Fixed BB and Pay TV	9	-	-	-	-	-	-	-	-	-	-	-	-	1	3
	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	15%
		-	-	-	-	-	-	-	-	-	-	-	-	16%	29%
Landline, Fixed BB and Pay TV	33	-	-	7	-	7	1	-	1	1	6	-	7	-	-
	3%	-	-	7%	-	5%	1%	-	4%	47%	19%	-	11%	-	-
		-	-	22% ^f	-	22% ^f	3%	-	3%	3%	18%	-	22% ^{em}	-	-
FOUR RESPONSES	263	15	2	18	2	36	46	4	10	-	14	3	27	47	3
	25%	44%	47%	17%	37%	25%	26%	22%	35%	-	43%	100%	41%	49%	16%
		6%	1%	7%	1%	14%	18%	2%	4%	-	5%	1%	10%	18%	1%
Mobile, Landline, Fixed BB and Pay TV	263	15	2	18	2	36	46	4	10	-	14	3	27	47	3
	25%	44%	47%	17%	37%	25%	26%	22%	35%	-	43%	100%	41%	49%	16%
		6%	1%	7%	1%	14%	18%	2%	4%	-	5%	1%	10%	18%	1%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	1052	30	4	118	3	154	194	21	26	2	32	2	61	87	15
Weighted Base	1052	35**	4**	105	4**	147	182	19**	30**	2**	33**	3**	67*	95*	16**
None	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	1052	12	1	35	1	48	108	13
Weighted Base	1052	14**	1**	35*	2**	51*	118*	13**
Mobile phone only	165 16%	- -	- -	- -	- -	- -	- -	- -
Landline phone only	67 6%	- -	- -	- -	- -	- -	- -	- -
Fixed line Broadband only	5 1%	- -	- -	- -	- -	- -	- -	- -
TV services only	2 *	- -	- -	- -	- -	- -	2 1% 100%	- -
2 OR MORE SERVICES	669 64%	14 100% 2%	1 100% *	35 100% 5%	2 100% *	51 100% 8%	117 99% 17%	13 100% 2%
TWO RESPONSES	154 15%	1 7% 1%	- -	2 6% 1%	- -	3 6% 2%	10 8% 6%	4 30% 3%
Mobile and Landline	95 9%	- -	- -	- -	- -	- -	- -	- -
Mobile and Fixed BB	14 1%	- -	- -	- -	- -	- -	- -	- -
Mobile and Pay TV	11 1%	- -	- -	1 1% 5%	- -	1 1% 5%	8 6% 68%	3 23% 28%
Landline and Fixed BB	25 2%	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	1052	12	1	35	1	48	108	13
Weighted Base	1052	14**	1**	35*	2**	51*	118*	13**
Landline and Pay TV	9	1	-	2	-	3	2	1
	1%	7%	-	5%	-	5%	2%	6%
		11%	-	20%	-	31%	23%	10%
Fixed BB and Pay TV	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
THREE RESPONSES	252	3	-	11	-	14	15	3
	24%	18%	-	32%	-	28%	13%	20%
		1%	-	5% ^f	-	6% ^f	6%	1%
Mobile, Landline and Fixed BB	183	-	-	-	-	-	-	-
	17%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
Mobile, Landline and Pay TV	27	-	-	6	-	6	11	3
	3%	-	-	16%	-	11%	9%	20%
		-	-	21%	-	21%	40%	10%
Mobile, Fixed BB and Pay TV	9	1	-	-	-	1	2	-
	1%	10%	-	-	-	3%	2%	-
		16%	-	-	-	16%	29%	-
Landline, Fixed BB and Pay TV	33	1	-	6	-	7	2	-
	3%	8%	-	16%	-	13%	1%	-
		3%	-	17% ^f	-	20% ^f	5%	-
FOUR RESPONSES	263	10	1	21	2	33	92	7
	25%	75%	100%	61%	100%	66%	78%	50%
		4%	*	8%	1%	13%	35%	3%
Mobile, Landline, Fixed BB and Pay TV	263	10	1	21	2	33	92	7
	25%	75%	100%	61%	100%	66%	78%	50%
		4%	*	8%	1%	13%	35%	3%
None	143	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	1052	148	154	5	24	168	188	38	278	182	148	4	12
Weighted Base	1052	158	171	4**	25**	181	212	39*	260	169	141	4**	13**
Mobile phone only	165 16%	- -	- -	- -	- -	36 20% 22%	56 26% 34%	14 36% 8%eh	55 21% 33%	- - -	- - -	- - -	- - -
Landline phone only	67 6%	- -	- -	- -	- -	- -	- -	- -	- -	34 20% 50%	26 19% 39%	1 32% 2%	2 12% 2%
Fixed line Broadband only	5 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TV services only	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
2 OR MORE SERVICES	669 64%	158 100% 24%	171 100% 26%	4 100% 1%	25 100% 4%	146 80% 22%g	157 74% 23%	25 64% 4%	205 79% 31%g	136 80% 20%	115 81% 17%	3 68% *	11 88% 2%
TWO RESPONSES	154 15%	13 8%	18 10%	- -	3 12%	20 11%	19 9%	4 10%	61 23%	49 29%	42 30%	- -	2 18%
Mobile and Landline	95 9%	4 2% 4%	3 2% 3%	- -	- -	16 9% 17%	13 6% 13%	2 5% 2%	54 21% 57%efg	46 27% 48%	35 25% 37%	- -	2 18% 2%
Mobile and Fixed BB	14 1%	1 1% 8%	1 1% 8%	- -	2 7% 12%	4 2% 30%	4 2% 25%	- -	2 1% 17%	- -	- -	- -	- -
Mobile and Pay TV	11 1%	- -	- -	- -	- -	- -	3 1% 25%	2 5% 18%ee	4 2% 39%	- -	- -	- -	- -
Landline and Fixed BB	25 2%	7 4% 27%	12 7% 50%	- -	- -	- -	- -	- -	- -	1 1% 6%	4 3% 17%	- -	- -

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	1052	148	154	5	24	168	188	38	278	182	148	4	12
Weighted Base	1052	158	171	4**	25**	181	212	39*	260	169	141	4**	13**
Landline and Pay TV	9	1	1	-	1	-	-	-	-	2	3	-	-
	1%	*	1%	-	5%	-	-	-	-	1%	2%	-	-
		8%	14%	-	15%	-	-	-	-	23%	31%	-	-
Fixed BB and Pay TV	1	1	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-
THREE RESPONSES	252	66	71	1	10	56	46	8	83	49	38	3	1
	24%	42%	42%	30%	38%	31%	22%	20%	32%	29%	27%	68%	5%
		26%	28%	*	4%	22%	18%	3%	33% ^f	19%	15%	1%	*
Mobile, Landline and Fixed BB	183	56	49	-	5	52	38	7	65	42	22	-	-
	17%	36%	29%	-	20%	29%	18%	18%	25%	25%	16%	-	-
		31%	27%	-	3%	29% ^f	21%	4%	35%	23%	12%	-	-
Mobile, Landline and Pay TV	27	1	4	-	1	1	5	1	16	6	10	2	1
	3%	1%	3%	-	4%	1%	2%	2%	6%	4%	7%	49%	5%
		4%	16%	-	4%	4%	17%	2%	59% ^e	22%	35%	7%	2%
Mobile, Fixed BB and Pay TV	9	2	1	-	2	3	3	-	2	-	-	-	-
	1%	1%	*	-	8%	1%	2%	-	1%	-	-	-	-
		23%	9%	-	23%	30%	38%	-	26%	-	-	-	-
Landline, Fixed BB and Pay TV	33	6	17	1	1	-	-	-	-	1	6	1	-
	3%	4%	10%	30%	6%	-	-	-	-	1%	5%	19%	-
		19%	52% ^a	4%	4%	-	-	-	-	3%	19% ⁱ	2%	-
FOUR RESPONSES	263	80	82	3	13	69	91	13	60	38	34	-	8
	25%	50%	48%	70%	50%	38%	43%	34%	23%	22%	24%	-	65%
		30%	31%	1%	5%	26% ^h	35% ^h	5%	23%	14%	13%	-	3%
Mobile, Landline, Fixed BB and Pay TV	263	80	82	3	13	69	91	13	60	38	34	-	8
	25%	50%	48%	70%	50%	38%	43%	34%	23%	22%	24%	-	65%
		30%	31%	1%	5%	26% ^h	35% ^h	5%	23%	14%	13%	-	3%
None	143	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	1052	56	58	3	26	58	39	8	45
Weighted Base	1052	64*	64*	3**	27**	63*	44*	6**	50*
Mobile phone only	165	-	-	-	-	-	-	-	-
	16%	-	-	-	-	-	-	-	-
Landline phone only	67	-	-	-	-	-	-	-	-
	6%	-	-	-	-	-	-	-	-
Fixed line Broadband only	5	1	3	-	-	-	-	-	-
	1%	2%	4%	-	-	-	-	-	-
TV services only	2	-	-	-	-	1	-	-	1
	*	-	-	-	-	2%	-	-	1%
		-	-	-	-	69%	-	-	31%
2 OR MORE SERVICES	669	62	61	3	27	62	44	6	49
	64%	98%	96%	100%	100%	98%	100%	100%	99%
		9%	9%	*	4%	9%	7%	1%	7%
TWO RESPONSES	154	5	7	-	3	4	2	1	6
	15%	7%	10%	-	11%	6%	5%	8%	12%
		3%	4%	-	2%	2%	1%	*	4%
Mobile and Landline	95	-	-	-	-	-	-	-	-
	9%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
Mobile and Fixed BB	14	3	4	-	1	-	-	-	-
	1%	5%	6%	-	5%	-	-	-	-
		22%	28%	-	10%	-	-	-	-
Mobile and Pay TV	11	-	-	-	-	2	1	-	5
	1%	-	-	-	-	4%	1%	-	11%
		-	-	-	-	21%	5%	-	46%
Landline and Fixed BB	25	1	3	-	2	-	-	-	-
	2%	2%	4%	-	5%	-	-	-	-
		6%	11%	-	6%	-	-	-	-
Landline and Pay TV	9	-	-	-	-	1	2	1	1
	1%	-	-	-	-	2%	4%	8%	1%
		-	-	-	-	17%	18%	6%	6%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 GB (half sample)

	Total	Q.617 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.617 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	1052	56	58	3	26	58	39	8	45
Weighted Base	1052	64*	64*	3**	27**	63*	44*	6**	50*
Fixed BB and Pay TV	1	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
THREE RESPONSES	252	30	28	2	8	10	11	3	5
	24%	47%	44%	73%	28%	15%	26%	41%	11%
		12%	11%	1%	3%	4%	4%	1%	2%
Mobile, Landline and Fixed BB	183	29	22	1	8	-	-	-	-
	17%	45%	34%	47%	28%	-	-	-	-
		16%	12%	1%	4%	-	-	-	-
Mobile, Landline and Pay TV	27	-	-	-	-	6	5	1	5
	3%	-	-	-	-	10%	11%	14%	10%
		-	-	-	-	22%	18%	3%	18%
Mobile, Fixed BB and Pay TV	9	1	-	-	-	2	1	-	-
	1%	2%	-	-	-	4%	3%	-	-
		16%	-	-	-	29%	16%	-	-
Landline, Fixed BB and Pay TV	33	-	6	1	-	1	5	2	*
	3%	-	10%	25%	-	2%	11%	27%	1%
		-	19%a	2%	-	4%	15%	5%	1%
FOUR RESPONSES	263	28	26	1	17	49	30	3	38
	25%	43%	41%	27%	61%	77%	69%	50%	77%
		11%	10%	*	6%	18%	12%	1%	15%
Mobile, Landline, Fixed BB and Pay TV	263	28	26	1	17	49	30	3	38
	25%	43%	41%	27%	61%	77%	69%	50%	77%
		11%	10%	*	6%	18%	12%	1%	15%
None	143	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	644	315	329	21	92	119	127	102	183	144	185	121	194	329	315
Weighted Base	669	334	336	22**	107*	137	149	95*	160	169	227	146	127	397	273
A mobile phone	74	34	40	3	9	21	15	10	17	15	29	14	16	44	30
	11%	10%	12%	14%	8%	15%	10%	11%	11%	9%	13%	10%	13%	11%	11%
		46%	54%	4%	12%	28%	20%	14%	23%	21%	39%	19%	22%	59%	41%
A landline phone	397	202	195	12	73	92	92	53	76	109	142	85	61	252	146
	59%	60%	58%	53%	68%	67%	62%	56%	47%	64%	63%	58%	48%	63%	53%
		51%	49%	3%	18%h	23%h	23%h	13%	19%	27%l	36%l	21%	15%	63%n	37%
Fixed line broadband	388	203	186	12	74	95	96	51	61	113	145	79	51	258	130
	58%	61%	55%	52%	69%	69%	64%	54%	38%	67%	64%	54%	40%	65%	48%
		52%	48%	3%	19%gh	24%gh	25%h	13%h	16%	29%kl	37%l	20%l	13%	66%n	34%
Pay TV	180	88	92	6	43	51	44	17	20	44	57	46	33	101	79
	27%	27%	27%	29%	40%	37%	29%	18%	12%	26%	25%	31%	26%	25%	29%
		49%	51%	4%	24%gh	28%gh	24%h	9%	11%	24%	32%	25%	19%	56%	44%
None	246	119	127	9	28	34	51	40	84	55	72	59	60	127	119
	37%	36%	38%	39%	26%	25%	34%	43%	53%	32%	32%	41%	47%	32%	44%
		48%	52%	3%	11%	14%	21%	16%de	34%def	22%	29%	24%	24%ij	52%	48%mn

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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	644	405	108	131	250	81	25	288	192	452
Weighted Base	669	444	110*	116	302	88*	22**	258	221	449
A mobile phone	74	50	16	8	29	15	5	26	26	48
	11%	11%	15%	7%	10%	17%	24%	10%	12%	11%
		67%	21%	11%	39%	20%	7%	34%	35%	65%
A landline phone	397	289	59	49	196	59	14	128	155	242
	59%	65%	54%	43%	65%	67%	63%	50%	70%	54%
		73%bc	15%	12%	49%g	15%g	3%	32%	39%i	61%
Fixed line broadband	388	289	54	45	204	61	9	114	164	224
	58%	65%	49%	39%	68%	69%	43%	44%	74%	50%
		74%bc	14%	12%	52%g	16%g	2%	29%	42%i	58%
Pay TV	180	132	30	18	98	29	6	48	86	95
	27%	30%	27%	16%	32%	32%	27%	19%	39%	21%
		73%c	17%c	10%	54%g	16%g	3%	27%	48%i	52%
None	246	138	44	65	91	23	8	125	47	199
	37%	31%	40%	56%	30%	26%	37%	48%	21%	44%
		56%	18%	26%ab	37%	9%	3%	51%de	19%	81%h

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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	644	192	330	80	37	5	167	211	112	100	54	523	121	520	126	130
Weighted Base	669	175	360	85*	43*	6**	151	215	130	116*	57*	574	95	571	155	151
A mobile phone	74	17	39	11	6	2	12	27	12	13	10	61	13	61	14	17
	11%	10%	11%	12%	14%	30%	8%	13%	10%	11%	17%	11%	13%	11%	9%	12%
		23%	52%	14%	8%	2%	17%	36%	17%	17%	13%	83%	17%	83%	19%	23%
A landline phone	397	79	234	55	26	4	65	128	87	82	35	375	22	375	104	107
	59%	45%	65%	64%	59%	69%	43%	60%	67%	71%	61%	65%	23%	66%	67%	71%
		20%	59%a	14%a	6%	1%	16%	32%f	22%f	21%f	9%f	94%l	6%	94%	26%	27%
Fixed line broadband	388	72	235	53	24	5	56	123	87	86	36	385	3	385	112	116
	58%	41%	65%	62%	55%	82%	37%	57%	67%	74%	64%	67%	4%	67%	72%	77%
		19%	60%a	14%a	6%	1%	14%	32%f	22%f	22%fg	9%l	99%l	1%	99%	29%	30%am
Pay TV	180	33	104	29	12	2	23	49	39	48	21	168	12	168	51	39
	27%	19%	29%	34%	27%	31%	15%	23%	30%	41%	37%	29%	13%	29%	33%	26%
		19%	58%a	16%a	7%	1%	13%	27%	22%f	27%fg	12%fg	93%l	7%	93%	28%	22%
None	246	90	112	28	16	1	86	81	38	26	16	174	73	170	42	33
	37%	52%	31%	32%	37%	18%	57%	38%	29%	23%	27%	30%	76%	30%	27%	22%
		37%bc	45%	11%	6%	*	35%ghi	33%i	15%	11%	6%	70%	30%k	69%	17%	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	644	33	82	61	61	64	54	71	89	55	36	38	570	38	36
Weighted Base	669	36**	93*	60*	59*	59*	56*	78*	100*	57*	33*	38*	598	38*	33*
A mobile phone	74	1	12	7	6	7	4	22	7	5	2	2	70	2	2
	11%	2%	13%	12%	9%	13%	6%	28%	7%	8%	6%	6%	12%	6%	6%
		1%	16%	9%	7%	10%	5%	30% ^{bcd} efhijk	10%	6%	3%	3%	94%	3%	3%
A landline phone	397	25	50	28	37	37	30	55	61	37	18	20	360	20	18
	59%	70%	54%	46%	63%	63%	54%	70%	60%	66%	53%	52%	60%	52%	53%
		6%	13%	7%	9%	9%	8%	14% ^{bc}	15%	9% ^c	4%	5%	91%	5%	4%
Fixed line broadband	388	25	56	27	37	38	32	43	60	40	17	14	357	14	17
	58%	70%	61%	44%	63%	65%	56%	55%	59%	70%	50%	38%	60%	38%	50%
		7%	14% ^k	7%	10% ^k	10% ^{ck}	8%	11%	15% ^k	10% ^{ck}	4%	4%	92% ^{lm}	4%	4%
Pay TV	180	13	34	7	11	17	11	21	27	24	8	7	166	7	8
	27%	36%	37%	12%	18%	29%	20%	26%	27%	43%	23%	18%	28%	18%	23%
		7%	19% ^{cd}	4%	6%	9% ^c	6%	11%	15% ^c	13% ^{cdfk}	4%	4%	92%	4%	4%
None	246	11	35	31	21	19	22	21	38	16	15	18	213	18	15
	37%	30%	37%	52%	35%	32%	40%	27%	38%	27%	44%	48%	36%	48%	44%
		4%	14%	13% ^{egi}	8%	8%	9%	9%	15%	6%	6%	7% ^{gd}	87%	7%	6%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	644	578	609	480	326	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	669	602	634	528	352	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
A mobile phone	74	74	70	49	28	52	22	22	9	-	-	-	-	22	4	3	-	14
	11%	12%	11%	9%	8%	14%	55%	100%	100%	-	-	-	-	100%	100%	100%	-	100%
		100% ^d	94%	66%	37%	71%	29% ^e	29%	12%	-	-	-	-	29%	6%	4%	-	19%
A landline phone	397	347	397	364	226	353	36	22	-	-	191	9	-	22	4	-	135	14
	59%	58%	63%	69%	64%	94%	91%	100%	-	-	100%	100%	-	100%	100%	-	100%	100%
		87%	100%	92% ^{ab}	57%	89%	9%	5%	-	-	48%	2%	-	6%	1%	-	34%	4%
Fixed line broadband	388	340	379	388	230	354	26	-	9	-	191	-	14	22	-	3	135	14
	58%	56%	60%	74%	65%	94%	65%	-	100%	-	100%	-	100%	100%	-	100%	100%	100%
		88%	98%	100% ^{abd}	59% ^a	91% ^f	7%	-	2%	-	49%	-	4%	6%	-	1%	35%	4%
Pay TV	180	150	175	168	180	172	5	-	-	-	-	9	14	-	4	3	135	14
	27%	25%	28%	32%	51%	46%	14%	-	-	-	-	100%	100%	-	100%	100%	100%	100%
		83%	97%	93% ^a	100% ^{abc}	95% ^f	3%	-	-	-	-	5%	8%	-	2%	2%	75% ^j	8%
None	246	231	221	138	109	-	-	-	-	-	-	-	-	-	-	-	-	-
	37%	38%	35%	26%	31%	-	-	-	-	-	-	-	-	-	-	-	-	-
		94% ^{cd}	90% ^c	56%	44%	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	644	59	138	16	64	69	165	92	93	47	38
Weighted Base	669	69*	155	17**	62*	70*	159	102*	89*	54*	38*
A mobile phone	74	6	30	1	6	4	14	12	9	5	2
	11%	8%	20%	5%	9%	6%	9%	12%	10%	10%	6%
		8%	41%ef	1%	8%	5%	19%	16%	13%	7%	3%
A landline phone	397	46	96	10	37	39	97	55	47	38	20
	59%	66%	62%	57%	60%	55%	61%	54%	52%	70%	52%
		11%	24%	2%	9%	10%	24%	14%	12%	10%	5%
Fixed line broadband	388	46	86	9	38	41	99	62	46	37	14
	58%	66%	56%	52%	61%	59%	62%	60%	51%	68%	38%
		12%j	22%	2%	10%j	11%	25%j	16%j	12%	10%j	4%
Pay TV	180	25	47	5	21	12	42	34	11	14	7
	27%	37%	31%	27%	34%	17%	26%	33%	13%	27%	18%
		14%eh	26%eh	3%	12%eh	6%	23%h	19%eh	6%	8%	4%
None	246	21	52	7	22	28	55	39	41	15	18
	37%	31%	34%	43%	35%	40%	35%	38%	46%	27%	48%
		9%	21%	3%	9%	11%	22%	16%	17%i	6%	7%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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

	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
Total	Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscrip tion (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)
644	270	31	95	122	2	140	-	10	-	5	22	15	300	95	254	10	5	38
669	293	32**	98*	122	2**	144	-.**	12**	-.**	5**	20**	16**	324	98*	256	12**	5**	37*
74	32	2	12	13	2	13	-	-	-	2	2	3	33	12	27	-	2	5
11%	11%	6%	12%	10%	100%	9%	-	-	-	37%	11%	16%	10%	12%	10%	-	37%	13%
	43%	3%	16%	17%	2%	17%	-	-	-	3%	3%	3%	44%	16%	36%	-	3%	7%
397	170	14	86	64	1	76	-	11	-	4	9	8	184	86	136	11	4	18
59%	58%	45%	88%	53%	32%	53%	-	90%	-	76%	43%	52%	57%	88%	53%	90%	76%	49%
	43%	4%	22%adf	16%	*	19%	-	3%	-	1%	2%	2%	46%	22%mor	34%	3%	1%	5%
388	177	15	78	54	2	74	-	11	-	4	6	11	192	78	126	11	4	18
58%	61%	48%	80%	44%	100%	51%	-	90%	-	76%	31%	68%	59%	80%	49%	90%	76%	49%
	46%df	4%	20%adf	14%	*	19%	-	3%	-	1%	2%	3%	49%o	20%mor	32%	3%	1%	5%
180	94	3	75	7	-	15	-	5	-	1	-	-	97	75	20	5	1	-
27%	32%	11%	77%	6%	-	11%	-	42%	-	24%	-	-	30%	77%	8%	42%	24%	-
	52%df	2%	42%adf	4%	-	9%	-	3%	-	1%	-	-	54%or	42%mor	11%	3%	1%	-
246	105	16	9	57	-	67	-	1	-	1	12	5	121	9	118	1	1	17
37%	36%	52%	9%	47%	-	47%	-	10%	-	24%	57%	32%	38%	9%	46%	10%	24%	45%
	43%ac	7%	4%	23%ac	-	27%ac	-	*	-	1%	5%	2%	49%on	4%	48%on	*	1%	7%on

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	644	82	6	74	1	82	174	15	58	65	39	3	158	349	18
Weighted Base	669	99*	7**	73*	1**	99*	185	15**	72*	74*	42*	3**	182	350	17**
A mobile phone	74	13	3	13	-	13	23	3	4	3	3	-	9	12	1
	11%	13%	40%	18%	-	13%	12%	18%	5%	3%	8%	-	5%	3%	4%
		17%	4%	17%	-	17%	31%	4%	5%	3%	5%	-	13%	16%	1%
A landline phone	397	93	6	72	1	93	170	15	48	43	22	-	107	190	6
	59%	95%	83%	98%	100%	95%	92%	100%	67%	58%	53%	-	59%	54%	36%
		24%	1%	18%	*	24%	43%	4%	12%	11%	6%	-	27%	48%	2%
Fixed line broadband	388	97	7	65	1	97	176	13	48	47	19	-	108	187	5
	58%	98%	100%	89%	100%	98%	95%	85%	67%	63%	46%	-	59%	53%	31%
		25% ^c	2%	17%	*	25% ^c	45%	3%	12%	12%	5%	-	28%	48%	1%
Pay TV	180	43	3	42	-	43	76	8	27	22	10	-	54	75	1
	27%	44%	42%	57%	-	44%	41%	49%	37%	29%	23%	-	30%	21%	8%
		24%	2%	23% ^d	-	24%	42%	4%	15% ^m	12%	5%	-	30%	41%	1%
None	246	-	-	-	-	-	-	-	20	27	20	3	68	152	11
	37%	-	-	-	-	-	-	-	28%	37%	47%	100%	37%	44%	64%
		-	-	-	-	-	-	-	8%	11%	8%	1%	28%	62% ^h	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	644	29	4	85	3	120	149	14	25	2	31	2	59	86	14
Weighted Base	669	33**	4**	79*	4**	119	147	14**	29**	2**	32**	3**	64*	94*	15**
A mobile phone	74	5	-	9	-	14	11	1	3	-	1	-	4	4	1
	11%	15%	-	11%	-	12%	7%	5%	10%	-	4%	-	7%	5%	6%
		7%	-	12%	-	19%	15%	1%	4%	-	2%	-	6%	6%	1%
A landline phone	397	9	1	12	-	22	16	5	9	1	4	-	15	13	4
	59%	28%	30%	15%	-	19%	11%	37%	31%	53%	14%	-	23%	14%	28%
		2%	*	3%	-	6%	4%	1%	2%	*	1%	-	4%	3%	1%
Fixed line broadband	388	10	3	11	-	23	20	4	10	1	4	-	15	13	5
	58%	29%	63%	14%	-	19%	13%	26%	34%	53%	14%	-	24%	14%	34%
		2%	1%	3%	-	6%	5%	1%	3%	*	1%	-	4%	3%	1%
Pay TV	180	3	1	5	-	10	9	2	1	-	2	-	3	5	-
	27%	9%	33%	7%	-	8%	6%	11%	3%	-	5%	-	4%	5%	-
		2%	1%	3%	-	5%	5%	1%	*	-	1%	-	1%	3%	-
None	246	21	2	63	4	89	123	9	18	1	27	3	48	80	10
	37%	64%	37%	80%	100%	74%	83%	63%	63%	47%	86%	100%	75%	85%	66%
		9%	1%	26%	2%	36%	50%	4%	7%	*	11%	1%	19%	33%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

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.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	644	12	1	35	1	48	105	13
Weighted Base	669	14**	1**	35*	2**	51*	117*	13**
A mobile phone	74	1	1	3	-	4	4	-
	11%	9%	100%	8%	-	8%	4%	-
		2%	2%	4%	-	6%	6%	-
A landline phone	397	8	1	13	-	20	47	4
	59%	54%	100%	36%	-	40%	40%	28%
		2%	*	3%	-	5%	12%	1%
Fixed line broadband	388	8	1	12	-	19	47	3
	58%	54%	100%	34%	-	38%	41%	22%
		2%	-	3%	-	5%	12%	1%
Pay TV	180	-	-	3	-	3	4	2
	27%	-	-	7%	-	5%	4%	12%
		-	-	1%	-	1%	2%	1%
None	246	6	-	22	2	30	69	10
	37%	46%	-	64%	100%	60%	59%	72%
		3%	-	9%	1%	12%	28%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	644	148	154	5	24	135	134	23	214	139	115	3	10
Weighted Base	669	158	171	4**	25**	146	157	25**	205	136	115	3**	11**
A mobile phone	74	16	26	1	6	7	8	1	5	11	14	-	-
	11%	10%	15%	30%	22%	5%	5%	5%	2%	8%	12%	-	-
		22%	35%	2%	8%	9%	11%	2%	7%	15%	19%	-	-
A landline phone	397	150	165	3	20	99	91	15	91	14	22	-	2
	59%	94%	96%	70%	79%	68%	58%	60%	44%	10%	19%	-	19%
		38%	41%	1%	5%	25%h	23%h	4%	23%	4%	6%	-	1%
Fixed line broadband	388	152	161	4	23	98	92	15	88	18	23	-	2
	58%	96%	94%	100%	91%	68%	58%	63%	43%	13%	20%	-	19%
		39%	42%	1%	6%	25%h	24%h	4%	23%	5%	6%	-	1%
Pay TV	180	63	85	3	13	39	50	5	36	7	10	-	2
	27%	40%	49%	84%	50%	27%	32%	19%	18%	5%	8%	-	19%
		35%	47%	2%	7%	21%	27%h	3%	20%	4%	5%	-	1%
None	246	-	-	-	-	43	59	9	109	113	84	3	9
	37%	-	-	-	-	30%	37%	37%	53%	84%	73%	100%	81%
		-	-	-	-	18%	24%	4%	44%ef	46%	34%	1%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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.6/7 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	644	55	56	3	26	56	39	8	44
Weighted Base	669	62*	61*	3**	27**	62*	44*	6**	49*
A mobile phone	74	2	4	-	1	3	3	1	-
	11%	3%	7%	-	5%	5%	8%	14%	-
		2%	6%	-	2%	4%	4%	1%	-
A landline phone	397	5	13	1	7	26	16	4	20
	59%	8%	22%	47%	25%	42%	36%	70%	40%
		1%	3%	*	2%	7%	4%	1%	5%
Fixed line broadband	388	5	14	1	7	27	16	4	20
	58%	9%	23%	47%	25%	43%	36%	55%	40%
		1%	4%a	*	2%	7%	4%	1%	5%
Pay TV	180	1	3	-	3	1	1	2	2
	27%	1%	4%	-	11%	2%	2%	29%	4%
		*	1%	-	2%	1%	*	1%	1%
None	246	56	46	2	21	35	28	2	30
	37%	90%	76%	53%	75%	56%	64%	30%	60%
		23%	19%	1%	8%	14%	11%	1%	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	644	315	329	21	92	119	127	102	183	144	185	121	194	329	315
Weighted Base	669	334	336	22**	107*	137	149	95*	160	169	227	146	127	397	273
TWO RESPONSES	244	124	120	8	40	56	51	34	56	67	94	41	42	161	83
	36%	37%	36%	36%	37%	41%	34%	36%	35%	40%	41%	28%	33%	41%	30%
		51%	49%	3%	16%	23%	21%	14%	23%	28%	38%k	17%	17%	66%n	34%
Mobile and Landline	22	7	15	2	3	7	2	-	8	1	9	4	8	10	11
	3%	2%	4%	9%	2%	5%	1%	-	5%	1%	4%	2%	6%	3%	4%
		33%	67%	9%	12%	33%g	10%	-	36%g	6%	43%	16%	35%i	48%	52%
Mobile and Fixed BB	9	4	5	1	3	2	3	-	-	-	7	-	-	7	1
	1%	1%	2%	5%	3%	1%	2%	-	-	-	3%	-	1%	2%	1%
		42%	58%	13%	32%	20%	36%	-	-	-	84%i	-	16%	84%	16%
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	103	87	4	29	38	44	32	43	62	73	34	22	135	56
	28%	31%	26%	18%	27%	28%	29%	34%	27%	37%	32%	23%	17%	34%	20%
		54%	46%	2%	15%	20%	23%	17%	23%	33%kl	38%l	18%	12%	71%n	29%
Landline and Pay TV	9	3	6	-	2	1	1	1	5	-	-	2	7	-	9
	1%	1%	2%	-	2%	*	*	1%	3%	-	-	1%	6%	-	3%
		31%	69%	-	20%	7%	7%	13%	53%	-	-	21%	79%ijk	-	100%lm
Fixed BB and Pay TV	14	7	7	1	3	8	1	1	-	4	4	2	4	8	6
	2%	2%	2%	3%	3%	6%	1%	1%	-	2%	2%	1%	3%	2%	2%
		53%	47%	5%	25%h	55%fh	10%	4%	-	27%	30%	13%	30%	57%	43%
THREE RESPONSES	165	82	82	6	38	42	45	17	18	42	61	41	21	102	62
	25%	25%	25%	26%	36%	30%	30%	18%	11%	25%	27%	28%	17%	26%	23%
		50%	50%	3%	23%gh	25%gh	27%gh	10%	11%	25%	37%l	25%l	13%	62%	38%
Mobile, Landline and Fixed BB	22	12	10	-	2	5	6	5	5	7	9	4	2	16	6
	3%	4%	3%	-	2%	3%	4%	5%	3%	4%	4%	3%	2%	4%	2%
		55%	45%	-	9%	22%	25%	21%	23%	33%	39%	17%	11%	72%	28%
Mobile, Landline and Pay TV	4	2	2	-	1	-	-	2	2	-	1	2	1	1	3
	1%	1%	1%	-	1%	-	-	2%	1%	-	*	1%	1%	*	1%
		45%	55%	-	16%	-	-	39%	45%	-	27%	45%	28%	27%	73%
Mobile, Fixed BB and Pay TV	3	1	2	-	-	1	1	1	-	1	1	-	1	3	1
	*	*	1%	-	-	1%	1%	1%	-	1%	1%	-	*	1%	*
		46%	54%	-	-	46%	38%	16%	-	46%	38%	-	16%	84%	16%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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	644	315	329	21	92	119	127	102	183	144	185	121	194	329	315
Weighted Base	669	334	336	22**	107*	137	149	95*	160	169	227	146	127	397	273
Landline, Fixed BB and Pay TV	135	67	68	6	36	35	38	10	11	33	50	35	17	83	53
	20%	20%	20%	26%	33%	26%	25%	10%	7%	20%	22%	24%	14%	21%	19%
		50%	50%	4%	26%gh	26%gh	28%gh	7%	8%	24%	37%l	26%l	13%	61%	39%
FOUR RESPONSES	14	8	7	-	1	5	3	3	2	5	1	5	3	7	8
	2%	2%	2%	-	1%	4%	2%	3%	1%	3%	*	3%	2%	2%	3%
		54%	46%	-	6%	37%	17%	23%	17%	37%	8%	33%	22%	45%	55%
Mobile, Landline, Fixed BB and Pay TV	14	8	7	-	1	5	3	3	2	5	1	5	3	7	8
	2%	2%	2%	-	1%	4%	2%	3%	1%	3%	*	3%	2%	2%	3%
		54%	46%	-	6%	37%	17%	23%	17%	37%	8%	33%	22%	45%	55%
None	246	119	127	9	28	34	51	40	84	55	72	59	60	127	119
	37%	36%	38%	39%	26%	25%	34%	43%	53%	32%	32%	41%	47%	32%	44%
		48%	52%	3%	11%	14%	21%	16%de	34%def	22%	29%	24%	24%ij	52%	48%mn

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 separated (c)	Full time (d)	Part time (e)	Not work look (f)	Not work Not look (g)	Any (h)	None (i)
Unweighted Base	644	405	108	131	250	81	25	288	192	452
Weighted Base	669	444	110*	116	302	88*	22**	258	221	449
TWO RESPONSES	244	171	40	33	113	36	8	87	95	148
	36%	38%	37%	28%	37%	41%	37%	34%	43%	33%
		70% ^c	16%	13%	46%	15%	3%	36%	39% ⁱ	61%
Mobile and Landline	22	12	8	1	6	3	3	9	7	15
	3%	3%	8%	1%	2%	3%	14%	4%	3%	3%
		57%	38% ^{ac}	5%	29%	14%	14%	43%	30%	70%
Mobile and Fixed BB	9	7	1	1	5	2	-	2	8	1
	1%	1%	1%	1%	2%	3%	-	1%	4%	*
		74%	13%	13%	55%	26%	-	19%	87% ⁱ	13%
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	139	25	27	93	27	4	67	70	120
	28%	31%	23%	23%	31%	30%	20%	26%	32%	27%
		73%	13%	14%	49%	14%	2%	35%	37%	63%
Landline and Pay TV	9	4	2	4	1	-	1	7	2	7
	1%	1%	1%	3%	*	-	3%	3%	1%	1%
		41%	18%	41%	15%	-	7%	77% ^{ed}	27%	73%
Fixed BB and Pay TV	14	10	4	-	8	4	-	3	8	6
	2%	2%	4%	-	3%	4%	-	1%	4%	1%
		69%	31% ^c	-	55%	27%	-	18%	59%	41%
THREE RESPONSES	165	124	23	18	92	26	5	42	73	91
	25%	28%	21%	15%	31%	30%	22%	16%	33%	20%
		75% ^{cc}	14%	11%	56% ^g	16% ^g	3%	25%	45% ⁱ	55%
Mobile, Landline and Fixed BB	22	17	1	4	9	5	1	7	3	18
	3%	4%	1%	3%	3%	5%	3%	3%	2%	4%
		76%	6%	18%	42%	21%	3%	34%	16%	84%
Mobile, Landline and Pay TV	4	2	2	1	-	1	1	2	1	4
	1%	*	1%	1%	-	1%	3%	1%	*	1%
		37%	37%	27%	-	27%	16%	58%	16%	84%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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	644	405	108	131	250	81	25	288	192	452
Weighted Base	669	444	110*	116	302	88*	22**	258	221	449
Mobile, Fixed BB and Pay TV	3 *	1 *	1 1%	1 *	3 1%	- -	- -	1 *	3 1%	1 *
		46%	38%	16%	84%	-	-	16%	84%	16%
Landline, Fixed BB and Pay TV	135 20%	104 24%	19 17%	12 11%	80 27%	20 23%	4 17%	31 12%	67 30%	69 15%
		77% ^c	14%	9%	59% ^g	15% ^g	3%	23%	49% ⁱ	51%
FOUR RESPONSES	14	11	2	1	6	4	1	4	5	10
	2%	3%	2%	1%	2%	4%	4%	2%	2%	2%
		79%	16%	4%	40%	24%	6%	29%	34%	66%
Mobile, Landline, Fixed BB and Pay TV	14 2%	11 3%	2 2%	1 1%	6 2%	4 4%	1 4%	4 2%	5 2%	10 2%
		79%	16%	4%	40%	24%	6%	29%	34%	66%
None	246 37%	138 31%	44 40%	65 56%	91 30%	23 26%	8 37%	125 48%	47 21%	199 44%
		56%	18%	26% ^{ab}	37%	9%	3%	51% ^{de}	19%	81% ^h

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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	644	192	330	80	37	5	167	211	112	100	54	523	121	520	126	130
Weighted Base	669	175	360	85*	43*	6**	151	215	130	116*	57*	574	95	571	155	151
TWO RESPONSES	244	54	141	31	16	2	43	80	51	46	24	226	18	226	60	77
	36%	31%	39%	36%	38%	35%	29%	37%	40%	39%	42%	39%	19%	40%	39%	51%
		22%	58%	13%	7%	1%	18%	33%	21%	19%	10%	93% ^l	7%	93%	25%	32% ^m
Mobile and Landline	22	7	8	3	4	-	6	5	4	2	4	13	9	13	1	-
	3%	4%	2%	4%	8%	-	4%	3%	3%	2%	6%	2%	9%	2%	*	-
		32%	36%	16%	16% ^b	-	28%	25%	18%	11%	17%	60%	40% ^k	60%	4%	-
Mobile and Fixed BB	9	2	5	-	1	-	-	2	1	2	4	9	-	9	2	6
	1%	1%	1%	-	3%	-	-	1%	*	2%	6%	2%	-	2%	1%	4%
		26%	61%	-	13%	-	-	26%	6%	25%	42% ^{lgh}	100%	-	100%	25%	67%
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	38	118	23	11	1	33	67	43	36	12	189	2	189	50	65
	28%	22%	33%	27%	26%	22%	22%	31%	33%	31%	20%	33%	2%	33%	33%	43%
		20%	62% ^a	12%	6%	1%	17%	35%	23% ^f	19%	6%	99% ^l	1%	99%	26%	34% ^m
Landline and Pay TV	9	5	2	2	-	-	4	2	1	1	2	2	7	2	-	2
	1%	3%	1%	2%	-	-	2%	1%	1%	1%	3%	*	7%	*	-	1%
		52%	27%	21%	-	-	41%	18%	14%	9%	18%	27%	73% ^k	27%	-	20%
Fixed BB and Pay TV	14	2	8	3	1	1	1	3	2	4	3	13	1	13	6	4
	2%	1%	2%	3%	2%	13%	1%	1%	2%	4%	6%	2%	1%	2%	4%	3%
		14%	56%	20%	5%	5%	5%	23%	17%	30%	24% ^l	95%	5%	95%	47%	31%
THREE RESPONSES	165	28	101	23	10	3	20	49	39	40	17	160	5	160	49	37
	25%	16%	28%	27%	23%	47%	13%	23%	30%	34%	30%	28%	5%	28%	32%	24%
		17%	61% ^a	14% ^a	6%	2%	12%	30% ^f	24% ^f	24% ^{lg}	10% ^f	97% ^l	3%	97%	30%	22%
Mobile, Landline and Fixed BB	22	4	14	3	-	2	4	10	5	1	2	22	-	22	8	8
	3%	2%	4%	3%	-	30%	3%	5%	4%	1%	3%	4%	-	4%	5%	5%
		18%	62%	13%	-	8%	18%	46%	22%	6%	8%	100% ^l	-	100%	37%	35%
Mobile, Landline and Pay TV	4	1	4	-	-	-	-	4	-	1	-	-	4	-	-	-
	1%	*	1%	-	-	-	-	2%	-	1%	-	-	-	-	-	-
		16%	84%	-	-	-	-	84%	-	16%	-	-	100% ^k	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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	644	192	330	80	37	5	167	211	112	100	54	523	121	520	126	130
Weighted Base	669	175	360	85*	43*	6**	151	215	130	116*	57*	574	95	571	155	151
Mobile, Fixed BB and Pay TV	3 *	1 1%	1 *	1 1%	- -	- -	- -	- -	2 1%	1 1%	- -	3 1%	- -	3 1%	- -	- -
		38%	46%	16%	-	-	-	-	54%	46%	-	100%	-	100%	-	-
Landline, Fixed BB and Pay TV	135 20%	23 13%	82 23%	20 23%	10 23%	1 17%	16 11%	35 16%	33 25%	36 31%	15 27%	135 23%	1 1%	135 24%	41 27%	29 19%
		17%	61%a	15%a	7%	1%	12%	26%	24% ^f	27% ^{fg}	11% ^f	99% ^l	1%	99%	30%	22%
FOUR RESPONSES	14	2	7	4	1	-	2	5	1	5	1	14	-	14	3	4
	2%	1%	2%	5%	3%	-	2%	3%	1%	4%	1%	3%	-	3%	2%	3%
		16%	49%	27%	8%	-	16%	37%	8%	33%	5%	100%	-	100%	24%	27%
Mobile, Landline, Fixed BB and Pay TV	14 2%	2 1%	7 2%	4 5%	1 3%	- -	2 2%	5 3%	1 1%	5 4%	1 1%	14 3%	- -	14 3%	3 2%	4 3%
		16%	49%	27%	8%	-	16%	37%	8%	33%	5%	100%	-	100%	24%	27%
None	246 37%	90 52%	112 31%	28 32%	16 37%	1 18%	86 57%	81 38%	38 29%	26 23%	16 27%	174 30%	73 76%	170 30%	42 27%	33 22%
		37% ^{bc}	45%	11%	6%	*	35% ^{ghi}	33% ⁱ	15%	11%	6%	70%	30% ^{kl}	69%	17%	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	644	33	82	61	61	64	54	71	89	55	36	38	570	38	36
Weighted Base	669	36**	93*	60*	59*	59*	56*	78*	100*	57*	33*	38*	598	38*	33*
TWO RESPONSES	244	11	24	19	24	23	26	33	36	18	13	17	214	17	13
	36%	31%	26%	32%	41%	39%	46%	42%	36%	31%	38%	44%	36%	44%	38%
		5%	10%	8%	10%	9%	11%b	13%b	15%	7%	5%	7%	88%	7%	5%
Mobile and Landline	22	-	1	2	-	2	-	14	3	-	1	-	21	-	1
	3%	-	1%	4%	-	3%	-	18%	2%	-	3%	-	3%	-	3%
		-	3%	10%	-	7%	-	63%bcd efhijk	12%	-	5%	-	95%	-	5%
Mobile and Fixed BB	9	-	1	1	1	3	-	1	-	2	-	-	9	-	-
	1%	-	1%	2%	2%	4%	-	1%	-	3%	-	-	1%	-	-
		-	13%	13%	13%	28%h	-	13%	-	20%	-	-	100%	-	-
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	11	16	16	22	17	22	17	32	14	10	13	168	13	10
	28%	31%	17%	26%	37%	30%	40%	22%	31%	25%	30%	34%	28%	34%	30%
		6%	8%	8%	11%b	9%	12%bg	9%	17%b	7%	5%	7%	88%	7%	5%
Landline and Pay TV	9	-	1	-	1	1	-	1	-	-	1	4	4	4	1
	1%	-	1%	-	2%	1%	2%	-	1%	-	2%	10%	1%	10%	2%
		-	12%	-	11%	7%	13%	-	7%	-	9%	41%bcgh i	50%	41%l	9%
Fixed BB and Pay TV	14	-	6	-	-	1	2	1	2	2	1	-	13	-	1
	2%	-	6%	-	-	1%	4%	1%	2%	4%	3%	-	2%	-	3%
		-	40%	-	-	5%	17%	4%	11%	15%	7%	-	93%	-	7%
THREE RESPONSES	165	14	31	9	14	16	7	20	24	23	5	2	158	2	5
	25%	38%	34%	15%	24%	26%	12%	26%	24%	41%	14%	7%	26%	7%	14%
		8%	19%cfjk	5%	9%k	9%k	4%	12%k	14%k	14%cfhj k	3%	2%	96%lm	2%	3%
Mobile, Landline and Fixed BB	22	1	6	3	4	2	-	4	1	1	-	-	22	-	-
	3%	2%	7%	5%	7%	3%	-	5%	1%	2%	-	-	4%	-	-
		3%	28%	13%	20%l	7%	-	17%	6%	6%	-	-	100%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	644	33	82	61	61	64	54	71	89	55	36	38	570	38	36
Weighted Base	669	36**	93*	60*	59*	59*	56*	78*	100*	57*	33*	38*	598	38*	33*
Mobile, Landline and Pay TV	4	-	-	-	-	-	1	-	-	2	-	2	3	2	-
	1%	-	-	-	-	-	2%	-	-	3%	-	4%	*	4%	-
Mobile, Fixed BB and Pay TV	3	-	1	-	-	-	1	-	1	-	-	-	3	-	-
	*	-	2%	-	-	-	2%	-	1%	-	-	-	1%	-	-
Landline, Fixed BB and Pay TV	135	13	24	6	10	14	4	16	22	21	5	1	130	1	5
	20%	36%	25%	10%	16%	24%	7%	21%	22%	36%	14%	2%	22%	2%	14%
		10%	17%cfk	5%	7%k	10%fk	3%	12%fk	16%fk	15%cdtjk	4%	1%	96%fm	1%	4%
FOUR RESPONSES	14	-	2	1	-	2	1	4	3	-	1	1	13	1	1
	2%	-	3%	2%	-	3%	2%	5%	3%	-	3%	2%	2%	2%	3%
Mobile, Landline, Fixed BB and Pay TV	14	-	2	1	-	2	1	4	3	-	1	1	13	1	1
	2%	-	3%	2%	-	3%	2%	5%	3%	-	3%	2%	2%	2%	3%
None	246	11	35	31	21	19	22	21	38	16	15	18	213	18	15
	37%	30%	37%	52%	35%	32%	40%	27%	38%	27%	44%	48%	36%	48%	44%
		4%	14%	13%egi	8%	8%	9%	9%	15%	6%	6%	7%gd	87%	7%	6%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

CAPI OmniBus



Billing (QS7901 - 640224)

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	644	578	609	480	326	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	669	602	634	528	352	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
TWO RESPONSES	244	216	235	215	82	207	32	22	9	-	191	9	14	-	-	-	-	-
	36%	36%	37%	41%	23%	55%	80%	100%	100%	-	100%	100%	100%	-	-	-	-	-
		89% _d	96% _d	88% _d	34%	85%	13% _e	9%	4%	-	78% _p	4%	6%	-	-	-	-	-
Mobile and Landline	22	22	22	1	1	9	12	22	-	-	-	-	-	-	-	-	-	-
	3%	4%	3%	*	*	3%	30%	100%	-	-	-	-	-	-	-	-	-	-
		100% _{cd}	100% _{cd}	3%	3%	44%	56% _e	100%	-	-	-	-	-	-	-	-	-	-
Mobile and Fixed BB	9	9	5	9	1	5	4	-	9	-	-	-	-	-	-	-	-	-
	1%	1%	1%	2%	*	1%	9%	-	100%	-	-	-	-	-	-	-	-	-
		100%	54%	100%	13%	58%	42% _e	-	100%	-	-	-	-	-	-	-	-	-
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	169	191	191	58	170	15	-	-	-	191	-	-	-	-	-	-	-
	28%	28%	30%	36%	16%	45%	39%	-	-	-	100%	-	-	-	-	-	-	-
		89% _d	100% _d	100% _{abd}	30%	89%	8%	-	-	-	100% _p	-	-	-	-	-	-	-
Landline and Pay TV	9	5	9	1	9	8	1	-	-	-	-	9	-	-	-	-	-	-
	1%	1%	1%	*	3%	2%	2%	-	-	-	-	100%	-	-	-	-	-	-
		56%	100% _c	9%	100% _c	91%	9%	-	-	-	-	100%	-	-	-	-	-	-
Fixed BB and Pay TV	14	12	9	14	14	14	-	-	-	-	-	-	14	-	-	-	-	-
	2%	2%	1%	3%	4%	4%	-	-	-	-	-	-	100%	-	-	-	-	-
		86%	64%	100%	100% _b	100%	-	-	-	-	-	-	100%	-	-	-	-	-
THREE RESPONSES	165	140	164	161	147	156	6	-	-	-	-	-	-	22	4	3	135	-
	25%	23%	26%	30%	42%	42%	15%	-	-	-	-	-	-	100%	100%	100%	100%	-
		85%	100%	97% _a	89% _{abc}	95% _f	4%	-	-	-	-	-	-	13%	3%	2%	82% _j	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	644	578	609	480	326	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	669	602	634	528	352	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
Mobile, Landline and Fixed BB	22	22	22	22	4	19	3	-	-	-	-	-	-	22	-	-	-	-
	3%	4%	3%	4%	1%	5%	8%	-	-	-	-	-	-	100%	-	-	-	-
		100% ^d	100% ^d	100% ^d	19%	85%	15%	-	-	-	-	-	-	100%	-	-	-	-
Mobile, Landline and Pay TV	4	4	4	-	4	3	1	-	-	-	-	-	-	-	4	-	-	-
	1%	1%	1%	-	1%	1%	2%	-	-	-	-	-	-	-	100%	-	-	-
		100%	100%	-	100% ^c	79%	21%	-	-	-	-	-	-	-	100%	-	-	-
Mobile, Fixed BB and Pay TV	3	3	3	3	3	3	-	-	-	-	-	-	-	-	-	3	-	-
	*	1%	*	1%	1%	1%	-	-	-	-	-	-	-	-	-	100%	-	-
		100%	84%	100%	100%	100%	-	-	-	-	-	-	-	-	-	100%	-	-
Landline, Fixed BB and Pay TV	135	111	135	135	135	131	2	-	-	-	-	-	-	-	-	-	135	-
	20%	18%	21%	26%	38%	35%	4%	-	-	-	-	-	-	-	-	-	100%	-
		82%	100%	100% ^a	100% ^{abc}	96% ^f	1%	-	-	-	-	-	-	-	-	-	100% ^j	-
FOUR RESPONSES	14	14	14	14	14	13	2	-	-	-	-	-	-	-	-	-	-	14
	2%	2%	2%	3%	4%	3%	5%	-	-	-	-	-	-	-	-	-	-	100%
		100%	100%	100%	100%	87%	13%	-	-	-	-	-	-	-	-	-	-	100%
Mobile, Landline, Fixed BB and Pay TV	14	14	14	14	14	13	2	-	-	-	-	-	-	-	-	-	-	14
	2%	2%	2%	3%	4%	3%	5%	-	-	-	-	-	-	-	-	-	-	100%
		100%	100%	100%	100%	87%	13%	-	-	-	-	-	-	-	-	-	-	100%
None	246	231	221	138	109	-	-	-	-	-	-	-	-	-	-	-	-	-
	37%	38%	35%	26%	31%	-	-	-	-	-	-	-	-	-	-	-	-	-
		94% ^{cd}	90% ^c	56%	44%	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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)
Unweighted Base	644	59	138	16	64	69	165	92	93	47	38
Weighted Base	669	69*	155	17**	62*	70*	159	102*	89*	54*	38*
TWO RESPONSES	244	23	56	5	21	32	63	30	32	23	17
	36%	34%	36%	30%	34%	46%	40%	29%	35%	42%	44%
		10%	23%	2%	9%	13%g	26%	12%	13%	9%	7%
Mobile and Landline	22	1	16	-	1	-	2	1	2	2	-
	3%	2%	10%	-	2%	-	1%	1%	2%	4%	-
		6%	73%defgh	-	5%	-	10%	3%	10%	10%	-
Mobile and Fixed BB	9	-	1	-	2	1	4	1	1	1	-
	1%	-	1%	-	3%	2%	2%	1%	1%	2%	-
		-	13%	-	20%	13%	41%	13%	13%	13%	-
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	20	35	5	16	27	52	21	28	19	13
	28%	29%	23%	30%	25%	39%	32%	21%	32%	36%	34%
		10%	18%	3%	8%	14%bg	27%	11%	15%	10%	7%
Landline and Pay TV	9	1	-	-	1	1	3	1	-	-	4
	1%	1%	-	-	1%	2%	2%	1%	-	-	10%
		7%	-	-	9%	13%	31%	12%	-	-	41%abfghi
Fixed BB and Pay TV	14	2	4	-	2	2	3	6	-	-	-
	2%	2%	3%	-	3%	3%	2%	5%	-	-	-
		11%	32%	-	12%	17%	23%	40%h	-	-	-
THREE RESPONSES	165	22	40	5	19	9	37	31	15	16	2
	25%	31%	26%	27%	30%	13%	23%	31%	17%	30%	7%
		13%ej	24%j	3%	11%ej	6%	23%j	19%ehj	9%	10%ej	2%
Mobile, Landline and Fixed BB	22	1	4	-	1	2	5	6	5	2	-
	3%	2%	2%	-	2%	3%	3%	6%	6%	4%	-
		6%	17%	-	6%	10%	21%	28%	23%	9%	-
Mobile, Landline and Pay TV	4	-	1	1	1	-	-	-	-	-	2
	1%	-	1%	5%	1%	-	-	-	-	-	4%
		-	27%	21%	16%	-	-	-	-	-	37%f

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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	644	59	138	16	64	69	165	92	93	47	38
Weighted Base	669	69*	155	17**	62*	70*	159	102*	89*	54*	38*
Mobile, Fixed BB and Pay TV	3	1	2	-	-	-	-	1	-	-	-
	*	1%	1%	-	-	-	-	1%	-	-	-
		16%	54%	-	-	-	-	46%	-	-	-
Landline, Fixed BB and Pay TV	135	20	33	4	17	7	32	24	10	14	1
	20%	29%	21%	22%	27%	10%	20%	23%	12%	27%	2%
		15%ehj	24%j	3%	12%ehj	5%	24%j	17%ej	8%	11%ehj	1%
FOUR RESPONSES	14	3	7	-	1	1	3	2	1	-	1
	2%	4%	4%	-	2%	1%	2%	2%	1%	-	2%
		20%	48%	-	7%	5%	24%	17%	6%	-	4%
Mobile, Landline, Fixed BB and Pay TV	14	3	7	-	1	1	3	2	1	-	1
	2%	4%	4%	-	2%	1%	2%	2%	1%	-	2%
		20%	48%	-	7%	5%	24%	17%	6%	-	4%
None	246	21	52	7	22	28	55	39	41	15	18
	37%	31%	34%	43%	35%	40%	35%	38%	46%	27%	48%
		9%	21%	3%	9%	11%	22%	16%	17% _i	6%	7%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Table 6

Billing (QS7901 - 640224)

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	644	270	31	95	122	2	140	-	10	-	5	22	15	300	95	254	10	5	38
Weighted Base	669	293	32**	98*	122	2**	144	..	12**	..	5**	20**	16**	324	98*	256	12**	5**	37*
TWO RESPONSES	244	96	12	22	56	1	54	-	6	-	2	9	11	107	22	109	6	2	20
	36%	33%	37%	22%	46%	68%	37%	-	49%	-	39%	43%	68%	33%	22%	42%	49%	39%	55%
		39%	5%	9%	23%ac	*	22%cd	-	2%	-	1%	4%	4%	44%	9%	45%mn	2%	1%	8%mn
Mobile and Landline	22	6	-	3	10	-	1	-	-	-	-	2	-	6	3	12	-	-	2
	3%	2%	-	3%	9%	-	1%	-	-	-	-	11%	-	2%	3%	5%	-	-	6%
		26%	-	12%	48%af	-	6%	-	-	-	-	11%	-	26%	12%	54%	-	-	11%
Mobile and Fixed BB	9	4	1	-	-	1	1	-	-	-	-	-	3	4	-	2	-	-	3
	1%	1%	4%	-	-	68%	1%	-	-	-	-	-	16%	1%	-	1%	-	-	7%
		45%	13%	-	-	13%	13%	-	-	-	-	-	28%	45%	-	26%	-	-	28%mo
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	73	11	10	45	-	50	-	6	-	2	6	8	83	10	93	6	2	16
	28%	25%	34%	11%	37%	-	35%	-	49%	-	39%	31%	52%	26%	11%	36%	49%	39%	42%
		38%cd	6%	5%	24%ac	-	26%ac	-	3%	-	1%	3%	4%	44%cd	5%	49%mn	3%	1%	8%mn
Landline and Pay TV	9	2	-	7	-	-	1	-	-	-	-	-	-	2	7	1	-	-	-
	1%	1%	-	7%	-	-	1%	-	-	-	-	-	-	1%	7%	1%	-	-	-
		26%	-	74%adf	-	-	15%	-	-	-	-	-	-	26%	74%mo	15%	-	-	-
Fixed BB and Pay TV	14	12	-	2	-	-	-	-	-	-	-	-	-	12	2	-	-	-	-
	2%	4%	-	2%	-	-	-	-	-	-	-	-	-	4%	2%	-	-	-	-
		84%df	-	16%	-	-	-	-	-	-	-	-	-	84%o	16%o	-	-	-	-
THREE RESPONSES	165	86	3	61	8	1	22	-	5	-	1	-	-	89	61	28	5	1	-
	25%	30%	8%	62%	6%	32%	15%	-	42%	-	13%	-	-	28%	62%	11%	42%	13%	-
		52%df	2%	37%adf	5%	*	13%cd	-	3%	-	*	-	-	54%or	37%mor	17%r	3%	*	-
Mobile, Landline and Fixed BB	22	12	-	1	2	1	9	-	-	-	1	-	-	12	1	11	-	1	-
	3%	4%	-	1%	1%	32%	6%	-	-	-	13%	-	-	4%	1%	4%	-	13%	-
		54%	-	3%	7%	2%	42%cd	-	-	-	3%	-	-	54%	3%	51%	-	3%	-
Mobile, Landline and Pay TV	4	3	-	2	-	-	-	-	-	-	-	-	-	3	2	-	-	-	-
	1%	1%	-	2%	-	-	-	-	-	-	-	-	-	1%	2%	-	-	-	-
		61%	-	39%	-	-	-	-	-	-	-	-	-	61%	39%	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 subscrip- tion (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	644	270	31	95	122	2	140	-	10	-	5	22	15	300	95	254	10	5	38
Weighted Base	669	293	32**	98*	122	2**	144	..*	12**	..*	5**	20**	16**	324	98*	256	12**	5**	37*
Mobile, Fixed BB and Pay TV	3	3	-	1	-	-	-	-	-	-	-	-	-	3	1	-	-	-	-
	*	1%	-	1%	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-
		84%	-	16%	-	-	-	-	-	-	-	-	-	84%	16%	-	-	-	-
Landline, Fixed BB and Pay TV	135	69	3	58	6	-	13	-	5	-	-	-	-	72	58	17	5	-	-
	20%	24%	8%	59%	5%	-	9%	-	42%	-	-	-	-	22%	59%	7%	42%	-	-
		51%df	2%	43%adf	5%	-	10%	-	4%	-	-	-	-	53%or	43%mor	13%	4%	-	-
FOUR RESPONSES	14	5	1	6	1	-	1	-	-	-	1	-	-	6	6	2	-	1	-
	2%	2%	3%	7%	1%	-	1%	-	-	-	24%	-	-	2%	7%	1%	-	24%	-
		36%	6%	45%adf	4%	-	6%	-	-	-	8%	-	-	42%	45%mo	11%	-	8%	-
Mobile, Landline, Fixed BB and Pay TV	14	5	1	6	1	-	1	-	-	-	1	-	-	6	6	2	-	1	-
	2%	2%	3%	7%	1%	-	1%	-	-	-	24%	-	-	2%	7%	1%	-	24%	-
		36%	6%	45%adf	4%	-	6%	-	-	-	8%	-	-	42%	45%mo	11%	-	8%	-
None	246	105	16	9	57	-	67	-	1	-	1	12	5	121	9	118	1	1	17
	37%	36%	52%	9%	47%	-	47%	-	10%	-	24%	57%	32%	38%	9%	46%	10%	24%	45%
		43%ac	7%	4%	23%ac	-	27%ac	-	*	-	1%	5%	2%	49%an	4%	48%an	*	1%	7%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	644	82	6	74	1	82	174	15	58	65	39	3	158	349	18
Weighted Base	669	99*	7**	73*	1**	99*	185	15**	72*	74*	42*	3**	182	350	17**
TWO RESPONSES	244	52	2	30	1	52	117	8	29	28	12	-	66	131	5
	36%	52%	35%	41%	100%	52%	63%	51%	40%	37%	29%	-	36%	37%	28%
		21%	1%	12%	*	21%	48% ^c	3%	12%	11%	5%	-	27%	54%	2%
Mobile and Landline	22	-	-	3	-	-	5	1	3	-	3	-	5	6	1
	3%	-	-	4%	-	-	3%	7%	4%	-	7%	-	3%	2%	4%
		-	-	15%	-	-	24%	5%	12%	-	13% ^l	-	25%	27%	4%
Mobile and Fixed BB	9	1	-	-	-	1	4	-	1	-	-	-	1	3	-
	1%	1%	-	-	-	1%	2%	-	1%	-	-	-	*	1%	-
		13%	-	-	-	13%	45%	-	10%	-	-	-	10%	32%	-
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	47	1	22	1	47	96	7	21	24	9	-	52	113	4
	28%	47%	18%	30%	100%	47%	52%	43%	30%	32%	22%	-	28%	32%	23%
		25% ^c	1%	12%	1%	25% ^c	50% ^c	3%	11%	12%	5%	-	27%	59%	2%
Landline and Pay TV	9	1	-	3	-	1	4	-	1	-	-	-	1	4	-
	1%	1%	-	5%	-	1%	2%	-	1%	-	-	-	*	1%	-
		9%	-	38%	-	9%	44%	-	9%	-	-	-	9%	47%	-
Fixed BB and Pay TV	14	3	1	1	-	3	9	-	3	4	-	-	7	5	-
	2%	3%	17%	2%	-	3%	5%	-	4%	5%	-	-	4%	1%	-
		21%	8%	9%	-	21%	62%	-	21%	26%	-	-	49%	37%	-
THREE RESPONSES	165	45	5	40	-	45	60	7	23	18	10	-	47	66	1
	25%	46%	65%	55%	-	46%	33%	45%	32%	24%	24%	-	26%	19%	8%
		27%	3%	25% ^f	-	27%	37%	4%	14% ^m	11%	6%	-	29%	40%	1%
Mobile, Landline and Fixed BB	22	7	3	6	-	7	4	-	-	1	1	-	2	1	-
	3%	7%	40%	8%	-	7%	2%	-	-	2%	2%	-	1%	*	-
		34%	13%	26%	-	34%	19%	-	-	6%	3%	-	9%	6%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	644	82	6	74	1	82	174	15	58	65	39	3	158	349	18
Weighted Base	669	99*	7**	73*	1**	99*	185	15**	72*	74*	42*	3**	182	350	17**
Mobile, Landline and Pay TV	4	1	-	2	-	1	-	1	-	-	-	-	-	1	-
	1%	1%	-	2%	-	1%	-	7%	-	-	-	-	-	*	-
		16%	-	37%	-	16%	-	27%	-	-	-	-	-	21%	-
Mobile, Fixed BB and Pay TV	3	1	-	-	-	1	2	-	-	-	-	-	-	-	-
	*	1%	-	-	-	1%	1%	-	-	-	-	-	-	-	-
		38%	-	-	-	38%	62%	-	-	-	-	-	-	-	-
Landline, Fixed BB and Pay TV	135	36	2	33	-	36	54	6	23	16	10	-	45	64	1
	20%	36%	26%	46%	-	36%	29%	38%	32%	22%	23%	-	25%	18%	8%
		26%	1%	25% ^f	-	26%	40%	4%	17% ^m	12%	7%	-	34%	47%	1%
FOUR RESPONSES	14	2	-	2	-	2	7	1	-	1	-	-	1	1	-
	2%	2%	-	3%	-	2%	4%	4%	-	2%	-	-	1%	*	-
		14%	-	17%	-	14%	52%	4%	-	8%	-	-	8%	5%	-
Mobile, Landline, Fixed BB and Pay TV	14	2	-	2	-	2	7	1	-	1	-	-	1	1	-
	2%	2%	-	3%	-	2%	4%	4%	-	2%	-	-	1%	*	-
		14%	-	17%	-	14%	52%	4%	-	8%	-	-	8%	5%	-
None	246	-	-	-	-	-	-	-	20	27	20	3	68	152	11
	37%	-	-	-	-	-	-	-	28%	37%	47%	100%	37%	44%	64%
		-	-	-	-	-	-	-	8%	11%	8%	1%	28%	62% ^h	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	644	29	4	85	3	120	149	14	25	2	31	2	59	86	14
Weighted Base	669	33**	4**	79*	4**	119	147	14**	29**	2**	32**	3**	64*	94*	15**
TWO RESPONSES	244	10	3	11	-	23	19	5	9	1	2	-	13	8	5
	36%	29%	63%	14%	-	19%	13%	32%	33%	53%	6%	-	20%	8%	34%
		4%	1%	4%	-	10%	8%	2%	4%	1%	1%	-	5%	3%	2%
Mobile and Landline	22	3	-	4	-	7	5	1	-	-	-	-	-	1	-
	3%	8%	-	5%	-	6%	3%	5%	-	-	-	-	-	1%	-
		12%	-	19%	-	31%	21%	4%	-	-	-	-	-	3%	-
Mobile and Fixed BB	9	-	-	1	-	1	4	-	2	-	-	-	2	1	1
	1%	-	-	1%	-	1%	3%	-	6%	-	-	-	3%	1%	6%
		-	-	13%	-	13%	42%	-	19%	-	-	-	19%	13%	10%
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	5	1	4	-	11	6	3	7	1	2	-	10	6	4
	28%	16%	30%	6%	-	9%	4%	21%	24%	53%	6%	-	16%	6%	28%
		3%	1%	2%	-	6%	3%	2%	4%	1%	1%	-	5%	3%	2%
Landline and Pay TV	9	-	-	-	-	-	-	1	1	-	-	-	1	-	-
	1%	-	-	-	-	-	-	6%	3%	-	-	-	1%	-	-
		-	-	-	-	-	-	9%	9%	-	-	-	9%	-	-
Fixed BB and Pay TV	14	2	1	1	-	4	4	-	-	-	-	-	-	-	-
	2%	5%	33%	2%	-	4%	3%	-	-	-	-	-	-	-	-
		13%	10%	9%	-	32%	32%	-	-	-	-	-	-	-	-
THREE RESPONSES	165	3	-	4	-	7	4	1	1	-	2	-	3	5	-
	25%	8%	-	5%	-	5%	3%	5%	5%	-	5%	-	5%	5%	-
		2%	-	2%	-	4%	3%	*	1%	-	1%	-	2%	3%	-
Mobile, Landline and Fixed BB	22	1	-	1	-	2	1	-	1	-	1	-	2	1	-
	3%	4%	-	1%	-	2%	1%	-	5%	-	2%	-	3%	1%	-
		6%	-	3%	-	9%	6%	-	6%	-	3%	-	9%	6%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	644	29	4	85	3	120	149	14	25	2	31	2	59	86	14
Weighted Base	669	33**	4**	79*	4**	119	147	14**	29**	2**	32**	3**	64*	94*	15**
Mobile, Landline and Pay TV	4	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-
Mobile, Fixed BB and Pay TV	3	1	-	1	-	3	-	-	-	-	-	-	-	-	-
	*	4%	-	2%	-	2%	-	-	-	-	-	-	-	-	-
		38%	-	46%	-	84%	-	-	-	-	-	-	-	-	-
Landline, Fixed BB and Pay TV	135	-	-	1	-	1	3	1	-	-	1	-	1	4	-
	20%	-	-	1%	-	1%	2%	5%	-	-	3%	-	2%	4%	-
		-	-	1%	-	1%	2%	1%	-	-	1%	-	1%	3%	-
FOUR RESPONSES	14	-	-	1	-	1	1	-	-	-	1	-	1	1	-
	2%	-	-	1%	-	1%	1%	-	-	-	2%	-	1%	1%	-
		-	-	5%	-	5%	8%	-	-	-	5%	-	5%	8%	-
Mobile, Landline, Fixed BB and Pay TV	14	-	-	1	-	1	1	-	-	-	1	-	1	1	-
	2%	-	-	1%	-	1%	1%	-	-	-	2%	-	1%	1%	-
		-	-	5%	-	5%	8%	-	-	-	5%	-	5%	8%	-
None	246	21	2	63	4	89	123	9	18	1	27	3	48	80	10
	37%	64%	37%	80%	100%	74%	83%	63%	63%	47%	86%	100%	75%	85%	66%
		9%	1%	26%	2%	36%	50%	4%	7%	*	11%	1%	19%	33%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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.7 PAY TV						Don't know (g)
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	
Unweighted Base	644	12	1	35	1	48	105	13
Weighted Base	669	14**	1**	35*	2**	51*	117*	13**
TWO RESPONSES	244	6	-	9	-	15	42	3
	36%	45%	-	25%	-	30%	36%	23%
		3%	-	4%	-	6%	17%	1%
Mobile and Landline	22	-	-	-	-	-	1	-
	3%	-	-	-	-	-	1%	-
		-	-	-	-	-	3%	-
Mobile and Fixed BB	9	-	-	-	-	-	1	-
	1%	-	-	-	-	-	1%	-
		-	-	-	-	-	13%	-
Mobile and Pay TV	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
Landline and Fixed BB	191	6	-	9	-	15	40	2
	28%	45%	-	25%	-	30%	35%	17%
		3%	-	5%	-	8%	21%	1%
Landline and Pay TV	9	-	-	-	-	-	-	1
	1%	-	-	-	-	-	-	6%
		-	-	-	-	-	-	9%
Fixed BB and Pay TV	14	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
THREE RESPONSES	165	1	1	3	-	4	5	1
	25%	9%	100%	9%	-	9%	4%	6%
		1%	1%	2%	-	3%	3%	*
Mobile, Landline and Fixed BB	22	1	1	1	-	3	1	-
	3%	9%	100%	4%	-	5%	1%	-
		6%	6%	6%	-	12%	7%	-
Mobile, Landline and Pay TV	4	-	-	1	-	1	-	-
	1%	-	-	3%	-	2%	-	-
		-	-	21%	-	21%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	644	12	1	35	1	48	105	13
Weighted Base	669	14**	1**	35*	2**	51*	117*	13**
Mobile, Fixed BB and Pay TV	3	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
Landline, Fixed BB and Pay TV	135	-	-	1	-	1	3	1
	20%	-	-	3%	-	2%	3%	6%
		-	-	1%	-	1%	2%	1%
FOUR RESPONSES	14	-	-	1	-	1	1	-
	2%	-	-	2%	-	1%	1%	-
		-	-	5%	-	5%	8%	-
Mobile, Landline, Fixed BB and Pay TV	14	-	-	1	-	1	1	-
	2%	-	-	2%	-	1%	1%	-
		-	-	5%	-	5%	8%	-
None	246	6	-	22	2	30	69	10
	37%	46%	-	64%	100%	60%	59%	72%
		3%	-	9%	1%	12%	28%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	644	148	154	5	24	135	134	23	214	139	115	3	10
Weighted Base	669	158	171	4**	25**	146	157	25**	205	136	115	3**	11**
TWO RESPONSES	244	101	82	1	14	65	55	10	66	19	23	-	-
	36%	64%	48%	16%	57%	45%	35%	41%	32%	14%	20%	-	-
		42%b	33%	*	6%	27%h	22%	4%	27%	8%	10%	-	-
Mobile and Landline	22	4	3	-	-	3	5	-	2	5	7	-	-
	3%	3%	2%	-	-	2%	3%	-	1%	3%	6%	-	-
		20%	15%	-	-	16%	25%	-	11%	21%	31%	-	-
Mobile and Fixed BB	9	2	1	-	2	1	1	-	2	4	1	-	-
	1%	1%	1%	-	7%	1%	1%	-	1%	3%	1%	-	-
		25%	13%	-	20%	13%	10%	-	19%	42%	13%	-	-
Mobile and Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	87	68	1	9	58	41	9	55	6	11	-	-
	28%	55%	39%	16%	35%	40%	26%	38%	27%	4%	10%	-	-
		46%b	35%	*	5%	30%fh	22%	5%	29%	3%	6%	-	-
Landline and Pay TV	9	2	4	-	2	1	1	-	4	-	-	-	-
	1%	1%	2%	-	9%	*	1%	-	2%	-	-	-	-
		18%	47%	-	26%	6%	9%	-	41%	-	-	-	-
Fixed BB and Pay TV	14	7	5	-	1	2	6	1	3	4	4	-	-
	2%	4%	3%	-	6%	1%	4%	3%	1%	3%	4%	-	-
		47%	38%	-	11%	16%	44%	5%	21%	32%	32%	-	-
THREE RESPONSES	165	50	85	3	11	36	42	5	30	2	7	-	2
	25%	31%	50%	84%	43%	25%	27%	22%	14%	2%	6%	-	19%
		30%	52%a	2%	7%	22%h	26%h	3%	18%	1%	4%	-	1%
Mobile, Landline and Fixed BB	22	2	15	-	2	1	1	1	-	1	2	-	-
	3%	1%	8%	-	7%	1%	*	5%	-	1%	2%	-	-
		10%	66%a	-	9%	6%	3%	6%	-	6%	9%	-	-
Mobile, Landline and Pay TV	4	-	2	-	-	-	-	-	1	-	1	-	-
	1%	-	1%	-	-	-	-	-	*	-	1%	-	-
		-	52%	-	-	-	-	-	21%	-	21%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)	Bill only (i)	Bill and notification (j)	Notification only (k)	No bill or notification (l)
Unweighted Base	644	148	154	5	24	135	134	23	214	139	115	3	10
Weighted Base	669	158	171	4**	25**	146	157	25**	205	136	115	3**	11**
Mobile, Fixed BB and Pay TV	3	-	-	1	2	-	-	-	-	-	3	-	-
	*	-	-	30%	8%	-	-	-	-	-	2%	-	-
		-	-	38%	62%	-	-	-	-	-	84%	-	-
Landline, Fixed BB and Pay TV	135	47	68	2	7	35	41	4	29	1	1	-	2
	20%	30%	40%	54%	27%	24%	26%	16%	14%	1%	1%	-	19%
		35%	51%	2%	5%	26%h	31%h	3%	21%	1%	1%	-	2%
FOUR RESPONSES	14	7	4	-	-	1	1	-	-	1	1	-	-
	2%	5%	3%	-	-	*	1%	-	-	1%	1%	-	-
		52%	31%	-	-	5%	8%	-	-	8%	5%	-	-
Mobile, Landline, Fixed BB and Pay TV	14	7	4	-	-	1	1	-	-	1	1	-	-
	2%	5%	3%	-	-	*	1%	-	-	1%	1%	-	-
		52%	31%	-	-	5%	8%	-	-	8%	5%	-	-
None	246	-	-	-	-	43	59	9	109	113	84	3	9
	37%	-	-	-	-	30%	37%	37%	53%	84%	73%	100%	81%
		-	-	-	-	18%	24%	4%	44%ef	46%	34%	1%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	644	55	56	3	26	56	39	8	44
Weighted Base	669	62*	61*	3**	27**	62*	44*	6**	49*
TWO RESPONSES	244	5	11	1	2	25	13	3	17
	36%	8%	18%	47%	9%	40%	29%	40%	35%
		2%	5%	1%	1%	10%	5%	1%	7%
Mobile and Landline	22	1	-	-	-	1	-	-	-
	3%	1%	-	-	-	1%	-	-	-
		3%	-	-	-	3%	-	-	-
Mobile and Fixed BB	9	1	2	-	-	1	-	-	-
	1%	2%	3%	-	-	2%	-	-	-
		13%	19%	-	-	13%	-	-	-
Mobile and Pay TV	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Landline and Fixed BB	191	3	9	1	2	23	13	3	17
	28%	5%	14%	47%	9%	37%	29%	40%	35%
		2%	5%	1%	1%	12%	7%	1%	9%
Landline and Pay TV	9	-	1	-	-	-	-	-	-
	1%	-	1%	-	-	-	-	-	-
		-	9%	-	-	-	-	-	-
Fixed BB and Pay TV	14	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
THREE RESPONSES	165	1	3	-	4	2	3	2	2
	25%	1%	5%	-	16%	4%	6%	29%	4%
		*	2%	-	3%	2%	2%	1%	1%
Mobile, Landline and Fixed BB	22	-	2	-	1	1	3	-	-
	3%	-	3%	-	5%	2%	6%	-	-
		-	9%	-	6%	7%	12%	-	-
Mobile, Landline and Pay TV	4	-	-	-	-	-	-	1	-
	1%	-	-	-	-	-	-	14%	-
		-	-	-	-	-	-	21%	-
Mobile, Fixed BB and Pay TV	3	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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.6/7 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	644	55	56	3	26	56	39	8	44
Weighted Base	669	62*	61*	3**	27**	62*	44*	6**	49*
Landline, Fixed BB and Pay TV	135	1	1	-	3	1	-	1	2
	20%	1%	2%	-	11%	2%	-	15%	4%
		1%	1%	-	2%	1%	-	1%	2%
FOUR RESPONSES	14	-	1	-	-	-	1	-	-
	2%	-	1%	-	-	-	2%	-	-
		-	5%	-	-	-	5%	-	-
Mobile, Landline, Fixed BB and Pay TV	14	-	1	-	-	-	1	-	-
	2%	-	1%	-	-	-	2%	-	-
		-	5%	-	-	-	5%	-	-
None	246	56	46	2	21	35	28	2	30
	37%	90%	76%	53%	75%	56%	64%	30%	60%
		23%	19%	1%	8%	14%	11%	1%	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****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	392	193	199	14	67	88	83	58	82	97	125	70	100	222	170
Weighted Base	423	214	209	14**	79*	103*	98*	54*	76*	114*	155	87*	67*	270	153
Single payment	375	190	185	11	74	91	83	51	65	104	137	75	60	241	135
	89%	89%	89%	84%	93%	89%	85%	95%	86%	91%	88%	87%	89%	89%	88%
		51%	49%	3%	20%	24%	22%	14%	17%	28%	36%	20%	16%	64%	36%
Pay individually	40	18	22	2	5	10	10	2	10	7	17	8	7	24	15
	9%	8%	10%	16%	7%	10%	11%	4%	13%	6%	11%	10%	11%	9%	10%
		46%	54%	5%	13%	25%	26%	5%	25%	18%	43%	21%	18%	61%	39%
Don't Know	8	6	2	-	-	1	5	1	1	3	1	3	-	5	3
	2%	3%	1%	-	-	1%	5%	2%	1%	3%	1%	4%	-	2%	2%
		72%	28%	-	-	16%	60%	13%	12%	42%	16%	42%	-	58%	42%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****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	392	272	65	55	173	60	16	143	148	244
Weighted Base	423	307	66*	51*	211	65*	14**	133	174	249
Single payment	375	275	56	44	186	60	13	117	159	217
	89%	90%	85%	87%	88%	92%	95%	88%	91%	87%
		73%	15%	12%	49%	16%	3%	31%	42%	58%
Pay individually	40	25	10	5	20	4	1	15	13	27
	9%	8%	15%	10%	9%	6%	5%	11%	7%	11%
		62%	25%	13%	50%	10%	2%	37%	32%	68%
Don't Know	8	6	-	1	6	1	-	1	2	5
	2%	2%	-	3%	3%	2%	-	1%	1%	2%
		82%	-	18%	73%	16%	-	12%	31%	69%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****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	392	88	222	54	24	4	68	130	79	78	37	363	29	363	92	102
Weighted Base	423	85*	248	58*	27**	5**	66*	134	92*	90*	42*	400	23**	400	113*	118*
Single payment	375	73	223	49	25	5	57	117	81	87	35	359	16	359	104	103
	89%	87%	90%	85%	91%	100%	86%	87%	88%	96%	83%	90%	72%	90%	92%	88%
		20%	59%	13%	7%	1%	15%	31%	22%	23% ^f _g	9%	96%	4%	96%	28%	28%
Pay individually	40	10	20	7	2	-	8	14	10	2	6	33	6	33	6	11
	9%	12%	8%	13%	9%	-	12%	10%	11%	3%	14%	8%	28%	8%	6%	9%
		25%	50%	19%	6%	-	20% ^h _i	34% ^h _i	25%	6%	15% ^h _i	84%	16%	84%	16%	27%
Don't Know	8	1	5	1	-	-	1	3	1	1	1	8	-	8	2	4
	2%	2%	2%	2%	-	-	2%	2%	1%	1%	3%	2%	-	2%	2%	3%
		18%	70%	13%	-	-	18%	39%	13%	16%	15%	100%	-	100%	30%	46%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	392	22	51	26	36	41	33	51	54	38	19	21	352	21	19
Weighted Base	423	25**	58*	29**	38*	40*	34**	57*	63*	41*	19**	20**	385	20**	19**
Single payment	375	23	56	24	34	33	30	45	53	40	17	20	339	20	17
	89%	89%	97%	84%	89%	83%	90%	79%	85%	98%	90%	100%	88%	100%	90%
		6%	15%egh	6%	9%	9%	8%	12%	14%	11%eg	4%	5%	90%	5%	4%
Pay individually	40	1	2	4	4	5	2	12	8	1	1	-	39	-	1
	9%	3%	3%	13%	11%	14%	6%	21%	13%	2%	4%	-	10%	-	4%
		2%	4%	10%	11%	14%	5%	30%bi	20%	2%	2%	-	98%	-	2%
Don't Know	8	2	-	1	-	1	1	-	1	-	1	-	7	-	1
	2%	8%	-	3%	-	3%	4%	-	2%	-	5%	-	2%	-	5%
		27%	-	12%	-	15%	18%	-	16%	-	13%	-	87%	-	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.5 Do you make a single payment for this package of services or do you pay for the services individually?

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	392	343	382	353	223	348	38	23	8	-	173	13	14	20	5	3	118	15
Weighted Base	423	371	414	390	244	375	40*	22**	9**	-**	191	9**	14**	22**	4**	3**	135	14**
Single payment	375	326	366	356	229	375	-	9	5	-	170	8	14	19	3	3	131	13
	89%	88%	88%	91%	94%	100%	-	44%	58%	-	89%	91%	100%	85%	79%	100%	96%	87%
		87%	97%	95%	61%ab	100% ^f	-	3%	1%	-	45%	2%	4%	5%	1%	1%	35% ^j	3%
Pay individually	40	37	40	26	11	-	40	12	4	-	15	1	-	3	1	-	2	2
	9%	10%	10%	7%	5%	-	100%	56%	42%	-	8%	9%	-	15%	21%	-	1%	13%
		92% ^d	100% ^d	65%	28%	-	100% ^e	30%	9%	-	39% ^p	2%	-	8%	2%	-	4%	5%
Don't Know	8	8	8	8	3	-	-	-	-	-	5	-	-	-	-	-	3	-
	2%	2%	2%	2%	1%	-	-	-	-	-	3%	-	-	-	-	-	2%	-
		100%	100%	100%	40%	-	-	-	-	-	60%	-	-	-	-	-	40%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****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	392	39	90	9	39	41	102	56	45	33	21
Weighted Base	423	48*	103*	10**	41*	42*	104*	63*	48*	39**	20**
Single payment	375	39	86	9	39	39	93	62	40	32	20
	89%	82%	83%	91%	96%	92%	90%	97%	84%	81%	100%
		10%	23%	2%	10%	10%	25%	16%abh	11%	8%	5%
Pay individually	40	7	17	1	1	2	9	2	7	4	-
	9%	15%	17%	9%	2%	4%	9%	3%	14%	11%	-
		19%g	44%dg	2%	2%	5%	24%	4%	17%g	11%	-
Don't Know	8	1	-	-	1	1	1	-	1	3	-
	2%	3%	-	-	2%	3%	1%	-	2%	8%	-
		16%	-	-	13%	18%	15%	-	12%	39%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.5 Do you make a single payment for this package of services or do you pay for the services individually?

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 \ 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	392	168	15	86	62	2	74	-	9	-	4	8	9	182	86	133	9	4	18	
Weighted Base	423	188	15**	89*	64*	2**	77*	..	11**	..	4**	9**	11**	202	89*	139	11**	4**	20**	
Single payment	375	169	13	88	51	2	70	-	11	-	3	7	7	181	88	118	11	3	15	
	89%	90%	86%	99%	80%	100%	91%	-	100%	-	69%	76%	65%	89%	99%	85%	100%	69%	72%	
		45%	3%	23% ^{ad}	14%	*	19%	-	3%	-	1%	2%	2%	48%	23% ^{mo}	32%	3%	1%	4%	
Pay individually	40	16	1	1	12	-	5	-	-	-	1	2	4	17	1	17	-	1	6	
	9%	9%	6%	1%	18%	-	6%	-	-	-	31%	24%	35%	8%	1%	12%	-	31%	28%	
		40% ^c	2%	2%	30% ^{ad}	-	12%	-	-	-	3%	5%	9%	43% ⁿ	2%	42% ⁿ	-	3%	15%	
Don't Know	8	3	1	-	1	-	2	-	-	-	-	-	-	4	-	4	-	-	-	
	2%	2%	8%	-	2%	-	3%	-	-	-	-	-	-	2%	-	3%	-	-	-	
		40%	15%	-	16%	-	30%	-	-	-	-	-	-	55%	-	45%	-	-	-	

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****Base: All who have two or more services from the same supplier**

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notificat ion of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notificat ion of charges (m)	Don't know (n)
Unweighted Base	392	82	6	74	1	82	174	15	41	39	21	-	97	186	7
Weighted Base	423	99*	7**	73*	1**	99*	185	15**	52*	47*	22**	-**	114*	198	6**
Single payment	375	99	7	73	1	99	185	15	42	44	18	-	98	172	4
	89%	100%	100%	100%	100%	100%	100%	100%	81%	95%	81%	-	86%	87%	58%
		26%	2%	19%	*	26%	49%	4%	11%	12%	5%	-	26%	46%	1%
Pay individually	40	-	-	-	-	-	-	-	7	3	4	-	14	21	2
	9%	-	-	-	-	-	-	-	14%	5%	19%	-	12%	11%	27%
		-	-	-	-	-	-	-	19%	6%	10%	-	35%	53%	4%
Don't Know	8	-	-	-	-	-	-	-	2	-	-	-	2	5	1
	2%	-	-	-	-	-	-	-	5%	-	-	-	2%	2%	15%
		-	-	-	-	-	-	-	31%	-	-	-	31%	57%	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****Base: All who have two or more services from the same supplier**

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	392	10	2	15	-	27	23	6	8	1	6	-	15	12	5
Weighted Base	423	12**	3**	16**	..	30**	24**	5**	11**	1**	4**	..	16**	14**	5**
Single payment	375	3	1	4	-	8	4	-	1	-	-	-	1	1	-
	89%	24%	52%	25%	-	27%	18%	-	8%	-	-	-	5%	5%	-
		1%	*	1%	-	2%	1%	-	*	-	-	-	*	*	-
Pay individually	40	7	1	12	-	20	17	3	7	1	4	-	13	10	3
	9%	54%	48%	75%	-	64%	69%	60%	67%	100%	100%	-	78%	73%	58%
		17%	3%	30%	-	49%	42%	8%	18%	3%	11%	-	32%	26%	8%
Don't Know	8	3	-	-	-	3	3	2	3	-	-	-	3	3	2
	2%	22%	-	-	-	9%	13%	40%	25%	-	-	-	16%	22%	42%
		33%	-	-	-	33%	40%	27%	33%	-	-	-	33%	40%	27%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

Proportions/Means: 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 (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****Base: All who have two or more services from the same supplier**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	392	6	1	12	-	18	41	4
Weighted Base	423	8**	1**	13**	..	20**	48*	4**
Single payment	375	8	1	9	-	17	39	2
	89%	100%	100%	73%	-	83%	81%	59%
		2%	*	2%	-	4%	10%	1%
Pay individually	40	-	-	3	-	3	6	2
	9%	-	-	27%	-	17%	13%	41%
		-	-	9%	-	9%	16%	4%
Don't Know	8	-	-	-	-	-	3	-
	2%	-	-	-	-	-	7%	-
		-	-	-	-	-	40%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****Base: All who have two or more services from the same supplier**

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notification n (b)	Notificatio n only (c)	No bill or notification n (d)	Bill only (e)	Bill and notification n (f)	Notificatio n only (g)	No bill or notification n (h)	Bill only (i)	Bill and notification n (j)	Notificatio n only (k)	No bill or notification n (l)
Unweighted Base	392	148	154	5	24	91	82	14	95	22	27	-	1
Weighted Base	423	158	171	4**	25**	102*	98*	15**	95*	22**	30**	-.**	2**
Single payment	375	158	171	4	25	88	84	13	84	4	8	-	-
	89%	100%	100%	100%	100%	86%	86%	84%	88%	20%	27%	-	-
		42%	46%	1%	7%	24%	22%	3%	22%	1%	2%	-	-
Pay individually	40	-	-	-	-	13	13	1	8	17	20	-	-
	9%	-	-	-	-	13%	13%	8%	8%	76%	64%	-	-
		-	-	-	-	33%	32%	3%	20%	42%	49%	-	-
Don't Know	8	-	-	-	-	1	1	1	4	1	3	-	2
	2%	-	-	-	-	1%	1%	8%	4%	4%	9%	-	100%
		-	-	-	-	13%	16%	15%	45%	13%	33%	-	27%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)**Q.5 Do you make a single payment for this package of services or do you pay for the services individually?****Base: All who have two or more services from the same supplier**

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	392	6	14	1	5	24	13	5	16
Weighted Base	423	6**	15**	1**	7**	27**	16**	4**	20**
Single payment	375	1	1	-	-	24	14	3	15
	89%	11%	6%	-	-	87%	90%	58%	77%
		*	*	-	-	6%	4%	1%	4%
Pay individually	40	5	13	-	4	3	2	2	2
	9%	89%	86%	-	54%	10%	10%	42%	12%
		13%	32%	-	9%	7%	4%	5%	6%
Don't Know	8	-	1	1	3	1	-	-	2
	2%	-	8%	100%	46%	4%	-	-	11%
		-	16%	18%	40%	13%	-	-	27%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

** 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	348	697	369	163	169
Weighted Base	375	715	348	179	182
Paper bill	136	173	245	71	54
	36%	24%	70%	39%	29%
Online bill	182	210	66	60	56
	48%	29%	19%	34%	31%
Both	21	25	10	7	4
	6%	3%	3%	4%	2%
Do not receive a bill	30	301	17	30	58
	8%	42%	5%	17%	32%
SUMMARY CODE					
ANY BILL	338	407	321	138	113
	90%	57%	92%	77%	62%
Don't Know	7	6	10	11	11
	2%	1%	3%	6%	6%

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	348	171	177	11	63	78	70	55	71	88	111	59	90	199	149
Weighted Base	375	190	185	11**	74*	91*	83*	51*	65*	104*	137	75*	60*	241	135
Paper bill	136	61	75	7	20	17	39	16	38	37	40	28	32	77	59
	36%	32%	41%	58%	27%	19%	47%	30%	59%	35%	29%	37%	53%	32%	44%
		45%	55%	5%	15%	13%	28%de	11%	28%deg	27%	29%	20%	23%ij	56%	44%am
Online bill	182	98	83	4	41	55	37	31	15	48	76	39	18	124	57
	48%	52%	45%	32%	56%	60%	44%	60%	23%	46%	56%	52%	31%	52%	43%
		54%	46%	2%	23%h	30%h	20%h	17%h	8%	26%l	42%l	21%l	10%	68%	32%
Both	21	12	9	1	7	3	5	-	5	8	8	3	1	16	5
	6%	6%	5%	10%	9%	4%	6%	-	8%	8%	6%	4%	2%	7%	3%
		57%	43%	5%	31%g	17%	23%	-	24%g	40%	38%	15%	7%	78%	22%
Do not receive a bill	30	18	12	-	4	15	1	4	5	10	11	3	6	20	9
	8%	10%	6%	-	6%	17%	1%	8%	7%	9%	8%	4%	11%	9%	7%
		61%	39%	-	15%	51%l	4%	14%	16%	33%	36%	10%	21%	69%	31%
SUMMARY CODE															
ANY BILL	338	171	167	11	67	75	80	47	58	93	124	70	52	217	121
	90%	90%	91%	100%	91%	83%	96%	91%	90%	89%	91%	93%	86%	90%	90%
		51%	49%	3%	20%	22%	24%e	14%	17%	27%	37%	21%	15%	64%	36%
Don't Know	7	1	6	-	2	1	2	1	2	1	2	2	2	3	4
	2%	1%	3%	-	3%	1%	2%	1%	3%	1%	1%	3%	3%	1%	3%
		20%	80%	-	29%	10%	26%	8%	28%	18%	28%	29%	26%	46%	54%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	348	245	54	49	150	55	15	128	135	213
Weighted Base	375	275	56*	44*	186	60*	13**	117	159	217
Paper bill	136	95	18	23	50	20	7	59	52	84
	36%	34%	32%	53%	27%	33%	50%	50%	32%	39%
		70%	13%	17%a	37%	15%	5%	43%de	38%	62%
Online bill	182	145	25	12	109	31	4	38	81	100
	48%	53%	45%	26%	59%	52%	28%	33%	51%	46%
		80%c	14%	6%	60%g	17%g	2%	21%	45%	55%
Both	21	12	6	3	8	5	1	8	11	10
	6%	4%	11%	7%	4%	8%	7%	6%	7%	5%
		56%	29%	15%	38%	22%	4%	36%	51%	49%
Do not receive a bill	30	18	6	6	18	2	2	8	15	15
	8%	6%	10%	14%	10%	3%	15%	7%	9%	7%
		59%	19%	21%	60%	7%	6%	27%	49%	51%
SUMMARY CODE										
ANY BILL	338	251	49	38	167	56	11	105	143	195
	90%	91%	88%	86%	90%	93%	85%	89%	90%	90%
		74%	14%	11%	49%	16%	3%	31%	42%	58%
Don't Know	7	6	1	-	1	2	-	4	1	6
	2%	2%	1%	-	*	4%	-	4%	*	3%
		90%	10%	-	8%	31%	-	61%d	10%	90%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.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	348	76	200	46	22	4	58	115	69	75	31	326	22	326	84	90
Weighted Base	375	73*	223	49*	25**	5**	57*	117	81*	87*	35**	359	16**	359	104*	103*
Paper bill	136	32	76	17	9	2	28	40	25	31	12	123	13	123	27	30
	36%	44%	34%	34%	36%	53%	50%	34%	31%	36%	34%	34%	78%	34%	26%	29%
		24%	56%	12%	7%	2%	21%h	29%	18%	23%	9%	91%	9%	91%	20%	22%
Online bill	182	28	118	21	12	2	20	56	44	46	16	181	1	181	61	54
	48%	38%	53%	43%	48%	47%	36%	48%	55%	53%	45%	50%	4%	50%	59%	52%
		15%	65%a	12%	7%	1%	11%	31%	24%	25%	9%	100%	*	100%	34%	30%
Both	21	5	6	6	4	-	4	4	4	3	5	21	-	21	5	10
	6%	7%	3%	12%	16%	-	8%	4%	4%	4%	15%	6%	-	6%	5%	10%
		25%	28%	28%b	19%	-	21%	21%	17%	17%	25%	100%	-	100%	26%	48%
Do not receive a bill	30	8	18	4	-	-	3	12	6	6	2	28	2	28	8	7
	8%	10%	8%	8%	-	-	6%	10%	8%	7%	6%	8%	14%	8%	8%	6%
		26%	61%	13%	-	-	11%	39%	22%	21%	6%	92%	8%	92%	27%	22%
SUMMARY CODE																
ANY BILL	338	65	200	44	25	5	53	100	73	80	33	325	13	325	93	94
	90%	89%	90%	89%	100%	100%	94%	85%	90%	93%	94%	91%	82%	91%	90%	91%
		19%	59%	13%	7%	1%	16%	29%	21%	24%	10%	96%	4%	96%	27%	28%
Don't Know	7	1	5	1	-	-	-	5	2	-	-	6	1	6	3	3
	2%	1%	2%	3%	-	-	-	5%	2%	-	-	2%	4%	2%	3%	3%
		10%	72%	18%	-	-	-	74%	26%	-	-	90%	10%	90%	39%	37%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	348	20	49	22	32	35	30	39	46	37	17	21	310	21	17
Weighted Base	375	23**	56*	24**	34*	33*	30**	45*	53*	40*	17**	20**	339	20**	17**
Paper bill	136	9	13	10	10	15	12	21	18	14	5	10	121	10	5
	36%	40%	23%	41%	30%	44%	40%	47%	33%	34%	29%	51%	36%	51%	29%
		7%	9%	7%	8%	11%	9%	16%b	13%	10%	4%	7%	89%	7%	4%
Online bill	182	10	31	13	17	12	15	17	31	20	7	8	167	8	7
	48%	46%	55%	55%	50%	36%	49%	38%	59%	50%	43%	39%	49%	39%	43%
		6%	17%	7%	9%	7%	8%	9%	17%	11%	4%	4%	92%	4%	4%
Both	21	2	4	-	2	4	-	2	3	4	1	-	20	-	1
	6%	8%	6%	-	5%	12%	-	5%	5%	9%	8%	-	6%	-	8%
		8%	17%	-	8%	19%	-	12%	12%	18%	6%	-	94%	-	6%
Do not receive a bill	30	2	7	1	5	1	3	3	2	2	2	2	26	2	2
	8%	7%	12%	5%	15%	4%	9%	8%	3%	4%	13%	10%	8%	10%	13%
		5%	23%	4%	17%	4%	9%	11%	6%	6%	7%	6%	86%	6%	7%
SUMMARY CODE															
ANY BILL	338	21	48	23	29	31	27	41	52	38	13	18	307	18	13
	90%	93%	85%	95%	85%	91%	89%	91%	97%	93%	79%	90%	91%	90%	79%
		6%	14%	7%	8%	9%	8%	12%	15%	11%	4%	5%	91%	5%	4%
Don't Know	7	-	2	-	-	2	1	1	-	1	1	-	6	-	1
	2%	-	3%	-	-	5%	2%	1%	-	3%	8%	-	2%	-	8%
		-	24%	-	-	24%	10%	8%	-	16%	18%	-	82%	-	18%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	348	303	338	323	210	348	-	11	5	-	155	12	14	17	4	3	114	13
Weighted Base	375	326	366	356	229	375	..	9**	5**	..	170	8**	14**	19**	3**	3**	131	13**
Paper bill	136	116	133	121	69	136	-	9	1	-	65	4	3	8	3	-	37	6
	36%	36%	36%	34%	30%	36%	-	91%	22%	-	38%	50%	24%	44%	80%	-	29%	44%
		85%	98%	89%	51%	100%	-	6%	1%	-	48%	3%	2%	6%	2%	-	28%	4%
Online bill	182	160	178	180	121	182	-	-	2	-	81	2	9	8	1	-	72	7
	48%	49%	49%	51%	53%	48%	-	-	44%	-	47%	22%	62%	45%	20%	-	55%	56%
		88%	98%	99%	67%	100%	-	-	1%	-	44%	1%	5%	5%	*	-	40%	4%
Both	21	17	21	21	11	21	-	-	-	-	14	-	-	-	-	-	7	-
	6%	5%	6%	6%	5%	6%	-	-	-	-	8%	-	-	-	-	-	6%	-
		83%	100%	100%	55%	100%	-	-	-	-	65%	-	-	-	-	-	35%	-
Do not receive a bill	30	26	26	28	23	30	-	-	2	-	10	2	1	2	-	3	9	-
	8%	8%	7%	8%	10%	8%	-	-	34%	-	6%	28%	11%	10%	-	100%	7%	-
		87%	87%	92%	77%	100%	-	-	6%	-	34%	8%	5%	6%	-	11%	30%	-
SUMMARY CODE																		
ANY BILL	338	293	333	322	201	338	-	9	3	-	159	6	12	17	3	-	117	13
	90%	90%	91%	90%	88%	90%	-	91%	66%	-	93%	72%	85%	90%	100%	-	90%	100%
		87%	98%	95%	59%	100%	-	3%	1%	-	47%	2%	3%	5%	1%	-	35%	4%
Don't Know	7	7	7	6	5	7	-	1	-	-	1	-	1	-	-	-	5	-
	2%	2%	2%	2%	2%	2%	-	9%	-	-	1%	-	4%	-	-	-	4%	-
		100%	100%	88%	72%	100%	-	12%	-	-	16%	-	8%	-	-	-	64%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

** 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	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	348	32	73	8	37	38	92	54	38	27	21
Weighted Base	375	39*	86*	9**	39*	39*	93*	62*	40*	32**	20**
Paper bill	136	10	35	3	10	13	37	14	15	14	10
	36%	26%	41%	36%	27%	34%	40%	22%	36%	46%	51%
		8%	26%g	2%	8%	10%	27%g	10%	11%	11%	7%
Online bill	182	26	40	3	21	21	42	34	20	14	8
	48%	66%	46%	37%	53%	53%	45%	56%	51%	44%	39%
		14%f	22%	2%	11%	11%	23%	19%	11%	8%	4%
Both	21	1	4	1	2	2	7	5	-	2	-
	6%	4%	4%	15%	6%	4%	7%	8%	-	5%	-
		7%	17%	6%	12%	8%	33%	23%	-	8%	-
Do not receive a bill	30	2	7	-	4	3	4	7	5	2	2
	8%	4%	8%	-	10%	7%	4%	11%	13%	5%	10%
		6%	22%	-	13%	9%	12%	23%	17%	5%	6%
SUMMARY CODE											
ANY BILL	338	37	78	8	34	35	86	53	35	30	18
	90%	96%	92%	87%	86%	91%	92%	86%	87%	95%	90%
		11%	23%	2%	10%	10%	25%	16%	10%	9%	5%
Don't Know	7	-	1	1	1	1	4	2	-	-	-
	2%	-	1%	13%	3%	2%	4%	3%	-	-	-
		-	8%	16%	18%	10%	52%	24%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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 subscrip tion (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	348	150	13	85	49	2	68	-	9	-	3	6	6	162	85	114	9	3	13
Weighted Base	375	169	13**	88*	51*	2**	70*	..**	11**	..**	3**	7**	7**	181	88*	118	11**	3**	15**
Paper bill	136	48	3	35	19	1	29	-	5	-	2	3	4	51	35	48	5	2	8
	36%	28%	26%	40%	37%	32%	42%	-	45%	-	75%	46%	61%	28%	40%	41%	45%	75%	57%
		35%	2%	26%	14%	*	21%	-	4%	-	1%	2%	3%	38%	26%	35% <small>m</small>	4%	1%	6%
Online bill	182	93	9	42	23	1	30	-	4	-	1	2	1	101	42	53	4	1	3
	48%	55%	66%	48%	44%	68%	44%	-	35%	-	25%	31%	21%	56%	48%	45%	35%	25%	24%
		51%	5%	23%	13%	1%	17%	-	2%	-	*	1%	1%	55%	23%	29%	2%	*	2%
Both	21	4	1	4	8	-	5	-	1	-	-	-	1	5	4	12	1	-	1
	6%	3%	9%	4%	17%	-	7%	-	12%	-	-	-	19%	3%	4%	10%	12%	-	9%
		20%	5%	17%	41% <small>ac</small>	-	22%	-	6%	-	-	-	6%	26%	17%	56% <small>m</small>	6%	-	6%
Do not receive a bill	30	20	-	4	-	-	4	-	-	-	-	2	-	20	4	4	-	-	2
	8%	12%	-	5%	-	-	5%	-	-	-	-	23%	-	11%	5%	3%	-	-	10%
		68% <small>d</small>	-	15%	-	-	12%	-	-	-	-	5%	-	68% <small>o</small>	15%	12%	-	-	5%
SUMMARY CODE																			
ANY BILL	338	145	13	81	50	2	64	-	10	-	3	5	7	157	81	112	10	3	13
	90%	86%	100%	92%	98%	100%	92%	-	92%	-	100%	77%	100%	87%	92%	95%	92%	100%	90%
		43%	4%	24%	15% <small>a</small>	1%	19%	-	3%	-	1%	2%	2%	47%	24%	33% <small>m</small>	3%	1%	4%
Don't Know	7	3	-	2	1	-	2	-	1	-	-	-	-	3	2	2	1	-	-
	2%	2%	-	3%	2%	-	3%	-	8%	-	-	-	-	2%	3%	2%	8%	-	-
		42%	-	34%	13%	-	32%	-	13%	-	-	-	-	42%	34%	32%	13%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	348	82	6	74	1	82	174	15	33	37	17	-	83	163	4
Weighted Base	375	99*	7**	73*	1**	99*	185	15**	42*	44*	18**	..	98*	172	4**
Paper bill	136	6	-	53	1	6	72	5	5	14	13	-	31	56	2
	36%	6%	-	73%	100%	6%	39%	34%	12%	31%	71%	-	32%	33%	61%
		4%	-	39% ^{aef}	1%	4%	53% ^{ae}	4%	4%	10%	9%	-	23% ^h	41% ^h	2%
Online bill	182	82	7	16	-	82	78	1	33	26	3	-	56	86	-
	48%	84%	93%	22%	-	84%	42%	8%	78%	59%	17%	-	57%	50%	-
		45% ^{cf}	4%	9%	-	45% ^{cf}	43% ^c	1%	18% ^{lm}	14%	2%	-	31%	47%	-
Both	21	7	-	3	-	7	9	3	1	3	1	-	6	11	-
	6%	7%	-	4%	-	7%	5%	16%	3%	8%	7%	-	6%	7%	-
		34%	-	16%	-	34%	42%	12%	6%	16%	6%	-	28%	55%	-
Do not receive a bill	30	3	1	*	-	3	25	1	3	-	1	-	4	15	1
	8%	3%	7%	1%	-	3%	14%	4%	7%	-	5%	-	4%	8%	14%
		10%	2%	2%	-	10%	84% ^{ace}	2%	10%	-	3%	-	13%	49%	2%
SUMMARY CODE															
ANY BILL	338	96	7	72	1	96	158	9	39	43	17	-	93	153	2
	90%	97%	93%	99%	100%	97%	86%	58%	93%	97%	95%	-	95%	89%	61%
		28% ^f	2%	21% ^f	*	28% ^f	47%	3%	12%	13%	5%	-	27%	45%	1%
Don't Know	7	-	-	-	-	-	1	6	-	1	-	-	1	4	1
	2%	-	-	-	-	-	1%	38%	-	3%	-	-	1%	2%	25%
		-	-	-	-	-	19%	81%	-	16%	-	-	16%	59%	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	348	3	1	3	-	7	5	-	1	-	-	-	1	1	-
Weighted Base	375	3**	1**	4**	..	8**	4**	..	1**	1**	1**	..
Paper bill	136	-	-	1	-	1	1	-	-	-	-	-	-	1	-
	36%	-	-	29%	-	14%	13%	-	-	-	-	-	-	100%	-
		-	-	1%	-	1%	*	-	-	-	-	-	-	*	-
Online bill	182	2	1	1	-	4	3	-	1	-	-	-	1	-	-
	48%	59%	100%	32%	-	53%	75%	-	100%	-	-	-	100%	-	-
		1%	1%	1%	-	2%	2%	-	*	-	-	-	*	-	-
Both	21	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Do not receive a bill	30	1	-	1	-	3	-	-	-	-	-	-	-	-	-
	8%	41%	-	39%	-	33%	-	-	-	-	-	-	-	-	-
		4%	-	5%	-	9%	-	-	-	-	-	-	-	-	-
SUMMARY CODE															
ANY BILL	338	2	1	2	-	6	4	-	1	-	-	-	1	1	-
	90%	59%	100%	61%	-	67%	88%	-	100%	-	-	-	100%	100%	-
		1%	*	1%	-	2%	1%	-	*	-	-	-	*	*	-
Don't Know	7	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	12%	-	-	-	-	-	-	-	-
		-	-	-	-	-	8%	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

Proportions/Means: 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 (QS7901 - 640224)**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.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	348	6	1	8	-	14	34	2
Weighted Base	375	8**	1**	9**	..**	17**	39*	2**
Paper bill	136	2	-	5	-	6	8	1
	36%	22%	-	51%	-	38%	22%	45%
		1%	-	3%	-	5%	6%	1%
Online bill	182	6	1	4	-	10	20	1
	48%	78%	100%	40%	-	57%	52%	55%
		3%	1%	2%	-	5%	11%	1%
Both	21	-	-	1	-	1	3	-
	6%	-	-	9%	-	5%	8%	-
		-	-	4%	-	4%	16%	-
Do not receive a bill	30	-	-	-	-	-	7	-
	8%	-	-	-	-	-	18%	-
		-	-	-	-	-	23%	-
SUMMARY CODE								
ANY BILL	338	8	1	9	-	17	32	2
	90%	100%	100%	100%	-	100%	82%	100%
		2%	*	3%	-	5%	9%	1%
Don't Know	7	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-
		-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	348	148	154	5	24	77	70	12	86	5	7	-	-
Weighted Base	375	158	171	4**	25**	88*	84*	13**	84*	4**	8**
Paper bill	136	72	59	-	-	27	28	2	29	1	1	-	-
	36%	45%	35%	-	-	31%	33%	19%	35%	13%	14%	-	-
		53%	43%	-	-	20%	20%	2%	21%	*	1%	-	-
Online bill	182	78	103	-	-	48	47	9	38	3	4	-	-
	48%	49%	60%	-	-	54%	56%	70%	45%	75%	53%	-	-
		43%	56%	-	-	26%	26%	5%	21%	2%	2%	-	-
Both	21	9	10	-	-	8	6	-	4	-	-	-	-
	6%	6%	6%	-	-	9%	7%	-	4%	-	-	-	-
		42%	46%	-	-	37%	28%	-	18%	-	-	-	-
Do not receive a bill	30	-	-	4	25	5	2	1	10	-	3	-	-
	8%	-	-	100%	100%	6%	3%	11%	12%	-	33%	-	-
		-	-	14%	84%	17%	8%	5%	32%	-	9%	-	-
SUMMARY CODE													
ANY BILL	338	158	171	-	-	83	80	11	71	4	6	-	-
	90%	100%	100%	-	-	94%	96%	89%	84%	88%	67%	-	-
		47%	51%	-	-	24%	24%h	3%	21%	1%	2%	-	-
Don't Know	7	-	-	-	-	1	1	-	4	1	-	-	-
	2%	-	-	-	-	1%	1%	-	4%	12%	-	-	-
		-	-	-	-	8%	16%	-	51%	8%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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	Q.617 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.617 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	348	1	1	-	-	21	11	3	13
Weighted Base	375	1**	1**	-.**	-.**	24**	14**	3**	15**
Paper bill	136	1	-	-	-	7	6	-	1
	36%	100%	-	-	-	30%	45%	-	8%
		*	-	-	-	5%	5%	-	1%
Online bill	182	-	1	-	-	10	8	2	10
	48%	-	100%	-	-	43%	55%	67%	66%
		-	*	-	-	6%	4%	1%	5%
Both	21	-	-	-	-	3	-	1	-
	6%	-	-	-	-	14%	-	33%	-
		-	-	-	-	16%	-	4%	-
Do not receive a bill	30	-	-	-	-	3	-	-	4
	8%	-	-	-	-	13%	-	-	26%
		-	-	-	-	10%	-	-	13%
SUMMARY CODE									
ANY BILL	338	1	1	-	-	21	14	3	11
	90%	100%	100%	-	-	87%	100%	100%	74%
		*	*	-	-	6%	4%	1%	3%
Don't Know	7	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	697	351	346	84	116	117	128	92	160	145	194	128	230	339	358
Weighted Base	715	360	355	88*	128	128	146	82*	142	172	242	148	153	414	301
Paper bill	173	80	92	20	35	30	37	17	34	42	55	43	32	97	75
	24%	22%	26%	22%	28%	23%	25%	21%	24%	24%	23%	29%	21%	23%	25%
		47%	53%	11%	20%	17%	21%	10%	19%	24%	32%	25%	19%	56%	44%
Online bill	210	110	101	28	57	55	49	18	3	55	88	42	25	143	67
	29%	30%	28%	32%	45%	43%	33%	22%	2%	32%	36%	29%	16%	35%	22%
		52%	48%	13%h	27%gh	26%gh	23%h	9%h	2%	26%l	42%l	20%l	12%	68%n	32%
Both	25	15	10	10	6	5	2	1	1	11	8	1	5	19	6
	3%	4%	3%	11%	5%	4%	2%	1%	*	6%	3%	1%	3%	4%	2%
		61%	39%	40%efgh	25%h	19%	10%	3%	2%	43%k	32%	6%	19%	75%	25%
Do not receive a bill	301	152	149	26	29	39	58	46	104	65	88	59	90	152	149
	42%	42%	42%	29%	23%	30%	40%	56%	73%	38%	36%	40%	59%	37%	50%
		50%	50%	9%	10%	13%	19%d	15%cd	34%cd	21%	29%	20%	30%ijk	51%	49%mn
SUMMARY CODE															
ANY BILL	407	205	203	58	99	89	88	37	38	108	151	87	62	259	148
	57%	57%	57%	66%	77%	69%	60%	44%	26%	62%	63%	59%	40%	63%	49%
		50%	50%	14%gh	24%fgh	22%gh	22%gh	9%h	9%	26%l	37%l	21%l	15%	64%n	36%
Don't Know	6	3	3	5	-	1	-	-	1	-	3	2	1	3	3
	1%	1%	1%	5%	-	1%	-	-	1%	-	1%	1%	1%	1%	1%
		46%	54%	74%defgh	-	12%	-	-	13%	-	46%	32%	22%	46%	54%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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	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	697	380	192	125	259	93	38	307	209	488
Weighted Base	715	409	194	112	301	100*	34*	280	229	486
Paper bill	173	93	51	28	78	21	9	65	57	115
	24%	23%	26%	25%	26%	21%	25%	23%	25%	24%
		54%	29%	17%	45%	12%	5%	38%	33%	67%
Online bill	210	139	59	12	129	43	9	29	87	123
	29%	34%	31%	11%	43%	43%	27%	10%	38%	25%
		66% ^c	28% ^c	6%	61% ^g	20% ^g	4% ^g	14%	42% ⁱ	58%
Both	25	11	11	2	12	4	-	8	10	15
	3%	3%	6%	2%	4%	4%	-	3%	4%	3%
		44%	47%	9%	50%	17%	-	33%	41%	59%
Do not receive a bill	301	162	70	69	81	32	16	172	74	227
	42%	40%	36%	62%	27%	32%	48%	62%	32%	47%
		54%	23%	23% ^{ab}	27%	11%	5% ^d	57% ^{de}	25%	75% ^h
SUMMARY CODE										
ANY BILL	407	243	122	43	220	68	18	102	155	253
	57%	59%	63%	38%	73%	68%	52%	36%	67%	52%
		60% ^c	30% ^c	11%	54% ^{fg}	17% ^g	4%	25%	38% ⁱ	62%
Don't Know	6	3	3	-	1	-	-	5	1	6
	1%	1%	1%	-	*	-	-	2%	*	1%
		54%	46%	-	12%	-	-	88%	10%	90%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

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	697	206	320	101	56	14	176	204	135	115	67	553	144	536	123	168
Weighted Base	715	187	342	107*	64*	15**	161	203	153	129	69*	600	115	583	150	190
Paper bill	173	52	78	19	17	7	44	47	29	35	17	147	26	144	38	44
	24%	28%	23%	18%	26%	44%	27%	23%	19%	27%	25%	24%	23%	25%	25%	23%
		30%	45%	11%	10%	4%	25%	27%	17%	20%	10%	85%	15%	84%	22%	26%
Online bill	210	30	111	42	23	5	24	51	63	51	22	203	7	199	75	76
	29%	16%	32%	39%	35%	32%	15%	25%	41%	39%	31%	34%	6%	34%	50%	40%
		14%	53%a	20%a	11%a	2%	12%	24%f	30%fg	24%fg	10%fg	97%g	3%	94%	35%g	36%
Both	25	7	3	9	6	-	6	2	5	7	5	25	-	25	4	9
	3%	4%	1%	8%	9%	-	4%	1%	3%	5%	7%	4%	-	4%	3%	5%
		29%b	12%	35%b	24%b	-	26%	7%	20%	26%g	20%g	100%h	-	100%	16%	38%
Do not receive a bill	301	96	147	36	19	4	85	101	54	37	25	220	81	210	33	56
	42%	51%	43%	33%	29%	24%	53%	50%	35%	28%	36%	37%	71%	36%	22%	29%
		32%cd	49%	12%	6%	1%	28%hij	34%hi	18%	12%	8%	73%	27%k	70%n	11%	18%
SUMMARY CODE																
ANY BILL	407	89	192	70	45	12	74	100	97	93	44	374	33	367	116	130
	57%	48%	56%	65%	71%	76%	46%	49%	64%	72%	63%	62%	29%	63%	77%	69%
		22%	47%	17%a	11%a	3%	18%	24%	24%fg	23%fg	11%fg	92%g	8%	90%	28%g	32%
Don't Know	6	2	3	1	-	-	2	2	1	-	1	6	1	6	1	4
	1%	1%	1%	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	2%
		35%	42%	23%	-	-	35%	32%	23%	-	10%	90%	10%	90%	12%	65%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	697	45	85	64	63	65	55	85	87	59	49	40	608	40	49
Weighted Base	715	48*	95*	61*	60*	62*	58*	92*	96*	59*	46*	39*	630	39*	46*
Paper bill	173	8	23	6	12	12	15	41	26	14	12	5	156	5	12
	24%	16%	24%	10%	20%	19%	25%	44%	27%	24%	26%	12%	25%	12%	26%
		5%	13% ^c	4%	7%	7%	8% ^c	24% ^{abc defhij k}	15% ^c	8%	7% ^c	3%	90%	3%	7%
Online bill	210	10	34	16	19	18	20	29	29	19	8	8	194	8	8
	29%	21%	36%	27%	32%	29%	35%	32%	30%	32%	17%	21%	31%	21%	17%
		5%	16% ^j	8%	9%	8%	10% ^j	14%	14%	9%	4%	4%	92% ^{ln}	4%	4%
Both	25	-	4	1	1	4	3	2	6	2	2	-	23	-	2
	3%	-	4%	1%	1%	7%	5%	2%	6%	4%	4%	-	4%	-	4%
		-	16%	2%	3%	18%	11%	9%	24%	9%	8%	-	92%	-	8%
Do not receive a bill	301	29	34	38	27	28	20	18	36	23	23	26	252	26	23
	42%	60%	36%	62%	45%	45%	35%	19%	37%	40%	50%	67%	40%	67%	50%
		10% ^{bfg}	11% ^g	13% ^{bfg} ^{hi}	9% ^g	9% ^g	7% ^g	6%	12% ^g	8% ^g	8% ^g	9% ^{bdef} ^{ghi}	84%	9% ^l	8%
SUMMARY CODE															
ANY BILL	407	18	61	23	31	34	38	72	61	35	22	13	373	13	22
	57%	38%	64%	38%	52%	55%	65%	78%	63%	60%	47%	33%	59%	33%	47%
		4%	15% ^{ack}	6%	8%	8% ^k	9% ^{ack}	18% ^{acd} ^{ehijk}	15% ^{ack}	9% ^{ack}	5%	3%	92% ^{lm}	3%	5%
Don't Know	6	1	-	-	1	-	-	2	-	-	1	-	5	-	1
	1%	2%	-	-	2%	-	-	2%	-	-	3%	-	1%	-	3%
		19%	-	-	22%	-	-	36%	-	-	23%	-	77%	-	23%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	697	697	496	388	257	250	34	12	3	-	153	7	12	3	1	-	97	2
Weighted Base	715	715	520	429	285	274	37*	12**	4**	-**	169	5**	12**	3**	1**	-**	111*	2**
Paper bill	173	173	123	102	69	64	12	6	-	-	42	1	1	1	-	-	26	1
	24%	24%	24%	24%	24%	23%	32%	52%	-	-	25%	11%	12%	20%	-	-	24%	37%
	100%	71%	59%	40%	37%	7%		4%	-	-	24%	*	1%	*	-	-	15%	*
Online bill	210	210	160	159	104	103	15	3	2	-	58	1	7	1	-	-	47	1
	29%	29%	31%	37%	37%	38%	41%	22%	55%	-	34%	17%	56%	40%	-	-	42%	63%
	100%	76%	76%a	49%a	49%	7%		1%	1%	-	27%	*	3%	1%	-	-	22%	1%
Both	25	25	13	11	8	8	1	1	-	-	3	-	-	-	-	-	5	-
	3%	3%	2%	3%	3%	3%	2%	6%	-	-	2%	-	-	-	-	-	5%	-
	100%	52%	46%	32%	34%	3%		3%	-	-	12%	-	-	-	-	-	21%	-
Do not receive a bill	301	301	221	152	100	98	9	2	2	-	66	4	4	1	1	-	33	-
	42%	42%	42%	36%	35%	36%	25%	20%	45%	-	39%	73%	31%	40%	100%	-	30%	-
	100% ^c	73% ^c	51%	33%	33%	3%		1%	1%	-	22%	1%	1%	*	*	-	11%	-
SUMMARY CODE																		
ANY BILL	407	407	295	272	181	175	27	10	2	-	102	1	8	2	-	-	78	2
	57%	57%	57%	64%	64%	64%	75%	80%	55%	-	60%	27%	69%	60%	-	-	70%	100%
	100%	72%	67% ^a	44%	43%	7%		2%	*	-	25%	*	2%	*	-	-	19%	*
Don't Know	6	6	4	4	4	1	-	-	-	-	1	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	*		-	-	-	1%	-	-	-	-	-	-	-
	100%	68%	68%	63%	19%	-		-	-	-	19%	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	697	50	151	25	72	72	169	100	93	55	40
Weighted Base	715	58*	167	24**	69*	73*	165	109*	88*	60*	39*
Paper bill	173	16	69	5	17	14	34	23	11	10	5
	24%	28% 9%h	41% 40%defgh ij	22% 3%	24% 10%	19% 8%	20% 19%	21% 13%	12% 6%	17% 6%	12% 3%
Online bill	210	18	53	3	19	27	46	37	25	13	8
	29%	32% 9%	32% 25%	13% 1%	27% 9%	36% 13%	28% 22%	34% 18%	28% 12%	21% 6%	21% 4%
Both	25	2	8	-	3	3	8	6	1	-	-
	3%	3% 6%	5% 33%	-	4% 12%	5% 14%	5% 32%	5% 24%	1% 2%	-	-
Do not receive a bill	301	22	34	16	29	30	76	43	52	36	26
	42%	38% 7%b	21% 11%	65% 5%	42% 10%b	40% 10%b	46% 25%b	39% 14%b	59% 17%abdeg	60% 12%abeg	67% 9%abdefg
SUMMARY CODE											
ANY BILL	407	36	130	8	39	44	87	66	36	23	13
	57%	62% 9%hij	78% 32%adefg hij	35% 2%	56% 9%j	60% 11%hij	53% 21%j	61% 16%hij	41% 9%	38% 6%	33% 3%
Don't Know	6	-	2	-	1	-	1	-	-	1	-
	1%	-	1% 36%	-	2% 23%	-	1% 22%	-	-	2% 19%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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 subscrip tion (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	697	276	33	75	154	1	163	-	11	-	9	27	23	308	75	306	11	9	51
Weighted Base	715	299	33*	80*	149	1**	162	..	13**	..	9**	26**	22**	332	80*	299	13**	9**	49*
Paper bill	173	75	2	24	35	-	38	-	1	-	2	10	1	77	24	71	1	2	11
	24%	25%	5%	29%	23%	-	23%	-	9%	-	28%	38%	6%	23%	29%	24%	9%	28%	23%
		43%b	1%	14%b	20%b	-	22%b	-	1%	-	1%	6%	1%	44%	14%	41%	1%	1%	6%
Online bill	210	107	14	27	30	-	35	-	8	-	1	5	9	121	27	62	8	1	15
	29%	36%	42%	34%	20%	-	21%	-	63%	-	14%	21%	42%	36%	34%	21%	63%	14%	30%
		51%df	7%df	13%df	14%	-	16%	-	4%	-	1%	3%	4%	57%o	13%o	30%	4%	1%	7%
Both	25	8	1	4	6	-	6	-	1	-	1	-	2	9	4	11	1	1	2
	3%	3%	2%	5%	4%	-	4%	-	10%	-	8%	-	8%	3%	5%	4%	10%	8%	4%
		34%	3%	16%	24%	-	26%	-	5%	-	3%	-	7%	37%	16%	45%	5%	3%	7%
Do not receive a bill	301	107	17	23	77	1	83	-	2	-	4	10	10	123	23	153	2	4	21
	42%	36%	51%	29%	52%	100%	51%	-	18%	-	50%	41%	44%	37%	29%	51%	18%	50%	44%
		36%	6%c	8%	26%ac	*	28%ac	-	1%	-	1%	3%	3%	41%	8%	51%mn	1%	1%	7%
SUMMARY CODE																			
ANY BILL	407	190	16	55	70	-	79	-	11	-	4	15	12	206	55	145	11	4	27
	57%	63%	49%	68%	47%	-	49%	-	82%	-	50%	59%	56%	62%	68%	48%	82%	50%	56%
		47%df	4%	13%df	17%	-	19%	-	3%	-	1%	4%	3%	51%o	13%o	35%	3%	1%	7%
Don't Know	6	2	-	3	1	-	-	-	-	-	-	-	-	2	3	1	-	-	-
	1%	1%	-	3%	1%	-	-	-	-	-	-	-	-	1%	3%	*	-	-	-
		35%	-	41%f	23%	-	-	-	-	-	-	-	-	35%	41%	23%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	697	57	3	45	-	57	135	12	79	109	43	5	227	446	24
Weighted Base	715	69*	3**	47*	..**	69*	145	13**	94*	117*	46*	5**	252	441	22**
Paper bill	173	11	-	16	-	11	37	1	8	19	42	-	68	96	8
	24%	16%	-	34%	-	16%	25%	5%	8%	16%	90%	-	27%	22%	38%
		6%	-	9%ae	-	6%	21%	*	5%	11%	24%hilm	-	40%hi	56%h	5%
Online bill	210	35	2	13	-	35	48	6	75	61	1	4	130	75	5
	29%	50%	58%	29%	-	50%	33%	46%	80%	52%	2%	67%	52%	17%	23%
		17%cf	1%	6%	-	17%cf	23%	3%	36%ijlm	29%jm	*	2%	62%jm	36%j	2%
Both	25	2	-	2	-	2	5	-	4	7	2	2	14	10	1
	3%	2%	-	4%	-	2%	3%	-	4%	6%	4%	33%	6%	2%	3%
		6%	-	8%	-	6%	19%	-	15%	30%lm	7%	7%	57%lm	40%	3%
Do not receive a bill	301	22	1	15	-	22	55	5	7	30	1	-	39	260	3
	42%	32%	42%	33%	-	32%	38%	40%	8%	26%	2%	-	15%	59%	13%
		7%	*	5%	-	7%	18%	2%	2%	10%hjl	*	-	13%j	86%hijl	7%
SUMMARY CODE															
ANY BILL	407	47	2	31	-	47	90	6	87	87	44	5	212	181	14
	57%	68%	58%	67%	-	68%	62%	51%	92%	74%	96%	100%	84%	41%	64%
		12%	*	8%	-	12%	22%	2%	21%im	21%lm	11%im	1%	52%im	44%	3%
Don't Know	6	-	-	-	-	-	-	1	-	-	1	-	1	-	5
	1%	-	-	-	-	-	-	9%	-	-	2%	-	*	-	23%
		-	-	-	-	-	-	19%	-	-	19%lm	-	19%	-	81%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	697	26	4	69	3	101	144	13	23	1	22	2	48	83	14
Weighted Base	715	30**	4**	65*	4**	102*	143	14**	26**	1**	24**	3**	54*	91*	15**
Paper bill	173	1	2	25	-	26	31	4	2	-	14	-	16	17	5
	24%	2%	37%	39%	-	26%	21%	27%	8%	-	58%	-	29%	19%	34%
		*	1%	14% ^f	-	15%	18%	2%	1%	-	8%	-	9%	10%	3%
Online bill	210	18	3	6	3	29	34	-	15	1	5	2	22	32	3
	29%	61%	63%	9%	69%	29%	24%	-	56%	100%	20%	57%	41%	35%	21%
		9%	1%	3%	1%	14% ^c	16% ^c	-	7%	1%	2%	1%	11%	15%	2%
Both	25	-	-	-	-	-	4	1	-	-	1	-	1	2	-
	3%	-	-	-	-	-	3%	6%	-	-	6%	-	3%	2%	-
		-	-	-	-	-	15%	3%	-	-	6%	-	6%	7%	-
Do not receive a bill	301	11	-	34	1	46	74	6	10	-	4	1	15	40	4
	42%	38%	-	52%	31%	45%	52%	45%	37%	-	16%	43%	27%	44%	25%
		4%	-	11%	*	15%	25%	2%	3%	-	1%	*	5%	13%	1%
SUMMARY CODE															
ANY BILL	407	19	4	31	3	56	68	4	17	1	20	2	40	51	8
	57%	62%	100%	48%	69%	55%	48%	32%	63%	100%	84%	57%	73%	56%	55%
		5%	1%	8%	1%	14%	17%	1%	4%	*	5%	*	10%	13%	2%
Don't Know	6	-	-	-	-	-	-	3	-	-	-	-	-	-	3
	1%	-	-	-	-	-	-	22%	-	-	-	-	-	-	20%
		-	-	-	-	-	-	49%	-	-	-	-	-	-	49%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	697	9	-	25	1	35	97	12
Weighted Base	715	11**	..**	26**	2**	39*	110*	13**
Paper bill	173	4	-	11	-	15	20	7
	24%	35%	-	42%	-	38%	19%	52%
		2%	-	6%	-	9% ^f	12%	4%
Online bill	210	4	-	7	2	13	36	1
	29%	39%	-	27%	100%	33%	32%	12%
		2%	-	3%	1%	6%	17%	1%
Both	25	-	-	-	-	-	3	-
	3%	-	-	-	-	-	2%	-
		-	-	-	-	-	11%	-
Do not receive a bill	301	3	-	7	-	10	51	2
	42%	27%	-	27%	-	26%	47%	14%
		1%	-	2%	-	3%	17% ^e	1%
SUMMARY CODE								
ANY BILL	407	8	-	18	2	28	59	8
	57%	73%	-	69%	100%	71%	53%	64%
		2%	-	4%	*	7%	14%	2%
Don't Know	6	-	-	1	-	1	-	3
	1%	-	-	4%	-	3%	-	22%
		-	-	19%	-	19%	-	45%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notification n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	697	119	100	3	15	168	188	38	278	134	97	2	10
Weighted Base	715	128	115*	2**	17**	181	212	39*	260	131	98*	2**	11**
Paper bill	173	33	27	-	4	96	68	-	-	29	25	-	1
	24%	26%	23%	-	21%	53%	32%	-	-	22%	26%	-	12%
		19%	15%	-	2%	56%fgh	40%gh	-	-	17%	14%	-	1%
Online bill	210	45	48	1	4	75	130	-	-	31	29	1	3
	29%	35%	42%	31%	22%	42%	61%	-	-	23%	29%	42%	29%
		21%	23%	*	2%	36%gh	62%egh	-	-	15%	14%	*	2%
Both	25	5	4	-	-	10	14	-	-	4	-	-	-
	3%	4%	3%	-	-	5%	7%	-	-	3%	-	-	-
		19%	14%	-	-	40%h	57%h	-	-	15%	-	-	-
Do not receive a bill	301	45	36	1	9	-	-	39	260	68	44	1	7
	42%	36%	32%	69%	56%	-	-	100%	100%	52%	45%	58%	59%
		15%	12%	*	3%	-	-	13%ef	86%ef	22%	15%	*	2%
SUMMARY CODE													
ANY BILL	407	82	78	1	7	181	212	-	-	64	53	1	5
	57%	64%	68%	31%	44%	100%	100%	-	-	48%	55%	42%	41%
		20%	19%	*	2%	44%gh	52%gh	-	-	16%	13%	*	1%
Don't Know	6	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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.617 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.617 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	697	53	46	2	25	50	30	5	42
Weighted Base	715	60*	52*	2**	26**	56*	34**	4**	48*
Paper bill	173	12	16	-	5	16	15	-	5
	24%	19%	31%	-	21%	28%	43%	-	10%
		7%	9%	-	3%	9%h	9%	-	3%
Online bill	210	24	22	-	5	21	11	2	11
	29%	40%	43%	-	18%	38%	32%	45%	23%
		12%	11%	-	2%	10%	5%	1%	5%
Both	25	1	1	-	1	3	-	-	-
	3%	2%	3%	-	2%	5%	-	-	-
		5%	6%	-	2%	11%	-	-	-
Do not receive a bill	301	23	12	2	15	17	8	2	32
	42%	38%	24%	100%	59%	30%	22%	55%	67%
		8%	4%	1%	5%	6%	3%	1%	11%e
SUMMARY CODE									
ANY BILL	407	37	40	-	11	40	26	2	16
	57%	62%	76%	-	41%	70%	74%	45%	33%
		9%	10%	-	3%	10%h	6%	*	4%
Don't Know	6	-	-	-	-	-	1	-	-
	1%	-	-	-	-	-	3%	-	-
		-	-	-	-	-	19%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	369	171	198	5	24	48	60	50	182	65	86	68	150	151	218
Weighted Base	348	161	187	5**	28**	52*	68*	46*	148	77*	103*	76*	93	180	168
Paper bill	245	109	136	3	11	28	38	30	135	55	60	51	78	116	129
	70%	67%	73%	69%	38%	53%	55%	65%	91%	72%	58%	68%	84%	64%	77%
		45%	55%	1%	4%	11%	15%	12%	55%efg	23%	25%	21%	32%jkl	47%	53%mn
Online bill	66	31	35	-	14	19	18	10	5	14	35	10	7	50	17
	19%	19%	19%	-	49%	37%	27%	22%	3%	19%	34%	14%	7%	28%	10%
		47%	53%	-	21%	29%h	27%h	15%h	8%	21%l	53%ikl	15%	10%	75%no	25%
Both	10	7	4	-	1	1	5	3	-	3	1	4	1	4	6
	3%	4%	2%	-	5%	2%	7%	6%	-	4%	1%	6%	1%	2%	3%
		65%	35%	-	13%	12%	46%h	28%h	-	32%	12%	42%	13%	45%	55%
Do not receive a bill	17	8	9	-	1	2	6	3	4	3	5	5	4	8	9
	5%	5%	5%	-	4%	4%	8%	7%	3%	4%	5%	7%	5%	4%	5%
		47%	53%	-	7%	14%	33%	20%	25%	17%	29%	30%	25%	45%	55%
SUMMARY CODE															
ANY BILL	321	147	175	3	26	48	60	43	140	73	97	66	86	170	152
	92%	91%	94%	69%	91%	93%	89%	93%	95%	95%	94%	87%	93%	94%	90%
		46%	54%	1%	8%	15%	19%	13%	44%	23%	30%	20%	27%	53%	47%
Don't Know	10	7	3	1	1	2	2	-	4	1	1	5	3	2	8
	3%	4%	2%	31%	4%	3%	3%	-	2%	1%	1%	7%	3%	1%	5%
		70%	30%	15%	13%	15%	21%	-	36%	8%	15%	51%	26%	23%	77%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	369	193	61	115	98	30	13	228	60	309
Weighted Base	348	194	60*	95	114*	32**	11**	191	65*	283
Paper bill	245	127	37	80	61	18	6	161	37	208
	70%	66%	62%	85%	53%	55%	55%	84%	56%	74%
		52%	15%	33% ^{eab}	25%	7%	2%	66% ^{ed}	15%	85% ^h
Online bill	66	42	16	8	37	11	3	16	19	47
	19%	22%	26%	9%	32%	33%	30%	8%	30%	17%
		64% ^c	24% ^c	13%	56% ^g	16%	5%	23%	29% ⁱ	71%
Both	10	6	2	2	9	-	-	1	2	8
	3%	3%	3%	2%	8%	-	-	*	4%	3%
		62%	20%	18%	93% ^g	-	-	7%	24%	76%
Do not receive a bill	17	11	4	3	4	3	2	9	5	12
	5%	6%	6%	3%	3%	8%	15%	5%	7%	4%
		64%	21%	15%	21%	15%	10%	54%	28%	72%
SUMMARY CODE										
ANY BILL	321	176	55	91	107	28	9	177	58	263
	92%	91%	91%	96%	94%	88%	85%	93%	90%	93%
		55%	17%	28%	33%	9%	3%	55%	18%	82%
Don't Know	10	7	1	2	4	1	-	5	2	8
	3%	4%	2%	2%	3%	4%	-	3%	3%	3%
		69%	15%	17%	37%	13%	-	51%	21%	79%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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	369	148	168	38	14	1	140	134	45	29	21	202	167	201	47	36
Weighted Base	348	124	168	38*	16**	1**	116	128	50*	34**	20**	219	130	217	56*	41*
Paper bill	245	96	118	19	11	1	92	97	21	22	13	122	122	122	29	18
	70%	78%	70%	49%	64%	100%	79%	76%	42%	64%	64%	56%	95%	56%	52%	44%
		39% ^c	48% ^c	8%	4%	*	37% ^h	40% ^h	9%	9%	5%	50%	50% ^k	50%	12%	7%
Online bill	66	15	33	13	5	-	12	20	19	10	4	66	1	66	19	15
	19%	12%	19%	34%	32%	-	10%	16%	38%	30%	23%	30%	*	30%	34%	36%
		23%	49%	20% ^a	8%	-	18%	31%	29% ^f	16%	7%	99% ⁱ	1%	99%	29%	22%
Both	10	4	5	1	-	-	4	2	2	-	1	10	-	10	3	5
	3%	4%	3%	3%	-	-	4%	2%	4%	-	6%	5%	-	5%	5%	11%
		45%	45%	10%	-	-	45%	21%	22%	-	12%	100% ⁱ	-	100%	29%	45%
Do not receive a bill	17	4	8	4	1	-	4	5	4	2	1	12	5	11	4	3
	5%	3%	5%	10%	4%	-	4%	4%	8%	6%	7%	6%	4%	5%	7%	6%
		24%	50%	23%	4%	-	24%	30%	25%	12%	8%	73%	27%	65%	23%	15%
SUMMARY CODE																
ANY BILL	321	116	155	33	16	1	108	120	43	32	18	198	123	198	51	37
	92%	94%	92%	86%	96%	100%	93%	94%	84%	94%	93%	91%	95%	91%	92%	90%
		36%	48%	10%	5%	*	34%	37%	13%	10%	6%	62%	38%	62%	16%	12%
Don't Know	10	4	5	1	-	-	4	3	4	-	-	8	2	8	1	1
	3%	3%	3%	4%	-	-	3%	2%	7%	-	-	4%	1%	4%	1%	4%
		38%	47%	15%	-	-	38%	26%	36%	-	-	81%	19%	81%	8%	15%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	369	14	45	44	31	37	30	39	48	31	19	31	319	31	19
Weighted Base	348	14**	46*	39*	26**	30*	30**	38*	50*	29**	17**	29**	303	29**	17**
Paper bill	245	7	31	35	20	22	22	24	33	24	7	19	219	19	7
	70%	51%	68%	88%	74%	75%	73%	63%	66%	83%	40%	67%	72%	67%	40%
		3%	13%	14%bgh	8%	9%	9%	10%	13%	10%	3%	8%	89%	8%	3%
Online bill	66	1	14	4	6	3	5	10	11	4	4	4	58	4	4
	19%	9%	31%	9%	23%	9%	17%	27%	22%	15%	25%	13%	19%	13%	25%
		2%	21%ce	5%	9%	4%	8%	16%c	16%	6%	6%	6%	88%	6%	6%
Both	10	-	-	1	-	4	1	-	2	-	3	-	7	-	3
	3%	-	-	3%	-	12%	2%	-	4%	-	18%	-	2%	-	18%
		-	-	10%	-	35%bg	7%	-	19%	-	29%	-	71%	-	29%
Do not receive a bill	17	5	-	-	1	1	2	1	3	1	-	3	14	3	-
	5%	40%	-	-	2%	2%	7%	3%	5%	3%	-	12%	4%	12%	-
		32%	-	-	4%	4%	13%	8%	15%	4%	-	20%	80%	20%	-
SUMMARY CODE															
ANY BILL	321	8	46	39	26	29	28	34	46	29	14	23	284	23	14
	92%	60%	99%	100%	98%	95%	93%	91%	92%	97%	83%	81%	94%	81%	83%
		3%	14%	12%	8%	9%	9%	11%	14%	9%	4%	7%	88%	7%	4%
Don't Know	10	-	*	-	-	1	-	2	1	-	3	2	5	2	3
	3%	-	1%	-	-	3%	-	6%	3%	-	17%	7%	2%	7%	17%
		-	5%	-	-	8%	-	22%	14%	-	29%	21%	49%	21%	29%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	369	261	369	156	113	12	38	12	4	-	18	1	9	3	1	2	4	2
Weighted Base	348	262	348	170	120	13**	40*	12**	5**	-**	20**	1**	9**	3**	1**	3**	5**	2**
Paper bill	245	168	245	86	65	5	20	8	2	-	8	-	2	1	1	1	2	2
	70%	64%	70%	50%	54%	39%	51%	62%	42%	-	37%	-	26%	20%	100%	55%	36%	100%
		69% ^c	100% ^{cd}	35%	27%	2%	8%	3%	1%	-	3%	-	1%	*	*	1%	1%	1%
Online bill	66	62	66	60	33	8	15	3	3	-	10	-	7	3	-	1	-	-
	19%	24%	19%	35%	27%	61%	39%	21%	58%	-	51%	-	74%	80%	-	45%	-	-
		93%	100%	90% ^{ab}	49%	12%	23%	4%	4%	-	15%	-	10%	4%	-	2%	-	-
Both	10	10	10	8	5	-	2	1	-	-	2	-	-	-	-	-	1	-
	3%	4%	3%	5%	4%	-	6%	10%	-	-	12%	-	-	-	-	-	20%	-
		100%	100%	81%	47%	-	24%	12%	-	-	24%	-	-	-	-	-	10%	-
Do not receive a bill	17	13	17	9	12	-	-	-	-	-	-	-	-	-	-	-	2	-
	5%	5%	5%	5%	10%	-	-	-	-	-	-	-	-	-	-	-	44%	-
		79%	100%	54%	70%	-	-	-	-	-	-	-	-	-	-	-	13%	-
SUMMARY CODE																		
ANY BILL	321	240	321	154	103	13	38	11	5	-	20	-	9	3	1	3	3	2
	92%	92%	92%	90%	85%	100%	96%	94%	100%	-	100%	-	100%	100%	100%	100%	56%	100%
		75%	100% ^d	48%	32%	4%	12%	4%	1%	-	6%	-	3%	1%	*	1%	1%	1%
Don't Know	10	8	10	7	6	-	2	1	-	-	-	1	-	-	-	-	-	-
	3%	3%	3%	4%	5%	-	4%	-	-	-	-	100%	-	-	-	-	-	-
		81%	100%	73%	58%	-	16%	8%	-	-	-	8%	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	369	34	78	15	32	39	85	49	60	21	31
Weighted Base	348	35*	77*	14**	29**	37*	74*	50*	53*	22**	29**
Paper bill	245	22	50	14	15	29	52	34	45	14	19
	70%	64%	64%	100%	53%	77%	71%	69%	86%	64%	67%
		9%	20%	6%	6%	12%	21%	14%	18%ab	6%	8%
Online bill	66	9	18	-	7	5	13	14	7	2	4
	19%	27%	24%	-	24%	13%	18%	29%	12%	11%	13%
		14%	28%	-	10%	7%	20%	21%	10%	4%	6%
Both	10	1	2	-	3	1	5	1	1	-	-
	3%	4%	2%	-	10%	2%	6%	2%	2%	-	-
		12%	19%	-	29%	7%	46%	8%	10%	-	-
Do not receive a bill	17	1	4	-	1	3	3	-	-	5	3
	5%	3%	5%	-	3%	8%	4%	-	-	25%	12%
		7%	23%	-	4%	17%h	15%	-	-	32%	20%
SUMMARY CODE											
ANY BILL	321	33	70	14	25	35	70	49	53	17	23
	92%	95%	90%	100%	87%	92%	95%	99%	100%	75%	81%
		10%	22%	4%	8%	11%	22%	15%	16%be	5%	7%
Don't Know	10	1	4	-	3	-	1	*	-	-	2
	3%	2%	5%	-	10%	-	1%	1%	-	-	7%
		6%	36%	-	29%	-	8%	5%	-	-	21%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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 subscrip tion (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	369	126	18	7	102	-	106	-	1	-	2	27	5	144	7	204	1	2	32
Weighted Base	348	129	19**	6**	93*	**	99*	**	1**	**	2**	23**	5**	148	6**	186	1**	2**	28**
Paper bill	245	74	7	4	76	-	79	-	1	-	2	19	2	81	4	150	1	2	22
	70%	57%	38%	63%	82%	-	80%	-	100%	-	100%	84%	46%	55%	63%	80%	100%	100%	77%
		30%	3%	1%	31%a	-	32%a	-	*	-	1%	8%	1%	33%	1%	61% _m	*	1%	9%
Online bill	66	32	8	2	12	-	12	-	-	-	-	-	3	40	2	24	-	-	3
	19%	25%	46%	37%	13%	-	12%	-	-	-	-	-	54%	27%	37%	13%	-	-	10%
		48% _d	13%	3%	18%	-	18%	-	-	-	-	-	4%	61% _o	3%	37%	-	-	4%
Both	10	6	3	-	-	-	2	-	-	-	-	-	-	9	-	2	-	-	-
	3%	5%	16%	-	-	-	2%	-	-	-	-	-	-	6%	-	1%	-	-	-
		59% _d	30%	-	-	-	23%	-	-	-	-	-	-	89% _o	-	23%	-	-	-
Do not receive a bill	17	11	-	-	1	-	3	-	-	-	-	3	-	11	-	4	-	-	3
	5%	8%	-	-	1%	-	3%	-	-	-	-	14%	-	7%	-	2%	-	-	11%
		63% _d	-	-	6%	-	16%	-	-	-	-	19%	-	63% _o	-	22%	-	-	19%
SUMMARY CODE																			
ANY BILL	321	112	19	6	88	-	94	-	1	-	2	19	5	131	6	177	1	2	24
	92%	87%	100%	100%	95%	-	95%	-	100%	-	100%	84%	100%	88%	100%	95%	100%	100%	87%
		35%	6%	2%	27%	-	29% _a	-	*	-	1%	6%	2%	41%	2%	55% _m	*	1%	8%
Don't Know	10	7	-	-	4	-	2	-	-	-	-	*	-	7	-	6	-	-	*
	3%	5%	-	-	4%	-	2%	-	-	-	-	2%	-	4%	-	3%	-	-	2%
		67%	-	-	37%	-	21%	-	-	-	-	5%	-	67%	-	59%	-	-	5%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	369	3	1	1	-	3	7	-	24	26	21	3	71	175	12
Weighted Base	348	3**	1**	1**	-**	3**	7**	-**	29**	27**	23**	3**	79*	167	12**
Paper bill	245	-	1	-	-	-	4	-	9	12	23	1	43	116	7
	70%	-	100%	-	-	-	54%	-	32%	44%	100%	16%	54%	70%	57%
		-	*	-	-	-	2%	-	4%	5%	9%	*	17%	47%l	3%
Online bill	66	3	-	1	-	3	3	-	13	12	-	3	27	33	-
	19%	100%	-	100%	-	100%	46%	-	46%	46%	-	84%	35%	20%	-
		5%	-	2%	-	5%	5%	-	20%	19%	-	4%	41% ^m	50%	-
Both	10	-	-	-	-	-	-	-	4	1	-	-	5	5	-
	3%	-	-	-	-	-	-	-	12%	5%	-	-	6%	3%	-
		-	-	-	-	-	-	-	35%	13%	-	-	49%	51%	-
Do not receive a bill	17	-	-	-	-	-	-	-	3	1	-	-	4	9	-
	5%	-	-	-	-	-	-	-	9%	5%	-	-	5%	6%	-
		-	-	-	-	-	-	-	15%	9%	-	-	24%	55%	-
SUMMARY CODE															
ANY BILL	321	3	1	1	-	3	7	-	26	26	23	3	75	155	7
	92%	100%	100%	100%	-	100%	100%	-	91%	95%	100%	100%	95%	93%	57%
		1%	*	*	-	1%	2%	-	8%	8%	7%	1%	23%	48%	2%
Don't Know	10	-	-	-	-	-	-	-	-	-	-	-	-	3	5
	3%	-	-	-	-	-	-	-	-	-	-	-	-	2%	43%
		-	-	-	-	-	-	-	-	-	-	-	-	30%	51%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	369	30	4	118	3	154	194	21	22	2	30	2	55	77	12
Weighted Base	348	35**	4**	105	4**	147	182	19**	25**	2**	31**	3**	59*	86*	13**
Paper bill	245	4	2	99	1	105	130	10	7	1	25	1	33	42	6
	70%	13%	37%	94%	31%	71%	71%	52%	28%	47%	80%	43%	55%	49%	46%
		2%	1%	40%ef	1%	43%	53%	4%	3%	*	10%	*	13%	17%	2%
Online bill	66	27	3	2	3	34	32	-	17	1	4	2	24	28	1
	19%	78%	63%	2%	69%	23%	18%	-	68%	53%	13%	57%	40%	32%	10%
		41%	4%	3%	4%	51%g	49%g	-	26%	2%	6%	2%	35%	41%	2%
Both	10	2	-	-	-	2	7	1	1	-	-	-	1	6	1
	3%	6%	-	-	-	1%	4%	6%	3%	-	-	-	1%	7%	10%
		20%	-	-	-	20%	68%g	12%	8%	-	-	-	8%	61%	12%
Do not receive a bill	17	1	-	3	-	4	13	-	-	-	2	-	2	7	-
	5%	4%	-	3%	-	3%	7%	-	-	-	7%	-	4%	8%	-
		8%	-	16%	-	24%	76%	-	-	-	13%	-	13%	42%	-
SUMMARY CODE															
ANY BILL	321	33	4	100	4	141	169	11	25	2	28	3	57	76	8
	92%	96%	100%	95%	100%	96%	93%	58%	100%	100%	93%	100%	96%	88%	66%
		10%	1%	31%	1%	44%	53%	3%	8%	1%	9%	1%	18%	24%	3%
Don't Know	10	-	-	2	-	2	-	8	-	-	-	-	-	3	4
	3%	-	-	2%	-	1%	-	42%	-	-	-	-	-	3%	34%
		-	-	21%	-	21%	-	79%	-	-	-	-	-	30%	43%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	369	5	-	26	1	32	62	8
Weighted Base	348	5**	..**	25**	2**	32**	69*	8**
Paper bill	245	2	-	19	-	20	36	5
	70%	34%	-	74%	-	64%	52%	65%
		1%	-	8%	-	8%	15%	2%
Online bill	66	3	-	3	2	8	17	-
	19%	66%	-	13%	100%	25%	25%	-
		5%	-	5%	2%	12%	26%	-
Both	10	-	-	-	-	-	5	-
	3%	-	-	-	-	-	7%	-
		-	-	-	-	-	47%	-
Do not receive a bill	17	-	-	3	-	3	9	-
	5%	-	-	13%	-	10%	12%	-
		-	-	19%	-	19%	50%	-
SUMMARY CODE								
ANY BILL	321	5	-	22	2	29	57	5
	92%	100%	-	87%	100%	90%	83%	65%
		2%	-	7%	*	9%	18%	2%
Don't Know	10	-	-	-	-	-	3	3
	3%	-	-	-	-	-	4%	35%
		-	-	-	-	-	30%	29%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notification n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	369	5	4	1	1	54	61	10	121	182	148	4	12
Weighted Base	348	5**	5**	1**	1**	53*	69*	10**	114	169	141	4**	13**
Paper bill	245	2	1	-	1	30	36	6	86	130	105	-	-
	70%	35%	26%	-	100%	56%	53%	62%	75%	77%	74%	-	-
		1%	-	-	1%	12%	15%	3%	35%ef	53%	43%	-	-
Online bill	66	3	3	1	-	17	25	2	16	32	34	-	-
	19%	65%	74%	100%	-	32%	37%	20%	14%	19%	24%	-	-
		5%	5%	2%	-	26%h	38%h	3%	25%	49%	51%	-	-
Both	10	-	-	-	-	3	4	1	2	7	2	-	-
	3%	-	-	-	-	6%	5%	12%	2%	4%	1%	-	-
		-	-	-	-	32%	37%	12%	19%	68%	20%	-	-
Do not receive a bill	17	-	-	-	-	2	3	1	7	-	-	4	13
	5%	-	-	-	-	4%	5%	6%	6%	-	-	100%	100%
		-	-	-	-	12%	20%	4%	43%	-	-	24%	76%
SUMMARY CODE													
ANY BILL	321	5	5	1	1	50	65	10	104	169	141	-	-
	92%	100%	100%	100%	100%	96%	95%	94%	91%	100%	100%	-	-
		2%	1%	*	*	16%	20%	3%	32%	53%	44%	-	-
Don't Know	10	-	-	-	-	-	-	-	3	-	-	-	-
	3%	-	-	-	-	-	-	-	3%	-	-	-	-
		-	-	-	-	-	-	-	30%	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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.617 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.617 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	369	50	52	3	24	32	26	5	25
Weighted Base	348	57*	56*	3**	26**	35**	27**	4**	29**
Paper bill	245	28	33	-	13	18	17	2	15
	70%	48%	58%	-	51%	52%	64%	63%	52%
		11%	13%	-	5%	7%	7%	1%	6%
Online bill	66	22	22	1	5	10	7	1	6
	19%	39%	39%	47%	20%	29%	27%	17%	20%
		34%	33%	2%	8%	15%	11%	1%	9%
Both	10	4	-	1	1	3	-	-	1
	3%	8%	-	27%	4%	9%	-	-	3%
		45%	-	8%	10%	32%	-	-	8%
Do not receive a bill	17	3	1	1	4	3	3	1	5
	5%	5%	3%	25%	17%	9%	9%	20%	18%
		15%	8%	4%	26%	19%	15%	4%	31%
SUMMARY CODE									
ANY BILL	321	55	55	2	19	31	25	3	22
	92%	95%	97%	75%	75%	91%	91%	80%	75%
		17%	17%	1%	6%	10%	8%	1%	7%
Don't Know	10	-	-	-	2	-	-	-	2
	3%	-	-	-	8%	-	-	-	7%
		-	-	-	21%	-	-	-	21%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	163	85	78	6	26	33	38	25	35	35	52	37	39	87	76
Weighted Base	179	95*	84*	7**	32**	36*	47*	24**	33*	41*	65*	45*	27*	107*	72*
Paper bill	71	37	34	4	15	15	13	9	15	16	21	22	11	37	33
	39%	39%	40%	62%	49%	41%	27%	35%	45%	39%	32%	49%	41%	35%	46%
		52%	48%	6%	22%	21%	18%	12%	21%	23%	30%	31%	16%	53%	47%
Online bill	60	30	30	1	12	15	18	9	4	15	30	8	7	45	16
	34%	32%	36%	21%	39%	42%	38%	39%	13%	37%	45%	18%	27%	42%	22%
		50%	50%	2%	20%	25%h	29%h	15%	7%	25%	49%k	14%	12%	74%n	26%
Both	7	6	1	-	-	2	3	1	-	3	1	3	-	4	3
	4%	6%	1%	-	-	7%	7%	4%	-	6%	2%	7%	-	3%	4%
		86%	14%	-	-	35%	50%	15%	-	37%	16%	47%	-	53%	47%
Do not receive a bill	30	16	14	-	3	2	11	5	10	6	9	10	7	14	16
	17%	17%	17%	-	9%	5%	23%	21%	30%	14%	13%	22%	24%	13%	23%
		54%	46%	-	9%	6%	36%e	17%	33%e	18%	28%	32%	21%	47%	53%
SUMMARY CODE															
ANY BILL	138	73	65	6	28	33	34	19	19	34	52	33	19	86	52
	77%	77%	77%	83%	88%	90%	72%	79%	58%	81%	79%	75%	69%	80%	72%
		53%	47%	4%	20%	24%h	25%	14%	14%	25%	38%	24%	14%	62%	38%
Don't Know	11	5	5	1	1	2	2	-	4	2	5	2	2	7	4
	6%	6%	6%	17%	4%	5%	5%	-	12%	5%	7%	4%	7%	6%	5%
		52%	48%	11%	11%	18%	23%	-	37%	20%	46%	16%	18%	65%	35%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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	163	104	32	27	77	18	5	63	44	119
Weighted Base	179	117*	35**	28**	92*	20**	4**	62*	49*	129
Paper bill	71	48	15	8	31	6	1	33	23	48
	39%	41%	42%	30%	34%	27%	15%	54%	46%	37%
		68%	21%	12%	44%	8%	1%	47% ^d	32%	68%
Online bill	60	37	14	9	36	10	1	13	17	43
	34%	32%	41%	32%	39%	49%	31%	22%	35%	33%
		62%	24%	15%	59% ^g	16%	2%	22%	28%	72%
Both	7	4	-	3	6	-	-	1	3	4
	4%	4%	-	9%	6%	-	-	2%	7%	3%
		63%	-	37%	86%	-	-	14%	48%	52%
Do not receive a bill	30	21	5	5	16	1	2	11	5	26
	17%	18%	13%	19%	17%	6%	53%	18%	10%	20%
		68%	15%	17%	51%	4%	7%	37%	16%	84%
SUMMARY CODE										
ANY BILL	138	90	29	20	72	16	2	48	43	94
	77%	77%	83%	71%	79%	76%	47%	77%	88%	73%
		65%	21%	14%	53%	11%	1%	35%	31%	69%
Don't Know	11	7	1	3	4	4	-	3	1	9
	6%	6%	3%	10%	4%	18%	-	5%	2%	7%
		63%	11%	27%	34%	35%	-	31%	11%	89%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.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	163	41	80	28	13	1	39	51	34	18	21	160	3	160	37	33
Weighted Base	179	41*	92*	29**	16**	1**	39*	57*	40*	22**	21**	177	2**	177	44*	39*
Paper bill	71	11	42	12	6	-	10	26	17	7	10	68	2	68	12	10
	39%	26%	46%	40%	41%	-	25%	46%	43%	33%	49%	39%	100%	39%	28%	27%
		15%	59%	16%	9%	-	14%	37%	25%	10%	14%	97%	3%	97%	18%	15%
Online bill	60	16	27	10	7	1	15	14	12	12	7	60	-	60	19	16
	34%	38%	29%	33%	47%	100%	37%	25%	31%	56%	32%	34%	-	34%	44%	41%
		26%	45%	16%	12%	2%	24%	24%	20%	21%	11%	100%	-	100%	32%	27%
Both	7	3	3	1	-	-	3	1	1	1	1	7	-	7	4	5
	4%	6%	3%	4%	-	-	7%	2%	2%	5%	6%	4%	-	4%	8%	12%
		37%	47%	16%	-	-	37%	15%	14%	16%	18%	100%	-	100%	53%	69%
Do not receive a bill	30	8	14	6	2	-	8	11	9	1	1	30	-	30	6	5
	17%	20%	16%	20%	12%	-	21%	19%	21%	6%	7%	17%	-	17%	13%	14%
		27%	47%	20%	6%	-	27%	36%	28%	4%	5%	100%	-	100%	18%	18%
SUMMARY CODE																
ANY BILL	138	29	72	22	14	1	27	42	31	21	18	136	2	136	35	31
	77%	70%	78%	76%	88%	100%	69%	73%	76%	94%	88%	77%	100%	77%	80%	80%
		21%	52%	16%	10%	1%	19%	30%	22%	15%	13%	98%	2%	98%	26%	23%
Don't Know	11	4	5	1	-	-	4	4	1	-	1	11	-	11	3	2
	6%	10%	6%	4%	-	-	10%	7%	3%	-	6%	6%	-	6%	7%	6%
		39%	51%	11%	-	-	39%	40%	11%	-	11%	100%	-	100%	31%	22%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	163	5	21	13	14	17	19	22	27	7	9	9	145	9	9
Weighted Base	179	6**	24**	13**	13**	17**	21**	25**	32**	7**	9**	11**	159	11**	9**
Paper bill	71	2	7	5	2	9	13	11	17	2	2	2	67	2	2
	39%	31%	27%	35%	14%	51%	59%	44%	54%	31%	21%	18%	42%	18%	21%
		3%	9%	6%	3%	12%	18%	15%	25%	3%	3%	3%	94%	3%	3%
Online bill	60	1	15	2	5	5	3	9	11	2	2	5	53	5	2
	34%	19%	63%	16%	42%	30%	13%	36%	33%	29%	24%	44%	34%	44%	24%
		2%	25%	3%	9%	9%	5%	15%	17%	4%	4%	8%	88%	8%	4%
Both	7	-	-	1	1	1	1	-	-	-	2	-	5	-	2
	4%	-	-	8%	9%	7%	7%	-	-	-	24%	-	3%	-	24%
		-	-	15%	16%	18%	21%	-	-	-	31%	-	69%	-	31%
Do not receive a bill	30	3	1	5	4	1	3	2	2	3	2	4	24	4	2
	17%	51%	5%	41%	31%	7%	12%	7%	7%	39%	21%	38%	15%	38%	21%
		10%	4%	17%	13%	4%	9%	6%	7%	10%	6%	14%	80%	14%	6%
SUMMARY CODE															
ANY BILL	138	3	22	8	8	15	17	20	28	5	6	7	125	7	6
	77%	49%	90%	59%	65%	88%	79%	80%	87%	61%	70%	62%	79%	62%	70%
		2%	16%	5%	6%	11%	12%	14%	20%	3%	4%	5%	91%	5%	4%
Don't Know	11	-	1	-	1	1	2	3	2	-	1	-	10	-	1
	6%	-	5%	-	4%	5%	8%	13%	7%	-	9%	-	6%	-	9%
		-	11%	-	5%	8%	17%	31%	21%	-	8%	-	92%	-	8%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	163	146	146	163	78	2	24	1	3	-	18	1	-	3	-	-	4	2
Weighted Base	179	161	159	179	88*	1**	26**	1**	4**	-**	20**	1**	-**	3**	-**	-**	5**	2**
Paper bill	71	59	60	71	35	1	9	1	2	-	5	-	-	1	-	-	2	1
	39%	37%	37%	39%	39%	43%	35%	100%	45%	-	27%	-	-	20%	-	-	36%	37%
		83%	84%	100%	49%	1%	13%	1%	2%	-	8%	-	-	1%	-	-	2%	1%
Online bill	60	58	56	60	27	1	10	-	2	-	8	1	-	1	-	-	-	-
	34%	36%	35%	34%	31%	57%	38%	-	55%	-	38%	100%	-	40%	-	-	-	-
		95%	93%	100%	45%	1%	16%	-	3%	-	13%	1%	-	2%	-	-	-	-
Both	7	6	7	7	4	-	-	-	-	-	1	-	-	-	-	-	-	-
	4%	4%	4%	4%	4%	-	-	-	-	-	6%	-	-	-	-	-	-	-
		84%	100%	100%	52%	-	-	-	-	-	18%	-	-	-	-	-	-	-
Do not receive a bill	30	28	29	30	18	-	4	-	-	-	4	-	-	1	-	-	3	-
	17%	18%	18%	17%	21%	-	14%	-	-	-	19%	-	-	40%	-	-	64%	-
		93%	95%	100%	60%	-	12%	-	-	-	12%	-	-	4%	-	-	10%	-
SUMMARY CODE																		
ANY BILL	138	122	122	138	65	1	19	1	4	-	14	1	-	2	-	-	2	1
	77%	76%	77%	77%	74%	100%	73%	100%	100%	-	71%	100%	-	60%	-	-	36%	37%
		88%	89%	100%	47%	1%	14%	*	3%	-	10%	1%	-	1%	-	-	1%	1%
Don't Know	11	11	8	11	5	-	3	-	-	-	2	-	-	-	-	-	-	1
	6%	7%	5%	6%	5%	-	13%	-	-	-	11%	-	-	-	-	-	-	63%
		100%	74%	100%	44%	-	32%	-	-	-	20%	-	-	-	-	-	-	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

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	163	18	43	3	12	23	44	22	19	10	9
Weighted Base	179	22**	50*	4**	12**	24**	43*	25**	18**	12**	11**
Paper bill	71	11	29	2	2	11	17	7	6	4	2
	39%	50%	58%	44%	16%	44%	40%	26%	34%	33%	18%
		16%	41%	2%	3%	15%	24%	9%	9%	6%	3%
Online bill	60	7	14	-	4	4	16	15	4	1	5
	34%	30%	29%	-	37%	15%	36%	61%	23%	10%	44%
		11%	24%	-	7%	6%	26%	25%	7%	2%	8%
Both	7	-	-	-	2	3	4	-	1	-	-
	4%	-	-	-	18%	10%	10%	-	5%	-	-
		-	-	-	31%	37%	65%b	-	15%	-	-
Do not receive a bill	30	2	2	2	3	5	4	2	7	7	4
	17%	10%	5%	56%	22%	21%	10%	8%	37%	57%	38%
		7%	8%	7%	8%	17%	15%	7%	22%	23%	14%
SUMMARY CODE											
ANY BILL	138	18	43	2	8	17	37	22	12	5	7
	77%	81%	87%	44%	71%	69%	87%	87%	63%	43%	62%
		13%	32%	1%	6%	12%	27%	16%	8%	4%	5%
Don't Know	11	2	4	-	1	2	1	1	-	-	-
	6%	10%	8%	-	7%	9%	3%	5%	-	-	-
		21%	39%	-	8%	22%	13%	11%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 subscrip- tion (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	163	78	14	7	30	-	39	-	1	-	2	3	8	92	7	67	1	2	11
Weighted Base	179	88*	15**	8**	31**	-.**	45*	-.**	1**	-.**	2**	3**	8**	103*	8**	73*	1**	2**	11**
Paper bill	71	30	3	5	10	-	21	-	1	-	1	3	5	33	5	31	1	1	8
	39%	34%	20%	69%	32%	-	47%	-	100%	-	51%	100%	68%	32%	69%	42%	100%	51%	76%
		42%	4%	8%	14%	-	30%	-	2%	-	2%	4%	8%	46%	8%	44%	2%	2%	12%
Online bill	60	30	10	2	14	-	11	-	-	-	-	-	1	40	2	24	-	-	1
	34%	34%	65%	19%	46%	-	24%	-	-	-	-	-	11%	39%	19%	32%	-	-	8%
		50%	16%	2%	23%	-	18%	-	-	-	-	-	1%	66%	2%	39%	-	-	1%
Both	7	4	2	-	1	-	-	-	-	-	-	-	-	6	-	1	-	-	-
	4%	4%	16%	-	3%	-	-	-	-	-	-	-	-	6%	-	1%	-	-	-
		52%	34%	-	14%	-	-	-	-	-	-	-	-	86%	-	14%	-	-	-
Do not receive a bill	30	20	-	-	4	-	11	-	-	-	-	-	-	20	-	14	-	-	-
	17%	23%	-	-	12%	-	24%	-	-	-	-	-	-	20%	-	20%	-	-	-
		67%	-	-	12%	-	35%	-	-	-	-	-	-	67%	-	47%	-	-	-
SUMMARY CODE																			
ANY BILL	138	63	15	7	25	-	32	-	1	-	1	3	6	78	7	55	1	1	9
	77%	72%	100%	89%	81%	-	71%	-	100%	-	51%	100%	78%	76%	89%	76%	100%	51%	84%
		46%	11%	5%	18%	-	23%	-	1%	-	1%	2%	5%	57%	5%	40%	1%	1%	7%
Don't Know	11	4	-	1	2	-	2	-	-	-	1	-	2	4	1	3	-	1	2
	6%	5%	-	11%	7%	-	5%	-	-	-	49%	-	22%	4%	11%	5%	-	49%	16%
		40%	-	9%	20%	-	23%	-	-	-	12%	-	16%	40%	9%	31%	-	12%	16%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	163	1	-	-	-	1	1	-	22	18	12	3	53	83	9
Weighted Base	179	1**	..**	..**	..**	1**	1**	..**	25**	20**	14**	3**	61*	90*	9**
Paper bill	71	-	-	-	-	-	1	-	8	4	14	-	26	28	4
	39%	-	-	-	-	-	100%	-	30%	23%	100%	-	43%	31%	46%
		-	-	-	-	-	1%	-	11%	6%	20%	-	37%	39%	6%
Online bill	60	1	-	-	-	1	-	-	13	11	-	3	25	31	1
	34%	100%	-	-	-	100%	-	-	50%	54%	-	84%	41%	35%	13%
		1%	-	-	-	1%	-	-	21%	17%	-	5%	41%	52%	2%
Both	7	-	-	-	-	-	-	-	3	-	-	-	3	3	-
	4%	-	-	-	-	-	-	-	10%	-	-	-	4%	3%	-
		-	-	-	-	-	-	-	38%	-	-	-	38%	45%	-
Do not receive a bill	30	-	-	-	-	-	-	-	2	3	-	1	5	23	-
	17%	-	-	-	-	-	-	-	10%	14%	-	16%	8%	26%	-
		-	-	-	-	-	-	-	8%	9%	-	2%	17%	76%l	-
SUMMARY CODE															
ANY BILL	138	1	-	-	-	1	1	-	23	15	14	3	54	62	5
	77%	100%	-	-	-	100%	100%	-	90%	76%	100%	84%	88%	69%	59%
		1%	-	-	-	1%	*	-	17%	11%	10%	2%	39% _m	45%	4%
Don't Know	11	-	-	-	-	-	-	-	-	2	-	-	2	5	4
	6%	-	-	-	-	-	-	-	-	10%	-	-	3%	5%	41%
		-	-	-	-	-	-	-	-	18%	-	-	18%	46%	36%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	163	20	3	33	2	57	78	9	26	2	32	2	61	87	15
Weighted Base	179	24**	3**	34*	3**	62*	86*	10**	30**	2**	33**	3**	67*	95*	16**
Paper bill	71	1	2	28	-	30	25	4	5	-	28	1	34	29	7
	39%	6%	55%	84%	-	49%	29%	39%	16%	-	86%	43%	51%	31%	43%
		2%	2%	40%ef	-	43%f	35%	5%	7%	-	40%	2%	48%em	42%	10%
Online bill	60	16	1	3	3	23	32	-	22	1	2	2	27	31	2
	34%	69%	45%	8%	100%	37%	37%	-	73%	53%	7%	57%	41%	33%	13%
		27%	2%	4%	5%	38%ce	53%ce	-	37%	2%	4%	2%	45%	51%	3%
Both	7	1	-	1	-	2	4	1	1	1	1	-	3	3	1
	4%	4%	-	3%	-	3%	4%	13%	4%	47%	4%	-	4%	3%	7%
		14%	-	16%	-	31%	52%	18%	16%	16%	21%	-	37%	45%	18%
Do not receive a bill	30	5	-	1	-	6	21	2	2	-	1	-	3	27	-
	17%	21%	-	2%	-	9%	25%	22%	7%	-	2%	-	4%	29%	-
		16%	-	2%	-	18%	70%ce	7%	7%	-	2%	-	10%	90%l	-
SUMMARY CODE															
ANY BILL	138	19	3	32	3	56	61	5	28	2	32	3	64	64	10
	77%	79%	100%	95%	100%	90%	70%	52%	93%	100%	98%	100%	96%	67%	63%
		14%	2%	23%ef	2%	40%ef	44%	4%	20%	2%	23%	2%	46%em	46%	7%
Don't Know	11	-	-	1	-	1	4	2	-	-	-	-	-	4	6
	6%	-	-	3%	-	1%	5%	26%	-	-	-	-	-	5%	37%
		-	-	8%	-	8%	42%	24%	-	-	-	-	-	42%	58%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	163	5	-	17	1	23	49	5
Weighted Base	179	5**	-**	18**	2**	25**	58*	5**
Paper bill	71	1	-	16	-	18	13	4
	39%	26%	-	92%	-	72%	22%	83%
		2%	-	23%	-	25%	18%	5%
Online bill	60	3	-	1	2	5	21	-
	34%	54%	-	4%	100%	21%	36%	-
		5%	-	1%	2%	8%	35%	-
Both	7	1	-	-	-	1	2	-
	4%	21%	-	-	-	5%	4%	-
		16%	-	-	-	16%	35%	-
Do not receive a bill	30	-	-	1	-	1	18	-
	17%	-	-	4%	-	3%	30%	-
		-	-	2%	-	2%	58%	-
SUMMARY CODE								
ANY BILL	138	5	-	17	2	24	36	4
	77%	100%	-	96%	100%	97%	63%	83%
		4%	-	12%	1%	17%	26%	3%
Don't Know	11	-	-	-	-	-	4	1
	6%	-	-	-	-	-	7%	17%
		-	-	-	-	-	37%	7%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	163	1	1	-	-	37	47	6	46	71	54	1	7
Weighted Base	179	1**	1**	-.**	-.**	41*	53*	7**	50*	78*	59*	1**	8**
Paper bill	71	1	-	-	-	9	24	2	19	23	29	-	1
	39%	100%	-	-	-	22%	45%	29%	38%	30%	49%	-	17%
		1%	-	-	-	13%	34%e	3%	27%	33%	41%i	-	2%
Online bill	60	-	1	-	-	20	24	1	11	29	23	-	3
	34%	-	100%	-	-	50%	44%	18%	23%	38%	39%	-	31%
		-	1%	-	-	33%h	39%h	2%	19%	49%	38%	-	4%
Both	7	-	-	-	-	1	1	1	2	4	2	-	-
	4%	-	-	-	-	2%	3%	17%	4%	5%	4%	-	-
		-	-	-	-	15%	21%	18%	31%	52%	31%	-	-
Do not receive a bill	30	-	-	-	-	8	3	3	15	17	5	1	4
	17%	-	-	-	-	20%	5%	35%	30%	22%	8%	100%	52%
		-	-	-	-	27%f	9%	8%	49%g	55%	16%	2%	15%
SUMMARY CODE													
ANY BILL	138	1	1	-	-	30	49	5	32	57	54	-	4
	77%	100%	100%	-	-	74%	92%	65%	65%	73%	92%	-	48%
		*	1%	-	-	22%	35%eh	3%	23%	41%	39%i	-	3%
Don't Know	11	-	-	-	-	2	2	-	3	4	-	-	-
	6%	-	-	-	-	6%	4%	-	5%	6%	-	-	-
		-	-	-	-	22%	18%	-	24%	42%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	163	56	58	3	26	25	20	3	19
Weighted Base	179	64*	64*	3**	27**	29**	22**	2**	24**
Paper bill	71	29	34	-	-	9	17	1	3
	39%	46%	53%	-	-	31%	75%	41%	12%
		42%	48%	-	-	13%	24%	1%	4%
Online bill	60	31	27	-	-	14	4	1	6
	34%	49%	43%	-	-	49%	20%	27%	24%
		51%	45%	-	-	24%	7%	1%	9%
Both	7	3	3	-	-	2	1	-	-
	4%	5%	4%	-	-	8%	5%	-	-
		45%	37%	-	-	35%	16%	-	-
Do not receive a bill	30	-	-	3	27	2	-	1	15
	17%	-	-	100%	100%	8%	-	32%	64%
		-	-	10%	90%	8%	-	2%	50%
SUMMARY CODE									
ANY BILL	138	64	64	-	-	26	22	2	8
	77%	100%	100%	-	-	88%	100%	68%	36%
		46%	46%	-	-	19%	16%	1%	6%
Don't Know	11	-	-	-	-	1	-	-	-
	6%	-	-	-	-	4%	-	-	-
		-	-	-	-	11%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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	169	92	77	8	18	39	36	31	37	44	45	37	43	89	80
Weighted Base	182	102*	80*	8**	22**	46*	46*	28**	32*	52*	56*	47*	27*	108*	74*
Paper bill	54	26	28	2	7	10	12	11	12	17	10	14	12	27	27
	29%	25%	35%	23%	31%	22%	26%	39%	37%	33%	18%	31%	46%	25%	36%
		48%	52%	4%	13%	19%	22%	20%	22%	32%	18%	27%	23%j	50%	50%
Online bill	56	35	21	2	9	22	14	5	3	18	27	8	3	45	11
	31%	34%	26%	31%	41%	48%	30%	19%	8%	34%	49%	16%	11%	42%	14%
		63%	37%	4%	16%	40%h	25%h	9%	5%	32%l	49%kl	14%	5%	81%n	19%
Both	4	3	1	2	-	-	-	1	1	-	-	3	1	-	4
	2%	3%	1%	22%	-	-	-	4%	3%	-	-	7%	2%	-	5%
		69%	31%	47%	-	-	-	27%	27%	-	-	84%	16%	-	100%o
Do not receive a bill	58	34	24	1	4	12	16	11	14	14	13	21	9	27	30
	32%	33%	30%	8%	20%	26%	35%	39%	44%	27%	24%	45%	34%	25%	41%
		58%	42%	1%	7%	21%	28%	19%	24%	24%	23%	36%	16%	47%	53%o
SUMMARY CODE															
ANY BILL	113	64	49	6	16	32	26	17	15	35	37	25	16	72	41
	62%	62%	62%	76%	72%	70%	57%	61%	49%	67%	66%	54%	58%	67%	55%
		56%	44%	5%	14%	28%	23%	15%	14%	31%	33%	22%	14%	64%	36%
Don't Know	11	5	6	1	2	2	4	-	2	3	5	1	2	9	3
	6%	5%	8%	17%	9%	4%	9%	-	7%	6%	10%	2%	7%	8%	4%
		44%	56%	12%	17%	17%	35%	-	19%	29%	47%	7%	17%	76%	24%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	169	116	26	27	76	17	7	69	55	114
Weighted Base	182	135	25**	23**	95*	19**	6**	61*	64*	119
Paper bill	54	39	5	9	27	4	3	19	16	37
	29%	29%	21%	42%	29%	22%	47%	31%	26%	31%
		72%	10%	18%	51%	8%	6%	36%	30%	70%
Online bill	56	42	8	6	32	12	3	9	27	29
	31%	31%	31%	25%	34%	61%	41%	14%	42%	24%
		76%	14%	10%	58%g	21%	5%	16%	49%i	51%
Both	4	3	1	-	1	-	-	3	1	3
	2%	2%	2%	-	1%	-	-	5%	1%	3%
		84%	16%	-	27%	-	-	73%	16%	84%
Do not receive a bill	58	45	8	5	30	2	1	25	17	41
	32%	33%	32%	22%	31%	11%	12%	41%	27%	34%
		77%	14%	9%	52%	4%	1%	44%	30%	70%
SUMMARY CODE										
ANY BILL	113	84	14	15	61	16	6	31	44	69
	62%	62%	55%	68%	64%	83%	88%	50%	69%	58%
		74%	12%	13%	54%	14%	5%	27%	39%	61%
Don't Know	11	6	3	2	5	1	-	5	2	9
	6%	4%	13%	10%	5%	6%	-	9%	4%	8%
		52%	28%	20%	41%	11%	-	48%	21%	79%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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	169	42	87	30	9	1	37	52	37	31	12	142	27	139	41	36
Weighted Base	182	38*	100*	32**	11**	1**	33*	55*	46*	36**	11**	163	19**	160	49*	44*
Paper bill	54	9	28	13	3	-	8	18	14	9	5	43	10	42	11	6
	29%	25%	28%	39%	29%	-	24%	33%	29%	24%	43%	27%	53%	26%	23%	14%
		18%	53%	24%	6%	-	15%	34%	25%	16%	9%	81%	19%	79%	21%	12%
Online bill	56	14	31	8	2	1	11	12	17	13	3	56	-	56	23	22
	31%	36%	31%	25%	17%	100%	34%	22%	36%	35%	28%	34%	-	35%	46%	49%
		24%	55%	15%	3%	2%	20%	21%	30%	23%	6%	100%	-	100%	41%	39%
Both	4	-	3	1	-	-	-	3	-	1	-	4	-	4	-	2
	2%	-	3%	2%	-	-	-	6%	-	2%	-	2%	-	2%	-	4%
		-	84%	16%	-	-	-	84%	-	16%	-	100%	-	100%	-	47%
Do not receive a bill	58	9	33	11	6	-	8	19	15	13	3	50	8	48	12	10
	32%	23%	33%	33%	54%	-	23%	34%	32%	35%	29%	31%	40%	30%	24%	24%
		15%	56%	19%	10%	-	13%	33%	26%	22%	6%	87%	13%	83%	20%	18%
SUMMARY CODE																
ANY BILL	113	23	62	21	5	1	19	34	30	22	8	103	10	102	34	30
	62%	61%	62%	67%	46%	100%	58%	61%	65%	61%	71%	63%	53%	64%	69%	67%
		20%	55%	19%	4%	1%	17%	30%	27%	19%	7%	91%	9%	90%	30%	26%
Don't Know	11	6	5	-	-	-	6	3	1	1	-	10	1	10	3	4
	6%	16%	5%	-	-	-	19%	5%	3%	3%	-	6%	7%	6%	7%	9%
		55%b	45%	-	-	-	55%gh	24%	11%	11%	-	88%	12%	88%	31%	36%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	169	7	13	13	19	14	22	8	25	12	22	14	133	14	22
Weighted Base	182	9**	17**	14**	19**	14**	24**	9**	30**	11**	19**	17**	147	17**	19**
Paper bill	54	2	3	2	3	3	7	2	19	4	8	*	45	*	8
	29%	25%	18%	13%	15%	22%	29%	21%	63%	39%	42%	3%	31%	3%	42%
		4%	6%	3%	5%	5%	13%	4%	35%	8%	15%	1%	84%	1%	15%
Online bill	56	2	7	4	8	4	13	4	5	3	1	5	49	5	1
	31%	27%	38%	27%	44%	29%	52%	45%	17%	22%	4%	32%	34%	32%	4%
		4%	12%	7%	15%	7%	23%	8%	9%	5%	2%	10%	89%	10%	2%
Both	4	1	1	1	-	1	-	-	-	-	-	-	4	-	-
	2%	13%	6%	8%	-	5%	-	-	-	-	-	-	3%	-	-
		31%	27%	27%	-	16%	-	-	-	-	-	-	100%	-	-
Do not receive a bill	58	3	5	7	6	5	3	1	5	4	9	9	40	9	9
	32%	35%	30%	52%	33%	38%	11%	13%	16%	38%	46%	57%	27%	57%	46%
		6%	9%	12%	11%	9%	5%	2%	8%	8%	15%	16%	68%	16%	15%
SUMMARY CODE															
ANY BILL	113	6	11	6	11	8	20	6	24	7	9	6	98	6	9
	62%	65%	62%	48%	60%	56%	81%	66%	80%	62%	47%	35%	67%	35%	47%
		5%	9%	6%	10%	7%	18%	5%	21%	6%	8%	5%	87%	5%	8%
Don't Know	11	-	1	-	1	1	2	2	1	-	1	1	9	1	1
	6%	-	7%	-	7%	6%	8%	21%	4%	-	7%	9%	6%	9%	7%
		-	11%	-	12%	7%	17%	17%	11%	-	12%	13%	75%	13%	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	169	149	151	126	169	50	11	1	1	-	50	1	-	3	1	-	4	2
Weighted Base	182	167	165	144	182	58*	11**	1**	1**	**	58*	1**	**	4**	1**	**	5**	2**
Paper bill	54	47	49	36	54	6	4	1	-	-	7	-	-	-	-	-	2	1
	29%	28%	30%	25%	29%	11%	31%	100%	-	-	13%	-	-	-	-	-	36%	37%
		88%	91%	67%	100%	11%	7%	1%	-	-	14%	-	-	-	-	-	3%	1%
Online bill	56	52	52	53	56	30	1	-	1	-	26	-	-	4	-	-	-	-
	31%	31%	31%	37%	31%	51%	13%	-	100%	-	45%	-	-	100%	-	-	-	-
		94%	93%	96%	100%	53%	3%	-	2%	-	47%	-	-	7%	-	-	-	-
Both	4	3	3	3	4	2	-	-	-	-	2	-	-	-	-	-	-	-
	2%	2%	2%	2%	2%	4%	-	-	-	-	4%	-	-	-	-	-	-	-
		84%	84%	84%	100%	57%	-	-	-	-	57%	-	-	-	-	-	-	-
Do not receive a bill	58	54	51	45	58	19	4	-	-	-	21	-	-	-	1	-	3	-
	32%	32%	31%	31%	32%	32%	38%	-	-	-	36%	-	-	-	100%	-	64%	-
		93%	89%	77%	100%	32%	7%	-	-	-	36%	-	-	-	2%	-	5%	-
SUMMARY CODE																		
ANY BILL	113	103	104	93	113	38	5	1	1	-	35	-	-	4	-	-	2	1
	62%	62%	63%	64%	62%	66%	44%	100%	100%	-	61%	-	-	100%	-	-	36%	37%
		91%	92%	82%	100%	34%	4%	1%	1%	-	31%	-	-	4%	-	-	2%	1%
Don't Know	11	10	10	7	11	1	2	-	-	-	1	1	-	-	-	-	-	1
	6%	6%	6%	5%	6%	2%	18%	-	-	-	2%	100%	-	-	-	-	-	63%
		88%	88%	63%	100%	11%	18%	-	-	-	11%	7%	-	-	-	-	-	11%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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	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	169	15	33	4	25	28	48	20	19	8	14
Weighted Base	182	18**	41*	4**	22**	29**	46*	24**	18**	10**	17**
Paper bill	54	11	20	1	7	7	17	5	3	2	*
	29%	59%	49%	27%	34%	23%	36%	21%	17%	22%	3%
		20%	37%	2%	14%	12%	31%	9%	6%	4%	1%
Online bill	56	3	15	-	3	13	13	7	6	2	5
	31%	14%	37%	-	16%	44%	28%	28%	34%	24%	32%
		5%	28%	-	6%	23%	23%	12%	11%	4%	10%
Both	4	-	-	-	-	-	1	1	1	1	-
	2%	-	-	-	-	-	1%	4%	6%	11%	-
		-	-	-	-	-	16%	27%	27%	31%	-
Do not receive a bill	58	4	1	3	10	8	14	10	8	4	9
	32%	19%	3%	73%	44%	27%	30%	42%	43%	43%	57%
		6%	2%	5%	16%	14%	24%b	17%	14%	8%	16%
SUMMARY CODE											
ANY BILL	113	14	35	1	11	20	30	12	10	6	6
	62%	74%	86%	27%	50%	67%	65%	53%	57%	57%	35%
		12%	31% ^f	1%	10%	17%	27%	11%	9%	5%	5%
Don't Know	11	1	4	-	1	2	2	1	-	-	1
	6%	7%	11%	-	6%	6%	5%	5%	-	-	9%
		11%	39%	-	12%	17%	20%	11%	-	-	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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_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 subscrip- tion (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	169	142	1	8	11	-	28	-	-	-	3	-	-	143	8	38	-	3	-	
Weighted Base	182	155	***	7**	11**	-**	33**	-**	-**	-**	3**	-**	-**	156	7**	44*	-**	3**	-**	
Paper bill	54	36	-	5	5	-	12	-	-	-	1	-	-	36	5	17	-	1	-	
	29%	23%	-	64%	42%	-	36%	-	-	-	41%	-	-	23%	64%	38%	-	41%	-	
		68%	-	8%	9%	-	23%	-	-	-	2%	-	-	68%	8%	31%	-	2%	-	
Online bill	56	53	-	-	3	-	8	-	-	-	-	-	-	53	-	11	-	-	-	
	31%	34%	-	-	24%	-	24%	-	-	-	-	-	-	34%	-	24%	-	-	-	
		95%	-	-	5%	-	14%	-	-	-	-	-	-	95%	-	19%	-	-	-	
Both	4	1	-	1	1	-	1	-	-	-	1	-	-	1	1	2	-	1	-	
	2%	1%	-	16%	9%	-	2%	-	-	-	20%	-	-	1%	16%	4%	-	20%	-	
		27%	-	31%	27%	-	16%	-	-	-	16%	-	-	27%	31%	43%	-	16%	-	
Do not receive a bill	58	56	*	-	2	-	13	-	-	-	-	-	-	57	-	14	-	-	-	
	32%	36%	100%	-	17%	-	38%	-	-	-	-	-	-	36%	-	32%	-	-	-	
		97%	1%	-	3%	-	22%	-	-	-	-	-	-	98%	-	24%	-	-	-	
SUMMARY CODE																				
ANY BILL	113	90	-	6	8	-	21	-	-	-	2	-	-	90	6	29	-	2	-	
	62%	58%	-	81%	76%	-	62%	-	-	-	61%	-	-	58%	81%	66%	-	61%	-	
		80%	-	5%	7%	-	16%	-	-	-	2%	-	-	80%	5%	26%	-	2%	-	
Don't Know	11	9	-	1	1	-	-	-	-	-	1	-	-	9	1	1	-	1	-	
	6%	6%	-	19%	8%	-	-	-	-	-	39%	-	-	6%	19%	2%	-	39%	-	
		77%	-	12%	7%	-	-	-	-	-	11%	-	-	77%	12%	7%	-	11%	-	

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	169	13	2	4	-	13	29	3	15	28	12	1	54	82	8
Weighted Base	182	15**	3**	5**	-**	15**	33**	3**	19**	33**	15**	2**	66*	87*	8**
Paper bill	54	1	-	2	-	1	3	-	3	4	11	-	19	25	3
	29%	4%	-	49%	-	4%	9%	-	18%	13%	74%	-	28%	29%	38%
		1%	-	4%	-	1%	6%	-	6%	8%	20%	-	35%	46%	6%
Online bill	56	9	3	2	-	9	17	-	8	13	2	2	24	22	1
	31%	58%	100%	51%	-	58%	51%	-	41%	38%	11%	100%	36%	26%	15%
		16%	5%	4%	-	16%	31%	-	14%	23%	3%	3%	43%	40%	2%
Both	4	-	-	-	-	-	1	1	-	-	1	-	1	2	-
	2%	-	-	-	-	-	3%	38%	-	-	8%	-	2%	2%	-
		-	-	-	-	-	27%	31%	-	-	31%	-	31%	53%	-
Do not receive a bill	58	6	-	-	-	6	11	2	6	10	1	-	17	36	2
	32%	38%	-	-	-	38%	33%	62%	34%	31%	7%	-	25%	41%	20%
		10%	-	-	-	10%	19%	3%	11%	18%	2%	-	29%	62%	3%
SUMMARY CODE															
ANY BILL	113	9	3	5	-	9	21	1	11	17	14	2	43	49	4
	62%	62%	100%	100%	-	62%	63%	38%	59%	51%	93%	100%	66%	57%	53%
		8%	2%	4%	-	8%	19%	1%	10%	15%	12%	1%	38%	43%	4%
Don't Know	11	-	-	-	-	-	1	-	1	6	-	-	6	2	2
	6%	-	-	-	-	-	4%	-	8%	17%	-	-	9%	2%	27%
		-	-	-	-	-	11%	-	13%	51%	-	-	51%	18%	19%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	169	14	1	33	1	49	47	6	10	1	19	2	31	41	5
Weighted Base	182	16**	1**	33*	2**	51*	52*	6**	11**	1**	20**	3**	34**	49*	5**
Paper bill	54	4	1	20	-	25	16	3	2	-	16	1	19	10	2
	29%	27%	100%	61%	-	49%	30%	41%	16%	-	79%	43%	56%	20%	36%
		8%	1%	37% ^f	-	46%	29%	5%	3%	-	30%	2%	35%	19%	3%
Online bill	56	4	-	2	2	8	15	-	7	1	1	2	10	11	3
	31%	27%	-	7%	100%	16%	29%	-	66%	100%	7%	57%	30%	23%	49%
		8%	-	4%	3%	14%	27% ^c	-	13%	2%	3%	3%	18%	20%	5%
Both	4	-	-	-	-	-	1	-	-	-	-	-	-	1	-
	2%	-	-	-	-	-	2%	-	-	-	-	-	-	2%	-
		-	-	-	-	-	27%	-	-	-	-	-	-	27%	-
Do not receive a bill	58	6	-	9	-	15	16	2	2	-	3	-	5	21	-
	32%	37%	-	28%	-	30%	30%	34%	18%	-	14%	-	14%	43%	-
		10%	-	16%	-	26%	27%	4%	3%	-	5%	-	8%	37%	-
SUMMARY CODE															
ANY BILL	113	9	1	22	2	33	32	3	9	1	17	3	29	22	4
	62%	54%	100%	68%	100%	65%	61%	41%	82%	100%	86%	100%	86%	46%	85%
		8%	1%	20%	1%	29%	28%	2%	8%	1%	15%	2%	25%	20%	4%
Don't Know	11	1	-	1	-	3	4	2	-	-	-	-	-	5	1
	6%	9%	-	4%	-	6%	8%	25%	-	-	-	-	-	11%	15%
		13%	-	12%	-	25%	38%	14%	-	-	-	-	-	45%	7%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**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.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	169	12	1	35	1	48	108	13
Weighted Base	182	14**	1**	35*	2**	51*	118*	13**
Paper bill	54	1	-	23	-	23	24	6
	29%	4%	-	64%	-	46%	21%	46%
		1%	-	42% ^f	-	43% ^f	45%	11%
Online bill	56	13	1	5	2	19	36	-
	31%	92%	100%	14%	100%	38%	31%	-
		23%	2%	9%	3%	35% ^c	65%	-
Both	4	-	-	1	-	1	3	-
	2%	-	-	3%	-	2%	2%	-
		-	-	31%	-	31%	69%	-
Do not receive a bill	58	1	-	6	-	6	50	2
	32%	4%	-	17%	-	13%	42%	12%
		1%	-	10%	-	11%	86% ^{ce}	3%
SUMMARY CODE								
ANY BILL	113	13	1	29	2	44	63	6
	62%	96%	100%	82%	100%	86%	54%	46%
		12%	1%	25% ^f	1%	39% ^f	56%	5%
Don't Know	11	-	-	1	-	1	5	6
	6%	-	-	2%	-	1%	4%	42%
		-	-	5%	-	5%	45%	50%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* 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.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	169	24	17	1	5	31	43	10	51	39	44	3	8
Weighted Base	182	28**	21**	1**	6**	36**	54*	11**	51*	43*	46*	3**	9**
Paper bill	54	2	2	1	1	11	17	2	14	14	22	1	1
	29%	7%	11%	100%	20%	30%	31%	19%	26%	33%	49%	42%	15%
		4%	4%	1%	2%	20%	31%	4%	26%	27%	42%	2%	3%
Online bill	56	16	13	-	1	16	22	1	7	12	8	-	3
	31%	57%	61%	-	22%	43%	41%	12%	13%	28%	18%	-	36%
		28%	23%	-	2%	28%	40%h	2%	12%	21%	14%	-	6%
Both	4	1	-	-	-	1	-	-	1	1	-	-	-
	2%	4%	-	-	-	3%	-	-	2%	2%	-	-	-
		27%	-	-	-	27%	-	-	27%	27%	-	-	-
Do not receive a bill	58	8	6	-	3	7	10	6	28	11	13	2	4
	32%	28%	28%	-	58%	20%	19%	58%	56%	26%	29%	58%	49%
		13%	10%	-	6%	13%	18%	11%	49% <i>f</i>	19%	23%	3%	8%
SUMMARY CODE													
ANY BILL	113	19	15	1	2	27	39	3	22	27	30	1	5
	62%	68%	72%	100%	42%	76%	72%	31%	43%	63%	66%	42%	51%
		16%	13%	1%	2%	24%	34%h	3%	19%	24%	27%	1%	4%
Don't Know	11	1	-	-	-	1	5	1	1	4	2	-	-
	6%	4%	-	-	-	3%	9%	11%	2%	10%	4%	-	-
		11%	-	-	-	11%	40%	11%	7%	38%	18%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)**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.67 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.67 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	169	24	29	2	14	58	39	8	45
Weighted Base	182	29**	32**	2**	17**	63*	44*	6**	50*
Paper bill	54	8	19	-	2	24	23	-	-
	29%	28%	59%	-	11%	39%	53%	-	-
		15%	35%	-	3%	45%h	43%h	-	-
Online bill	56	11	10	-	1	36	19	-	-
	31%	37%	31%	-	4%	57%	44%	-	-
		19%	18%	-	1%	65%h	35%h	-	-
Both	4	1	-	-	-	3	1	-	-
	2%	3%	-	-	-	4%	3%	-	-
		27%	-	-	-	69%	31%	-	-
Do not receive a bill	58	7	3	2	14	-	-	6	50
	32%	23%	10%	100%	85%	-	-	100%	100%
		12%	6%	3%	25%	-	-	11%	86%ef
SUMMARY CODE									
ANY BILL	113	20	29	-	2	63	44	-	-
	62%	68%	90%	-	15%	100%	100%	-	-
		18%	25%	-	2%	56%h	39%h	-	-
Don't Know	11	2	-	-	-	-	-	-	-
	6%	8%	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.6/7 Derived Table - 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	348	171	177	11	63	78	70	55	71	88	111	59	90	199	149
Weighted Base	375	190	185	11**	74*	91*	83*	51*	65*	104*	137	75*	60*	241	135
Bill only	158	80	78	4	37	31	33	22	31	47	60	28	24	106	52
	42%	42%	42%	31%	50%	34%	40%	43%	48%	45%	44%	38%	40%	44%	39%
		51%	49%	2%	23%	20%	21%	14%	20%	30%	38%	18%	15%	67%	33%
Bill and notification	171	89	82	7	28	43	45	23	26	44	60	40	27	104	68
	46%	47%	45%	58%	37%	47%	55%	46%	40%	42%	44%	54%	45%	43%	50%
		52%	48%	4%	16%	25%	27%	14%	15%	26%	35%	24%	16%	61%	39%
Notification only	4	1	3	-	1	2	1	-	*	1	1	-	2	2	2
	1%	1%	2%	-	1%	2%	1%	-	1%	1%	1%	-	3%	1%	1%
		24%	76%	-	12%	46%	30%	-	12%	30%	30%	-	40%	60%	40%
No bill or notification	25	17	8	-	4	13	-	4	4	9	9	3	4	18	7
	7%	9%	4%	-	5%	15%	-	7%	7%	8%	7%	4%	7%	7%	5%
		68%	32%	-	16%	53% ^f	-	14% ^f	17% ^f	34%	37%	12%	16%	72%	28%
Don't Know	17	3	13	1	5	3	3	2	3	4	7	3	3	10	6
	4%	2%	7%	10%	6%	3%	4%	4%	5%	4%	5%	4%	5%	4%	5%
		20%	80% ^a	7%	27%	15%	19%	14%	19%	22%	41%	19%	18%	63%	37%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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	348	245	54	49	150	55	15	128	135	213
Weighted Base	375	275	56*	44*	186	60*	13**	117	159	217
Bill only	158	113	26	19	78	26	6	48	68	90
	42%	41%	48%	43%	42%	44%	48%	41%	43%	41%
		71%	17%	12%	49%	17%	4%	30%	43%	57%
Bill and notification	171	132	21	18	86	27	5	54	73	99
	46%	48%	39%	40%	46%	45%	38%	46%	46%	45%
		77%	13%	10%	50%	16%	3%	31%	42%	58%
Notification only	4	1	2	2	2	-	1	1	4	*
	1%	+	3%	4%	1%	-	5%	1%	2%	*
		12%	46%a	42%a	60%	-	16%	24%	88%	12%
No bill or notification	25	17	4	4	16	2	1	6	11	14
	7%	6%	7%	9%	8%	3%	10%	5%	7%	7%
		68%	15%	16%	62%	8%	5%	25%	44%	56%
Don't Know	17	13	2	2	4	5	-	8	3	14
	4%	5%	4%	4%	2%	8%	-	7%	2%	6%
		78%	12%	10%	22%	27%	-	51% ^d	19%	81%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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	348	76	200	46	22	4	58	115	69	75	31	326	22	326	84	90
Weighted Base	375	73*	223	49*	25**	5**	57*	117	81*	87*	35**	359	16**	359	104*	103*
Bill only	158	35	89	23	11	-	29	42	31	40	17	156	2	156	44	45
	42%	48%	40%	48%	44%	-	51%	36%	38%	46%	48%	44%	13%	44%	43%	44%
		22%	56%	15%	7%	-	18%	27%	19%	25%	11%	99%	1%	99%	28%	29%
Bill and notification	171	29	106	17	14	5	23	55	38	39	16	162	9	162	47	45
	46%	39%	48%	35%	56%	100%	41%	47%	46%	45%	47%	45%	55%	45%	46%	44%
		17%	62%	10%	8%	3%	14%	32%	22%	23%	9%	95%	5%	95%	28%	26%
Notification only	4	4	1	-	-	-	*	1	2	1	-	4	-	4	-	*
	1%	5%	*	-	-	-	1%	1%	2%	1%	-	1%	-	1%	-	*
		88% ^b	12%	-	-	-	12%	30%	46%	12%	-	100%	-	100%	-	12%
No bill or notification	25	4	17	4	-	-	3	10	5	6	2	24	2	24	8	6
	7%	6%	8%	8%	-	-	5%	8%	6%	7%	6%	7%	10%	7%	8%	6%
		16%	68%	16%	-	-	12%	39%	18%	23%	8%	93%	7%	93%	32%	24%
Don't Know	17	2	10	4	-	-	1	8	6	1	-	13	4	13	4	6
	4%	3%	5%	9%	-	-	2%	7%	8%	1%	-	4%	22%	4%	4%	6%
		11%	62%	26%	-	-	7%	49%	37%	7%	-	79%	21%	79%	24%	37%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.6/7 Derived Table - 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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	348	20	49	22	32	35	30	39	46	37	17	21	310	21	17
Weighted Base	375	23**	56*	24**	34*	33*	30**	45*	53*	40*	17**	20**	339	20**	17**
Bill only	158	7	30	7	10	18	16	19	21	14	11	6	141	6	11
	42%	30%	53%	29%	31%	55%	52%	42%	39%	34%	68%	30%	42%	30%	68%
		4%	19%	4%	7%	12%	10%	12%	13%	9%	7%	4%	89%	4%	7%
Bill and notification	171	13	17	16	17	12	9	20	31	22	2	12	157	12	2
	46%	58%	30%	66%	50%	36%	31%	44%	58%	55%	11%	60%	46%	60%	11%
		8%	10%	9%	10%	7%	6%	12%	18%b	13%b	1%	7%	92%	7%	1%
Notification only	4	-	-	1	-	-	1	-	1	-	1	-	4	-	1
	1%	-	-	5%	-	-	4%	-	2%	-	3%	-	1%	-	3%
		-	-	27%	-	-	30%	-	30%	-	12%	-	88%	-	12%
No bill or notification	25	2	7	-	5	1	2	3	1	2	1	2	22	2	1
	7%	7%	12%	-	15%	4%	5%	8%	1%	4%	7%	10%	7%	10%	7%
		7%	28%h	-	20%h	5%	6%	13%	2%	7%	4%	8%	88%	8%	4%
Don't Know	17	1	3	-	1	2	2	3	-	2	2	-	15	-	2
	4%	5%	5%	-	4%	5%	8%	6%	-	6%	11%	-	4%	-	11%
		7%	18%	-	8%	10%	15%	17%	-	14%	11%	-	89%	-	11%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline Fixed BB and Pay TV (p)	Mobile, Landline Fixed BB and Pay TV (q)
Unweighted Base	348	303	338	323	210	348	-	11	5	-	155	12	14	17	4	3	114	13
Weighted Base	375	326	366	356	229	375	**	9**	5**	**	170	8**	14**	19**	3**	3**	131	13**
Bill only	158	144	154	153	90	158	-	4	2	-	87	2	7	2	-	-	47	7
	42%	44%	42%	43%	39%	42%	-	45%	43%	-	51%	20%	47%	12%	-	-	36%	60%
		91%	98%	97%	57%	100%	-	3%	1%	-	55%	1%	4%	1%	-	-	30%	5%
Bill and notification	171	140	169	162	105	171	-	3	1	-	68	4	5	15	2	-	68	4
	46%	43%	46%	46%	46%	46%	-	35%	23%	-	40%	52%	38%	78%	66%	-	52%	36%
		82%	99%	95%	62%	100%	-	2%	1%	-	39%	2%	3%	8%	1%	-	40% ^j	3%
Notification only	4	3	4	4	4	4	-	-	-	-	1	-	-	-	-	1	2	-
	1%	1%	1%	1%	2%	1%	-	-	-	-	*	-	-	-	-	38%	2%	-
		70%	100%	100%	100%	100%	-	-	-	-	16%	-	-	-	-	30%	54%	-
No bill or notification	25	22	21	23	18	25	-	-	2	-	9	2	1	2	-	2	7	-
	7%	7%	6%	6%	8%	7%	-	-	34%	-	5%	28%	11%	10%	-	62%	5%	-
		89%	85%	91%	73%	100%	-	-	7%	-	35%	9%	6%	7%	-	8%	27%	-
Don't Know	17	17	17	14	11	17	-	2	-	-	7	-	1	-	1	-	6	1
	4%	5%	5%	4%	5%	4%	-	21%	-	-	4%	-	4%	-	34%	-	4%	5%
		100%	100%	81%	67%	100%	-	12%	-	-	40%	-	3%	-	7%	-	35%	3%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - 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	348	32	73	8	37	38	92	54	38	27	21
Weighted Base	375	39*	86*	9**	39*	39*	93*	62*	40*	32**	20**
Bill only	158	13	30	5	18	18	41	34	12	9	6
	42%	33%	35%	58%	47%	46%	44%	55%	30%	29%	30%
		8%	19%	3%	11%	11%	26%	21%bh	7%	6%	4%
Bill and notification	171	24	44	3	14	16	43	18	23	20	12
	46%	62%	52%	29%	37%	42%	46%	29%	58%	62%	60%
		14%dg	26%g	2%	8%	10%	25%g	10%	14%g	11%	7%
Notification only	4	1	1	-	1	-	-	-	1	-	-
	1%	3%	1%	-	1%	-	-	-	3%	-	-
		30%	30%	-	12%	-	-	-	27%	-	-
No bill or notification	25	1	5	-	3	3	4	7	4	2	2
	7%	1%	6%	-	7%	7%	4%	11%	10%	5%	10%
		2%	21%	-	11%	11%	14%	28%	16%	7%	8%
Don't Know	17	-	5	1	3	2	5	3	-	1	-
	4%	-	5%	13%	8%	5%	5%	5%	-	4%	-
		-	27%	7%	19%	12%	30%	18%	-	7%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.6/7 Derived Table - 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	348	150	13	85	49	2	68	-	9	-	3	6	6	162	85	114	9	3	13	
Weighted Base	375	169	13**	88*	51*	2**	70*	-.**	11**	-.**	3**	7**	7**	181	88*	118	11**	3**	15**	
Bill only	158	68	6	29	29	-	28	-	7	-	1	1	4	72	29	55	7	1	5	
	42%	40%	44%	34%	57%	-	40%	-	68%	-	43%	18%	52%	40%	34%	46%	68%	43%	33%	
		43%	4%	19%	18% ^c	-	18%	-	5%	-	1%	1%	2%	46%	19%	34%	5%	1%	3%	
Bill and notification	171	77	7	47	20	2	36	-	3	-	2	4	1	84	47	57	3	2	6	
	46%	45%	56%	54%	39%	100%	51%	-	24%	-	57%	59%	12%	46%	54%	48%	24%	57%	40%	
		45%	4%	28%	12%	1%	21%	-	2%	-	1%	2%	*	49%	28%	33%	2%	1%	3%	
Notification only	4	2	-	2	-	-	-	-	-	-	-	-	-	2	2	-	-	-	-	
	1%	1%	-	2%	-	-	-	-	-	-	-	-	-	1%	2%	-	-	-	-	
		58%	-	42%	-	-	-	-	-	-	-	-	-	58%	42%	-	-	-	-	
No bill or notification	25	18	-	3	-	-	3	-	-	-	-	2	-	18	3	3	-	-	2	
	7%	11%	-	3%	-	-	4%	-	-	-	-	23%	-	10%	3%	2%	-	-	10%	
		71% ^d	-	11%	-	-	12%	-	-	-	-	6%	-	71% ^o	11%	12%	-	-	6%	
Don't Know	17	4	-	7	2	-	3	-	1	-	-	-	2	4	7	4	1	-	2	
	4%	3%	-	7%	4%	-	4%	-	8%	-	-	-	36%	2%	7%	3%	8%	-	17%	
		26%	-	39%	12%	-	17%	-	5%	-	-	-	15%	26%	39%	24%	5%	-	15%	

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Package

Base: All those on a package with a single bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notificat ion of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notificat ion of charges (m)	Don't know (n)
Unweighted Base	348	82	6	74	1	82	174	15	33	37	17	-	83	163	4
Weighted Base	375	99*	7**	73*	1**	99*	185	15**	42*	44*	18**	-**	98*	172	4**
Bill only	158	-	-	-	-	-	158	-	7	19	3	-	28	99	1
	42%	-	-	-	-	-	86%	-	17%	43%	18%	-	29%	57%	28%
		-	-	-	-	-	100%ace	-	5%	12%h	2%	-	18%	62%hl	1%
Bill and notification	171	96	7	72	1	96	-	-	31	23	13	-	61	54	-
	46%	97%	93%	99%	100%	97%	-	-	73%	52%	70%	-	62%	31%	-
		56% ^f	4%	42% ^f	1%	56% ^f	-	-	18% ^m	13% ^m	7%	-	36% ^m	31%	-
Notification only	4	3	1	*	-	3	-	-	-	-	-	-	-	1	1
	1%	3%	7%	1%	-	3%	-	-	-	-	-	-	-	1%	14%
		76% ^f	12%	12%	-	76% ^f	-	-	-	-	-	-	-	27%	12%
No bill or notification	25	-	-	-	-	-	25	-	3	-	1	-	4	13	-
	7%	-	-	-	-	-	14%	-	7%	-	5%	-	4%	7%	-
		-	-	-	-	-	100%ace	-	12%	-	4%	-	15%	51%	-
Don't Know	17	-	-	-	-	-	1	15	1	2	1	-	5	6	2
	4%	-	-	-	-	-	1%	100%	3%	5%	6%	-	5%	4%	58%
		-	-	-	-	-	8%	92%	8%	14%	7%	-	29%	37%	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Package

Base: All those on a package with a single bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	348	3	1	3	-	7	5	-	1	-	-	-	1	1	-
Weighted Base	375	3**	1**	4**	..	8**	4**	..	1**	1**	1**	..
Bill only	158	1	-	1	-	2	3	-	-	-	-	-	-	1	-
	42%	33%	-	29%	-	26%	62%	-	-	-	-	-	-	100%	-
		1%	-	1%	-	1%	2%	-	-	-	-	-	-	*	-
Bill and notification	171	1	1	1	-	3	1	-	1	-	-	-	1	-	-
	46%	26%	100%	32%	-	41%	26%	-	100%	-	-	-	100%	-	-
		*	1%	1%	-	2%	1%	-	*	-	-	-	*	-	-
Notification only	4	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	41%	-	-	-	15%	-	-	-	-	-	-	-	-	-
		30%	-	-	-	30%	-	-	-	-	-	-	-	-	-
No bill or notification	25	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	7%	-	-	39%	-	18%	-	-	-	-	-	-	-	-	-
		-	-	6%	-	6%	-	-	-	-	-	-	-	-	-
Don't Know	17	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	4%	-	-	-	-	-	12%	-	-	-	-	-	-	-	-
		-	-	-	-	-	3%	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.6/7 Derived Table - Package****Base: All those on a package with a single bill**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	348	6	1	8	-	14	34	2
Weighted Base	375	8**	1**	9**	..**	17**	39*	2**
Bill only	158	2	-	4	-	5	20	2
	42%	22%	-	40%	-	32%	52%	100%
		1%	-	2%	-	3%	13%	1%
Bill and notification	171	6	1	4	-	10	10	-
	46%	78%	100%	48%	-	61%	27%	-
		3%	1%	3%	-	6%	6%	-
Notification only	4	-	-	-	-	-	1	-
	1%	-	-	-	-	-	2%	-
		-	-	-	-	-	16%	-
No bill or notification	25	-	-	-	-	-	6	-
	7%	-	-	-	-	-	15%	-
		-	-	-	-	-	23%	-
Don't Know	17	-	-	1	-	1	2	-
	4%	-	-	13%	-	7%	5%	-
		-	-	7%	-	7%	11%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Package

Base: All those on a package with a single bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	348	148	154	5	24	77	70	12	86	5	7	-	-
Weighted Base	375	158	171	4**	25**	88*	84*	13**	84*	4**	8**
Bill only	158	158	-	-	-	59	23	5	39	3	2	-	-
	42%	100%	-	-	-	67%	27%	39%	47%	62%	26%	-	-
		100%b	-	-	-	37%fh	15%	3%	25%l	2%	1%	-	-
Bill and notification	171	-	171	-	-	23	55	6	30	1	3	-	-
	46%	-	100%	-	-	27%	65%	49%	36%	26%	41%	-	-
		-	100%a	-	-	14%	32%eh	4%	18%	1%	2%	-	-
Notification only	4	-	-	4	-	-	-	-	1	-	1	-	-
	1%	-	-	100%	-	-	-	-	1%	-	15%	-	-
		-	-	100%	-	-	-	-	27%	-	30%	-	-
No bill or notification	25	-	-	-	25	5	2	1	8	-	1	-	-
	7%	-	-	-	100%	6%	3%	11%	9%	-	18%	-	-
		-	-	-	100%	20%	10%	6%	32%	-	6%	-	-
Don't Know	17	-	-	-	-	1	4	-	6	1	-	-	-
	4%	-	-	-	-	1%	4%	-	7%	12%	-	-	-
		-	-	-	-	3%	22%	-	33%	3%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Package

Base: All those on a package with a single bill

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	348	1	1	-	-	21	11	3	13
Weighted Base	375	1**	1**	-.**	-.**	24**	14**	3**	15**
Bill only	158	1	-	-	-	14	4	1	6
	42%	100%	-	-	-	61%	29%	46%	37%
		*	-	-	-	9%	3%	1%	3%
Bill and notification	171	-	1	-	-	6	9	1	4
	46%	-	100%	-	-	26%	63%	54%	29%
		-	*	-	-	4%	5%	1%	3%
Notification only	4	-	-	-	-	1	-	-	-
	1%	-	-	-	-	3%	-	-	-
		-	-	-	-	16%	-	-	-
No bill or notification	25	-	-	-	-	2	-	-	3
	7%	-	-	-	-	10%	-	-	22%
		-	-	-	-	10%	-	-	13%
Don't Know	17	-	-	-	-	-	1	-	2
	4%	-	-	-	-	-	8%	-	13%
		-	-	-	-	-	7%	-	11%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - 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	697	351	346	84	116	117	128	92	160	145	194	128	230	339	358
Weighted Base	715	360	355	88*	128	128	146	82*	142	172	242	148	153	414	301
Bill only	181	90	91	20	41	37	44	18	22	51	75	24	30	127	54
	25%	25%	26%	23%	32%	28%	30%	22%	15%	30%	31%	16%	20%	31%	18%
		50%	50%	11%	22%h	20%h	24%h	10%	12%	28%kl	42%kl	13%	17%	70%n	30%
Bill and notification	212	108	104	36	53	49	44	17	14	53	74	58	27	127	86
	30%	30%	29%	40%	42%	38%	30%	21%	10%	31%	30%	40%	18%	31%	29%
		51%	49%	17%gh	25%gh	23%gh	20%h	8%h	7%	25%l	35%l	28%l	13%	60%	40%
Notification only	39	23	15	6	6	9	7	10	1	9	13	6	10	22	17
	5%	7%	4%	6%	5%	7%	5%	12%	1%	5%	6%	4%	7%	5%	6%
		61%	39%	15%h	17%h	23%h	17%	26%fh	3%	22%	35%	17%	27%	57%	43%
No bill or notification	260	126	134	20	22	30	52	36	100	56	73	52	79	129	131
	36%	35%	38%	23%	18%	23%	35%	44%	70%	33%	30%	35%	52%	31%	43%
		48%	52%	8%	9%	11%	20%de	14%cde	39%cdelfg	22%	28%	20%	30%ijk	50%	50%mn
Don't Know	23	12	11	7	5	4	1	1	5	3	7	7	6	10	13
	3%	3%	3%	8%	4%	3%	*	1%	4%	2%	3%	5%	4%	2%	4%
		54%	46%	29%f	22%	17%	3%	5%	24%	15%	29%	30%	26%	44%	56%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Q.6/7 Derived Table - 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	697	380	192	125	259	93	38	307	209	488
Weighted Base	715	409	194	112	301	100*	34*	280	229	486
Bill only	181	113	47	21	97	29	6	50	67	114
	25%	28%	24%	19%	32%	28%	19%	18%	29%	23%
		62%	26%	12%	53%g	16%g	4%	27%	37%	63%
Bill and notification	212	120	71	22	121	34	9	48	82	130
	30%	29%	37%	19%	40%	34%	28%	17%	36%	27%
		56% ^c	33% ^c	10%	57% ^g	16% ^g	4%	23%	39% ⁱ	61%
Notification only	39	23	12	4	14	5	4	16	16	23
	5%	6%	6%	4%	5%	5%	12%	6%	7%	5%
		59%	30%	11%	35%	12%	10%	43%	41%	59%
No bill or notification	260	139	58	63	67	26	12	154	58	201
	36%	34%	30%	57%	22%	26%	36%	55%	26%	41%
		53%	22%	24% ^{ab}	26%	10%	5%	59% ^{def}	23%	77% ^h
Don't Know	23	14	7	2	3	7	2	11	6	17
	3%	4%	3%	2%	1%	7%	6%	4%	3%	3%
		63%	29%	8%	12%	32% ^d	8% ^d	48% ^d	26%	74%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

Q.6/7 Derived Table - 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	697	206	320	101	56	14	176	204	135	115	67	553	144	536	123	168
Weighted Base	715	187	342	107*	64*	15**	161	203	153	129	69*	600	115	583	150	190
Bill only	181	48	80	28	22	3	39	47	29	47	19	161	20	159	47	52
	25%	26%	23%	26%	35%	21%	24%	23%	19%	37%	28%	27%	17%	27%	32%	28%
		27%	44%	15%	12%	2%	22%	26%	16%	26%lgh	11%	89%l	11%	88%	26%	29%
Bill and notification	212	39	103	40	22	8	34	47	66	42	24	199	13	195	67	76
	30%	21%	30%	38%	35%	55%	21%	23%	43%	32%	35%	33%	11%	33%	44%	40%
		18%	48%a	19%a	10%a	4%	16%	22%	31%fg	20%fg	11%fg	94%l	6%	92%	31%lm	36%
Notification only	39	7	21	7	4	-	5	10	10	9	4	35	4	31	4	12
	5%	4%	6%	6%	6%	-	3%	5%	7%	7%	6%	6%	3%	5%	2%	7%
		18%	55%	17%	10%	-	14%	26%	26%	23%	11%	91%	9%	80%	10%	32%
No bill or notification	260	87	125	29	15	4	78	90	44	28	20	183	77	177	29	43
	36%	47%	37%	27%	23%	24%	48%	44%	29%	21%	30%	30%	67%	30%	20%	23%
		34%bcd	48%	11%	6%	1%	30%hij	35%hij	17%	11%	8%	70%	30%k	68%ln	11%	17%
Don't Know	23	6	13	3	1	-	5	9	4	4	1	21	2	21	3	6
	3%	3%	4%	3%	1%	-	3%	4%	3%	3%	2%	4%	1%	4%	2%	3%
		26%	56%	15%	3%	-	23%	38%	17%	16%	5%	93%	7%	93%	13%	26%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Q.6/7 Derived Table - 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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	697	45	85	64	63	65	55	85	87	59	49	40	608	40	49
Weighted Base	715	48*	95*	61*	60*	62*	58*	92*	96*	59*	46*	39*	630	39*	46*
Bill only	181	7	32	8	12	21	22	37	17	11	8	5	169	5	8
	25%	15%	34%	14%	21%	34%	38%	40%	18%	19%	17%	12%	27%	12%	17%
		4%	18% ^{achk}	5%	7%	12% ^{achk}	12% ^{acd}	20% ^{acd}	10%	6%	4%	3%	93%	3%	4%
							hijk	hijk							
Bill and notification	212	11	29	14	18	12	13	34	40	24	9	8	196	8	9
	30%	23%	30%	23%	31%	19%	22%	37%	42%	41%	19%	21%	31%	21%	19%
		5%	13%	7%	9%	6%	6%	16% ^{ej}	19% ^{ace}	11% ^{cefj}	4%	4%	92%	4%	4%
							fjk								
Notification only	39	1	3	3	1	3	4	4	7	3	5	3	30	3	5
	5%	3%	3%	5%	2%	5%	7%	5%	7%	6%	11%	8%	5%	8%	11%
		3%	6%	9%	4%	8%	10%	11%	18%	9%	13%	8%	79%	8%	13%
No bill or notification	260	27	32	35	26	24	16	14	27	20	18	22	220	22	18
	36%	56%	33%	57%	43%	40%	28%	15%	28%	34%	39%	56%	35%	56%	39%
		10% ^{bfg}	12% ^g	13% ^{bfghi}	10% ^g	9% ^g	6%	5%	10% ^g	8% ^g	7% ^g	8% ^{bfgh}	85%	8% ^l	7%
		hi										i			
Don't Know	23	2	-	1	2	1	2	3	4	-	6	1	15	1	6
	3%	3%	-	2%	3%	1%	4%	4%	4%	-	14%	3%	2%	3%	14%
		7%	-	4%	9%	4%	11%	15%	18%	-	28% ^{bcdegh}	4%	67%	4%	28% ^l
										i					

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

Q.6/7 Derived Table - 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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	697	697	496	388	257	250	34	12	3	-	153	7	12	3	1	-	97	2
Weighted Base	715	715	520	429	285	274	37*	12**	4**	-**	169	5**	12**	3**	1**	-**	111*	2**
Bill only	181	181	139	128	73	88	13	3	1	-	58	1	2	1	-	-	35	1
	25%	25%	27%	30%	26%	32%	36%	29%	32%	-	34%	11%	18%	40%	-	-	32%	37%
	100%	100%	77%	71%	40%	49%	7%	2%	1%	-	32%	*	1%	1%	-	-	19%	*
Bill and notification	212	212	147	136	102	84	13	5	1	-	41	1	6	1	-	-	41	1
	30%	30%	28%	32%	36%	31%	35%	45%	24%	-	24%	17%	51%	20%	-	-	37%	63%
	100%	100%	69%	64%	48% ^b	40%	6%	3%	*	-	19%	*	3%	*	-	-	19% ^j	1%
Notification only	39	39	23	20	16	13	1	-	-	-	9	-	1	1	-	-	4	-
	5%	5%	4%	5%	6%	5%	4%	-	-	-	6%	-	6%	40%	-	-	4%	-
	100%	100%	58%	52%	41%	34%	3%	-	-	-	24%	-	2%	3%	-	-	10%	-
No bill or notification	260	260	195	130	83	84	8	2	2	-	55	4	3	-	1	-	29	-
	36%	36%	38%	30%	29%	31%	22%	20%	45%	-	33%	73%	25%	-	100%	-	26%	-
	100%	100%	75% ^{cd}	50%	32%	32%	3%	1%	1%	-	21%	1%	1%	-	*	-	11%	-
Don't Know	23	23	16	14	11	5	2	1	-	-	5	-	-	-	-	-	1	-
	3%	3%	3%	3%	4%	2%	5%	6%	-	-	3%	-	-	-	-	-	1%	-
	100%	100%	72%	61%	46%	21%	7%	3%	-	-	23%	-	-	-	-	-	6%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.6/7 Derived Table - 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	697	50	151	25	72	72	169	100	93	55	40
Weighted Base	715	58*	167	24**	69*	73*	165	109*	88*	60*	39*
Bill only	181	11	55	4	14	22	41	34	15	10	5
	25%	20%	33%	16%	20%	30%	25%	31%	17%	16%	12%
		6%	30%hij	2%	8%	12%j	23%	19%hj	8%	5%	3%
Bill and notification	212	23	70	5	20	21	44	32	20	12	8
	30%	41%	42%	19%	28%	29%	27%	29%	22%	20%	21%
		11%hi	33%fhij	2%	9%	10%	21%	15%	9%	6%	4%
Notification only	39	6	9	2	6	5	5	4	3	4	3
	5%	11%	5%	9%	9%	7%	3%	3%	4%	6%	8%
		16%l	23%	6%	16%	14%	14%	9%	9%	10%	8%
No bill or notification	260	14	25	14	23	24	71	40	48	32	22
	36%	25%	15%	56%	33%	33%	43%	36%	55%	53%	56%
		5%	10%	5%	9%b	9%b	27%ab	15%b	19%abdeg	12%abde	8%abdeg
Don't Know	23	2	8	-	6	1	4	-	1	3	1
	3%	4%	5%	-	9%	1%	2%	-	1%	4%	3%
		10%	33%g	-	28%efgh	3%	18%	-	4%	11%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Mobile Phone

Base: All Mobile users with a separate bill

	CABLE/ SATELLITE/ DIGITAL RECEIVED												CABLE/ SATELLITE/ DIGITAL RECEIVED					
	Sky Digital (a)	Free-Sat (b)	Cable via Virgin Media (c)	Freeview no subscrip tion (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)
Total																		
697	276	33	75	154	1	163	-	11	-	9	27	23	308	75	306	11	9	51
715	299	33*	80*	149	1**	162	..	13**	..	9**	26**	22**	332	80*	299	13**	9**	49*
181	84	9	19	33	-	36	-	5	-	-	9	6	94	19	68	5	-	15
25%	28%	28%	23%	22%	-	22%	-	36%	-	-	35%	25%	28%	23%	23%	36%	-	30%
	47%	5%	10%	18%	-	20%	-	3%	-	-	5%	3%	52%	10%	37%	3%	-	8%
212	99	7	35	34	-	42	-	5	-	4	6	5	106	35	73	5	4	11
30%	33%	20%	43%	23%	-	26%	-	38%	-	41%	24%	22%	32%	43%	24%	38%	41%	23%
	47% ^d	3%	16% ^{bdf}	16%	-	20%	-	2%	-	2%	3%	2%	50% ^o	16% ^{or}	34%	2%	2%	5%
39	21	4	1	9	-	4	-	-	-	-	-	1	25	1	13	-	-	1
5%	7%	11%	1%	6%	-	2%	-	-	-	-	-	6%	8%	1%	4%	-	-	3%
	55%	10% ^{cf}	2%	24%	-	10%	-	-	-	-	-	3%	65%	2%	34%	-	-	3%
260	85	13	22	67	1	77	-	2	-	4	10	8	97	22	138	2	4	19
36%	28%	40%	28%	45%	100%	47%	-	18%	-	50%	39%	38%	29%	28%	46%	18%	50%	40%
	33%	5%	9%	26% ^{ac}	*	30% ^{ac}	-	1%	-	2%	4%	3%	37%	9%	53% ^{mn}	1%	2%	8%
23	9	-	4	6	-	4	-	1	-	1	*	2	9	4	8	1	1	2
3%	3%	-	5%	4%	-	3%	-	7%	-	9%	2%	8%	3%	5%	3%	7%	9%	5%
	41%	-	18%	25%	-	18%	-	4%	-	3%	2%	8%	41%	18%	33%	4%	3%	10%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Mobile Phone

Base: All Mobile users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	697	57	3	45	-	57	135	12	79	109	43	5	227	446	24
Weighted Base	715	69*	3**	47*	..	69*	145	13**	94*	117*	46*	5**	252	441	22**
Bill only	181	14	-	10	-	14	64	1	-	-	-	-	-	181	-
	25%	20%	-	20%	-	20%	44%	5%	-	-	-	-	-	41%	-
		8%	-	5%	-	8%	35%ace	*	-	-	-	-	-	100%hijl	-
Bill and notification	212	33	1	22	-	33	25	4	87	87	44	5	212	-	-
	30%	48%	42%	46%	-	48%	17%	29%	92%	74%	96%	100%	84%	-	-
		16%l	1%	10%l	-	16%l	12%	2%	41%lm	41%lm	21%lm	2%	100%lm	-	-
Notification only	39	3	1	2	-	3	7	-	7	30	1	-	39	-	-
	5%	4%	42%	5%	-	4%	5%	-	8%	26%	2%	-	15%	-	-
		7%	3%	6%	-	7%	17%	-	19%lm	79%hijlm	2%lm	-	100%jlm	-	-
No bill or notification	260	19	-	13	-	19	48	5	-	-	-	-	-	260	-
	36%	28%	-	28%	-	28%	33%	40%	-	-	-	-	-	59%	-
		7%	-	5%	-	7%	18%	2%	-	-	-	-	-	100%hijl	-
Don't Know	23	-	1	-	-	-	1	3	-	-	1	-	1	-	22
	3%	-	16%	-	-	-	1%	26%	-	-	2%	-	*	-	100%
		-	2%	-	-	-	4%	14%	-	-	5%lm	-	5%	-	95%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Mobile Phone

Base: All Mobile users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	697	26	4	69	3	101	144	13	23	1	22	2	48	83	14
Weighted Base	715	30**	4**	65*	4**	102*	143	14**	26**	1**	24**	3**	54*	91*	15**
Bill only	181	4	1	4	-	8	44	-	5	1	1	-	8	31	2
	25%	12%	30%	6%	-	8%	31%	-	19%	100%	6%	-	14%	34%	16%
		2%	1%	2%	-	5%	24%ce	-	3%	1%	1%	-	4%	17%l	1%
Bill and notification	212	15	3	26	3	46	23	-	11	-	19	2	31	20	2
	30%	51%	70%	40%	69%	45%	16%	-	40%	-	78%	57%	57%	22%	15%
		7%	1%	12%l	1%	22%l	11%	-	5%	-	9%	1%	15%lm	10%	1%
Notification only	39	2	-	1	1	5	4	1	1	-	1	-	2	4	1
	5%	7%	-	2%	31%	5%	3%	9%	5%	-	4%	-	4%	4%	8%
		5%	-	4%	3%	12%	11%	3%	3%	-	2%	-	6%	10%	3%
No bill or notification	260	9	-	32	-	41	68	5	8	-	3	1	12	36	1
	36%	31%	-	50%	-	41%	48%	36%	32%	-	12%	43%	23%	40%	8%
		3%	-	12%	-	16%	26%	2%	3%	-	1%	*	5%	14%	*
Don't Know	23	-	-	1	-	1	3	7	1	-	-	-	1	-	8
	3%	-	-	2%	-	1%	2%	55%	5%	-	-	-	2%	-	53%
		-	-	6%	-	6%	13%	32%	5%	-	-	-	5%	-	35%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.6/7 Derived Table - Mobile Phone****Base: All Mobile users with a separate bill**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	697	9	-	25	1	35	97	12
Weighted Base	715	11**	..**	26**	2**	39*	110*	13**
Bill only	181	2	-	4	-	5	29	1
	25%	16%	-	14%	-	14%	27%	10%
		1%	-	2%	-	3%	16%	1%
Bill and notification	212	6	-	14	2	22	28	4
	30%	57%	-	55%	100%	57%	26%	30%
		3%	-	7%	1%	10% ^l	13%	2%
Notification only	39	-	-	1	-	1	10	-
	5%	-	-	3%	-	2%	9%	-
		-	-	2%	-	2%	26%	-
No bill or notification	260	3	-	6	-	9	41	1
	36%	27%	-	23%	-	23%	37%	6%
		1%	-	2%	-	3%	16%	*
Don't Know	23	-	-	1	-	1	1	7
	3%	-	-	4%	-	3%	1%	54%
		-	-	5%	-	5%	5%	30%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Mobile Phone

Base: All Mobile users with a separate bill

	Total	Q.6/7 BILL\NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL\NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL\NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	697	119	100	3	15	168	188	38	278	134	97	2	10
Weighted Base	715	128	115*	2**	17**	181	212	39*	260	131	98*	2**	11**
Bill only	181	59	23	-	5	181	-	-	-	42	8	-	2
	25%	46%	20%	-	29%	100%	-	-	-	32%	9%	-	18%
		33% ^b	13%	-	3%	100% ^{fgh}	-	-	-	23% ^j	5%	-	1%
Bill and notification	212	23	55	-	2	-	212	-	-	20	45	1	3
	30%	18%	48%	-	14%	-	100%	-	-	15%	46%	42%	23%
		11%	26% ^a	-	1%	-	100% ^{egh}	-	-	10%	21% ⁱ	*	1%
Notification only	39	5	6	-	1	-	-	39	-	4	5	-	1
	5%	4%	6%	-	9%	-	-	100%	-	3%	5%	-	6%
		13%	16%	-	4%	-	-	100% ^{efh}	-	10%	12%	-	2%
No bill or notification	260	39	30	1	8	-	-	-	260	62	39	1	6
	36%	31%	26%	69%	47%	-	-	-	100%	47%	40%	58%	53%
		15%	12%	*	3%	-	-	-	100% ^{efg}	24%	15%	*	2%
Don't Know	23	1	-	1	-	-	-	-	-	3	-	-	-
	3%	1%	-	31%	-	-	-	-	-	2%	-	-	-
		4%	-	2%	-	-	-	-	-	13%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Mobile Phone

Base: All Mobile users with a separate bill

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	697	53	46	2	25	50	30	5	42
Weighted Base	715	60*	52*	2**	26**	56*	34**	4**	48*
Bill only	181	21	8	-	8	24	4	2	6
	25%	35%	15%	-	31%	42%	11%	45%	11%
		12% ^b	4%	-	4%	13% ^h	2%	1%	3%
Bill and notification	212	16	31	-	3	15	22	-	10
	30%	26%	59%	-	10%	26%	64%	-	22%
		7%	15% ^a	-	1%	7%	10%	-	5%
Notification only	39	1	2	-	3	3	1	-	6
	5%	2%	4%	-	10%	4%	3%	-	13%
		3%	6%	-	7%	6%	2%	-	16%
No bill or notification	260	22	10	2	13	14	7	2	26
	36%	36%	20%	100%	49%	25%	20%	55%	54%
		8%	4%	1%	5%	5%	3%	1%	10% ^e
Don't Know	23	-	1	-	-	1	1	-	-
	3%	-	2%	-	-	2%	3%	-	-
		-	5%	-	-	5%	5%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.6/7 Derived Table - Landline Bill

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	369	171	198	5	24	48	60	50	182	65	86	68	150	151	218
Weighted Base	348	161	187	5**	28**	52*	68*	46*	148	77*	103*	76*	93	180	168
Bill only	169	71	98	1	18	24	30	23	74	32	58	31	48	90	79
	49%	44%	53%	18%	62%	45%	44%	49%	50%	42%	56%	41%	52%	50%	47%
		42%	58%	1%	10%	14%	18%	13%	44%	19%	34%	18%	29%	53%	47%
Bill and notification	141	68	73	2	8	22	28	19	61	40	35	31	34	76	65
	40%	42%	39%	35%	29%	43%	42%	41%	41%	52%	34%	41%	37%	42%	39%
		48%	52%	1%	6%	16%	20%	14%	43%	28% _{ij}	25%	22%	24%	54%	46%
Notification only	4	2	2	-	-	1	-	2	1	-	2	1	1	2	2
	1%	1%	1%	-	-	1%	-	5%	1%	-	2%	1%	1%	1%	1%
		53%	47%	-	-	19%	-	61% _h	20%	-	61%	20%	19%	61%	39%
No bill or notification	13	6	7	-	1	2	6	1	4	3	2	4	3	5	8
	4%	4%	4%	-	4%	3%	8%	2%	2%	4%	2%	6%	4%	3%	5%
		45%	55%	-	9%	12%	43%	8%	27%	22%	19%	33%	26%	41%	59%
Don't Know	21	15	6	2	1	4	4	1	9	2	5	9	6	7	14
	6%	9%	3%	47%	4%	7%	6%	2%	6%	2%	5%	11%	6%	4%	9%
		70% _b	30%	11%	6%	18%	19%	5%	42%	8%	23%	42% _{kl}	27%	31%	69%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.6/7 Derived Table - Landline Bill****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	369	193	61	115	98	30	13	228	60	309
Weighted Base	348	194	60*	95	114*	32**	11**	191	65*	283
Bill only	169	91	32	47	58	17	5	90	23	147
	49%	47%	53%	49%	51%	53%	45%	47%	35%	52%
		54%	19%	27%	34%	10%	3%	53%	13%	87%h
Bill and notification	141	78	21	42	46	10	4	81	33	108
	40%	40%	35%	44%	40%	32%	40%	42%	50%	38%
		55%	15%	30%	32%	7%	3%	57%	23%	77%
Notification only	4	3	1	-	-	1	1	2	1	3
	1%	1%	2%	-	-	4%	7%	1%	1%	1%
		68%	32%	-	-	32%	19%	49%	19%	81%
No bill or notification	13	8	2	3	4	1	1	7	4	9
	4%	4%	4%	3%	3%	4%	9%	4%	6%	3%
		63%	18%	19%	27%	9%	7%	56%	30%	70%
Don't Know	21	13	4	4	7	2	-	11	5	16
	6%	7%	6%	4%	6%	8%	-	6%	8%	6%
		64%	18%	18%	35%	12%	-	53%	25%	75%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.6/7 Derived Table - Landline Bill****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	369	148	168	38	14	1	140	134	45	29	21	202	167	201	47	36
Weighted Base	348	124	168	38*	16**	1**	116	128	50*	34**	20**	219	130	217	56*	41*
Bill only	169	68	80	14	7	-	64	69	15	14	7	105	65	105	23	20
	49%	55%	47%	37%	42%	-	55%	54%	30%	40%	37%	48%	50%	48%	41%	48%
		40%	47%	8%	4%	-	38%h	41%h	9%	8%	4%	62%	38%	62%	13%	12%
Bill and notification	141	44	69	18	9	1	41	46	28	17	9	87	54	87	28	16
	40%	35%	41%	48%	54%	100%	35%	36%	55%	51%	47%	40%	42%	40%	50%	40%
		31%	49%	13%	6%	1%	29%	33%	20%fg	12%	7%	62%	38%	62%	20%	11%
Notification only	4	1	2	1	-	-	1	2	-	-	1	3	1	2	1	1
	1%	1%	1%	2%	-	-	1%	2%	-	-	4%	1%	1%	1%	2%	3%
		32%	49%	19%	-	-	32%	49%	-	-	19%	80%	20%	47%	32%	32%
No bill or notification	13	3	6	3	1	-	3	3	4	2	1	9	4	9	3	1
	4%	2%	4%	8%	4%	-	2%	2%	8%	6%	3%	4%	3%	4%	5%	3%
		22%	50%	24%	5%	-	22%	25%	33%	16%	5%	70%	30%	70%	20%	9%
Don't Know	21	7	11	2	-	-	7	7	4	1	2	15	6	15	2	3
	6%	6%	7%	5%	-	-	6%	5%	7%	4%	9%	7%	5%	7%	3%	6%
		36%	55%	10%	-	-	36%	33%	17%	6%	8%	70%	30%	70%	7%	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.6/7 Derived Table - Landline Bill****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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	369	14	45	44	31	37	30	39	48	31	19	31	319	31	19
Weighted Base	348	14**	46*	39*	26**	30*	30**	38*	50*	29**	17**	29**	303	29**	17**
Bill only	169	5	25	22	12	18	18	25	9	16	6	14	150	14	6
	49%	35%	55%	57%	44%	59%	60%	66%	17%	56%	34%	47%	50%	47%	34%
		3%	15%h	13%h	7%	11%h	11%	15%h	5%	10%	3%	8%	89%	8%	3%
Bill and notification	141	3	20	15	14	9	8	9	34	12	7	9	126	9	7
	40%	25%	44%	38%	54%	29%	27%	25%	69%	41%	40%	30%	42%	30%	40%
		2%	14%	11%	10%	6%	6%	7%	24%bcag	9%	5%	6%	89%	6%	5%
Notification only	4	-	-	-	-	-	1	1	1	1	-	-	4	-	-
	1%	-	-	-	-	-	3%	3%	2%	3%	-	-	1%	-	-
		-	-	-	-	-	20%	32%	28%	19%	-	-	100%	-	-
No bill or notification	13	5	-	-	1	1	1	-	1	-	-	3	10	3	-
	4%	40%	-	-	2%	2%	5%	-	3%	-	-	12%	3%	12%	-
		42%	-	-	5%	5%	11%	-	11%	-	-	27%	73%	27%	-
Don't Know	21	-	*	2	-	3	2	2	4	-	4	3	14	3	4
	6%	-	1%	5%	-	9%	6%	6%	9%	-	26%	11%	4%	11%	26%
		-	2%	9%	-	13%	9%	11%	21%	-	20%	15%	65%	15%	20%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.6/7 Derived Table - Landline Bill

Base: All landline users with a separate bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	369	261	369	156	113	12	38	12	4	-	18	1	9	3	1	2	4	2
Weighted Base	348	262	348	170	120	13**	40*	12**	5**	-**	20**	1**	9**	3**	1**	3**	5**	2**
Bill only	169	131	169	82	47	4	17	5	4	-	6	-	4	1	-	-	1	1
	49%	50%	49%	48%	39%	35%	42%	38%	77%	-	30%	-	50%	40%	-	-	20%	63%
		77%	100%	49%	28%	3%	10%	3%	2%	-	4%	-	3%	1%	-	-	1%	1%
Bill and notification	141	101	141	67	53	8	20	7	1	-	11	-	4	2	1	3	1	1
	40%	39%	40%	40%	44%	65%	49%	56%	23%	-	55%	-	50%	60%	100%	100%	20%	37%
		72%	100%	48%	38%	6%	14%	5%	1%	-	8%	-	3%	1%	1%	2%	1%	1%
Notification only	4	2	4	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	*	2%	-	-	-	-	-	-	-	-	-	-	-	-	-
		49%	100%	19%	68%	-	-	-	-	-	-	-	-	-	-	-	-	-
No bill or notification	13	11	13	8	9	-	-	-	-	-	-	-	-	-	-	-	2	-
	4%	4%	4%	5%	8%	-	-	-	-	-	-	-	-	-	-	-	44%	-
		88%	100%	65%	70%	-	-	-	-	-	-	-	-	-	-	-	16%	-
Don't Know	21	16	21	12	8	-	3	1	-	-	3	1	-	-	-	-	1	-
	6%	6%	6%	7%	7%	-	8%	6%	-	-	15%	100%	-	-	-	-	16%	-
		75%	100%	56%	40%	-	15%	4%	-	-	14%	4%	-	-	-	-	4%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)**Q.6/7 Derived Table - Landline Bill****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	369	34	78	15	32	39	85	49	60	21	31
Weighted Base	348	35*	77*	14**	29**	37*	74*	50*	53*	22**	29**
Bill only	169	5	30	10	12	21	31	28	28	9	14
	49%	14%	39%	68%	43%	56%	42%	56%	53%	39%	47%
		3%	18%a	6%	7%	12%a	18%a	17%a	17%a	5%	8%
Bill and notification	141	25	36	5	11	14	37	21	23	7	9
	40%	72%	47%	32%	39%	36%	51%	43%	43%	32%	30%
		18%begh	26%	3%	8%	10%	27%	15%	16%	5%	6%
Notification only	4	1	2	-	1	1	-	-	-	-	-
	1%	3%	3%	-	3%	2%	-	-	-	-	-
		28%	61%	-	19%	20%	-	-	-	-	-
No bill or notification	13	-	1	-	-	2	3	-	-	5	3
	4%	-	2%	-	-	5%	4%	-	-	25%	12%
		-	11%	-	-	16%	20%	-	-	42%	27%
Don't Know	21	4	7	-	4	-	3	*	2	1	3
	6%	11%	9%	-	15%	-	4%	1%	4%	4%	11%
		18%	35%	-	20%	-	13%	2%	9%	4%	15%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.6/7 Derived Table - Landline Bill

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 (p)	Other (q)	No multi channel (r)
Unweighted Base	369	126	18	7	102	-	106	-	1	-	2	27	5	144	7	204	1	2	32
Weighted Base	348	129	19**	6**	93*	-**	99*	-**	1**	-**	2**	23**	5**	148	6**	186	1**	2**	28**
Bill only	169	54	13	1	48	-	52	-	-	-	2	9	5	68	1	95	-	2	14
	49%	42%	71%	22%	51%	-	53%	-	-	-	100%	37%	100%	46%	22%	51%	-	100%	49%
		32%	8%	1%	28%	-	31%	-	-	-	1%	5%	3%	40%	1%	56%	-	1%	8%
Bill and notification	141	55	4	3	37	-	40	-	1	-	-	9	-	59	3	77	1	-	9
	40%	43%	23%	51%	40%	-	41%	-	100%	-	-	40%	-	40%	51%	42%	100%	-	33%
		39%	3%	2%	26%	-	29%	-	1%	-	-	7%	-	42%	2%	55%	1%	-	7%
Notification only	4	2	-	-	-	-	1	-	-	-	-	1	-	2	-	1	-	-	1
	1%	1%	-	-	-	-	1%	-	-	-	-	6%	-	1%	-	1%	-	-	5%
		39%	-	-	-	-	28%	-	-	-	-	32%	-	39%	-	28%	-	-	32%
No bill or notification	13	9	-	-	1	-	2	-	-	-	-	2	-	9	-	3	-	-	2
	4%	7%	-	-	1%	-	2%	-	-	-	-	8%	-	6%	-	1%	-	-	7%
		70% ^d	-	-	8%	-	12%	-	-	-	-	14%	-	70% ^o	-	20%	-	-	14%
Don't Know	21	9	1	1	7	-	3	-	-	-	-	2	-	10	1	10	-	-	2
	6%	7%	7%	26%	8%	-	3%	-	-	-	-	8%	-	7%	26%	5%	-	-	7%
		44%	6%	7%	34%	-	15%	-	-	-	-	9%	-	49%	7%	48%	-	-	9%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Landline Bill

Base: All landline users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notificat ion of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notificat ion of charges (m)	Don't know (n)
Unweighted Base	369	3	1	1	-	3	7	-	24	26	21	3	71	175	12
Weighted Base	348	3**	1**	1**	..**	3**	7**	..**	29**	27**	23**	3**	79*	167	12**
Bill only	169	-	1	-	-	-	3	-	9	14	3	1	24	104	3
	49%	-	100%	-	-	-	48%	-	32%	49%	11%	16%	30%	62%	26%
		-	1%	-	-	-	2%	-	5%	8%	1%	*	14%	62%l	2%
Bill and notification	141	3	-	1	-	3	4	-	16	12	20	3	50	48	-
	40%	100%	-	100%	-	100%	52%	-	55%	45%	89%	84%	63%	29%	-
		2%	-	1%	-	2%	3%	-	11%	9%	14%	2%	35% ^m	34%	-
Notification only	4	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	1%	-	-	-	-	-	-	-	-	3%	-	-	1%	1%	-
		-	-	-	-	-	-	-	-	20%	-	-	20%	28%	-
No bill or notification	13	-	-	-	-	-	-	-	3	1	-	-	3	8	-
	4%	-	-	-	-	-	-	-	9%	2%	-	-	4%	5%	-
		-	-	-	-	-	-	-	20%	5%	-	-	25%	63%	-
Don't Know	21	-	-	-	-	-	-	-	1	-	-	-	1	6	9
	6%	-	-	-	-	-	-	-	4%	-	-	-	2%	3%	74%
		-	-	-	-	-	-	-	6%	-	-	-	6%	28%	41%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Landline Bill

Base: All landline users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notificat ion of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notificat ion of charges (m)	Don't know (n)
Unweighted Base	369	30	4	118	3	154	194	21	22	2	30	2	55	77	12
Weighted Base	348	35**	4**	105	4**	147	182	19**	25**	2**	31**	3**	59*	86*	13**
Bill only	169	-	-	-	-	-	169	-	7	-	2	-	9	66	3
	49%	-	-	-	-	-	93%	-	28%	-	6%	-	15%	76%	27%
		-	-	-	-	-	100%ce	-	4%	-	1%	-	5%	39%l	2%
Bill and notification	141	33	4	100	4	141	-	-	18	2	26	3	48	10	1
	40%	96%	100%	95%	100%	96%	-	-	72%	100%	87%	100%	81%	11%	10%
		24%	3%	71%l	3%	100%l	-	-	13%	2%	19%	2%	34%cm	7%	1%
Notification only	4	1	-	3	-	4	-	-	-	-	1	-	1	-	-
	1%	4%	-	3%	-	3%	-	-	-	-	2%	-	1%	-	-
		32%	-	68%l	-	100%l	-	-	-	-	19%	-	19%	-	-
No bill or notification	13	-	-	-	-	-	13	-	-	-	1	-	1	7	-
	4%	-	-	-	-	-	7%	-	-	-	5%	-	2%	8%	-
		-	-	-	-	-	100%ce	-	-	-	11%	-	11%	54%	-
Don't Know	21	-	-	2	-	2	-	19	-	-	-	-	-	4	8
	6%	-	-	2%	-	1%	-	100%	-	-	-	-	-	4%	63%
		-	-	10%	-	10%	-	90%	-	-	-	-	-	18%	38%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.6/7 Derived Table - Landline Bill****Base: All landline users with a separate bill**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	369	5	-	26	1	32	62	8
Weighted Base	348	5**	..**	25**	2**	32**	69*	8**
Bill only	169	-	-	-	-	-	43	-
	49%	-	-	-	-	-	62%	-
		-	-	-	-	-	25%	-
Bill and notification	141	5	-	22	2	29	15	3
	40%	100%	-	87%	100%	90%	21%	33%
		4%	-	16%	1%	20%	10%	2%
Notification only	4	-	-	2	-	2	1	-
	1%	-	-	7%	-	6%	1%	-
		-	-	47%	-	47%	20%	-
No bill or notification	13	-	-	1	-	1	8	-
	4%	-	-	6%	-	4%	11%	-
		-	-	11%	-	11%	59%	-
Don't Know	21	-	-	-	-	-	3	5
	6%	-	-	-	-	-	4%	67%
		-	-	-	-	-	14%	26%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Landline Bill

Base: All landline users with a separate bill

	Total	Q.6/7 BILL\NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL\NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL\NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	369	5	4	1	1	54	61	10	121	182	148	4	12
Weighted Base	348	5**	5**	1**	1**	53*	69*	10**	114	169	141	4**	13**
Bill only	169	3	1	-	-	42	20	4	62	169	-	-	-
	49%	56%	26%	-	-	80%	29%	36%	54%	100%	-	-	-
		2%	1%	-	-	25%fh	12%	2%	37%g	100%j	-	-	-
Bill and notification	141	2	3	1	1	8	45	5	39	-	141	-	-
	40%	44%	74%	100%	100%	16%	65%	46%	34%	-	100%	-	-
		1%	2%	1%	1%	6%	32%eh	3%	28%e	-	100%j	-	-
Notification only	4	-	-	-	-	-	1	-	1	-	-	4	-
	1%	-	-	-	-	-	1%	-	1%	-	-	100%	-
		-	-	-	-	-	20%	-	28%	-	-	100%	-
No bill or notification	13	-	-	-	-	2	3	1	6	-	-	-	13
	4%	-	-	-	-	4%	4%	6%	5%	-	-	-	100%
		-	-	-	-	16%	20%	5%	47%	-	-	-	100%
Don't Know	21	-	-	-	-	-	-	1	6	-	-	-	-
	6%	-	-	-	-	-	-	12%	5%	-	-	-	-
		-	-	-	-	-	-	6%	28%	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Landline Bill

Base: All landline users with a separate bill

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	369	50	52	3	24	32	26	5	25
Weighted Base	348	57*	56*	3**	26**	35**	27**	4**	29**
Bill only	169	47	9	-	17	27	-	-	11
	49%	82%	16%	-	65%	78%	-	-	39%
		28%b	5%	-	10%	16%	-	-	7%
Bill and notification	141	7	46	2	3	4	25	3	10
	40%	12%	82%	75%	10%	12%	91%	80%	36%
		5%	33%a	2%	2%	3%	18%	2%	7%
Notification only	4	-	-	1	-	-	1	1	1
	1%	-	-	25%	-	-	4%	20%	3%
		-	-	19%	-	-	28%	19%	20%
No bill or notification	13	3	1	-	4	3	1	-	4
	4%	5%	3%	-	17%	9%	5%	-	15%
		20%	11%	-	34%	25%	11%	-	34%
Don't Know	21	1	-	-	2	-	-	-	2
	6%	1%	-	-	8%	-	-	-	7%
		4%	-	-	10%	-	-	-	10%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - 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	163	85	78	6	26	33	38	25	35	35	52	37	39	87	76
Weighted Base	179	95*	84*	7**	32**	36*	47*	24**	33*	41*	65*	45*	27*	107*	72*
Bill only	64	30	34	2	16	14	17	6	9	13	26	16	8	39	25
	36%	31%	41%	32%	49%	37%	37%	23%	28%	31%	40%	37%	31%	36%	34%
		46%	54%	3%	24%	21%	28%	9%	15%	20%	41%	26%	13%	61%	39%
Bill and notification	64	37	27	2	11	18	13	13	7	19	23	13	9	42	22
	36%	39%	32%	29%	35%	49%	27%	56%	23%	45%	36%	29%	32%	39%	31%
		58%	42%	3%	17%	28%h	20%	21%	12%	29%	36%	21%	14%	66%	34%
Notification only	3	2	1	-	-	1	1	1	-	1	-	1	1	1	2
	2%	2%	1%	-	-	2%	3%	3%	-	3%	-	2%	3%	1%	2%
		75%	25%	-	-	25%	47%	27%	-	47%	-	27%	25%	47%	53%
No bill or notification	27	14	13	-	3	1	9	4	10	4	9	9	6	13	15
	15%	15%	16%	-	9%	3%	20%	18%	30%	10%	13%	20%	21%	12%	20%
		52%	48%	-	10%	3%	34%e	16%	36%e	15%	31%	32%	21%	47%	53%
Don't Know	21	12	9	3	2	3	6	-	6	4	8	6	3	12	9
	12%	12%	11%	39%	8%	9%	13%	-	19%	10%	12%	12%	12%	11%	12%
		56%	44%	12%	12%	16%	30%	-	30%	20%	37%	27%	16%	57%	43%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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	163	104	32	27	77	18	5	63	44	119
Weighted Base	179	117*	35**	28**	92*	20**	4**	62*	49*	129
Bill only	64	39	17	7	35	5	1	23	14	49
	36%	33%	50%	27%	38%	26%	15%	37%	29%	38%
		61%	27%	12%	54%	8%	1%	36%	22%	78%
Bill and notification	64	42	10	12	34	8	1	21	24	40
	36%	36%	29%	44%	37%	38%	31%	34%	48%	31%
		65%	16%	19%	53%	12%	2%	33%	37%	63%
Notification only	3	1	1	1	2	-	1	-	1	2
	2%	1%	2%	5%	2%	-	18%	-	2%	2%
		25%	27%	47%	75%	-	25%	-	25%	75%
No bill or notification	27	20	4	4	13	1	2	11	4	23
	15%	17%	11%	14%	15%	6%	35%	18%	8%	18%
		72%	14%	14%	49%	4%	5%	41%	15%	85%
Don't Know	21	15	3	3	8	6	-	7	6	14
	12%	13%	7%	10%	8%	30%	-	11%	13%	11%
		74%	12%	13%	37%	30%	-	34%	31%	69%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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	163	41	80	28	13	1	39	51	34	18	21	160	3	160	37	33
Weighted Base	179	41*	92*	29**	16**	1**	39*	57*	40*	22**	21**	177	2**	177	44*	39*
Bill only	64	18	32	6	8	-	17	23	11	10	4	62	1	62	12	12
	36%	43%	34%	20%	53%	-	42%	40%	27%	43%	19%	35%	54%	35%	27%	31%
		28%	50%	9%	13%	-	26%	36%	17%	15%	6%	98%	2%	98%	19%	19%
Bill and notification	64	11	33	14	4	1	10	15	17	11	10	63	1	63	24	15
	36%	27%	36%	49%	27%	100%	26%	27%	42%	51%	49%	36%	46%	36%	54%	37%
		18%	52%	22%	7%	2%	16%	24%	27%	18%	16%	98%	2%	98%	37%	23%
Notification only	3	2	-	1	-	-	2	-	-	-	1	3	-	3	2	1
	2%	5%	-	3%	-	-	6%	-	-	-	4%	2%	-	2%	5%	4%
		75%b	-	25%	-	-	75%	-	-	-	25%	100%	-	100%	75%	47%
No bill or notification	27	6	14	5	2	-	6	11	9	1	1	27	-	27	3	4
	15%	14%	16%	18%	12%	-	15%	19%	21%	6%	3%	16%	-	16%	8%	10%
		22%	53%	19%	7%	-	22%	40%	31%	4%	2%	100%	-	100%	12%	14%
Don't Know	21	4	12	3	1	-	4	8	4	-	5	21	-	21	3	7
	12%	10%	14%	11%	8%	-	10%	14%	10%	-	24%	12%	-	12%	7%	18%
		20%	60%	15%	6%	-	20%	37%	19%	-	24%	100%	-	100%	15%	34%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.6/7 Derived Table - 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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	163	5	21	13	14	17	19	22	27	7	9	9	145	9	9
Weighted Base	179	6**	24**	13**	13**	17**	21**	25**	32**	7**	9**	11**	159	11**	9**
Bill only	64	1	13	4	2	8	8	14	3	2	4	5	55	5	4
	36%	20%	56%	32%	14%	46%	35%	58%	10%	23%	42%	42%	35%	42%	42%
		2%	21%	6%	3%	12%	12%	22%	5%	3%	6%	7%	87%	7%	6%
Bill and notification	64	2	8	3	7	5	7	3	23	3	1	2	61	2	1
	36%	29%	34%	20%	51%	30%	35%	11%	73%	38%	13%	20%	38%	20%	13%
		3%	13%	4%	10%	8%	12%	4%	37%	4%	2%	4%	95%	4%	2%
Notification only	3	-	-	-	-	-	1	-	-	1	1	-	2	-	1
	2%	-	-	-	-	-	7%	-	-	10%	9%	-	1%	-	9%
		-	-	-	-	-	47%	-	-	25%	27%	-	73%	-	27%
No bill or notification	27	3	1	5	4	1	1	2	2	2	1	4	22	4	1
	15%	51%	5%	41%	31%	7%	6%	7%	7%	29%	11%	38%	14%	38%	11%
		12%	5%	19%	15%	4%	4%	6%	8%	8%	4%	15%	81%	15%	4%
Don't Know	21	-	1	1	1	3	4	6	3	-	2	-	19	-	2
	12%	-	5%	7%	4%	17%	18%	25%	11%	-	24%	-	12%	-	24%
		-	6%	4%	2%	14%	18%	29%	16%	-	10%	-	90%	-	10%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Q.6/7 Derived Table - 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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	163	146	146	163	78	2	24	1	3	-	18	1	-	3	-	-	4	2
Weighted Base	179	161	159	179	88*	1**	26**	1**	4**	-**	20**	1**	-**	3**	-**	-**	5**	2**
Bill only	64	61	58	64	29	1	5	1	1	-	3	-	-	-	-	-	1	-
	36%	38%	36%	36%	33%	43%	21%	100%	32%	-	17%	-	-	-	-	-	16%	-
		96%	91%	100%	46%	1%	8%	1%	2%	-	5%	-	-	-	-	-	1%	-
Bill and notification	64	52	57	64	33	1	13	-	2	-	9	1	-	2	-	-	1	1
	36%	32%	36%	36%	37%	57%	49%	-	45%	-	43%	100%	-	60%	-	-	20%	37%
		81%	89%	100%	51%	1%	20%	-	3%	-	14%	1%	-	3%	-	-	2%	1%
Notification only	3	2	3	3	2	-	-	-	-	-	1	-	-	-	-	-	-	-
	2%	1%	2%	2%	2%	-	-	-	-	-	7%	-	-	-	-	-	-	-
		75%	100%	100%	53%	-	-	-	-	-	47%	-	-	-	-	-	-	-
No bill or notification	27	26	26	27	17	-	4	-	-	-	2	-	-	1	-	-	3	-
	15%	16%	16%	15%	19%	-	14%	-	-	-	12%	-	-	40%	-	-	64%	-
		95%	95%	100%	61%	-	13%	-	-	-	9%	-	-	5%	-	-	11%	-
Don't Know	21	19	15	21	8	-	4	-	1	-	4	-	-	-	-	-	-	1
	12%	12%	10%	12%	9%	-	16%	-	24%	-	21%	-	-	-	-	-	-	63%
		93%	73%	100%	38%	-	20%	-	4%	-	20%	-	-	-	-	-	-	6%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - 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	163	18	43	3	12	23	44	22	19	10	9
Weighted Base	179	22**	50*	4**	12**	24**	43*	25**	18**	12**	11**
Bill only	64	2	18	2	4	8	14	13	5	2	5
	36%	11%	36%	44%	32%	31%	32%	54%	28%	20%	42%
		4%	28%	3%	6%	12%	22%	21%	8%	4%	7%
Bill and notification	64	16	21	-	3	9	20	8	6	2	2
	36%	70%	41%	-	28%	39%	47%	33%	30%	15%	20%
		24%	32%	-	5%	15%	32%	13%	9%	3%	4%
Notification only	3	-	-	-	2	1	-	1	-	-	-
	2%	-	-	-	14%	6%	-	3%	-	-	-
		-	-	-	53%	47%	-	27%	-	-	-
No bill or notification	27	2	2	2	1	4	4	1	7	7	4
	15%	10%	5%	56%	8%	15%	10%	5%	37%	57%	38%
		8%	9%	8%	4%	14%	16%	5%	25%	25%	15%
Don't Know	21	2	9	-	2	2	5	1	1	1	-
	12%	10%	18%	-	18%	9%	11%	5%	5%	8%	-
		10%	43%	-	10%	11%	22%	6%	4%	4%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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 subscrip tion (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	163	78	14	7	30	-	39	-	1	-	2	3	8	92	7	67	1	2	11	
Weighted Base	179	88*	15**	8**	31**	-**	45*	-**	1**	-**	2**	3**	8**	103*	8**	73*	1**	2**	11**	
Bill only	64	31	8	2	11	-	11	-	-	-	1	2	3	39	2	22	-	1	5	
	36%	36%	53%	27%	37%	-	24%	-	-	-	51%	78%	33%	38%	27%	30%	-	51%	45%	
Bill and notification	49%	12%	3%	18%	-	17%	-	-	-	-	2%	4%	4%	62%	3%	35%	-	2%	8%	
	64	29	5	3	12	-	20	-	1	-	-	1	3	34	3	31	1	-	3	
Notification only	36%	33%	31%	36%	40%	-	45%	-	100%	-	-	22%	35%	33%	36%	42%	100%	-	31%	
	46%	7%	4%	19%	-	31%	-	2%	-	-	1%	4%	53%	4%	48%	2%	-	5%		
No bill or notification	3	2	-	-	-	-	1	-	-	-	-	-	-	2	-	1	-	-	-	
	2%	2%	-	-	-	-	3%	-	-	-	-	-	-	2%	-	2%	-	-	-	
Don't Know	53%	-	-	-	-	-	47%	-	-	-	-	-	-	53%	-	47%	-	-	-	
	27	19	-	-	4	-	9	-	-	-	-	-	-	19	-	13	-	-	-	
Don't Know	15%	21%	-	-	12%	-	21%	-	-	-	-	-	-	18%	-	18%	-	-	-	
	68%	-	-	13%	-	34%	-	-	-	-	-	-	-	68%	-	47%	-	-	-	
Don't Know	21	7	2	3	4	-	3	-	-	-	1	-	3	9	3	6	-	1	3	
	12%	8%	16%	37%	12%	-	7%	-	-	-	49%	-	32%	9%	37%	8%	-	49%	24%	
		33%	12%	14%	17%	-	16%	-	-	-	6%	-	12%	45%	14%	27%	-	6%	12%	

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Fixed Line Broadband

Base: All fixed line broadband users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	163	1	-	-	-	1	1	-	22	18	12	3	53	83	9
Weighted Base	179	1**	..**	..**	..**	1**	1**	..**	25**	20**	14**	3**	61*	90*	9**
Bill only	64	-	-	-	-	-	1	-	6	11	2	-	17	43	-
	36%	-	-	-	-	-	100%	-	23%	54%	12%	-	28%	48%	-
		-	-	-	-	-	1%	-	9%	17%	3%	-	27%	68%l	-
Bill and notification	64	1	-	-	-	1	-	-	14	4	12	3	33	18	1
	36%	100%	-	-	-	100%	-	-	54%	22%	88%	84%	54%	20%	13%
		1%	-	-	-	1%	-	-	21%	7%	19%	4%	52% ^m	28%	2%
Notification only	3	-	-	-	-	-	-	-	-	-	-	-	-	2	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	-
		-	-	-	-	-	-	-	-	-	-	-	-	75%	-
No bill or notification	27	-	-	-	-	-	-	-	2	3	-	1	5	21	-
	15%	-	-	-	-	-	-	-	10%	14%	-	16%	8%	23%	-
		-	-	-	-	-	-	-	9%	10%	-	2%	19%	76%l	-
Don't Know	21	-	-	-	-	-	-	-	3	2	-	-	5	6	8
	12%	-	-	-	-	-	-	-	14%	10%	-	-	9%	7%	87%
		-	-	-	-	-	-	-	17%	9%	-	-	26%	29%	38%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Fixed Line Broadband

Base: All fixed line broadband users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	163	20	3	33	2	57	78	9	26	2	32	2	61	87	15
Weighted Base	179	24**	3**	34*	3**	62*	86*	10**	30**	2**	33**	3**	67*	95*	16**
Bill only	64	3	1	3	-	7	49	1	-	-	-	-	-	64	-
	36%	13%	21%	10%	-	11%	57%	8%	-	-	-	-	-	67%	-
		5%	1%	5%	-	11%	78%ce	1%	-	-	-	-	-	100%l	-
Bill and notification	64	14	2	28	3	46	10	-	28	2	32	3	64	-	-
	36%	61%	79%	82%	100%	74%	12%	-	93%	100%	98%	100%	96%	-	-
		23%	4%	43%l	4%	72%l	16%	-	44%	4%	50%	4%	100%am	-	-
Notification only	3	2	-	1	-	3	-	-	2	-	1	-	3	-	-
	2%	9%	-	2%	-	5%	-	-	7%	-	2%	-	4%	-	-
		75%	-	25%	-	100%	-	-	75%	-	25%	-	100%	-	-
No bill or notification	27	3	-	-	-	3	21	2	-	-	-	-	-	27	-
	15%	11%	-	-	-	4%	25%	22%	-	-	-	-	-	29%	-
		10%	-	-	-	10%	77%ce	8%	-	-	-	-	-	100%l	-
Don't Know	21	1	-	2	-	3	5	7	-	-	-	-	-	4	16
	12%	5%	-	6%	-	5%	6%	70%	-	-	-	-	-	5%	100%
		6%	-	10%	-	16%	25%	32%	-	-	-	-	-	21%	79%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.6/7 Derived Table - Fixed Line Broadband****Base: All fixed line broadband users with a separate bill**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	163	5	-	17	1	23	49	5
Weighted Base	179	5**	-.**	18**	2**	25**	58*	5**
Bill only	64	-	-	1	-	1	28	1
	36%	-	-	3%	-	2%	48%	17%
		-	-	1%	-	1%	43%	1%
Bill and notification	64	4	-	16	2	22	9	1
	36%	74%	-	92%	100%	89%	15%	26%
		6%	-	26%	2%	34%	14%	2%
Notification only	3	-	-	1	-	1	1	-
	2%	-	-	4%	-	3%	1%	-
		-	-	25%	-	25%	27%	-
No bill or notification	27	-	-	-	-	-	17	-
	15%	-	-	-	-	-	29%	-
		-	-	-	-	-	61%	-
Don't Know	21	1	-	-	-	1	4	3
	12%	26%	-	-	-	6%	7%	58%
		7%	-	-	-	7%	18%	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Fixed Line Broadband

Base: All fixed line broadband users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	163	1	1	-	-	37	47	6	46	71	54	1	7
Weighted Base	179	1**	1**	-.**	-.**	41*	53*	7**	50*	78*	59*	1**	8**
Bill only	64	1	-	-	-	21	16	1	22	47	7	-	3
	36%	100%	-	-	-	53%	30%	17%	44%	60%	12%	-	31%
		1%	-	-	-	34% ^f	25%	2%	35%	74% ^j	11%	-	4%
Bill and notification	64	-	1	-	-	8	31	2	10	9	46	-	1
	36%	-	100%	-	-	19%	58%	30%	21%	11%	78%	-	17%
		-	1%	-	-	12%	48% ^{eh}	3%	16%	14%	72% ^{ai}	-	2%
Notification only	3	-	-	-	-	-	-	-	2	-	2	1	-
	2%	-	-	-	-	-	-	-	4%	-	4%	100%	-
		-	-	-	-	-	-	-	75%	-	75%	25%	-
No bill or notification	27	-	-	-	-	8	3	3	13	17	3	-	4
	15%	-	-	-	-	20%	5%	35%	26%	22%	4%	-	52%
		-	-	-	-	30% ^f	9%	9%	46% ^f	61% ^j	10%	-	16%
Don't Know	21	-	-	-	-	4	4	1	3	5	1	-	-
	12%	-	-	-	-	9%	8%	17%	5%	7%	2%	-	-
		-	-	-	-	17%	20%	6%	12%	25%	6%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Fixed Line Broadband

Base: All fixed line broadband users with a separate bill

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	163	56	58	3	26	25	20	3	19
Weighted Base	179	64*	64*	3**	27**	29**	22**	2**	24**
Bill only	64	64	-	-	-	18	1	-	7
	36%	100%	-	-	-	63%	3%	-	29%
		100%b	-	-	-	29%	1%	-	11%
Bill and notification	64	-	64	-	-	7	20	2	2
	36%	-	100%	-	-	25%	91%	68%	7%
		-	100%a	-	-	11%	32%	3%	3%
Notification only	3	-	-	3	-	-	-	1	1
	2%	-	-	100%	-	-	-	32%	3%
		-	-	100%	-	-	-	25%	27%
No bill or notification	27	-	-	-	27	2	-	-	14
	15%	-	-	-	100%	8%	-	-	61%
		-	-	-	100%	9%	-	-	52%
Don't Know	21	-	-	-	-	1	1	-	-
	12%	-	-	-	-	4%	6%	-	-
		-	-	-	-	5%	7%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - 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	169	92	77	8	18	39	36	31	37	44	45	37	43	89	80
Weighted Base	182	102*	80*	8**	22**	46*	46*	28**	32*	52*	56*	47*	27*	108*	74*
Bill only	63	37	26	3	7	18	18	11	7	18	24	12	9	43	21
	35%	36%	33%	38%	30%	39%	39%	38%	22%	35%	44%	26%	32%	39%	28%
		58%	42%	5%	10%	28%	28%	17%	11%	29%	38%	19%	14%	67%	33%
Bill and notification	44	24	19	1	7	13	8	6	9	17	11	9	7	28	16
	24%	24%	24%	14%	31%	28%	16%	23%	27%	32%	20%	19%	24%	26%	21%
		55%	45%	3%	16%	30%	17%	15%	20%	38%	26%	20%	15%	64%	36%
Notification only	6	3	4	-	1	1	1	1	2	2	-	2	2	2	4
	4%	3%	4%	-	5%	3%	2%	2%	7%	4%	-	4%	9%	2%	6%
		44%	56%	-	18%	22%	15%	8%	36%	32%	-	29%	39% ^j	32%	68%
No bill or notification	50	29	21	-	3	11	15	10	11	12	13	18	6	25	24
	27%	29%	26%	-	14%	23%	33%	37%	34%	23%	24%	38%	23%	24%	33%
		59%	41%	-	6%	21%	30%	21%	22%	24%	27%	36%	13%	51%	49%
Don't Know	19	9	10	4	4	3	5	-	3	3	7	6	3	10	9
	11%	9%	12%	48%	19%	7%	10%	-	10%	6%	12%	13%	12%	9%	13%
		48%	52%	20%	22%	17%	24%	-	17%	17%	34%	32%	16%	51%	49%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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	169	116	26	27	76	17	7	69	55	114
Weighted Base	182	135	25**	23**	95*	19**	6**	61*	64*	119
Bill only	63	47	9	7	38	8	1	17	25	38
	35%	35%	36%	32%	40%	39%	20%	27%	39%	32%
		75%	14%	11%	60%	12%	2%	26%	39%	61%
Bill and notification	44	31	4	8	20	6	4	13	17	26
	24%	23%	16%	36%	21%	31%	68%	21%	27%	22%
		72%	9%	18%	46%	14%	10%	30%	40%	60%
Notification only	6	5	2	-	2	-	1	4	1	5
	4%	4%	6%	-	2%	-	12%	6%	2%	4%
		76%	24%	-	29%	-	12%	59%	22%	78%
No bill or notification	50	38	7	5	28	2	-	20	15	35
	27%	28%	26%	22%	29%	11%	-	32%	24%	29%
		77%	13%	10%	56%	4%	-	40%	31%	69%
Don't Know	19	13	4	2	7	4	-	8	5	14
	11%	10%	16%	10%	8%	19%	-	13%	8%	12%
		67%	20%	12%	37%	19%	-	43%	25%	75%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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	169	42	87	30	9	1	37	52	37	31	12	142	27	139	41	36
Weighted Base	182	38*	100*	32**	11**	1**	33*	55*	46*	36**	11**	163	19**	160	49*	44*
Bill only	63	14	33	13	2	1	12	21	13	12	6	56	8	56	17	20
	35%	38%	33%	40%	16%	100%	35%	37%	28%	34%	53%	34%	39%	35%	35%	46%
		22%	52%	20%	3%	2%	18%	32%	21%	19%	10%	88%	12%	88%	27%	32%
Bill and notification	44	9	24	8	3	-	8	10	17	7	1	41	3	41	16	8
	24%	23%	24%	25%	30%	-	23%	18%	37%	21%	12%	25%	14%	26%	32%	19%
		20%	54%	18%	8%	-	18%	23%	39%	17%	3%	94%	6%	94%	36%	19%
Notification only	6	1	3	2	1	-	1	2	1	1	1	5	1	5	2	1
	4%	1%	3%	6%	9%	-	2%	4%	3%	3%	13%	3%	7%	3%	4%	3%
		8%	46%	30%	15%	-	8%	36%	18%	15%	22%	78%	22%	78%	29%	18%
No bill or notification	50	8	28	9	5	-	7	16	14	12	1	44	6	42	10	9
	27%	21%	28%	27%	45%	-	21%	28%	30%	33%	11%	27%	30%	26%	20%	21%
		16%	56%	18%	10%	-	14%	32%	28%	23%	3%	88%	12%	84%	20%	19%
Don't Know	19	6	12	1	-	-	6	7	1	4	1	17	2	16	4	5
	11%	16%	12%	2%	-	-	19%	12%	3%	10%	11%	11%	10%	10%	9%	12%
		33%	64%	3%	-	-	33%h	36%	6%	19%	6%	90%	10%	84%	22%	27%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.6/7 Derived Table - 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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	169	7	13	13	19	14	22	8	25	12	22	14	133	14	22
Weighted Base	182	9**	17**	14**	19**	14**	24**	9**	30**	11**	19**	17**	147	17**	19**
Bill only	63	2	9	5	5	5	11	6	7	2	6	4	53	4	6
	35%	26% 4%	56% 15%	39% 8%	27% 8%	38% 8%	45% 17%	66% 10%	24% 11%	17% 3%	34% 10%	21% 6%	36% 84%	21% 6%	34% 10%
Bill and notification	44	2	-	1	6	2	7	-	17	5	1	2	40	2	1
	24%	26% 5%	-	9% 3%	33% 14%	12% 4%	29% 16%	-	56% 38%	45% 12%	6% 3%	13% 5%	27% 92%	13% 5%	6% 3%
Notification only	6	-	-	1	1	2	-	-	1	2	-	-	6	-	-
	4%	-	-	5% 10%	3% 8%	17% 37%	-	-	4% 18%	15% 26%	-	-	4% 100%	-	-
No bill or notification	50	3	5	6	6	3	3	1	3	3	8	8	33	8	8
	27%	35% 6%	30% 10%	47% 13%	30% 11%	20% 6%	11% 5%	13% 2%	12% 7%	24% 5%	43% 16%	51% 17%	23% 67%	51% 17%	43% 16%
Don't Know	19	1	2	-	1	2	4	2	1	-	3	3	13	3	3
	11%	13% 6%	14% 12%	-	7% 7%	12% 8%	15% 19%	21% 10%	4% 6%	-	17% 17%	15% 13%	9% 70%	15% 13%	17% 17%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

Proportions/Means: 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

Q.6/7 Derived Table - 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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	169	149	151	126	169	50	11	1	1	-	50	1	-	3	1	-	4	2
Weighted Base	182	167	165	144	182	58*	11**	1**	1**	-**	58*	1**	-**	4**	1**	-**	5**	2**
Bill only	63	59	57	52	63	24	3	1	1	-	23	-	-	1	-	-	1	-
	35%	36%	35%	36%	35%	41%	23%	100%	100%	-	40%	-	-	37%	-	-	20%	-
		94%	90%	83%	100%	37%	4%	1%	2%	-	36%	-	-	2%	-	-	2%	-
Bill and notification	44	37	42	37	44	14	2	-	-	-	13	-	-	3	-	-	-	1
	24%	22%	25%	25%	24%	25%	14%	-	-	-	22%	-	-	63%	-	-	-	37%
		85%	96%	84%	100%	33%	4%	-	-	-	29%	-	-	6%	-	-	-	2%
Notification only	6	4	6	5	6	3	2	-	-	-	3	-	-	-	1	-	1	-
	4%	2%	4%	3%	4%	4%	17%	-	-	-	4%	-	-	-	100%	-	20%	-
		64%	100%	78%	100%	40%	29%	-	-	-	40%	-	-	-	14%	-	15%	-
No bill or notification	50	48	44	39	50	15	2	-	-	-	17	-	-	-	-	-	2	-
	27%	29%	27%	27%	27%	26%	21%	-	-	-	30%	-	-	-	-	-	44%	-
		97%	88%	78%	100%	30%	5%	-	-	-	35%	-	-	-	-	-	4%	-
Don't Know	19	18	16	12	19	2	3	-	-	-	2	1	-	-	-	-	1	1
	11%	11%	10%	8%	11%	4%	25%	-	-	-	4%	100%	-	-	-	-	16%	63%
		93%	84%	62%	100%	12%	15%	-	-	-	12%	4%	-	-	-	-	4%	6%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - 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	169	15	33	4	25	28	48	20	19	8	14
Weighted Base	182	18**	41*	4**	22**	29**	46*	24**	18**	10**	17**
Bill only	63	4	14	-	7	12	15	11	7	2	4
	35%	23% 7%	34% 22%	- -	33% 11%	41% 19%	32% 24%	48% 18%	37% 11%	23% 4%	21% 6%
Bill and notification	44	9	20	1	2	8	15	-	4	2	2
	24%	51% 21%	48% 45%	27% 3%	11% 6%	26% 18%	31% 33%	- -	20% 8%	23% 5%	13% 5%
Notification only	6	1	-	1	1	1	3	-	1	-	-
	4%	6% 18%	- -	21% 14%	4% 12%	2% 8%	6% 45%	- -	4% 10%	- -	- -
No bill or notification	50	2	1	2	8	7	11	10	7	4	8
	27%	13% 5%	3% 2%	52% 4%	38% 16%	25% 15%	24% 22%b	42% 20%	39% 15%	43% 9%	51% 17%
Don't Know	19	1	6	-	3	2	3	2	-	1	3
	11%	7% 6%	15% 33%	- -	15% 17%	6% 10%	6% 16%	10% 12%	- -	11% 6%	15% 13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - 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 subscrip- tion (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	169	142	1	8	11	-	28	-	-	-	3	-	-	143	8	38	-	3	-
Weighted Base	182	155	***	7**	11**	-**	33**	-**	-**	-**	3**	-**	-**	156	7**	44*	-**	3**	-**
Bill only	63	56	-	2	4	-	9	-	-	-	2	-	-	56	2	13	-	2	-
	35%	36%	-	28%	38%	-	25%	-	-	-	61%	-	-	36%	28%	29%	-	61%	-
Bill and notification	44	30	-	3	3	-	12	-	-	-	-	-	-	30	3	15	-	-	-
	24%	19%	-	45%	26%	-	37%	-	-	-	-	-	-	19%	45%	35%	-	-	-
Notification only	6	6	-	-	-	-	-	-	-	-	-	-	-	6	-	-	-	-	-
	4%	4%	-	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	-	-
No bill or notification	50	48	*	-	2	-	12	-	-	-	-	-	-	49	-	13	-	-	-
	27%	31%	100%	-	17%	-	35%	-	-	-	-	-	-	31%	-	29%	-	-	-
Don't Know	19	15	-	2	2	-	1	-	-	-	1	-	-	15	2	3	-	1	-
	11%	10%	-	28%	19%	-	3%	-	-	-	39%	-	-	9%	28%	7%	-	39%	-
		77%	-	10%	11%	-	5%	-	-	-	6%	-	-	77%	10%	16%	-	6%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Pay TV

Base: All Pay TV users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	169	13	2	4	-	13	29	3	15	28	12	1	54	82	8
Weighted Base	182	15**	3**	5**	..	15**	33**	3**	19**	33**	15**	2**	66*	87*	8**
Bill only	63	4	1	1	-	4	17	-	5	10	2	-	17	38	1
	35%	27%	54%	25%	-	27%	51%	-	27%	31%	11%	-	26%	44%	15%
		6%	2%	2%	-	6%	27%	-	8%	16%	3%	-	27%	60%l	2%
Bill and notification	44	5	1	4	-	5	4	1	6	7	10	2	24	10	-
	24%	36%	46%	75%	-	36%	12%	38%	32%	20%	66%	100%	36%	12%	-
		12%	3%	8%	-	12%	9%	3%	14%	15%	22%	3%	55%am	24%	-
Notification only	6	1	-	-	-	1	1	-	-	-	-	-	-	4	-
	4%	9%	-	-	-	9%	4%	-	-	-	-	-	-	5%	-
		22%	-	-	-	22%	18%	-	-	-	-	-	-	64%	-
No bill or notification	50	4	-	-	-	4	9	2	6	10	1	-	17	31	-
	27%	29%	-	-	-	29%	27%	62%	34%	31%	7%	-	25%	36%	-
		9%	-	-	-	9%	18%	4%	13%	21%	2%	-	34%	63%	-
Don't Know	19	-	-	-	-	-	2	-	1	6	2	-	8	3	7
	11%	-	-	-	-	-	7%	-	8%	17%	16%	-	12%	3%	85%
		-	-	-	-	-	12%	-	8%	30%	12%	-	43%	15%	36%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Pay TV

Base: All Pay TV users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	169	14	1	33	1	49	47	6	10	1	19	2	31	41	5
Weighted Base	182	16**	1**	33*	2**	51*	52*	6**	11**	1**	20**	3**	34**	49*	5**
Bill only	63	2	-	2	-	4	30	-	5	-	1	1	7	21	1
	35%	13%	-	7%	-	9%	59%	-	44%	-	7%	43%	22%	43%	22%
		3%	-	4%	-	7%	48%ce	-	7%	-	2%	2%	11%	33%	2%
Bill and notification	44	6	1	17	2	26	1	-	4	1	15	2	20	1	1
	24%	41%	100%	53%	100%	51%	3%	-	38%	100%	73%	57%	61%	1%	28%
		15%	1%	40% ^f	3%	60% ^f	3%	-	9%	3%	34%	3%	47%	1%	3%
Notification only	6	1	-	3	-	4	-	-	-	-	2	-	2	-	-
	4%	4%	-	10%	-	8%	-	-	-	-	12%	-	7%	-	-
		10%	-	50% ^f	-	60%	-	-	-	-	37%	-	37%	-	-
No bill or notification	50	5	-	6	-	11	16	2	2	-	*	-	2	21	-
	27%	33%	-	18%	-	22%	30%	34%	18%	-	2%	-	7%	43%	-
		10%	-	12%	-	22%	32%	4%	4%	-	1%	-	5%	42%	-
Don't Know	19	1	-	4	-	5	4	4	-	-	1	-	1	6	3
	11%	9%	-	12%	-	10%	8%	66%	-	-	6%	-	3%	12%	51%
		8%	-	20%	-	28%	23%	22%	-	-	6%	-	6%	31%	14%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.6/7 Derived Table - Pay TV

Base: All Pay TV users with a separate bill

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	169	12	1	35	1	48	108	13
Weighted Base	182	14**	1**	35*	2**	51*	118*	13**
Bill only	63	-	-	-	-	-	63	-
	35%	-	-	-	-	-	54%	-
		-	-	-	-	-	100%ce	-
Bill and notification	44	13	1	29	2	44	-	-
	24%	96%	100%	82%	100%	86%	-	-
		31%	3%	66%f	3%	100%f	-	-
Notification only	6	1	-	6	-	6	-	-
	4%	4%	-	17%	-	13%	-	-
		8%	-	92%f	-	100%f	-	-
No bill or notification	50	-	-	-	-	-	50	-
	27%	-	-	-	-	-	42%	-
		-	-	-	-	-	100%ce	-
Don't Know	19	-	-	1	-	1	5	13
	11%	-	-	2%	-	1%	4%	100%
		-	-	3%	-	3%	27%	70%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.6/7 Derived Table - Pay TV

Base: All Pay TV users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	169	24	17	1	5	31	43	10	51	39	44	3	8
Weighted Base	182	28**	21**	1**	6**	36**	54*	11**	51*	43*	46*	3**	9**
Bill only	63	14	6	1	2	24	15	3	14	27	4	-	3
	35%	53%	29%	100%	42%	66%	27%	23%	26%	63%	9%	-	36%
		23%	10%	1%	4%	38%	23%	4%	22%	43% ^j	7%	-	5%
Bill and notification	44	4	9	-	-	4	22	1	7	-	25	1	1
	24%	15%	43%	-	-	10%	41%	8%	13%	-	54%	42%	15%
		9%	21%	-	-	8%	50% ^h	2%	16%	-	57% ⁱ	3%	3%
Notification only	6	1	1	-	-	2	-	-	2	-	3	1	-
	4%	4%	7%	-	-	5%	-	-	4%	-	7%	28%	-
		18%	22%	-	-	29%	-	-	36%	-	48%	12%	-
No bill or notification	50	6	4	-	3	6	10	6	26	11	10	1	4
	27%	20%	21%	-	58%	15%	19%	58%	51%	26%	23%	30%	49%
		11%	9%	-	7%	11%	21%	13%	52% ^f	23%	21%	2%	9%
Don't Know	19	2	-	-	-	1	7	1	2	4	3	-	-
	11%	8%	-	-	-	3%	13%	11%	3%	10%	7%	-	-
		12%	-	-	-	6%	36%	6%	8%	23%	17%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)**Q.6/7 Derived Table - Pay TV****Base: All Pay TV users with a separate bill**

	Total	Q.6/7 BILL NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	169	24	29	2	14	58	39	8	45
Weighted Base	182	29**	32**	2**	17**	63*	44*	6**	50*
Bill only	63	18	7	-	2	63	-	-	-
	35%	64%	23%	-	15%	100%	-	-	-
		29%	11%	-	4%	100%fh	-	-	-
Bill and notification	44	1	20	-	-	-	44	-	-
	24%	2%	64%	-	-	-	100%	-	-
		1%	47%	-	-	-	100%eh	-	-
Notification only	6	-	2	1	-	-	-	6	-
	4%	-	5%	48%	-	-	-	100%	-
		-	26%	12%	-	-	-	100%	-
No bill or notification	50	7	2	1	14	-	-	-	50
	27%	23%	5%	52%	85%	-	-	-	100%
		14%	3%	2%	29%	-	-	-	100%ef
Don't Know	19	3	1	-	-	-	-	-	-
	11%	11%	4%	-	-	-	-	-	-
		17%	6%	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.7 Do you receive any regular notification of your monthly or quarterly charges for your - Summary Table

Base: All who have any service

	Package	Mobile Phone	Landline Phone	Fixed Line Broadband	Pay TV
Unweighted Base	348	697	369	163	169
Weighted Base	375	715	348	179	182
Yes - e-mail	99 26%	94 13%	35 10%	30 17%	14 8%
Yes - text message	7 2%	117 16%	4 1%	2 1%	1 1%
Yes - letter	73 19%	46 7%	105 30%	33 18%	35 19%
Yes - Other way	1 *	5 1%	4 1%	3 1%	2 1%
SUMMARY CODE					
YES	175 47%	252 35%	147 42%	67 37%	51 28%
No - do not receive any notification of charges	185 49%	441 62%	182 52%	95 53%	118 65%
Don't know	15 4%	22 3%	19 5%	16 9%	13 7%

Billing (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

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	348	171	177	11	63	78	70	55	71	88	111	59	90	199	149
Weighted Base	375	190	185	11**	74*	91*	83*	51*	65*	104*	137	75*	60*	241	135
Yes - e-mail	99	51	48	4	19	30	23	15	8	21	43	26	9	64	35
	26%	27%	26%	39%	25%	33%	28%	29%	13%	20%	32%	35%	14%	27%	26%
		52%	48%	4%	19%	30%h	23%h	15%h	8%	21%	44%l	26%l	9%	65%	35%
Yes - text message	7	3	4	-	1	4	1	1	-	4	3	-	1	7	1
	2%	2%	2%	-	1%	4%	2%	3%	-	4%	2%	-	1%	3%	*
		47%	53%	-	7%	53%	21%	18%	-	56%	37%	-	7%	93%	7%
Yes - letter	73	36	37	2	9	14	22	7	19	21	17	14	20	38	35
	19%	19%	20%	20%	12%	15%	26%	14%	29%	20%	13%	19%	34%	16%	26%
		50%	50%	3%	12%	19%	30%	10%	26%de	28%	24%	20%	28%ij	52%	48%rn
Yes - Other way	1	-	1	-	-	-	1	-	-	1	-	-	-	1	-
	*	-	1%	-	-	-	1%	-	-	1%	-	-	-	*	-
		-	100%	-	-	-	100%	-	-	100%	-	-	-	100%	-
SUMMARY CODE															
YES	175	90	86	7	28	44	47	23	26	45	61	40	29	106	69
	47%	47%	46%	58%	38%	49%	56%	46%	40%	43%	45%	54%	48%	44%	51%
		51%	49%	4%	16%	25%	27% ^d	13%	15%	26%	35%	23%	16%	61%	39%
No - do not receive any notification of charges	185	98	86	4	41	44	33	26	36	55	70	31	29	125	60
	49%	52%	47%	31%	56%	49%	40%	51%	56%	53%	51%	42%	48%	52%	44%
		53%	47%	2%	22%	24%	18%	14%	20%	30%	38%	17%	15%	68%	32%
Don't know	15	2	13	1	5	3	3	2	2	4	6	3	2	10	6
	4%	1%	7%	10%	6%	3%	4%	3%	3%	4%	4%	4%	4%	4%	4%
		16%	84% ^a	8%	29%	16%	21%	11%	15%	24%	39%	21%	16%	63%	37%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?****This may be in the form of an email, text message or letter from your provider.****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	348	245	54	49	150	55	15	128	135	213
Weighted Base	375	275	56*	44*	186	60*	13**	117	159	217
Yes - e-mail	99	75	15	9	56	14	3	25	45	54
	26%	27%	27%	19%	30%	24%	24%	21%	28%	25%
		76%	15%	9%	57%	15%	3%	25%	45%	55%
Yes - text message	7	7	-	-	1	4	-	2	4	3
	2%	3%	-	-	1%	6%	-	2%	3%	1%
		100%	-	-	21%	53% ^d	-	26%	60%	40%
Yes - letter	73	53	9	11	29	11	3	29	31	42
	19%	19%	16%	25%	16%	19%	25%	25%	19%	19%
		72%	12%	15%	40%	15%	5%	40%	42%	58%
Yes - Other way	1	1	-	-	1	-	-	-	-	1
	*	-	-	-	1%	-	-	-	-	1%
		100%	-	-	100%	-	-	-	-	100%
SUMMARY CODE										
YES	175	132	23	20	88	27	6	55	76	99
	47%	48%	42%	44%	48%	45%	43%	47%	48%	46%
		76%	13%	11%	50%	15%	3%	31%	44%	56%
No - do not receive any notification of charges	185	131	30	23	94	28	7	55	79	105
	49%	48%	55%	52%	50%	48%	57%	47%	50%	49%
		71%	16%	13%	51%	15%	4%	30%	43%	57%
Don't know	15	12	2	2	4	5	-	7	3	12
	4%	4%	4%	4%	2%	8%	-	6%	2%	6%
		76%	13%	11%	24%	30%	-	46%	20%	80%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

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	348	76	200	46	22	4	58	115	69	75	31	326	22	326	84	90
Weighted Base	375	73*	223	49*	25**	5**	57*	117	81*	87*	35**	359	16**	359	104*	103*
Yes - e-mail	99	18	58	9	8	5	12	31	24	23	9	98	1	98	30	30
	26%	25%	26%	19%	32%	100%	20%	27%	29%	26%	26%	27%	4%	27%	29%	29%
		18%	59%	9%	8%	5%	12%	32%	24%	23%	9%	99%	1%	99%	31%	30%
Yes - text message	7	-	6	1	-	-	-	1	3	2	1	7	-	7	3	4
	2%	-	2%	3%	-	-	-	1%	3%	2%	3%	2%	-	2%	3%	4%
		-	79%	21%	-	-	-	18%	40%	26%	17%	100%	-	100%	40%	55%
Yes - letter	73	15	45	7	6	-	12	24	14	16	6	65	8	65	16	14
	19%	20%	20%	14%	23%	-	22%	21%	17%	19%	17%	18%	51%	18%	15%	14%
		21%	62%	9%	8%	-	17%	34%	19%	22%	8%	88%	12%	88%	22%	20%
Yes - Other way	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	-
	*	-	1%	-	-	-	-	1%	-	-	-	*	-	*	-	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	-
SUMMARY CODE																
YES	175	32	107	17	14	5	24	56	39	40	16	166	9	166	47	46
	47%	44%	48%	35%	56%	100%	42%	48%	49%	46%	47%	46%	55%	46%	46%	44%
		18%	61%	10%	8%	3%	14%	32%	22%	23%	9%	95%	5%	95%	27%	26%
No - do not receive any notification of charges	185	39	107	27	11	-	32	54	35	46	19	181	4	181	52	51
	49%	53%	48%	56%	44%	-	56%	46%	44%	53%	53%	50%	23%	50%	50%	50%
		21%	58%	15%	6%	-	17%	29%	19%	25%	10%	98%	2%	98%	28%	28%
Don't know	15	2	9	4	-	-	1	7	6	1	-	12	4	12	4	6
	4%	3%	4%	9%	-	-	2%	6%	8%	1%	-	3%	22%	3%	4%	6%
		12%	59%	29%	-	-	7%	44%	40%	8%	-	77%	23%	77%	26%	40%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	348	20	49	22	32	35	30	39	46	37	17	21	310	21	17
Weighted Base	375	23**	56*	24**	34*	33*	30**	45*	53*	40*	17**	20**	339	20**	17**
Yes - e-mail	99	8	11	8	12	4	5	11	21	11	1	6	92	6	1
	26%	33%	19%	35%	36%	12%	16%	26%	40%	27%	6%	31%	27%	31%	6%
		8%	11%	8%	12% ^{ae}	4%	5%	12%	22% ^{bce}	11%	1%	6%	93%	6%	1%
Yes - text message	7	-	1	1	3	-	-	-	1	-	1	-	7	-	1
	2%	-	2%	6%	8%	-	-	-	2%	-	3%	-	2%	-	3%
		-	17%	21%	37%	-	-	-	18%	-	7%	-	93%	-	7%
Yes - letter	73	5	5	6	5	9	6	8	11	12	1	6	66	6	1
	19%	24%	8%	25%	14%	26%	19%	19%	20%	29%	5%	30%	20%	30%	5%
		8%	7%	8%	7%	12% ^b	8%	11%	15%	16% ^b	1%	8%	91%	8%	1%
Yes - Other way	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	5%	-	-	-	-	-	-	-	-	*	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-
SUMMARY CODE															
YES	175	13	17	17	17	12	11	20	32	22	2	12	161	12	2
	47%	58%	30%	71%	50%	36%	35%	44%	61%	55%	14%	60%	48%	60%	14%
		7%	10%	10%	10%	7%	6%	11%	18% ^{bce}	13% ^b	1%	7%	92%	7%	1%
No - do not receive any notification of charges	185	8	37	7	15	20	17	22	21	16	13	8	164	8	13
	49%	37%	66%	29%	46%	61%	57%	49%	39%	39%	75%	40%	49%	40%	75%
		5%	20% ^{chi}	4%	8%	11%	9%	12%	11%	8%	7%	4%	89%	4%	7%
Don't know	15	1	2	-	1	1	2	3	-	2	2	-	13	-	2
	4%	5%	4%	-	4%	3%	8%	6%	-	6%	11%	-	4%	-	11%
		8%	16%	-	8%	6%	16%	19%	-	15%	12%	-	88%	-	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay indivi dually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline , Fixed BB and Pay TV (p)	Mobile, Landline , Fixed BB and Pay TV (q)
Unweighted Base	348	303	338	323	210	348	-	11	5	-	155	12	14	17	4	3	114	13
Weighted Base	375	326	366	356	229	375	**	9**	5**	**	170	8**	14**	19**	3**	3**	131	13**
Yes - e-mail	99	82	97	98	58	99	-	-	1	-	47	1	3	7	1	1	36	2
	26%	25%	26%	28%	25%	26%	-	-	23%	-	27%	10%	21%	40%	20%	38%	27%	16%
		83%	98%	99%	59%	100%	-	-	1%	-	47%	1%	3%	7%	1%	1%	36%	2%
Yes - text message	7	6	7	7	6	7	-	-	-	-	1	-	1	3	-	-	2	-
	2%	2%	2%	2%	2%	2%	-	-	-	-	1%	-	8%	15%	-	-	1%	-
		83%	100%	100%	82%	100%	-	-	-	-	18%	-	17%	40%	-	-	26%	-
Yes - letter	73	59	73	65	47	73	-	3	-	-	22	3	1	6	2	-	33	2
	19%	18%	20%	18%	20%	19%	-	35%	-	-	13%	42%	9%	30%	46%	-	25%	19%
		81%	100%	89%	64%	100%	-	4%	-	-	30%	5%	2%	8%	2%	-	46%j	3%
Yes - Other way	1	-	1	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	*	*	-	*	-	-	-	-	1%	-	-	-	-	-	-	-
		-	100%	100%	-	100%	-	-	-	-	100%	-	-	-	-	-	-	-
SUMMARY CODE																		
YES	175	143	173	166	110	175	-	3	1	-	68	4	5	15	2	1	71	4
	47%	44%	47%	47%	48%	47%	-	35%	23%	-	40%	52%	38%	78%	66%	38%	54%	36%
		82%	99%	95%	62%	100%	-	2%	1%	-	39%	2%	3%	8%	1%	1%	40%j	3%
No - do not receive any notification of charges	185	168	177	177	109	185	-	5	4	-	96	4	9	4	-	2	54	7
	49%	51%	48%	50%	48%	49%	-	53%	77%	-	56%	48%	62%	22%	-	62%	41%	60%
		91%	96%	95%	59%	100%	-	3%	2%	-	52%p	2%	5%	2%	-	1%	29%	4%
Don't know	15	15	15	13	11	15	-	1	-	-	7	-	-	-	1	-	6	1
	4%	5%	4%	4%	5%	4%	-	12%	-	-	4%	-	-	-	34%	-	4%	5%
		100%	100%	85%	69%	100%	-	7%	-	-	43%	-	-	-	7%	-	38%	4%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

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	348	32	73	8	37	38	92	54	38	27	21
Weighted Base	375	39*	86*	9**	39*	39*	93*	62*	40*	32**	20**
Yes - e-mail	99	19	26	2	7	10	21	12	12	10	6
	26%	49%	31%	19%	19%	25%	23%	19%	29%	31%	31%
Yes - text message	7	1	-	-	1	3	3	1	1	-	-
	2%	3%	-	-	1%	7%	3%	2%	4%	-	-
Yes - letter	73	6	19	1	7	7	23	5	10	9	6
	19%	16%	22%	10%	17%	17%	25%	8%	25%	27%	30%
Yes - Other way	1	-	-	-	-	-	-	-	1	1	-
	*	-	-	-	-	-	-	-	3%	4%	-
SUMMARY CODE		-	-	-	-	-	-	-	100%	100%	-
YES	175	26	45	3	15	16	43	18	24	20	12
	47%	65%	53%	29%	38%	42%	46%	29%	61%	62%	60%
No - do not receive any notification of charges	185	13	36	5	21	21	46	42	16	11	8
	49%	35%	42%	58%	54%	53%	49%	67%	39%	34%	40%
Don't know	15	-	5	1	3	2	4	2	-	1	-
	4%	-	5%	13%	8%	5%	5%	4%	-	4%	-
		-	30%	7%	20%	13%	27%	16%	-	8%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

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 (p)	Other (q)	No multi channel (r)	
Unweighted Base	348	150	13	85	49	2	68	-	9	-	3	6	6	162	85	114	9	3	13	
Weighted Base	375	169	13**	88*	51*	2**	70*	..	11**	..	3**	7**	7**	181	88*	118	11**	3**	15**	
Yes - e-mail	99	39	7	30	15	1	20	-	1	-	1	2	-	46	30	36	1	1	3	
	26%	23%	56%	34%	30%	68%	29%	-	11%	-	25%	31%	-	26%	34%	30%	11%	25%	22%	
		39%	7%	30%	15%	1%	20%	-	1%	-	1%	2%	-	47%	30%	36%	1%	1%	3%	
Yes - text message	7	6	-	-	-	-	3	-	-	-	-	-	-	6	-	3	-	-	-	
	2%	3%	-	-	-	-	4%	-	-	-	-	-	-	3%	-	2%	-	-	-	
		82%	-	-	-	-	40%	-	-	-	-	-	-	82%	-	40%	-	-	-	
Yes - letter	73	34	1	19	6	1	14	-	1	-	1	2	1	36	19	20	1	1	4	
	19%	20%	9%	22%	11%	32%	20%	-	14%	-	32%	28%	12%	20%	22%	17%	14%	32%	26%	
		47%	2%	26%	8%	1%	19%	-	2%	-	1%	3%	1%	49%	26%	28%	2%	1%	5%	
Yes - Other way	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
	*	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	
SUMMARY CODE																				
YES	175	79	7	49	20	2	36	-	3	-	2	4	1	86	49	57	3	2	6	
	47%	47%	56%	56%	39%	100%	51%	-	24%	-	57%	59%	12%	48%	56%	48%	24%	57%	40%	
		45%	4%	28%	11%	1%	20%	-	2%	-	1%	2%	*	49%	28%	32%	2%	1%	3%	
No - do not receive any notification of charges	185	86	6	32	29	-	32	-	7	-	1	3	4	91	32	58	7	1	6	
	49%	51%	44%	37%	57%	-	46%	-	68%	-	43%	41%	52%	50%	37%	49%	68%	43%	43%	
		47% ^c	3%	17%	16% ^c	-	17%	-	4%	-	1%	1%	2%	49%	17%	32%	4%	1%	3%	
Don't know	15	4	-	7	2	-	2	-	1	-	-	-	2	4	7	3	1	-	2	
	4%	2%	-	7%	4%	-	3%	-	8%	-	-	-	36%	2%	7%	3%	8%	-	17%	
		24%	-	43%	13%	-	14%	-	6%	-	-	-	16%	24%	43%	21%	6%	-	16%	

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

Base: All those on a package with a single bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	348	82	6	74	1	82	174	15	33	37	17	-	83	163	4
Weighted Base	375	99*	7**	73*	1**	99*	185	15**	42*	44*	18**	-.**	98*	172	4**
Yes - e-mail	99	99	3	2	-	99	-	-	26	11	3	-	36	33	-
	26%	100%	37%	3%	-	100%	-	-	63%	26%	17%	-	37%	19%	-
		100%cf	3%	2%cf	-	100%cf	-	-	27%ilm	11%	3%	-	36%cm	34%	-
Yes - text message	7	3	7	-	-	3	-	-	1	3	-	-	3	-	1
	2%	3%	100%	-	-	3%	-	-	3%	6%	-	-	3%	-	14%
		37%	100%	-	-	37%	-	-	18%cm	37%cm	-	-	37%	-	7%
Yes - letter	73	2	-	73	-	2	-	-	4	10	10	-	24	23	-
	19%	2%	-	100%	-	2%	-	-	10%	23%	53%	-	25%	13%	-
		3%	-	100%caef	-	3%	-	-	6%	14%	13%	-	33%cm	31%	-
Yes - Other way	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE															
YES	175	99	7	73	1	99	-	-	31	23	13	-	61	55	1
	47%	100%	100%	100%	100%	100%	-	-	73%	52%	70%	-	62%	32%	14%
		56%cf	4%	42%cf	1%	56%cf	-	-	18%cm	13%cm	7%	-	35%cm	31%	*
No - do not receive any notification of charges	185	-	-	-	-	-	185	-	10	19	4	-	32	112	1
	49%	-	-	-	-	-	100%	-	24%	43%	23%	-	33%	65%	28%
		-	-	-	-	-	100%ace	-	5%	10%	2%	-	17%	61%hil	1%
Don't know	15	-	-	-	-	-	-	15	1	2	1	-	5	6	2
	4%	-	-	-	-	-	-	100%	3%	5%	6%	-	5%	3%	58%
		-	-	-	-	-	-	100%	8%	16%	8%	-	31%	37%	14%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

Base: All those on a package with a single bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	348	3	1	3	-	7	5	-	1	-	-	-	1	1	-
Weighted Base	375	3**	1**	4**	..**	8**	4**	..**	1**	..**	..**	..**	1**	1**	..**
Yes - e-mail	99	2	1	-	-	3	-	-	1	-	-	-	1	-	-
	26%	67%	100%	-	-	41%	-	-	100%	-	-	-	100%	-	-
		2%	1%	-	-	3%	-	-	1%	-	-	-	1%	-	-
Yes - text message	7	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	26%	-	-	-	-	-	-	-	-
		-	-	-	-	-	17%	-	-	-	-	-	-	-	-
Yes - letter	73	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	19%	-	-	32%	-	15%	-	-	-	-	-	-	-	-	-
		-	-	2%	-	2%	-	-	-	-	-	-	-	-	-
Yes - Other way	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE															
YES	175	2	1	1	-	5	1	-	1	-	-	-	1	-	-
	47%	67%	100%	32%	-	56%	26%	-	100%	-	-	-	100%	-	-
		1%	1%	1%	-	3%	1%	-	*	-	-	-	*	-	-
No - do not receive any notification of charges	185	1	-	3	-	4	3	-	-	-	-	-	-	1	-
	49%	33%	-	68%	-	44%	74%	-	-	-	-	-	-	100%	-
		1%	-	1%	-	2%	2%	-	-	-	-	-	-	*	-
Don't know	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

Base: All those on a package with a single bill

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	348	6	1	8	-	14	34	2
Weighted Base	375	8**	1**	9**	..	17**	39*	2**
Yes - e-mail	99	6	1	1	-	7	8	-
	26%	78%	100%	9%	-	40%	22%	-
		6%	1%	1%	-	7%	8%	-
Yes - text message	7	1	1	-	-	1	1	-
	2%	17%	100%	-	-	8%	4%	-
		18%	18%	-	-	18%	21%	-
Yes - letter	73	-	-	4	-	4	1	-
	19%	-	-	39%	-	21%	3%	-
		-	-	5%	-	5%	2%	-
Yes - Other way	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
SUMMARY CODE								
YES	175	6	1	4	-	10	11	-
	47%	78%	100%	48%	-	61%	29%	-
		3%	1%	3%	-	6%	6%	-
No - do not receive any notification of charges	185	2	-	4	-	5	26	2
	49%	22%	-	40%	-	32%	67%	100%
		1%	-	2%	-	3%	14%	1%
Don't know	15	-	-	1	-	1	2	-
	4%	-	-	13%	-	7%	5%	-
		-	-	8%	-	8%	12%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

Base: All those on a package with a single bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	348	148	154	5	24	77	70	12	86	5	7	-	-
Weighted Base	375	158	171	4**	25**	88*	84*	13**	84*	4**	8**	..**	..**
Yes - e-mail	99	-	96	3	-	14	33	3	19	-	3	-	-
	26%	-	56%	76%	-	16%	40%	20%	23%	-	41%	-	-
		-	97% ^a	3%	-	14%	34% ^{eh}	3%	20%	-	3%	-	-
Yes - text message	7	-	7	1	-	-	1	1	-	1	-	-	-
	2%	-	4%	12%	-	-	2%	10%	-	26%	-	-	-
		-	93% ^a	7%	-	-	18%	18%	-	17%	-	-	-
Yes - letter	73	-	72	*	-	10	22	2	13	-	1	-	-
	19%	-	42%	12%	-	11%	26%	19%	15%	-	15%	-	-
		-	99% ^a	1%	-	13%	30% ^e	3%	18%	-	2%	-	-
Yes - Other way	1	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
YES	175	-	171	4	-	23	55	6	31	1	5	-	-
	47%	-	100%	100%	-	27%	65%	49%	37%	26%	56%	-	-
		-	98% ^a	2%	-	13%	31% ^{eh}	4%	18%	1%	3%	-	-
No - do not receive any notification of charges	185	158	-	-	25	64	25	7	48	3	4	-	-
	49%	100%	-	-	100%	73%	30%	51%	57%	74%	44%	-	-
		86% ^b	-	-	14%	35% ^{fh}	14%	4%	26% ^f	2%	2%	-	-
Don't know	15	-	-	-	-	1	4	-	5	-	-	-	-
	4%	-	-	-	-	1%	4%	-	6%	-	-	-	-
		-	-	-	-	4%	24%	-	33%	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_01 Do you receive any regular notification of your monthly or quarterly charges for your Package?

This may be in the form of an email, text message or letter from your provider.

Base: All those on a package with a single bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	348	1	1	-	-	21	11	3	13
Weighted Base	375	1**	1**	..**	..**	24**	14**	3**	15**
Yes - e-mail	99	-	1	-	-	4	5	1	4
	26%	-	100%	-	-	17%	38%	54%	29%
		-	1%	-	-	4%	5%	1%	4%
Yes - text message	7	-	-	-	-	1	1	-	-
	2%	-	-	-	-	6%	9%	-	-
		-	-	-	-	21%	18%	-	-
Yes - letter	73	-	-	-	-	1	4	-	-
	19%	-	-	-	-	5%	25%	-	-
		-	-	-	-	2%	5%	-	-
Yes - Other way	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
SUMMARY CODE									
YES	175	-	1	-	-	7	9	1	4
	47%	-	100%	-	-	28%	63%	54%	29%
		-	*	-	-	4%	5%	1%	2%
No - do not receive any notification of charges	185	1	-	-	-	17	4	1	9
	49%	100%	-	-	-	72%	29%	46%	59%
		*	-	-	-	9%	2%	1%	5%
Don't know	15	-	-	-	-	-	1	-	2
	4%	-	-	-	-	-	8%	-	13%
		-	-	-	-	-	8%	-	12%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

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	697	351	346	84	116	117	128	92	160	145	194	128	230	339	358
Weighted Base	715	360	355	88*	128	128	146	82*	142	172	242	148	153	414	301
Yes - e-mail	94	58	36	16	25	22	24	5	2	27	39	19	8	67	27
	13%	16%	10%	18%	19%	17%	17%	6%	2%	16%	16%	13%	6%	16%	9%
		61%b	39%	17%gh	26%gh	24%gh	26%gh	5%	2%	29%l	42%l	20%l	9%	71%n	29%
Yes - text message	117	60	58	22	30	30	21	10	4	23	36	34	24	59	58
	16%	17%	16%	25%	23%	23%	15%	12%	3%	14%	15%	23%	16%	14%	19%
		51%	49%	19%gh	25%h	25%h	18%h	9%h	4%	20%	31%	29%	20%	50%	50%
Yes - letter	46	17	30	3	9	8	6	11	9	12	11	19	5	22	24
	7%	5%	8%	4%	7%	6%	4%	13%	7%	7%	4%	13%	3%	5%	8%
		36%	64%	7%	19%	17%	14%	23%cf	20%	25%	23%	41%jl	11%	48%	52%
Yes - Other way	5	4	2	2	2	-	-	1	1	-	4	-	1	4	1
	1%	1%	*	2%	1%	-	-	2%	*	-	2%	-	1%	1%	*
		67%	33%	37%	29%	-	-	24%	10%	-	76%	-	24%	76%	24%
SUMMARY CODE															
YES	252	132	121	42	59	58	50	27	15	61	87	66	38	148	104
	35%	37%	34%	48%	47%	45%	34%	33%	11%	36%	36%	45%	25%	36%	35%
		52%	48%	17%gh	24%h	23%h	20%h	11%h	6%	24%l	35%l	26%l	15%	59%	41%
No - do not receive any notification of charges	441	215	225	40	63	66	95	54	122	108	148	76	109	256	185
	62%	60%	63%	45%	49%	52%	65%	66%	86%	62%	61%	51%	71%	62%	62%
		49%	51%	9%	14%	15%	22%cde	12%cde	28%cdelfg	24%	34%	17%	25%jk	58%	42%
Don't know	22	12	9	6	5	4	1	1	5	3	7	6	6	10	12
	3%	3%	3%	6%	4%	3%	*	1%	4%	2%	3%	4%	4%	2%	4%
		57%	43%	26%f	23%	18%	3%	6%	25%	16%	30%	26%	28%	46%	54%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)**Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?****This may be in the form of an email, text message or letter from your provider.****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	697	380	192	125	259	93	38	307	209	488
Weighted Base	715	409	194	112	301	100*	34*	280	229	486
Yes - e-mail	94 13%	53 13% 57%	31 16% 33%	9 8% 10%	60 20% 64%g	19 19% 20%g	3 8% 3%	13 5% 14%	44 19% 47%i	50 10% 53%
Yes - text message	117 16%	67 16% 57% ^c	44 23% 38% ^c	7 6% 6%	56 18% 47%g	19 19% 16%	10 30% 9%g	33 12% 28%	43 19% 37%	74 15% 63%
Yes - letter	46 7%	29 7% 63%	7 4% 15%	10 9% 21%	21 7% 45%	2 2% 4%	1 3% 2%	22 8% 48% ^{ee}	14 6% 30%	32 7% 70%
Yes - Other way	5 1%	3 1% 48%	3 1% 52%	- - -	4 1% 67%	1 1% 23%	- - -	1 * 10%	1 1% 23%	4 1% 77%
SUMMARY CODE										
YES	252 35%	144 35% 57% ^c	83 43% 33% ^c	26 23% 10%	135 45% 53%g	38 38% 15%g	13 39% 5%g	66 24% 26%	98 43% 39%i	154 32% 61%
No - do not receive any notification of charges	441 62%	252 62% 57%	105 54% 24%	85 75% 19% ^{ab}	164 54% 37%	55 55% 12%	19 55% 4%	204 73% 46% ^{def}	126 55% 28%	315 65% 72% ^h
Don't know	22 3%	13 3% 61%	7 3% 31%	2 2% 8%	3 1% 13%	7 7% 33% ^d	2 6% 9% ^d	10 4% 45% ^d	6 3% 28%	16 3% 72%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

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	697	206	320	101	56	14	176	204	135	115	67	553	144	536	123	168
Weighted Base	715	187	342	107*	64*	15**	161	203	153	129	69*	600	115	583	150	190
Yes - e-mail	94	17	50	17	8	2	13	15	41	14	11	92	3	90	34	33
	13%	9%	15%	16%	13%	16%	8%	7%	27%	11%	16%	15%	2%	16%	23%	17%
		18%	53%	18%	9%	3%	14%	16%	43% ^f _g	15%	12% ^g	97% ^l	3%	96%	36%	35%
Yes - text message	117	19	54	23	15	6	17	29	28	29	14	111	6	105	30	50
	16%	10%	16%	22%	23%	39%	11%	14%	18%	23%	20%	19%	5%	18%	20%	26%
		16%	46%	20% ^a	13% ^a	5%	15%	25%	24%	25% ^f	12%	95% ^l	5%	89%	26%	42% ^m
Yes - letter	46	9	28	6	4	-	8	16	13	8	2	39	7	38	10	11
	7%	5%	8%	5%	6%	-	5%	8%	9%	6%	3%	7%	6%	7%	7%	6%
		20%	59%	12%	9%	-	16%	35%	28%	17%	4%	84%	16%	82%	21%	23%
Yes - Other way	5	2	2	1	-	-	2	2	-	-	1	5	1	5	2	1
	1%	1%	1%	1%	-	-	1%	1%	-	-	2%	1%	1%	1%	1%	-
		39%	38%	23%	-	-	39%	38%	-	-	23%	86%	14%	86%	29%	10%
SUMMARY CODE																
YES	252	46	125	47	26	8	39	59	76	50	28	236	17	227	70	89
	35%	25%	37%	44%	41%	55%	24%	29%	50%	39%	41%	39%	14%	39%	47%	47%
		18%	50% ^a	19% ^a	10% ^a	3%	15%	23%	30% ^f _g	20% ^f	11% ^f	93% ^l	7%	90%	28%	35%
No - do not receive any notification of charges	441	135	205	57	37	7	117	136	73	75	40	344	97	336	77	95
	62%	72%	60%	53%	58%	45%	73%	67%	47%	58%	58%	57%	84%	58%	51%	50%
		31% ^b _c	46%	13%	8%	2%	27% ^h _{ij}	31% ^h	16%	17%	9%	78%	22% ^k	76%	17%	22%
Don't know	22	6	12	3	1	-	5	8	4	4	1	20	2	20	3	5
	3%	3%	3%	3%	1%	-	3%	4%	3%	3%	2%	3%	1%	3%	2%	3%
		27%	54%	16%	3%	-	24%	35%	18%	17%	5%	92%	8%	92%	13%	23%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	697	45	85	64	63	65	55	85	87	59	49	40	608	40	49
Weighted Base	715	48*	95*	61*	60*	62*	58*	92*	96*	59*	46*	39*	630	39*	46*
Yes - e-mail	94	6	11	5	7	4	3	16	18	15	2	6	86	6	2
	13%	13%	11%	9%	12%	7%	5%	17%	19%	25%	5%	16%	14%	16%	5%
		7%	12%	6%	7%	5%	3%	17% ^f	19% ^{fj}	16% ^{bce^f}	2%	7%	91%	7%	2%
Yes - text message	117	4	11	12	7	9	13	20	19	7	10	7	101	7	10
	16%	8%	11%	20%	11%	15%	23%	22%	19%	11%	21%	17%	16%	17%	21%
		3%	9%	10%	6%	8%	11%	17%	16%	6%	8%	6%	86%	6%	8%
Yes - letter	46	6	9	-	7	2	1	5	10	5	3	-	44	-	3
	7%	12%	9%	-	12%	3%	2%	6%	10%	8%	6%	-	7%	-	6%
		13% ^{cfk}	19% ^c	-	15% ^{cfk}	4%	2%	11%	21% ^c	10% ^c	6%	-	94%	-	6%
Yes - Other way	5	-	1	1	-	1	-	-	2	1	-	-	5	-	-
	1%	-	1%	1%	-	2%	-	-	2%	2%	-	-	1%	-	-
		-	14%	10%	-	23%	-	-	29%	24%	-	-	100%	-	-
SUMMARY CODE															
YES	252	14	31	17	20	15	17	38	48	28	14	11	227	11	14
	35%	28%	33%	28%	33%	25%	29%	42%	49%	47%	30%	29%	36%	29%	30%
		5%	12%	7%	8%	6%	7%	15% ^e	19% ^{abc}	11% ^{ce}	5%	5%	90%	5%	5%
No - do not receive any notification of charges	441	34	64	43	38	46	39	50	44	31	26	27	389	27	26
	62%	71%	67%	70%	64%	74%	66%	55%	46%	53%	56%	68%	62%	68%	56%
		8% ^h	15% ^h	10% ^h	9% ^h	10% ^{ghi}	9% ^h	11%	10%	7%	6%	6% ^h	88%	6%	6%
Don't know	22	*	-	1	2	1	2	3	4	-	6	1	14	1	6
	3%	1%	-	2%	3%	1%	4%	4%	4%	-	14%	3%	2%	3%	14%
		2%	-	4%	9%	4%	11%	16%	19%	-	30% ^{abcdegh}	5%	66%	5%	30% ^l

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

* small base

Billing (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All Mobile users with a separate bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline , Fixed BB and Pay TV (p)	Mobile, Landline , Fixed BB and Pay TV (q)
Unweighted Base	697	697	496	388	257	250	34	12	3	-	153	7	12	3	1	-	97	2
Weighted Base	715	715	520	429	285	274	37*	12**	4**	-.*	169	5**	12**	3**	1**	-.*	111*	2**
Yes - e-mail	94	94	68	67	46	42	7	3	1	-	21	1	3	-	-	-	23	-
	13%	13%	13%	16%	16%	15%	20%	22%	24%	-	13%	17%	24%	-	-	-	21%	-
		100%	72%	71%	49%	45%	8%	3%	1%	-	23%	1%	3%	-	-	-	25%	-
Yes - text message	117	117	67	64	54	44	3	-	-	-	24	-	4	1	-	-	16	1
	16%	16%	13%	15%	19%	16%	7%	-	-	-	14%	-	33%	40%	-	-	15%	63%
		100%	58%	54%	46%b	38%	2%	-	-	-	20%	-	3%	1%	-	-	14%	1%
Yes - letter	46	46	41	32	24	18	4	3	-	-	9	-	-	1	-	-	10	-
	7%	7%	8%	7%	9%	7%	11%	23%	-	-	5%	-	-	20%	-	-	9%	-
		100%	88%	69%	52%	39%	9%	6%	-	-	20%	-	-	1%	-	-	20%	-
Yes - Other way	5	5	3	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	63%	63%	29%	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE																		
YES	252	252	170	158	119	98	14	5	1	-	52	1	7	2	-	-	45	1
	35%	35%	33%	37%	42%	36%	38%	45%	24%	-	31%	17%	57%	60%	-	-	41%	63%
		100%	68%	63%	47%b	39%	6%	2%	*	-	21%	*	3%	1%	-	-	18%	*
No - do not receive any notification of charges	441	441	334	258	156	172	21	6	3	-	113	4	5	1	1	-	64	1
	62%	62%	64%	60%	55%	63%	57%	49%	76%	-	67%	83%	43%	40%	100%	-	58%	37%
		100%	76%d	59%	35%	39%	5%	1%	1%	-	26%	1%	1%	*	*	-	14%	*
Don't know	22	22	15	13	9	4	2	1	-	-	4	-	-	-	-	-	1	-
	3%	3%	3%	3%	3%	1%	5%	6%	-	-	2%	-	-	-	-	-	1%	-
		100%	70%	59%	43%	17%	8%	3%	-	-	18%	-	-	-	-	-	6%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

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	697	50	151	25	72	72	169	100	93	55	40
Weighted Base	715	58*	167	24**	69*	73*	165	109*	88*	60*	39*
Yes - e-mail	94 13%	12 21% 13%	30 18% 32%	6 24% 6%	7 10% 7%	6 8% 7%	18 11% 19%	13 12% 14%	7 8% 8%	6 11% 7%	6 16% 7%
Yes - text message	117 16%	10 18% 9%	35 21% 30% ^f	1 4% 1%	15 22% 13% ^f	18 24% 15% ^f	19 12% 17%	13 12% 11%	13 15% 11%	7 12% 6%	7 17% 6%
Yes - letter	46 7%	6 10% 13%	15 9% 32%	- - -	3 5% 7%	4 5% 8%	13 8% 29%	10 9% 21%	3 3% 6%	6 10% 13%	- - -
Yes - Other way	5 1%	2 3% 29%	2 1% 29%	- - -	1 2% 24%	- - -	1 1% 23%	1 1% 14%	1 1% 10%	- - -	- - -
SUMMARY CODE											
YES	252 35%	30 52% 12% ^{fghij}	79 47% 31% ^{fghi}	7 28% 3%	26 37% 10%	26 36% 10%	49 30% 20%	36 33% 14%	23 26% 9%	17 29% 7%	11 29% 5%
No - do not receive any notification of charges	441 62%	26 45% 6%	81 48% 18%	17 72% 4%	37 54% 8%	47 63% 11% ^b	112 68% 25% ^{abd}	74 67% 17% ^{ab}	64 73% 14% ^{abd}	41 69% 9% ^{ab}	27 68% 6% ^{ab}
Don't know	22 3%	2 4% 10%	8 5% 35% ^a	- - -	6 9% 30% ^{efgh}	1 1% 3%	4 2% 19%	- - -	1 1% 4%	1 2% 6%	1 3% 5%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

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 subscrip- tion (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	697	276	33	75	154	1	163	-	11	-	9	27	23	308	75	306	11	9	51
Weighted Base	715	299	33*	80*	149	1**	162	..**	13**	..**	9**	26**	22**	332	80*	299	13**	9**	49*
Yes - e-mail	94	45	5	17	18	-	14	-	1	-	-	2	3	50	17	32	1	-	5
	13%	15%	14%	22%	12%	-	8%	-	10%	-	-	10%	14%	15%	22%	11%	10%	-	11%
		48%	5%	19% ^f	19%	-	15%	-	1%	-	-	3%	3%	53%	19% ^o	34%	1%	-	6%
Yes - text message	117	61	6	16	17	-	18	-	3	-	2	1	3	67	16	34	3	2	4
	16%	20%	17%	20%	11%	-	11%	-	20%	-	22%	3%	15%	20%	20%	11%	20%	22%	8%
		52% ^{df}	5%	14%	14%	-	15%	-	2%	-	2%	1%	3%	57% ^o	14%	29%	2%	2%	3%
Yes - letter	46	17	1	7	7	-	13	-	1	-	2	3	-	18	7	19	1	2	3
	7%	6%	3%	9%	5%	-	8%	-	9%	-	19%	12%	-	5%	9%	6%	9%	19%	6%
		37%	2%	15%	14%	-	27%	-	3%	-	4%	6%	-	39%	15%	42%	3%	4%	6%
Yes - Other way	5	-	1	-	2	-	3	-	-	-	-	-	-	1	-	4	-	-	-
	1%	-	4%	-	1%	-	2%	-	-	-	-	-	-	*	-	1%	-	-	-
		-	24% ^a	-	37%	-	62% ^a	-	-	-	-	-	-	24%	-	76%	-	-	-
SUMMARY CODE																			
YES	252	121	10	37	43	-	46	-	5	-	4	6	6	131	37	86	5	4	12
	35%	40%	31%	46%	29%	-	28%	-	38%	-	41%	24%	28%	40%	46%	29%	38%	41%	25%
		48% ^{df}	4%	15% ^{df}	17%	-	18%	-	2%	-	1%	2%	2%	52% ^o	15% ^{or}	34%	2%	1%	5%
No - do not receive any notification of charges	441	169	23	41	100	1	112	-	7	-	4	19	14	191	41	205	7	4	34
	62%	57%	69%	51%	67%	100%	69%	-	55%	-	50%	74%	63%	58%	51%	69%	55%	50%	70%
		38%	5%	9%	23% ^{ac}	*	26% ^{ac}	-	2%	-	1%	4%	3%	43%	9%	47% ^{mn}	2%	1%	8% ⁿ
Don't know	22	9	-	3	6	-	4	-	1	-	1	*	2	9	3	8	1	1	2
	3%	3%	-	4%	4%	-	3%	-	7%	-	9%	2%	8%	3%	4%	3%	7%	9%	5%
		43%	-	13%	26%	-	19%	-	4%	-	3%	2%	8%	43%	13%	35%	4%	3%	11%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All Mobile users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	697	57	3	45	-	57	135	12	79	109	43	5	227	446	24
Weighted Base	715	69*	3**	47*	-**	69*	145	13**	94*	117*	46*	5**	252	441	22**
Yes - e-mail	94	26	1	4	-	26	10	1	94	9	1	-	94	-	-
	13%	38%	42%	9%	-	38%	7%	10%	100%	8%	2%	-	37%	-	-
		28%cf	1%	4%	-	28%cf	11%	1%	100%ijlm	10%lm	1%lm	-	100%ijlm	-	-
Yes - text message	117	11	3	10	-	11	19	2	9	117	-	1	117	-	-
	16%	16%	84%	22%	-	16%	13%	19%	10%	100%	-	10%	46%	-	-
		10%	2%	9%	-	10%	16%	2%	8%jm	100%hjlm	-	*	100%hjlm	-	-
Yes - letter	46	3	-	10	-	3	4	1	1	-	46	-	46	-	-
	7%	5%	-	21%	-	5%	3%	9%	1%	-	100%	-	18%	-	-
		7%	-	21%aef	-	7%	9%	2%	2%	-	100%hilm	-	100%him	-	-
Yes - Other way	5	-	-	-	-	-	-	-	-	1	-	5	5	-	-
	1%	-	-	-	-	-	-	-	-	*	-	100%	2%	-	-
		-	-	-	-	-	-	-	-	10%	-	100%	100%lm	-	-
SUMMARY CODE															
YES	252	36	3	24	-	36	32	5	94	117	46	5	252	-	-
	35%	52%	84%	52%	-	52%	22%	39%	100%	100%	100%	100%	100%	-	-
		14%f	1%	10%f	-	14%f	13%	2%	37%lm	46%lm	18%lm	2%	100%lm	-	-
No - do not receive any notification of charges	441	33	-	23	-	33	112	6	-	-	-	-	-	441	-
	62%	48%	-	48%	-	48%	77%	45%	-	-	-	-	-	100%	-
		8%	-	5%	-	8%	25%ace	1%	-	-	-	-	-	100%hijl	-
Don't know	22	-	1	-	-	-	1	2	-	-	-	-	-	-	22
	3%	-	16%	-	-	-	1%	17%	-	-	-	-	-	-	100%
		-	2%	-	-	-	5%	10%	-	-	-	-	-	-	100%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All Mobile users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	697	26	4	69	3	101	144	13	23	1	22	2	48	83	14
Weighted Base	715	30**	4**	65*	4**	102*	143	14**	26**	1**	24**	3**	54*	91*	15**
Yes - e-mail	94	12	1	3	-	16	12	1	9	-	4	-	14	8	3
	13%	39%	33%	4%	-	16%	8%	9%	35%	-	18%	-	25%	9%	23%
		12%	2%	3%	-	17% _c	13%	1%	10%	-	5%	-	14% _m	9%	4%
Yes - text message	117	7	2	4	1	13	14	-	2	-	2	-	4	15	-
	16%	23%	37%	7%	31%	13%	10%	-	9%	-	8%	-	8%	17%	-
		6%	1%	4%	1%	11%	12%	-	2%	-	2%	-	4%	13%	-
Yes - letter	46	-	-	20	-	20	3	-	-	-	12	-	12	2	-
	7%	-	-	31%	-	20%	2%	-	-	-	51%	-	23%	2%	-
		-	-	44% _f	-	44% _f	5%	-	-	-	26%	-	26% _m	4%	-
Yes - Other way	5	-	-	-	3	3	1	-	-	-	1	2	3	1	-
	1%	-	-	-	69%	3%	*	-	-	-	5%	57%	5%	1%	-
		-	-	-	53%	53%	10%	-	-	-	24%	29%	53%	10%	-
SUMMARY CODE															
YES	252	17	3	28	4	51	27	1	12	-	20	2	33	24	3
	35%	57%	70%	43%	100%	50%	19%	9%	45%	-	82%	57%	61%	27%	23%
		7%	1%	11% _f	2%	20% _f	11%	*	5%	-	8%	1%	13% _m	10%	1%
No - do not receive any notification of charges	441	13	1	36	-	50	112	5	13	1	4	1	20	67	4
	62%	43%	30%	55%	-	49%	79%	36%	50%	100%	18%	43%	37%	73%	24%
		3%	*	8%	-	11%	25% _{ce}	1%	3%	*	1%	*	5%	15% _l	1%
Don't know	22	-	-	1	-	1	3	7	1	-	-	-	1	-	8
	3%	-	-	2%	-	1%	2%	55%	5%	-	-	-	2%	-	53%
		-	-	6%	-	6%	14%	34%	6%	-	-	-	6%	-	37%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?****This may be in the form of an email, text message or letter from your provider.****Base: All Mobile users with a separate bill**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	697	9	-	25	1	35	97	12
Weighted Base	715	11**	..	26**	2**	39*	110*	13**
Yes - e-mail	94	3	-	3	-	6	11	1
	13%	31%	-	11%	-	16%	10%	12%
		3%	-	3%	-	6%	12%	2%
Yes - text message	117	3	-	4	-	7	25	1
	16%	27%	-	15%	-	17%	23%	12%
		2%	-	3%	-	6%	21%	1%
Yes - letter	46	-	-	10	-	10	3	2
	7%	-	-	37%	-	25%	2%	18%
		-	-	21%	-	21% ^f	6%	5%
Yes - Other way	5	-	-	-	2	2	-	-
	1%	-	-	-	100%	4%	-	-
		-	-	-	29%	29%	-	-
SUMMARY CODE								
YES	252	6	-	16	2	24	38	4
	35%	57%	-	62%	100%	62%	35%	30%
		2%	-	7%	1%	10% ^f	15%	2%
No - do not receive any notification of charges	441	5	-	10	-	15	70	2
	62%	43%	-	38%	-	38%	64%	16%
		1%	-	2%	-	3%	16% ^e	*
Don't know	22	-	-	-	-	-	1	7
	3%	-	-	-	-	-	1%	54%
		-	-	-	-	-	6%	31%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All Mobile users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	697	119	100	3	15	168	188	38	278	134	97	2	10
Weighted Base	715	128	115*	2**	17**	181	212	39*	260	131	98*	2**	11**
Yes - e-mail	94	7	31	-	3	-	87	7	-	9	16	-	3
	13%	6%	27%	-	17%	-	41%	19%	-	7%	16%	-	23%
		8%	33% ^a	-	3%	-	92% ^{egh}	8% ^{eh}	-	10%	17% ^{ei}	-	3%
Yes - text message	117	19	23	-	-	-	87	30	-	14	12	1	1
	16%	15%	20%	-	-	-	41%	79%	-	10%	13%	42%	6%
		16%	19%	-	-	-	74% ^{eh}	26% ^{efh}	-	12%	11%	1%	1%
Yes - letter	46	3	13	-	1	-	44	1	-	3	20	-	-
	7%	3%	11%	-	6%	-	21%	2%	-	2%	21%	-	-
		7%	27% ^a	-	2%	-	96% ^{egh}	2% ^h	-	5%	44% ⁱ	-	-
Yes - Other way	5	-	-	-	-	-	5	-	-	1	3	-	-
	1%	-	-	-	-	-	2%	-	-	-	3%	-	-
		-	-	-	-	-	100% ^h	-	-	10%	53%	-	-
SUMMARY CODE													
YES	252	28	61	-	4	-	212	39	-	24	50	1	3
	35%	22%	53%	-	23%	-	100%	100%	-	18%	51%	42%	29%
		11%	24% ^a	-	2%	-	84% ^{eh}	15% ^{eh}	-	10%	20% ^{ei}	*	1%
No - do not receive any notification of charges	441	99	54	1	13	181	-	-	260	104	48	1	8
	62%	77%	47%	69%	77%	100%	-	-	100%	79%	49%	58%	71%
		22% ^b	12%	*	3%	41% ^{fg}	-	-	59% ^{fg}	24% ^j	11%	*	2%
Don't know	22	1	-	1	-	-	-	-	-	3	-	-	-
	3%	1%	-	31%	-	-	-	-	-	2%	-	-	-
		5%	-	2%	-	-	-	-	-	14%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_02 Do you receive any regular notification of your monthly or quarterly charges for your Mobile Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All Mobile users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	697	53	46	2	25	50	30	5	42
Weighted Base	715	60*	52*	2**	26**	56*	34**	4**	48*
Yes - e-mail	94	6	14	-	2	5	6	-	6
	13%	10%	26%	-	9%	9%	18%	-	13%
		6%	14%a	-	3%	5%	6%	-	7%
Yes - text message	117	11	4	-	3	10	7	-	10
	16%	18%	8%	-	10%	18%	20%	-	22%
		9%	4%	-	2%	9%	6%	-	9%
Yes - letter	46	2	12	-	-	2	10	-	1
	7%	3%	23%	-	-	3%	28%	-	2%
		4%	26%a	-	-	4%	21%	-	2%
Yes - Other way	5	-	3	-	1	-	2	-	-
	1%	-	5%	-	2%	-	4%	-	-
		-	53%	-	10%	-	29%	-	-
SUMMARY CODE									
YES	252	17	33	-	5	17	24	-	17
	35%	28%	63%	-	20%	30%	70%	-	35%
		7%	13%a	-	2%	7%	10%	-	7%
No - do not receive any notification of charges	441	43	18	2	21	38	10	4	31
	62%	72%	34%	100%	80%	67%	30%	100%	65%
		10%b	4%	1%	5%	9%	2%	1%	7%
Don't know	22	-	1	-	-	1	-	-	-
	3%	-	2%	-	-	2%	-	-	-
		-	6%	-	-	6%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

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	369	171	198	5	24	48	60	50	182	65	86	68	150	151	218
Weighted Base	348	161	187	5**	28**	52*	68*	46*	148	77*	103*	76*	93	180	168
Yes - e-mail	35	20	14	-	4	11	15	5	-	9	14	8	4	23	12
	10%	13%	8%	-	14%	20%	22%	10%	-	11%	14%	10%	5%	13%	7%
		59%	41%	-	12%	31%h	44%h	14%h	-	25%	41%l	22%	12%	66%	34%
Yes - text message	4	1	3	-	-	1	3	-	1	1	1	1	1	3	2
	1%	1%	2%	-	-	2%	4%	-	*	2%	1%	1%	1%	2%	1%
		33%	67%	-	-	23%	63%	-	14%	33%	30%	23%	14%	63%	37%
Yes - letter	105	48	57	2	4	13	10	14	62	30	20	25	30	49	56
	30%	29%	31%	35%	14%	24%	15%	31%	42%	39%	19%	34%	33%	27%	33%
		45%	55%	2%	4%	12%	10%	14%	59%ef	28%g	19%	24%g	29%g	47%	53%
Yes - Other way	4	3	1	-	2	-	-	3	-	1	3	-	-	4	-
	1%	2%	1%	-	5%	-	-	5%	-	2%	3%	-	-	2%	-
		69%	31%	-	37%	-	-	63%h	-	31%	69%	-	-	100%	-
SUMMARY CODE															
YES	147	72	75	2	9	23	28	22	63	41	38	33	35	79	68
	42%	45%	40%	35%	33%	44%	42%	47%	42%	54%	37%	44%	38%	44%	40%
		49%	51%	1%	6%	16%	19%	15%	43%	28%j	26%	22%	24%	54%	46%
No - do not receive any notification of charges	182	77	105	1	19	25	36	24	78	35	60	35	52	95	87
	52%	48%	56%	18%	67%	49%	53%	51%	52%	45%	59%	47%	56%	53%	52%
		42%	58%	*	10%	14%	20%	13%	43%	19%	33%	19%	28%	52%	48%
Don't know	19	12	6	2	-	4	4	1	8	1	5	7	6	6	13
	5%	8%	3%	47%	-	7%	6%	2%	5%	1%	5%	10%	6%	3%	8%
		66%	34%	12%	-	20%	21%	6%	42%	5%	25%	40%l	30%	30%	70%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

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	369	193	61	115	98	30	13	228	60	309
Weighted Base	348	194	60*	95	114*	32**	11**	191	65*	283
Yes - e-mail	35	22	8	5	21	5	4	4	15	19
	10%	11%	13%	5%	19%	17%	35%	2%	24%	7%
		62%	23%	15%	62%g	16%	11%	11%	45%i	55%
Yes - text message	4	3	-	1	3	-	-	2	1	3
	1%	2%	-	1%	2%	-	-	1%	2%	1%
		70%	-	30%	63%	-	-	37%	23%	77%
Yes - letter	105	56	13	36	19	7	1	78	18	87
	30%	29%	21%	38%	16%	22%	12%	41%	28%	31%
		53%	12%	35%b	18%	7%	1%	74% d	17%	83%
Yes - Other way	4	3	2	-	3	-	-	1	-	4
	1%	1%	3%	-	2%	-	-	1%	-	1%
		63%	37%	-	69%	-	-	31%	-	100%
SUMMARY CODE										
YES	147	82	22	43	46	13	5	84	33	114
	42%	42%	37%	45%	40%	40%	47%	44%	51%	40%
		56%	15%	29%	31%	9%	4%	57%	23%	77%
No - do not receive any notification of charges	182	99	34	49	61	18	6	97	26	156
	52%	51%	57%	52%	54%	56%	53%	51%	41%	55%
		54%	19%	27%	34%	10%	3%	53%	15%	85%
Don't know	19	12	4	3	7	1	-	10	5	14
	5%	6%	6%	3%	6%	4%	-	5%	8%	5%
		65%	20%	16%	39%	7%	-	55%	27%	73%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

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	369	148	168	38	14	1	140	134	45	29	21	202	167	201	47	36
Weighted Base	348	124	168	38*	16**	1**	116	128	50*	34**	20**	219	130	217	56*	41*
Yes - e-mail	35 10%	10 8% 28%	13 8% 39%	7 19% 21%	4 27% 13%	-	7 6% 21%	5 4% 13%	12 24% 35%fg	6 19% 18%	4 21% 12%	34 16% 99%l	1 * 1%	33 15% 95%	18 32% 51% _m	13 32% 38% _m
Yes - text message	4 1%	- - -	1 * 14%	4 10% 86% _{ab}	- - -	-	- - -	1 * 14%	3 5% 63%fg	- - -	1 5% 23%	4 2% 86%	1 * 14%	4 2% 86%	- - -	- - -
Yes - letter	105 30%	35 28% 33%	55 33% 53%	9 24% 9%	4 27% 4%	1 100% 1%	34 29% 32%	42 33% 40%	13 25% 12%	11 32% 11%	6 30% 6%	51 23% 49%	54 42% 51% _k	51 24% 49%	10 18% 9%	4 10% 4%
Yes - Other way	4 1%	2 1% 37%	3 2% 63%	- - -	- - -	-	2 1% 37%	3 2% 63%	- - -	- - -	-	4 2% 100%	- - -	4 2% 100%	2 3% 37%	- - -
SUMMARY CODE																
YES	147 42%	46 37% 31%	72 43% 49%	19 50% 13%	9 54% 6%	1 100% 1%	43 37% 29%	49 39% 34%	28 55% 19% _f	17 51% 12%	10 51% 7%	92 42% 63%	55 42% 37%	91 42% 62%	29 52% 20%	17 43% 12%
No - do not receive any notification of charges	182 52%	71 57% 39%	86 51% 47%	17 45% 9%	7 46% 4%	-	67 58% 37% _h	72 57% 40% _h	19 38% 11%	16 46% 9%	8 40% 4%	114 52% 62%	68 53% 38%	114 52% 62%	25 45% 14%	21 51% 11%
Don't know	19 5%	7 5% 35%	10 6% 54%	2 5% 11%	- - -	-	7 6% 35%	6 4% 30%	4 7% 19%	1 4% 7%	2 9% 9%	13 6% 67%	6 5% 33%	13 6% 67%	2 3% 8%	3 6% 14%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	369	14	45	44	31	37	30	39	48	31	19	31	319	31	19
Weighted Base	348	14**	46*	39*	26**	30*	30**	38*	50*	29**	17**	29**	303	29**	17**
Yes - e-mail	35	1	3	2	3	-	3	3	11	-	4	4	27	4	4
	10%	9% 3%	7% 9%	5% 5%	13% 10%	- -	9% 8%	9% 10%	23% 32%bce	- -	24% 11%	13% 11%	77% 11%	13% 11%	24% 11%
Yes - text message	4	-	-	-	2	-	-	-	-	1	1	-	4	-	1
	1%	-	-	-	9% 53%	- -	- -	- -	- -	5% 33%	4% 14%	-	1% 86%	-	4% 14%
Yes - letter	105	2	17	12	9	10	6	7	22	10	3	5	97	5	3
	30%	16% 2%	37% 16%	31% 12%	36% 9%	32% 9%	21% 6%	19% 7%	45% 21%g	35% 10%	20% 3%	17% 5%	32% 92%	17% 5%	20% 3%
Yes - Other way	4	-	-	1	-	-	-	-	2	1	-	-	4	-	-
	1%	-	-	3% 31%	- -	- -	- -	- -	3% 37%	4% 32%	- -	- -	1% 100%	- -	- -
SUMMARY CODE															
YES	147	3	20	15	14	10	9	11	35	13	8	9	131	9	8
	42%	25% 2%	44% 14%	38% 10%	54% 10%	32% 7%	30% 6%	28% 7%	71% 24%bceag	44% 9%	48% 5%	30% 6%	43% 89%	30% 6%	48% 5%
No - do not receive any notification of charges	182	10	25	22	12	18	19	25	10	16	6	17	159	17	6
	52%	75% 6%	55% 14%h	57% 12%h	46% 7%	61% 10%h	64% 11%	66% 14%h	20% 5%	56% 9%	34% 3%	59% 9%	53% 87%	59% 9%	34% 3%
Don't know	19	-	*	-	-	2	2	2	4	-	3	3	13	3	3
	5%	-	1% 3%	5% 10%	- -	7% 10%	6% 10%	6% 12%	9% 24%	- -	18% 16%	11% 16%	4% 68%	11% 16%	18% 16%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All landline users with a separate bill

	Total	Q.2 WHICH BILLS ARE YOU PRIMARILY OR JOINTLY RESPONSIBLE FOR?				Q.5 DO YOU MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay individually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline, Fixed BB and Pay TV (p)	Mobile, Landline, Fixed BB and Pay TV (q)
Unweighted Base	369	261	369	156	113	12	38	12	4	-	18	1	9	3	1	2	4	2
Weighted Base	348	262	348	170	120	13**	40*	12**	5**	-**	20**	1**	9**	3**	1**	3**	5**	2**
Yes - e-mail	35	31	35	27	19	3	7	3	-	-	5	-	2	1	-	1	-	-
	10%	12%	10%	16%	16%	23%	17%	22%	-	-	26%	-	20%	40%	-	45%	-	-
		89%	100%	77%	54%	9%	19%	8%	-	-	15%	-	5%	4%	-	4%	-	-
Yes - text message	4	4	4	4	2	1	1	-	-	-	1	-	1	-	-	-	-	-
	1%	2%	1%	3%	2%	11%	3%	-	-	-	6%	-	16%	-	-	-	-	-
		100%	100%	100%	47%	33%	30%	-	-	-	30%	-	33%	-	-	-	-	-
Yes - letter	105	67	105	38	35	4	12	4	1	-	4	-	1	1	1	1	1	1
	30%	26%	30%	22%	29%	30%	30%	34%	23%	-	22%	-	14%	20%	100%	55%	20%	37%
		64%	100%	36%	34%	4%	11%	4%	1%	-	4%	-	1%	1%	1%	1%	1%	1%
Yes - Other way	4	4	4	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	2%	1%	2%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	100%	69%	37%	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE																		
YES	147	105	147	70	58	8	20	7	1	-	11	-	4	2	1	3	1	1
	42%	40%	42%	41%	48%	65%	49%	56%	23%	-	55%	-	50%	60%	100%	100%	20%	37%
		72%	100%	48%	39%	6%	13%	5%	1%	-	7%	-	3%	1%	1%	2%	1%	-
No - do not receive any notification of charges	182	143	182	91	56	4	17	5	4	-	6	-	4	1	-	-	3	1
	52%	55%	52%	53%	47%	35%	42%	38%	77%	-	30%	-	50%	40%	-	-	64%	63%
		78%	100%	50%	31%	2%	9%	3%	2%	-	3%	-	2%	1%	-	-	2%	1%
Don't know	19	14	19	10	6	-	3	1	-	-	3	1	-	-	-	-	1	-
	5%	5%	5%	6%	5%	-	8%	6%	-	-	15%	100%	-	-	-	-	16%	-
		72%	100%	51%	33%	-	17%	4%	-	-	16%	4%	-	-	-	-	4%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

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	369	34	78	15	32	39	85	49	60	21	31
Weighted Base	348	35*	77*	14**	29**	37*	74*	50*	53*	22**	29**
Yes - e-mail	35	8	9	-	4	5	8	4	2	1	4
	10%	23%	11%	-	14%	13%	11%	8%	3%	5%	13%
Yes - text message	4	-	-	-	1	-	4	-	2	-	-
	1%	-	-	-	2%	-	5%	-	4%	-	-
Yes - letter	105	16	28	5	7	9	27	17	18	5	5
	30%	47%	37%	32%	26%	25%	37%	35%	35%	21%	17%
Yes - Other way	4	2	2	-	1	-	-	-	1	1	-
	1%	4%	2%	-	4%	-	-	-	2%	6%	-
		37%	37%	-	32%	-	-	-	31%	31%	-
SUMMARY CODE											
YES	147	26	39	5	13	14	38	21	23	7	9
No - do not receive any notification of charges	42%	75%	50%	32%	46%	38%	52%	43%	43%	32%	30%
		18%befgh	26%	3%	9%	10%	26%	14%	16%	5%	6%
Don't know	182	5	32	10	12	23	34	28	28	14	17
	52%	14%	41%	68%	43%	62%	45%	56%	53%	64%	59%
		3%	17%a	5%	7%	13%ab	18%a	15%a	15%a	8%	9%
	19	4	7	-	3	-	2	*	2	1	3
	5%	11%	9%	-	10%	-	3%	1%	4%	4%	11%
		20%	39%	-	16%	-	10%	3%	10%	5%	16%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

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 (p)	Other (q)	No multi channel (r)
Unweighted Base	369	126	18	7	102	-	106	-	1	-	2	27	5	144	7	204	1	2	32
Weighted Base	348	129	19**	6**	93*	..*	99*	..*	1**	..*	2**	23**	5**	148	6**	186	1**	2**	28**
Yes - e-mail	35	20	1	1	6	-	6	-	-	-	-	1	-	22	1	12	-	-	1
10%		16%	7%	25%	7%	-	6%	-	-	-	-	6%	-	15%	25%	6%	-	-	5%
		59%df	4%	4%	18%	-	16%	-	-	-	-	4%	-	62%o	4%	34%	-	-	4%
Yes - text message	4	3	-	-	-	-	1	-	-	-	-	-	-	3	-	1	-	-	-
1%		2%	-	-	-	-	1%	-	-	-	-	-	-	2%	-	1%	-	-	-
		70%	-	-	-	-	30%	-	-	-	-	-	-	70%	-	30%	-	-	-
Yes - letter	105	35	2	1	32	-	33	-	1	-	-	9	-	37	1	65	1	-	9
30%		27%	9%	26%	34%	-	34%	-	100%	-	-	40%	-	25%	26%	35%	100%	-	33%
		33%	2%	1%	30%	-	32%	-	1%	-	-	9%	-	35%	1%	62%	1%	-	9%
Yes - Other way	4	1	1	-	-	-	2	-	-	-	-	-	-	3	-	2	-	-	-
1%		1%	7%	-	-	-	2%	-	-	-	-	-	-	2%	-	1%	-	-	-
		31%	32%	-	-	-	37%	-	-	-	-	-	-	63%	-	37%	-	-	-
SUMMARY CODE																			
YES	147	59	4	3	38	-	42	-	1	-	-	10	-	63	3	79	1	-	10
42%		45%	23%	51%	41%	-	42%	-	100%	-	-	46%	-	43%	51%	43%	100%	-	37%
		40%	3%	2%	26%	-	28%	-	1%	-	-	7%	-	43%	2%	54%	1%	-	7%
No - do not receive any notification of charges	182	64	13	1	49	-	54	-	-	-	2	10	5	77	1	98	-	2	16
52%		49%	71%	22%	53%	-	55%	-	-	-	100%	46%	100%	52%	22%	52%	-	100%	56%
		35%	7%	1%	27%	-	30%	-	-	-	1%	6%	3%	42%	1%	54%	-	1%	9%
Don't know	19	7	1	1	6	-	3	-	-	-	-	2	-	8	1	9	-	-	2
5%		5%	7%	26%	7%	-	3%	-	-	-	-	8%	-	6%	26%	5%	-	-	7%
		37%	6%	8%	33%	-	16%	-	-	-	-	10%	-	44%	8%	49%	-	-	10%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All landline users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	369	3	1	1	-	3	7	-	24	26	21	3	71	175	12
Weighted Base	348	3**	1**	1**	..	3**	7**	..	29**	27**	23**	3**	79*	167	12**
Yes - e-mail	35	2	-	-	-	2	1	-	12	7	-	-	17	13	-
	10%	58%	-	-	-	58%	14%	-	41%	25%	-	-	22%	8%	-
		6%	-	-	-	6%	3%	-	34%	20%	-	-	49% _m	36%	-
Yes - text message	4	1	-	-	-	1	-	-	1	2	-	-	3	1	-
	1%	42%	-	-	-	42%	-	-	5%	6%	-	-	4%	1%	-
		33%	-	-	-	33%	-	-	33%	37%	-	-	70%	30%	-
Yes - letter	105	-	-	1	-	-	3	-	3	4	20	-	28	36	1
	30%	-	-	100%	-	-	38%	-	9%	16%	89%	-	35%	21%	11%
		-	-	1%	-	-	2%	-	3%	4%	19%	-	26% _m	34%	1%
Yes - Other way	4	-	-	-	-	-	-	-	-	1	-	3	4	-	-
	1%	-	-	-	-	-	-	-	-	5%	-	84%	5%	-	-
		-	-	-	-	-	-	-	-	31%	-	69%	100% _m	-	-
SUMMARY CODE															
YES	147	3	-	1	-	3	4	-	16	13	20	3	51	50	1
	42%	100%	-	100%	-	100%	52%	-	55%	48%	89%	84%	64%	30%	11%
		2%	-	1%	-	2%	2%	-	11%	9%	14%	2%	34% _m	34%	1%
No - do not receive any notification of charges	182	-	1	-	-	-	3	-	12	14	3	1	27	112	3
	52%	-	100%	-	-	-	48%	-	41%	52%	11%	16%	35%	67%	26%
		-	1%	-	-	-	2%	-	6%	8%	1%	*	15%	62% _l	2%
Don't know	19	-	-	-	-	-	-	-	1	-	-	-	1	5	7
	5%	-	-	-	-	-	-	-	4%	-	-	-	2%	3%	64%
		-	-	-	-	-	-	-	6%	-	-	-	6%	26%	39%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All landline users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notificat ion of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notificat ion of charges (m)	Don't know (n)
Unweighted Base	369	30	4	118	3	154	194	21	22	2	30	2	55	77	12
Weighted Base	348	35**	4**	105	4**	147	182	19**	25**	2**	31**	3**	59*	86*	13**
Yes - e-mail	35	35	-	-	-	35	-	-	15	-	2	-	17	6	1
	100%	100%	-	-	-	24%	-	-	59%	-	7%	-	28%	7%	10%
		100%	-	-	-	100%cf	-	-	42%	-	6%	-	48%em	17%	4%
Yes - text message	4	-	4	1	-	4	-	-	-	1	1	-	2	1	-
	1%	-	100%	1%	-	3%	-	-	-	53%	3%	-	4%	1%	-
		-	100%	23%	-	100%f	-	-	-	30%	23%	-	53%	14%	-
Yes - letter	105	-	1	105	-	105	-	-	3	1	24	1	28	4	1
	30%	-	23%	100%	-	71%	-	-	13%	47%	78%	43%	48%	5%	10%
		-	1%	100%ef	-	100%f	-	-	3%	1%	23%	1%	27%em	4%	1%
Yes - Other way	4	-	-	-	4	4	-	-	-	-	1	2	3	-	-
	1%	-	-	-	100%	3%	-	-	-	-	4%	57%	5%	-	-
		-	-	-	100%	100%f	-	-	-	-	32%	37%	69%	-	-
SUMMARY CODE															
YES	147	35	4	105	4	147	-	-	18	2	27	3	49	10	2
	42%	100%	100%	100%	100%	100%	-	-	72%	100%	89%	100%	83%	12%	20%
		24%	3%	71%f	3%	100%f	-	-	12%	2%	19%	2%	33%em	7%	2%
No - do not receive any notification of charges	182	-	-	-	-	-	182	-	7	-	3	-	10	73	3
	52%	-	-	-	-	-	100%	-	28%	-	11%	-	17%	85%	27%
		-	-	-	-	-	100%ce	-	4%	-	2%	-	6%	40%l	2%
Don't know	19	-	-	-	-	-	-	19	-	-	-	-	-	3	7
	5%	-	-	-	-	-	-	100%	-	-	-	-	-	3%	53%
		-	-	-	-	-	-	100%	-	-	-	-	-	15%	35%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All landline users with a separate bill

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	369	5	-	26	1	32	62	8
Weighted Base	348	5**	..	25**	2**	32**	69*	8**
Yes - e-mail	35	4	-	3	-	7	7	1
	10%	78%	-	13%	-	22%	11%	18%
		11%	-	9%	-	21%	21%	4%
Yes - text message	4	-	-	1	-	1	-	-
	1%	-	-	2%	-	2%	-	-
		-	-	14%	-	14%	-	-
Yes - letter	105	1	-	20	-	21	9	2
	30%	22%	-	79%	-	66%	13%	30%
		1%	-	19%	-	20%	9%	2%
Yes - Other way	4	-	-	-	2	2	-	-
	1%	-	-	-	100%	5%	-	-
		-	-	-	37%	37%	-	-
SUMMARY CODE								
YES	147	5	-	24	2	30	16	4
	42%	100%	-	94%	100%	96%	24%	49%
		3%	-	16%	1%	21%	11%	3%
No - do not receive any notification of charges	182	-	-	1	-	1	50	-
	52%	-	-	6%	-	4%	73%	-
		-	-	1%	-	1%	28%	-
Don't know	19	-	-	-	-	-	2	4
	5%	-	-	-	-	-	3%	51%
		-	-	-	-	-	11%	22%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All landline users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	369	5	4	1	1	54	61	10	121	182	148	4	12
Weighted Base	348	5**	5**	1**	1**	53*	69*	10**	114	169	141	4**	13**
Yes - e-mail	35	1	1	1	-	4	15	2	9	-	33	1	-
	10%	20%	17%	100%	-	7%	22%	20%	8%	-	24%	32%	-
		3%	2%	4%	-	10%	43%eh	6%	26%	-	96%ei	4%	-
Yes - text message	4	-	1	-	-	1	3	-	-	-	4	-	-
	1%	-	31%	-	-	2%	4%	-	-	-	3%	-	-
		-	33%	-	-	30%	70%h	-	-	-	100%ei	-	-
Yes - letter	105	1	1	-	1	4	26	1	32	-	100	3	-
	30%	23%	27%	-	100%	7%	38%	14%	28%	-	71%	68%	-
		1%	1%	-	1%	3%	25%e	1%	31%e	-	95%ei	3%	-
Yes - Other way	4	-	-	-	-	-	3	1	-	-	4	-	-
	1%	-	-	-	-	-	4%	12%	-	-	3%	-	-
		-	-	-	-	-	69%h	31%	-	-	100%ei	-	-
SUMMARY CODE													
YES	147	2	3	1	1	8	46	5	41	-	141	4	-
	42%	44%	74%	100%	100%	16%	67%	46%	36%	-	100%	100%	-
		1%	2%	1%	1%	6%	31%eh	3%	28%e	-	96%ei	3%	-
No - do not receive any notification of charges	182	3	1	-	-	44	23	4	68	169	-	-	13
	52%	56%	26%	-	-	84%	33%	42%	60%	100%	-	-	100%
		2%	1%	-	-	24%fh	13%	2%	37%fi	93%j	-	-	7%
Don't know	19	-	-	-	-	-	-	1	5	-	-	-	-
	5%	-	-	-	-	-	-	12%	4%	-	-	-	-
		-	-	-	-	-	-	6%	26%	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_03 Do you receive any regular notification of your monthly or quarterly charges for your Landline Phone?

This may be in the form of an email, text message or letter from your provider.

Base: All landline users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	369	50	52	3	24	32	26	5	25
Weighted Base	348	57*	56*	3**	26**	35**	27**	4**	29**
Yes - e-mail	35	3	14	2	3	2	6	1	5
	10%	5%	26%	75%	10%	6%	24%	17%	18%
		9%	42%a	6%	8%	6%	19%	2%	15%
Yes - text message	4	1	2	-	-	-	1	-	-
	1%	1%	4%	-	-	-	2%	-	-
		14%	53%	-	-	-	14%	-	-
Yes - letter	105	3	28	1	-	2	17	3	6
	30%	6%	49%	25%	-	7%	64%	83%	20%
		3%	26%a	1%	-	2%	17%	3%	6%
Yes - Other way	4	-	3	-	-	-	2	-	-
	1%	-	5%	-	-	-	5%	-	-
		-	69%	-	-	-	37%	-	-
SUMMARY CODE									
YES	147	7	46	3	3	4	26	4	11
	42%	12%	82%	100%	10%	12%	95%	100%	38%
		5%	31%a	2%	2%	3%	18%	3%	8%
No - do not receive any notification of charges	182	49	10	-	21	30	1	-	16
	52%	87%	18%	-	82%	88%	5%	-	54%
		27%b	6%	-	12%	17%	1%	-	9%
Don't know	19	1	-	-	2	-	-	-	2
	5%	1%	-	-	8%	-	-	-	7%
		4%	-	-	11%	-	-	-	11%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

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	163	85	78	6	26	33	38	25	35	35	52	37	39	87	76
Weighted Base	179	95*	84*	7**	32**	36*	47*	24**	33*	41*	65*	45*	27*	107*	72*
Yes - e-mail	30	20	10	1	6	8	9	6	-	8	15	4	3	23	7
	17%	21%	12%	21%	18%	22%	20%	24%	-	20%	22%	10%	11%	21%	10%
		65%	35%	5%	19%	26%h	31%h	19%	-	28%	48%	14%	10%	76%	24%
Yes - text message	2	1	1	-	-	-	2	-	-	-	2	-	-	2	-
	1%	1%	2%	-	-	-	5%	-	-	-	4%	-	-	2%	-
		47%	53%	-	-	-	100%	-	-	-	100%	-	-	100%	-
Yes - letter	33	18	15	1	4	11	3	7	7	11	6	10	7	17	16
	18%	19%	17%	8%	12%	29%	7%	30%	23%	26%	9%	22%	24%	16%	23%
		55%	45%	2%	12%	32%f	10%	22%	23%	33%j	18%	29%	20%j	51%	49%
Yes - Other way	3	2	1	-	2	-	-	1	-	1	2	-	-	3	-
	1%	2%	1%	-	5%	-	-	5%	-	3%	2%	-	-	2%	-
		57%	43%	-	57%	-	-	43%	-	43%	57%	-	-	100%	-
SUMMARY CODE															
YES	67	39	28	2	11	18	14	14	7	20	23	14	10	43	24
	37%	42%	33%	29%	35%	51%	30%	59%	23%	49%	36%	31%	35%	41%	33%
		59%	41%	3%	16%	27%h	21%	21%	11%	30%	35%	21%	14%	65%	35%
No - do not receive any notification of charges	95	45	50	2	19	16	28	10	20	19	36	25	15	55	41
	53%	47%	60%	32%	61%	43%	60%	41%	61%	46%	55%	56%	57%	51%	56%
		47%	53%	2%	20%	16%	29%	10%	21%	20%	37%	26%	16%	57%	43%
Don't know	16	10	6	3	1	2	5	-	5	2	6	6	2	9	8
	9%	11%	7%	39%	4%	6%	11%	-	16%	5%	10%	12%	8%	8%	11%
		63%	37%	16%	8%	13%	31%	-	32%	13%	40%	34%	13%	53%	47%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

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	163	104	32	27	77	18	5	63	44	119
Weighted Base	179	117*	35**	28**	92*	20**	4**	62*	49*	129
Yes - e-mail	30	18	6	6	19	5	1	5	12	18
	17%	15%	17%	23%	21%	24%	31%	8%	25%	14%
		59%	20%	21%	64%g	16%	4%	16%	40%	60%
Yes - text message	2	1	-	1	2	-	-	-	1	1
	1%	1%	-	5%	3%	-	-	-	2%	1%
		47%	-	53%	100%	-	-	-	47%	53%
Yes - letter	33	24	3	6	14	3	1	15	12	20
	18%	20%	10%	22%	15%	14%	18%	24%	25%	16%
		72%	10%	18%	43%	9%	2%	46%	38%	62%
Yes - Other way	3	1	2	-	2	-	-	1	-	3
	1%	1%	4%	-	2%	-	-	2%	-	2%
		43%	57%	-	57%	-	-	43%	-	100%
SUMMARY CODE										
YES	67	43	11	14	36	8	2	21	25	42
	37%	36%	31%	49%	39%	38%	49%	34%	50%	33%
		64%	16%	20%	54%	12%	3%	31%	37%	63%
No - do not receive any notification of charges	95	62	21	13	50	8	2	36	20	76
	53%	53%	61%	46%	54%	37%	51%	57%	39%	59%
		65%	22%	13%	52%	8%	2%	38%	20%	80%h
Don't know	16	13	3	1	6	5	-	5	5	11
	9%	11%	7%	5%	6%	24%	-	9%	11%	9%
		77%	16%	8%	36%	30%	-	33%	32%	68%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

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	163	41	80	28	13	1	39	51	34	18	21	160	3	160	37	33
Weighted Base	179	41*	92*	29**	16**	1**	39*	57*	40*	22**	21**	177	2**	177	44*	39*
Yes - e-mail	30	7	15	6	1	1	7	5	5	7	6	30	-	30	15	14
	17%	18%	16%	20%	7%	100%	19%	9%	12%	30%	29%	17%	-	17%	33%	36%
		24%	50%	19%	4%	3%	24%	17%	17%	22%	20%	100%	-	100%	48% _m	46% _m
Yes - text message	2	-	-	2	-	-	-	-	1	1	-	2	-	2	1	-
	1%	-	-	8%	-	-	-	-	3%	5%	-	1%	-	1%	3%	-
		-	-	100%	-	-	-	-	53%	47%	-	100%	-	100%	47%	-
Yes - letter	33	5	17	8	3	-	4	9	11	5	5	32	1	32	10	2
	18%	11%	19%	27%	20%	-	9%	16%	27%	21%	24%	18%	46%	18%	22%	5%
		14%	52%	24%	9%	-	11%	27%	33%	14%	15%	97%	3%	97%	30%	6%
Yes - Other way	3	2	1	-	-	-	2	1	-	-	-	3	-	3	2	-
	1%	4%	1%	-	-	-	4%	2%	-	-	-	1%	-	1%	3%	-
		57%	43%	-	-	-	57%	43%	-	-	-	100%	-	100%	57%	-
SUMMARY CODE																
YES	67	14	33	15	4	1	12	15	17	11	11	66	1	66	26	16
	37%	33%	36%	51%	27%	100%	32%	27%	42%	51%	53%	37%	46%	37%	59%	41%
		20%	50%	22%	6%	1%	18%	23%	25%	17%	16%	98%	2%	98%	39% _m	24%
No - do not receive any notification of charges	95	26	48	11	10	-	24	35	19	11	6	94	1	94	16	17
	53%	62%	53%	38%	65%	-	63%	62%	48%	49%	28%	53%	54%	53%	37%	44%
		27%	51%	12%	11%	-	26%	37%	20%	11%	6%	99%	1%	99%	17%	18%
Don't know	16	2	10	3	1	-	2	7	4	-	4	16	-	16	2	6
	9%	5%	11%	11%	8%	-	5%	12%	10%	-	19%	9%	-	9%	4%	15%
		12%	61%	19%	7%	-	12%	40%	24%	-	24%	100%	-	100%	12%	36%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	163	5	21	13	14	17	19	22	27	7	9	9	145	9	9
Weighted Base	179	6**	24**	13**	13**	17**	21**	25**	32**	7**	9**	11**	159	11**	9**
Yes - e-mail	30	1	3	1	3	4	3	1	8	1	2	2	26	2	2
	17%	19%	14%	11%	27%	25%	13%	3%	24%	12%	22%	20%	16%	20%	22%
Yes - text message	2	-	-	-	2	-	-	-	-	-	-	-	2	-	-
	1%	-	-	-	19%	-	-	-	-	-	-	-	2%	-	-
Yes - letter	33	1	5	1	2	1	6	2	13	3	-	-	33	-	-
	18%	10%	21%	9%	14%	6%	28%	7%	40%	36%	-	-	21%	-	-
Yes - Other way	3	-	-	-	-	-	-	3	-	-	-	-	3	-	-
	1%	-	-	-	-	-	-	8%	-	-	-	-	2%	-	-
		-	-	-	-	-	-	100%	-	-	-	-	100%	-	-
SUMMARY CODE															
YES	67	2	8	3	7	5	9	3	23	4	2	2	63	2	2
	37%	29%	34%	20%	51%	30%	41%	11%	73%	48%	22%	20%	39%	20%	22%
No - do not receive any notification of charges	95	4	16	9	6	10	9	17	5	4	5	9	82	9	5
	53%	71%	66%	73%	49%	58%	44%	70%	17%	52%	54%	80%	52%	80%	54%
Don't know	16	-	-	1	-	2	3	5	3	-	2	-	14	-	2
	9%	-	-	7%	-	12%	15%	20%	11%	-	24%	-	9%	-	24%
		-	-	6%	-	13%	19%	29%	21%	-	13%	-	87%	-	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay indivi dually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline , Fixed BB and Pay TV (p)	Mobile, Landline , Fixed BB and Pay TV (q)
Unweighted Base	163	146	146	163	78	2	24	1	3	-	18	1	-	3	-	-	4	2
Weighted Base	179	161	159	179	88*	1**	26**	1**	4**	-.**	20**	1**	-.**	3**	-.**	-.**	5**	2**
Yes - e-mail	30	26	26	30	12	1	7	-	2	-	7	1	-	1	-	-	-	-
	17%	16%	16%	17%	13%	57%	27%	-	45%	-	34%	100%	-	40%	-	-	-	-
		88%	85%	100%	38%	3%	23%	-	5%	-	23%	3%	-	4%	-	-	-	-
Yes - text message	2	1	2	2	1	-	1	-	-	-	1	-	-	-	-	-	-	-
	1%	1%	2%	1%	1%	-	5%	-	-	-	6%	-	-	-	-	-	-	-
		53%	100%	100%	47%	-	53%	-	-	-	53%	-	-	-	-	-	-	-
Yes - letter	33	24	31	33	20	-	4	-	-	-	2	-	-	1	-	-	1	1
	18%	15%	19%	18%	23%	-	17%	-	-	-	10%	-	-	20%	-	-	20%	37%
		73%	93%	100%	62%	-	13%	-	-	-	6%	-	-	2%	-	-	3%	2%
Yes - Other way	3	3	3	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	2%	2%	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	100%	100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE																		
YES	67	54	60	67	34	1	13	-	2	-	10	1	-	2	-	-	1	1
	37%	34%	38%	37%	39%	57%	49%	-	45%	-	50%	100%	-	60%	-	-	20%	37%
		81%	90%	100%	51%	1%	19%	-	2%	-	15%	1%	-	3%	-	-	1%	1%
No - do not receive any notification of charges	95	91	87	95	49	1	10	1	1	-	6	-	-	1	-	-	4	1
	53%	57%	54%	53%	55%	43%	39%	100%	32%	-	29%	-	-	40%	-	-	80%	63%
		96%	91%	100%	51%	1%	11%	1%	1%	-	6%	-	-	1%	-	-	4%	1%
Don't know	16	15	13	16	5	-	3	-	1	-	4	-	-	-	-	-	-	-
	9%	9%	8%	9%	6%	-	12%	-	24%	-	21%	-	-	-	-	-	-	-
		91%	76%	100%	31%	-	18%	-	5%	-	26%	-	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

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	163	18	43	3	12	23	44	22	19	10	9
Weighted Base	179	22**	50*	4**	12**	24**	43*	25**	18**	12**	11**
Yes - e-mail	30	5	3	-	3	5	11	4	1	1	2
	17%	23%	7%	-	24%	20%	27%	17%	8%	10%	20%
		17%	11%	-	9%	16%	38%b	14%	5%	4%	8%
Yes - text message	2	-	-	-	-	1	2	-	1	-	-
	1%	-	-	-	-	5%	6%	-	7%	-	-
		-	-	-	-	47%	100%	-	53%	-	-
Yes - letter	33	8	15	-	2	6	8	5	3	1	-
	18%	35%	29%	-	18%	24%	18%	20%	16%	5%	-
		24%	44%	-	6%	18%	23%	15%	9%	2%	-
Yes - Other way	3	3	3	-	-	-	-	-	-	-	-
	1%	12%	5%	-	-	-	-	-	-	-	-
		100%	100%	-	-	-	-	-	-	-	-
SUMMARY CODE											
YES	67	16	21	-	5	11	20	9	6	2	2
	37%	70%	41%	-	42%	44%	47%	37%	30%	15%	20%
		23%	31%	-	7%	16%	30%	14%	8%	3%	3%
No - do not receive any notification of charges	95	5	22	4	5	12	20	16	12	9	9
	53%	20%	43%	100%	40%	51%	45%	63%	65%	77%	80%
		5%	23%	4%	5%	13%	20%	17%	13%	10%	9%
Don't know	16	2	8	-	2	1	3	-	1	1	-
	9%	10%	15%	-	18%	5%	8%	-	5%	8%	-
		13%	47%	-	13%	7%	20%	-	6%	6%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

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 \ 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	163	78	14	7	30	-	39	-	1	-	2	3	8	92	7	67	1	2	11
Weighted Base	179	88*	15**	8**	31**	-**	45*	-**	1**	-**	2**	3**	8**	103*	8**	73*	1**	2**	11**
Yes - e-mail	30	14	2	1	8	-	8	-	-	-	-	-	2	17	1	15	-	-	2
	17%	16%	16%	18%	28%	-	18%	-	-	-	-	-	21%	16%	18%	21%	-	-	15%
Yes - text message	2	1	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-	-	-
	1%	1%	-	-	-	-	3%	-	-	-	-	-	-	1%	-	2%	-	-	-
Yes - letter	33	15	2	1	4	-	11	-	1	-	-	1	1	18	1	14	1	-	2
	18%	17%	15%	18%	12%	-	24%	-	100%	-	-	22%	14%	17%	18%	20%	100%	-	16%
Yes - Other way	3	1	-	-	-	-	2	-	-	-	-	-	-	1	-	2	-	-	-
	1%	1%	-	-	-	-	3%	-	-	-	-	-	-	1%	-	2%	-	-	-
		43%	-	-	-	-	57%	-	-	-	-	-	-	43%	-	57%	-	-	-
SUMMARY CODE																			
YES	67	31	5	3	12	-	22	-	1	-	-	1	3	35	3	32	1	-	3
	37%	35%	31%	36%	40%	-	48%	-	100%	-	-	22%	35%	34%	36%	44%	100%	-	31%
No - do not receive any notification of charges	95	52	8	2	16	-	21	-	-	-	2	2	3	60	2	37	-	2	5
	53%	59%	53%	27%	51%	-	47%	-	-	-	100%	78%	39%	58%	27%	51%	-	100%	50%
Don't know	16	5	2	3	3	-	2	-	-	-	-	-	2	8	3	4	-	-	2
	9%	6%	16%	37%	9%	-	5%	-	-	-	-	-	26%	8%	37%	5%	-	-	19%
		33%	15%	17%	17%	-	13%	-	-	-	-	-	13%	47%	17%	22%	-	-	13%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

Base: All fixed line broadband users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	163	1	-	-	-	1	1	-	22	18	12	3	53	83	9
Weighted Base	179	1**	-.**	-.**	-.**	1**	1**	-.**	25**	20**	14**	3**	61*	90*	9**
Yes - e-mail	30	1	-	-	-	1	-	-	9	2	-	-	12	13	1
	17%	100%	-	-	-	100%	-	-	37%	13%	-	-	20%	15%	13%
		3%	-	-	-	3%	-	-	31%	8%	-	-	39%	44%	4%
Yes - text message	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	-	-	-	-	-	-	-	-	-	-	-	53%	-
Yes - letter	33	-	-	-	-	-	-	-	4	2	12	1	20	4	-
	18%	-	-	-	-	-	-	-	17%	9%	88%	39%	32%	5%	-
		-	-	-	-	-	-	-	13%	6%	37%	4%	60% _m	13%	-
Yes - Other way	3	-	-	-	-	-	-	-	-	-	-	2	2	1	-
	1%	-	-	-	-	-	-	-	-	-	-	45%	2%	1%	-
		-	-	-	-	-	-	-	-	-	-	57%	57%	43%	-
SUMMARY CODE															
YES	67	1	-	-	-	1	-	-	14	4	12	3	33	20	1
	37%	100%	-	-	-	100%	-	-	54%	22%	88%	84%	54%	22%	13%
		1%	-	-	-	1%	-	-	20%	6%	18%	4%	49% _m	30%	2%
No - do not receive any notification of charges	95	-	-	-	-	-	1	-	8	15	2	1	24	67	-
	53%	-	-	-	-	-	100%	-	33%	78%	12%	16%	40%	74%	-
		-	-	-	-	-	1%	-	9%	16%	2%	1%	25%	70% _l	-
Don't know	16	-	-	-	-	-	-	-	3	-	-	-	3	4	8
	9%	-	-	-	-	-	-	-	14%	-	-	-	6%	4%	87%
		-	-	-	-	-	-	-	21%	-	-	-	21%	22%	49%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

Billing (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

Base: All fixed line broadband users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	163	20	3	33	2	57	78	9	26	2	32	2	61	87	15
Weighted Base	179	24**	3**	34*	3**	62*	86*	10**	30**	2**	33**	3**	67*	95*	16**
Yes - e-mail	30	15	-	3	-	18	7	-	30	1	-	-	30	-	-
	17%	62%	-	10%	-	29%	8%	-	100%	47%	-	-	45%	-	-
		48%	-	11%	-	59%cf	23%	-	100%	4%	-	-	100%em	-	-
Yes - text message	2	-	1	1	-	2	-	-	1	2	-	-	2	-	-
	1%	-	45%	3%	-	4%	-	-	4%	100%	-	-	4%	-	-
		-	53%	47%	-	100%	-	-	47%	100%	-	-	100%	-	-
Yes - letter	33	2	1	24	1	27	3	-	-	-	33	-	33	-	-
	18%	9%	34%	71%	46%	44%	4%	-	-	-	100%	-	49%	-	-
		6%	3%	73%ef	4%	83%ef	10%	-	-	-	100%	-	100%em	-	-
Yes - Other way	3	-	-	1	2	3	-	-	-	-	-	3	3	-	-
	1%	-	-	3%	54%	4%	-	-	-	-	-	100%	4%	-	-
		-	-	43%	57%	100%	-	-	-	-	-	100%	100%	-	-
SUMMARY CODE															
YES	67	17	2	28	3	49	10	-	30	2	33	3	67	-	-
	37%	70%	79%	84%	100%	79%	12%	-	100%	100%	100%	100%	100%	-	-
		25%	3%	42%ef	4%	73%ef	15%	-	45%	4%	49%	4%	100%em	-	-
No - do not receive any notification of charges	95	6	1	4	-	10	73	3	-	-	-	-	-	95	-
	53%	24%	21%	12%	-	17%	84%	30%	-	-	-	-	-	100%	-
		6%	1%	4%	-	11%	76%ce	3%	-	-	-	-	-	100%l	-
Don't know	16	1	-	1	-	2	3	7	-	-	-	-	-	-	16
	9%	5%	-	4%	-	4%	4%	70%	-	-	-	-	-	-	100%
		7%	-	8%	-	15%	21%	40%	-	-	-	-	-	-	100%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

Base: All fixed line broadband users with a separate bill

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	163	5	-	17	1	23	49	5
Weighted Base	179	5**	..**	18**	2**	25**	58*	5**
Yes - e-mail	30	4	-	-	-	4	7	-
	17%	74%	-	-	-	16%	11%	-
		14%	-	-	-	14%	22%	-
Yes - text message	2	1	-	-	-	1	-	-
	1%	21%	-	-	-	5%	-	-
		47%	-	-	-	47%	-	-
Yes - letter	33	-	-	17	-	17	2	1
	18%	-	-	97%	-	69%	3%	26%
		-	-	52%	-	52%	6%	4%
Yes - Other way	3	-	-	-	2	2	1	-
	1%	-	-	-	100%	6%	2%	-
		-	-	-	57%	57%	43%	-
SUMMARY CODE								
YES	67	4	-	17	2	23	10	1
	37%	74%	-	97%	100%	92%	17%	26%
		6%	-	26%	2%	34%	14%	2%
No - do not receive any notification of charges	95	-	-	1	-	1	47	1
	53%	-	-	3%	-	2%	81%	17%
		-	-	1%	-	1%	49%	1%
Don't know	16	1	-	-	-	1	1	3
	9%	26%	-	-	-	6%	2%	58%
		9%	-	-	-	9%	7%	16%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

Base: All fixed line broadband users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	163	1	1	-	-	37	47	6	46	71	54	1	7
Weighted Base	179	1**	1**	..**	..**	41*	53*	7**	50*	78*	59*	1**	8**
Yes - e-mail	30	-	1	-	-	5	11	1	8	7	18	-	-
	17%	-	100%	-	-	12%	20%	18%	17%	9%	30%	-	-
		-	3%	-	-	16%	35%	4%	28%	23%	59% ^{ai}	-	-
Yes - text message	2	-	-	-	-	1	-	-	-	-	2	-	-
	1%	-	-	-	-	3%	-	-	-	-	4%	-	-
		-	-	-	-	53%	-	-	-	-	100%	-	-
Yes - letter	33	-	-	-	-	1	19	1	3	2	26	1	1
	18%	-	-	-	-	3%	35%	12%	6%	3%	45%	100%	17%
		-	-	-	-	4%	57% ^{eh}	3%	9%	6%	80% ^{ai}	2%	4%
Yes - Other way	3	-	-	-	-	-	2	-	1	-	3	-	-
	1%	-	-	-	-	-	3%	-	2%	-	4%	-	-
		-	-	-	-	-	57%	-	43%	-	100%	-	-
SUMMARY CODE													
YES	67	-	1	-	-	8	31	2	12	9	48	1	1
	37%	-	100%	-	-	19%	58%	30%	25%	11%	82%	100%	17%
		-	1%	-	-	11%	46% ^{eh}	3%	19%	13%	72% ^{ai}	1%	2%
No - do not receive any notification of charges	95	1	-	-	-	31	20	4	36	66	10	-	7
	53%	100%	-	-	-	75%	38%	53%	72%	84%	16%	-	83%
		1%	-	-	-	32% ^f	21%	4%	38% ^f	69% ^j	10%	-	7%
Don't know	16	-	-	-	-	2	2	1	1	3	1	-	-
	9%	-	-	-	-	6%	4%	17%	2%	4%	2%	-	-
		-	-	-	-	14%	14%	7%	7%	21%	7%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_04 Do you receive any regular notification of your monthly or quarterly charges for your Fixed Line Broadband?

This may be in the form of an email, text message or letter from your provider.

Base: All fixed line broadband users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	163	56	58	3	26	25	20	3	19
Weighted Base	179	64*	64*	3**	27**	29**	22**	2**	24**
Yes - e-mail	30	-	28	2	-	5	4	-	2
	17%	-	44%	75%	-	16%	18%	-	8%
		-	93%a	7%	-	16%	14%	-	6%
Yes - text message	2	-	2	-	-	-	1	-	-
	1%	-	4%	-	-	-	5%	-	-
		-	100%	-	-	-	47%	-	-
Yes - letter	33	-	32	1	-	1	15	2	*
	18%	-	50%	25%	-	5%	66%	100%	2%
		-	98%a	2%	-	4%	45%	7%	1%
Yes - Other way	3	-	3	-	-	1	2	-	-
	1%	-	4%	-	-	4%	7%	-	-
		-	100%	-	-	43%	57%	-	-
SUMMARY CODE									
YES	67	-	64	3	-	7	20	2	2
	37%	-	100%	100%	-	25%	91%	100%	10%
		-	96%a	4%	-	11%	30%	4%	4%
No - do not receive any notification of charges	95	64	-	-	27	21	1	-	21
	53%	100%	-	-	100%	71%	3%	-	90%
		67%b	-	-	29%	22%	1%	-	22%
Don't know	16	-	-	-	-	1	1	-	-
	9%	-	-	-	-	4%	6%	-	-
		-	-	-	-	7%	9%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

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	169	92	77	8	18	39	36	31	37	44	45	37	43	89	80
Weighted Base	182	102*	80*	8**	22**	46*	46*	28**	32*	52*	56*	47*	27*	108*	74*
Yes - e-mail	14	11	3	-	4	7	3	-	1	3	6	3	2	9	5
	8%	10%	4%	-	17%	15%	6%	-	2%	5%	12%	6%	8%	8%	7%
		76%	24%	-	28%	48%	20%	-	4%	18%	46%	21%	15%	64%	36%
Yes - text message	1	-	1	-	-	1	-	-	-	1	-	-	-	1	-
	1%	-	2%	-	-	3%	-	-	-	2%	-	-	-	1%	-
		-	100%	-	-	100%	-	-	-	100%	-	-	-	100%	-
Yes - letter	35	15	20	1	3	8	6	7	11	16	3	8	8	20	15
	19%	15%	25%	14%	12%	17%	12%	25%	34%	31%	6%	17%	28%	18%	21%
		44%	56%	3%	8%	22%	16%	20%	31% ^f	46% ^j	10%	22%	22% ^j	56%	44%
Yes - Other way	2	2	-	-	2	-	-	-	-	-	2	-	-	2	-
	1%	1%	-	-	7%	-	-	-	-	-	3%	-	-	1%	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-
SUMMARY CODE															
YES	51	28	23	1	8	14	9	7	11	19	11	11	10	30	20
	28%	27%	29%	14%	36%	31%	19%	25%	36%	36%	20%	23%	36%	28%	28%
		54%	46%	2%	16%	29%	17%	14%	23%	37%	22%	21%	19%	60%	40%
No - do not receive any notification of charges	118	67	51	3	12	30	34	21	18	34	39	30	16	72	46
	65%	65%	64%	38%	53%	64%	74%	75%	58%	64%	70%	64%	57%	67%	62%
		57%	43%	3%	10%	25%	29%	18%	16%	28%	33%	25%	13%	61%	39%
Don't know	13	8	6	4	2	2	3	-	2	-	5	6	2	5	8
	7%	8%	7%	48%	11%	4%	7%	-	6%	-	10%	13%	7%	5%	11%
		59%	41%	29%	18%	15%	24%	-	14%	-	40% ⁱ	46% ⁱ	15% ⁱ	40%	60%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

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	169	116	26	27	76	17	7	69	55	114
Weighted Base	182	135	25**	23**	95*	19**	6**	61*	64*	119
Yes - e-mail	14 8%	10 7% 72%	1 5% 9%	3 12% 19%	9 9% 64%g	1 7% 9%	3 50% 23%	1 1% 4%	9 14% 63%i	5 4% 37%
Yes - text message	1 1%	1 1% 100%	- - -	- - -	- - -	1 7% 100%	- - -	- - -	1 2% 100%	- - -
Yes - letter	35 19%	26 19% 75%	3 14% 10%	5 24% 15%	11 12% 33%	5 25% 14%	2 30% 5%	17 27% 48% ^d	10 15% 28%	25 21% 72%
Yes - Other way	2 1%	- - -	2 6% 100%	- - -	2 2% 100%	- - -	- - -	- - -	- - -	2 1% 100%
SUMMARY CODE										
YES	51 28%	36 27% 72%	6 25% 12%	8 36% 16%	22 23% 43%	6 31% 12%	5 80% 10%	17 28% 34%	19 29% 37%	32 27% 63%
No - do not receive any notification of charges	118 65%	89 66% 75%	16 62% 13%	14 60% 12%	68 72% 58%	10 49% 8%	1 20% 1%	39 64% 33%	43 67% 36%	76 64% 64%
Don't know	13 7%	9 7% 69%	3 13% 25%	1 4% 6%	5 5% 35%	4 19% 28%	- - -	5 8% 37%	2 4% 18%	11 9% 82%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?***This may be in the form of an email, text message or letter from your provider.***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	169	42	87	30	9	1	37	52	37	31	12	142	27	139	41	36
Weighted Base	182	38*	100*	32**	11**	1**	33*	55*	46*	36**	11**	163	19**	160	49*	44*
Yes - e-mail	14	4	8	1	-	-	3	2	6	2	-	14	-	14	5	7
	8%	12%	8%	4%	-	-	10%	3%	14%	7%	-	9%	-	9%	10%	16%
		32%	60%	8%	-	-	25%	12%	46%	17%	-	100%	-	100%	34%	50%
Yes - text message	1	-	1	-	-	-	-	-	-	1	-	1	-	1	-	1
	1%	-	1%	-	-	-	-	-	-	4%	-	1%	-	1%	-	3%
		-	100%	-	-	-	-	-	-	100%	-	100%	-	100%	-	100%
Yes - letter	35	4	18	9	4	-	4	10	12	6	3	30	5	30	11	2
	19%	10%	18%	27%	39%	-	12%	19%	26%	17%	25%	19%	24%	19%	23%	5%
		11%	52%	25%	12%	-	11%	30%	34%	17%	8%	87%	13%	87%	33%o	7%
Yes - Other way	2	2	-	-	-	-	2	-	-	-	-	2	-	2	2	-
	1%	4%	-	-	-	-	5%	-	-	-	-	1%	-	1%	3%	-
		100%	-	-	-	-	100%	-	-	-	-	100%	-	100%	100%	-
SUMMARY CODE																
YES	51	10	27	10	4	-	9	12	18	8	3	46	5	46	18	9
	28%	26%	27%	31%	39%	-	27%	22%	39%	24%	25%	28%	24%	29%	36%	21%
		19%	53%	20%	8%	-	17%	24%	36%	17%	5%	91%	9%	91%	35%	19%
No - do not receive any notification of charges	118	24	65	22	7	1	20	37	28	25	7	105	13	103	28	31
	65%	63%	65%	67%	61%	100%	61%	68%	61%	70%	65%	64%	69%	64%	58%	70%
		20%	55%	18%	6%	1%	17%	32%	24%	21%	6%	89%	11%	87%	24%	26%
Don't know	13	4	9	1	-	-	4	6	-	2	1	12	1	11	3	4
	7%	11%	9%	2%	-	-	13%	10%	-	7%	11%	7%	7%	7%	6%	9%
		31%	65%	4%	-	-	31%h	42%h	-	18%	9%	89%	11%	81%	22%	30%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

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)	England (l)	Scotland (m)	Wales (n)
Unweighted Base	169	7	13	13	19	14	22	8	25	12	22	14	133	14	22
Weighted Base	182	9**	17**	14**	19**	14**	24**	9**	30**	11**	19**	17**	147	17**	19**
Yes - e-mail	14	1	-	-	5	2	3	-	1	-	-	2	12	2	-
	8%	13%	-	-	28%	12%	13%	-	2%	-	-	13%	8%	13%	-
		8%	-	-	38%	12%	22%	-	4%	-	-	16%	84%	16%	-
Yes - text message	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-
	1%	-	-	-	7%	-	-	-	-	-	-	-	1%	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-
Yes - letter	35	1	-	2	1	2	4	-	16	7	2	-	33	-	2
	19%	13%	-	13%	7%	17%	17%	-	53%	60%	9%	-	23%	-	9%
		3%	-	5%	4%	7%	12%	-	45%	19%	5%	-	95%	-	5%
Yes - Other way	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-
	1%	-	-	-	-	-	-	-	5%	-	-	-	1%	-	-
		-	-	-	-	-	-	-	100%	-	-	-	100%	-	-
SUMMARY CODE															
YES	51	2	-	2	7	4	7	-	18	7	2	2	47	2	2
	28%	26%	-	13%	36%	29%	29%	-	60%	60%	9%	13%	32%	13%	9%
		5%	-	4%	13%	8%	14%	-	35%	13%	3%	4%	92%	4%	3%
No - do not receive any notification of charges	118	6	16	12	11	9	15	9	11	5	15	12	92	12	15
	65%	61%	93%	87%	57%	65%	63%	92%	36%	40%	77%	72%	63%	72%	77%
		5%	13%	10%	9%	7%	13%	7%	9%	4%	12%	10%	78%	10%	12%
Don't know	13	1	1	-	1	1	2	1	1	-	3	3	8	3	3
	7%	13%	7%	-	7%	6%	7%	8%	4%	-	14%	15%	6%	15%	14%
		9%	9%	-	10%	6%	13%	6%	9%	-	20%	19%	61%	19%	20%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

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 MAKE A SINGLE PAYMENT FOR THIS PACKAGE OF SERVICES OR DO YOU PAY FOR THE SERVICES INDIVIDUALLY?		Q.4 SERVICES RECEIVED AS A PACKAGE										
		A mobile phone (a)	A landline phone (b)	Fixed line broadband (c)	Pay TV (d)	Single payment (e)	Pay indivi dually (f)	Mobile and Land line (g)	Mobile and Fixed BB (h)	Mobile and Pay TV (i)	Landline and Fixed BB (j)	Landline and Pay TV (k)	Fixed BB and Pay TV (l)	Mobile, Landline and Fixed BB (m)	Mobile, Landline and Pay TV (n)	Mobile, Fixed BB and Pay TV (o)	Landline BB and Pay TV (p)	Mobile, Landline , Fixed BB and Pay TV (q)
Unweighted Base	169	149	151	126	169	50	11	1	1	-	50	1	-	3	1	-	4	2
Weighted Base	182	167	165	144	182	58*	11**	1**	1**	-**	58*	1**	-**	4**	1**	-**	5**	2**
Yes - e-mail	14	12	13	13	14	8	-	-	-	-	6	-	-	1	-	-	-	-
	8%	7%	8%	9%	8%	13%	-	-	-	-	11%	-	-	32%	-	-	-	-
		85%	90%	93%	100%	54%	-	-	-	-	45%	-	-	9%	-	-	-	-
Yes - text message	1	1	1	1	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	1%	1%	1%	1%	1%	2%	-	-	-	-	-	-	-	32%	-	-	-	-
		100%	100%	100%	100%	100%	-	-	-	-	-	-	-	100%	-	-	-	-
Yes - letter	35	28	35	27	35	9	3	-	-	-	9	-	-	1	1	-	1	1
	19%	17%	21%	19%	19%	16%	31%	-	-	-	15%	-	-	32%	100%	-	20%	37%
		79%	99%	77%	100%	26%	10%	-	-	-	25%	-	-	4%	3%	-	3%	2%
Yes - Other way	2	2	2	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	100%	100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE																		
YES	51	41	49	42	51	17	3	-	-	-	15	-	-	3	1	-	1	1
	28%	25%	29%	29%	28%	29%	31%	-	-	-	26%	-	-	63%	100%	-	20%	37%
		81%	96%	82%	100%	33%	7%	-	-	-	30%	-	-	5%	2%	-	2%	1%
No - do not receive any notification of charges	118	113	106	96	118	39	6	1	1	-	40	-	-	1	-	-	3	1
	65%	68%	64%	66%	65%	67%	55%	100%	100%	-	70%	-	-	37%	-	-	64%	63%
		96%	90%	81%	100%	33%	5%	1%	1%	-	34%	-	-	1%	-	-	3%	1%
Don't know	13	13	10	7	13	2	2	-	-	-	2	1	-	-	-	-	1	-
	7%	8%	6%	5%	7%	4%	14%	-	-	-	4%	100%	-	-	-	-	16%	-
		94%	77%	50%	100%	17%	12%	-	-	-	17%	6%	-	-	-	-	6%	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

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	169	15	33	4	25	28	48	20	19	8	14
Weighted Base	182	18**	41*	4**	22**	29**	46*	24**	18**	10**	17**
Yes - e-mail	14	-	3	-	-	4	7	-	1	1	2
	8%	-	8%	-	-	14%	16%	-	6%	11%	13%
	-	-	22%	-	-	30%	53%	-	8%	8%	16%
Yes - text message	1	-	-	-	-	1	1	-	-	-	-
	1%	-	-	-	-	4%	3%	-	-	-	-
	-	-	-	-	-	100%	100%	-	-	-	-
Yes - letter	35	9	15	2	4	4	10	-	3	1	-
	19%	49%	37%	48%	17%	14%	21%	-	17%	11%	-
	-	25%	43%	6%	11%	12%	28%	-	9%	3%	-
Yes - Other way	2	2	2	-	-	-	-	-	-	-	-
	1%	8%	4%	-	-	-	-	-	-	-	-
	-	100%	100%	-	-	-	-	-	-	-	-
SUMMARY CODE											
YES	51	10	20	2	4	8	17	-	4	2	2
	28%	57%	48%	48%	17%	28%	37%	-	23%	23%	13%
	-	21%	39%	4%	7%	16%	34%	-	8%	5%	4%
No - do not receive any notification of charges	118	7	18	2	15	21	27	22	14	7	12
	65%	36%	43%	52%	70%	72%	58%	95%	77%	66%	72%
	-	6%	15%	2%	13%	18%	23%	19%	12%	6%	10%
Don't know	13	1	4	-	3	-	2	1	-	1	3
	7%	7%	9%	-	12%	-	5%	5%	-	11%	15%
	-	9%	28%	-	20%	-	16%	9%	-	9%	19%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

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 \ 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	169	142	1	8	11	-	28	-	-	-	3	-	-	143	8	38	-	3	-
Weighted Base	182	155	***	7**	11**	-**	33**	-**	-**	-**	3**	-**	-**	156	7**	44*	-**	3**	-**
Yes - e-mail	14	13	-	-	1	-	1	-	-	-	-	-	-	13	-	2	-	-	-
	8%	8%	-	-	11%	-	3%	-	-	-	-	-	-	8%	-	5%	-	-	-
		91%	-	-	9%	-	8%	-	-	-	-	-	-	91%	-	17%	-	-	-
Yes - text message	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	1%	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
Yes - letter	35	24	-	3	2	-	10	-	-	-	-	-	-	24	3	11	-	-	-
	19%	15%	-	45%	15%	-	29%	-	-	-	-	-	-	15%	45%	26%	-	-	-
		68%	-	9%	5%	-	28%	-	-	-	-	-	-	68%	9%	33%	-	-	-
Yes - Other way	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-
	1%	-	-	-	-	-	5%	-	-	-	-	-	-	-	-	3%	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	-	-	100% _m	-	-	-
SUMMARY CODE																			
YES	51	37	-	3	3	-	12	-	-	-	-	-	-	37	3	15	-	-	-
	28%	24%	-	45%	26%	-	37%	-	-	-	-	-	-	24%	45%	35%	-	-	-
		72%	-	6%	6%	-	24%	-	-	-	-	-	-	72%	6%	30%	-	-	-
No - do not receive any notification of charges	118	108	*	2	7	-	20	-	-	-	3	-	-	109	2	26	-	3	-
	65%	70%	100%	28%	63%	-	60%	-	-	-	100%	-	-	70%	28%	60%	-	100%	-
		92%	*	2%	6%	-	17%	-	-	-	3%	-	-	92%	2%	22%	-	3%	-
Don't know	13	10	-	2	1	-	1	-	-	-	-	-	-	10	2	2	-	-	-
	7%	7%	-	28%	11%	-	3%	-	-	-	-	-	-	7%	28%	5%	-	-	-
		76%	-	15%	9%	-	8%	-	-	-	-	-	-	76%	15%	17%	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

Base: All Pay TV users with a separate bill

	Total	Q.7 PACKAGE							Q.7 MOBILE PHONE						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	169	13	2	4	-	13	29	3	15	28	12	1	54	82	8
Weighted Base	182	15**	3**	5**	-**	15**	33**	3**	19**	33**	15**	2**	66*	87*	8**
Yes - e-mail	14	6	1	-	-	6	2	-	3	3	-	-	6	5	-
	8%	39%	46%	-	-	39%	5%	-	17%	8%	-	-	9%	5%	-
		42%	9%	-	-	42%	12%	-	23%	20%	-	-	43%	32%	-
Yes - text message	1	1	1	-	-	1	-	-	-	-	-	-	-	-	-
	1%	9%	46%	-	-	9%	-	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	-	-	-	-	-	-	-	-	-
Yes - letter	35	1	-	4	-	1	4	1	3	4	10	-	16	10	-
	19%	6%	-	75%	-	6%	11%	38%	15%	12%	66%	-	25%	12%	-
		2%	-	10%	-	2%	11%	3%	8%	11%	28%	-	47%	29%	-
Yes - Other way	2	-	-	-	-	-	-	-	-	-	-	2	2	-	-
	1%	-	-	-	-	-	-	-	-	-	-	100%	2%	-	-
		-	-	-	-	-	-	-	-	-	-	100%	100%	-	-
SUMMARY CODE															
YES	51	7	1	4	-	7	5	1	6	7	10	2	24	15	-
	28%	45%	46%	75%	-	45%	16%	38%	32%	20%	66%	100%	36%	17%	-
		13%	3%	7%	-	13%	11%	2%	12%	13%	19%	3%	48% ^m	29%	-
No - do not receive any notification of charges	118	8	1	1	-	8	26	2	11	25	3	-	38	70	1
	65%	55%	54%	25%	-	55%	77%	62%	60%	75%	18%	-	58%	81%	15%
		7%	1%	1%	-	7%	22%	2%	10%	21%	2%	-	32%	59% ^l	1%
Don't know	13	-	-	-	-	-	2	-	1	1	2	-	4	2	7
	7%	-	-	-	-	-	7%	-	8%	4%	16%	-	6%	2%	85%
		-	-	-	-	-	17%	-	11%	11%	17%	-	28%	15%	51%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

Base: All Pay TV users with a separate bill

	Total	Q.7 LANDLINE BILL							Q.7 FIXED LINE BROADBAND						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)	Yes - e-mail (h)	Yes - text message (i)	Yes - letter (j)	Yes - Other way (k)	YES (l)	No - do not receive any notification of charges (m)	Don't know (n)
Unweighted Base	169	14	1	33	1	49	47	6	10	1	19	2	31	41	5
Weighted Base	182	16**	1**	33*	2**	51*	52*	6**	11**	1**	20**	3**	34**	49*	5**
Yes - e-mail	14	4	-	1	-	5	-	-	4	1	-	-	4	-	1
	8%	25%	-	3%	-	10%	-	-	38%	100%	-	-	12%	-	28%
		28%	-	8%	-	36%f	-	-	29%	8%	-	-	29%	-	10%
Yes - text message	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - letter	35	3	1	20	-	24	1	-	-	-	17	-	17	1	-
	19%	20%	100%	61%	-	47%	3%	-	-	-	85%	-	51%	1%	-
		9%	2%	57%f	-	68%f	4%	-	-	-	49%	-	49%	2%	-
Yes - Other way	2	-	-	-	2	2	-	-	-	-	-	2	2	-	-
	1%	-	-	-	100%	3%	-	-	-	-	-	57%	4%	-	-
		-	-	-	100%	100%	-	-	-	-	-	100%	100%	-	-
SUMMARY CODE															
YES	51	7	1	21	2	30	1	-	4	1	17	2	23	1	1
	28%	45%	100%	65%	100%	60%	3%	-	38%	100%	85%	57%	68%	1%	28%
		14%	1%	42%f	3%	60%f	3%	-	8%	2%	34%	3%	45%	1%	3%
No - do not receive any notification of charges	118	7	-	9	-	16	50	2	7	-	2	1	10	47	1
	65%	46%	-	28%	-	32%	97%	34%	62%	-	9%	43%	29%	97%	22%
		6%	-	8%	-	14%	43%ce	2%	6%	-	2%	1%	8%	40%	1%
Don't know	13	1	-	2	-	4	-	4	-	-	1	-	1	1	3
	7%	9%	-	7%	-	8%	-	66%	-	-	6%	-	3%	2%	51%
		11%	-	18%	-	29%	-	31%	-	-	9%	-	9%	6%	19%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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 (QS7901 - 640224)**Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?***This may be in the form of an email, text message or letter from your provider.***Base: All Pay TV users with a separate bill**

	Total	Q.7 PAY TV						
		Yes - e-mail (a)	Yes - text message (b)	Yes - letter (c)	Yes - Other way (d)	YES (e)	No - do not receive any notification of charges (f)	Don't know (g)
Unweighted Base	169	12	1	35	1	48	108	13
Weighted Base	182	14**	1**	35*	2**	51*	118*	13**
Yes - e-mail	14 8%	14 100% 100%	1 100% 9%	- - -	- - -	14 28% 100%cf	- - -	- - -
Yes - text message	1 1%	1 9% 100%	1 100% 100%	- - -	- - -	1 3% 100%	- - -	- - -
Yes - letter	35 19%	- - -	- - -	35 100% 100%ef	- - -	35 69% 100%ef	- - -	- - -
Yes - Other way	2 1%	- - -	- - -	- - -	2 100% 100%	2 3% 100%	- - -	- - -
SUMMARY CODE								
YES	51 28%	14 100% 28%	1 100% 3%	35 100% 69%cf	2 100% 3%	51 100% 100%ef	- - -	- - -
No - do not receive any notification of charges	118 65%	- - -	- - -	- - -	- - -	- - -	118 100% 100%ce	- - -
Don't know	13 7%	- - -	- - -	- - -	- - -	- - -	- - -	13 100% 100%

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

Base: All Pay TV users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - PACKAGE				Q.6/7 BILL/NOTIFICATION OF SERVICE - MOBILE PHONE				Q.6/7 BILL/NOTIFICATION OF SERVICE - LANDLINE BILL			
		Bill only (a)	Bill and notificatio n (b)	Notificatio n only (c)	No bill or notificatio n (d)	Bill only (e)	Bill and notificatio n (f)	Notificatio n only (g)	No bill or notificatio n (h)	Bill only (i)	Bill and notificatio n (j)	Notificatio n only (k)	No bill or notificatio n (l)
Unweighted Base	169	24	17	1	5	31	43	10	51	39	44	3	8
Weighted Base	182	28**	21**	1**	6**	36**	54*	11**	51*	43*	46*	3**	9**
Yes - e-mail	14	2	6	-	-	2	6	-	3	-	5	-	-
	8%	6%	29%	-	-	5%	11%	-	6%	-	11%	-	-
		12%	42%	-	-	12%	43%	-	20%	-	36% ⁱ	-	-
Yes - text message	1	-	1	-	-	-	-	-	-	-	-	-	-
	1%	-	6%	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	-
Yes - letter	35	4	4	-	-	4	14	1	6	-	22	2	1
	19%	13%	21%	-	-	10%	27%	8%	12%	-	48%	70%	15%
		11%	13%	-	-	11%	41%	2%	18%	-	63% ⁱ	5%	4%
Yes - Other way	2	-	-	-	-	-	2	-	-	-	2	-	-
	1%	-	-	-	-	-	3%	-	-	-	3%	-	-
		-	-	-	-	-	100%	-	-	-	100%	-	-
SUMMARY CODE													
YES	51	5	10	-	-	5	22	1	9	-	29	2	1
	28%	19%	50%	-	-	15%	41%	8%	18%	-	62%	70%	15%
		11%	20%	-	-	11%	44% ^h	2%	18%	-	56% ⁱ	4%	3%
No - do not receive any notification of charges	118	20	10	1	6	29	28	10	41	43	15	1	8
	65%	73%	50%	100%	100%	81%	52%	92%	81%	100%	32%	30%	85%
		17%	9%	1%	5%	25%	24%	9%	35% ^f	36% ^j	12%	1%	7%
Don't know	13	2	-	-	-	1	4	-	1	-	3	-	-
	7%	8%	-	-	-	3%	7%	-	1%	-	6%	-	-
		17%	-	-	-	9%	28%	-	6%	-	20%	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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

Billing (QS7901 - 640224)

Q.7_05 Do you receive any regular notification of your monthly or quarterly charges for your Pay TV?

This may be in the form of an email, text message or letter from your provider.

Base: All Pay TV users with a separate bill

	Total	Q.6/7 BILL/NOTIFICATION OF SERVICE - FIXED LINE BROADBAND				Q.6/7 BILL/NOTIFICATION OF SERVICE - PAY TV			
		Bill only (a)	Bill and notification (b)	Notification only (c)	No bill or notification (d)	Bill only (e)	Bill and notification (f)	Notification only (g)	No bill or notification (h)
Unweighted Base	169	24	29	2	14	58	39	8	45
Weighted Base	182	29**	32**	2**	17**	63*	44*	6**	50*
Yes - e-mail	14	-	4	-	-	-	13	1	-
	8%	-	13%	-	-	-	31%	8%	-
		-	29%	-	-	-	96%eh	4%	-
Yes - text message	1	-	-	-	-	-	1	-	-
	1%	-	-	-	-	-	3%	-	-
		-	-	-	-	-	100%	-	-
Yes - letter	35	1	16	1	-	-	29	6	-
	19%	2%	51%	48%	-	-	66%	92%	-
		2%	47%	2%	-	-	82%eh	17%	-
Yes - Other way	2	-	2	-	-	-	2	-	-
	1%	-	5%	-	-	-	3%	-	-
		-	100%	-	-	-	100%	-	-
SUMMARY CODE									
YES	51	1	22	1	-	-	44	6	-
	28%	2%	69%	48%	-	-	100%	100%	-
		1%	44%	2%	-	-	86%eh	13%	-
No - do not receive any notification of charges	118	28	9	1	17	63	-	-	50
	65%	95%	28%	52%	100%	100%	-	-	100%
		23%	7%	1%	14%	54% ^l	-	-	42% ^f
Don't know	13	1	1	-	-	-	-	-	-
	7%	3%	4%	-	-	-	-	-	-
		6%	9%	-	-	-	-	-	-

Fieldwork : 17/06/2011 - 21/06/2011 (Week 24)

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

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